



**Coordinated Street Outreach (CSO) Committee**

**3:30 – 5:00 pm**

**April 8, 2021**

**Minutes**

**Committee Purpose** – *The purpose of the committee is to establish a shared approach to conducting street outreach among workgroup members. The workgroup defines street outreach as the process of connecting and building trust with people experiencing homelessness where they are, with the goal of helping each person meet his or her immediate needs for survival, and helping each person to achieve wellbeing, belonging and connection according to their own understanding.*

**Meeting Purposes:**

1. **To bring all meeting participants up to speed with current information with updates**
2. **To address system gaps and unmet needs with high impact strategies within the first 60 days of meeting**
3. **To address and identify our philosophies, limitations and potential to meet the needs of our community members experiencing homelessness.**

**Meeting Participation Principles:**

- Past Progress – Many diverse, and respected voices have contributed to where we are today.
- Preparation - All background materials, minutes and project updates should be read, prior to meetings.
- Contribution – Every voice is elicited, uninterrupted, and heard.
- Distraction - Mute cell phones, avoid side-conversations, stay on-topic.
- Transparency – Acknowledge mistakes, provide upward feedback, seek differing opinions.

<b>Co-Chairs:</b> Dr. Denise Lin (UNM), Adriann Barboa (BernCo Commissioner), Lisa Huval (Dep Dir, CABQ-FCS)
<b>Attendees:</b> Carol Brusca (Heading Home), Christine Barber (StreetSafe), Laura Norman (CABQ Consultant), Lisa Huval (CABQ-FCS), Jessica Delgado (HopeWorks), Diana Lopez (YDI), Charlie Verpleogh (BernCo), Reed Russell (AHCH), Dolores Gomez (BCBS NM), Jodie Jepson (Heading Home), Bill Wagner (CentroSavila), Comm Adriann Barboa (BernCo County), Celina Lopez (CABQ DFCS Outreach), Isaiah Curtis (First Nations and CABQ), Pelatia Trujillo (DOPE Svcs NM), Ryan Delaware (Hopeworks)

Item & Individual:	Discussion/Action
Welcome and intros of new participants, Adriann Barboa	<ol style="list-style-type: none"> <li>1) Co-Chair Adriann Barboa welcomed all; introductions made.</li> <li>2) Two draft policies by City regarding Encampments on Public Property, for review today. Comm Barboa asked people to make notes on their copies regarding questions or anything missing. Members of public attending were welcomed to put questions/comments in the chat box.</li> </ol>

Lisa Huval provided context before sharing screen starting with “Dept of Family and Community Services Policy”. The City has been responding to encampments on public property for years, with primarily two departments – APD and Dept of Family and Community Services (Public Outreach Team, 2 staff). Encampments on *private* property are managed through City’s Code Enforcement/Planning Dept. APD and DFCS haven’t had written policies and procedures. Team at City has worked on drafts for both APD and DFCS.

Lisa Huval reminded all that homelessness is not a crime, and City is looking for an approach that doesn’t criminalize homelessness and minimizes interaction with APD. Compassionate approach, attempt to engage people as much as possible to connect with local resources/services.

**Key definitions** reviewed in policy: Encampment, Immediate Hazard, Special Property

-Christine Barber asked about whether a complaint process is in place, specific to the definition “immediate hazard” and encampments subsequently removed. Lisa Huval said that no grievance policy has been discussed yet. The Public Outreach Team will be moving over to the Community Safety Department in the months ahead, and a good idea to consider how complaint would work in context of that new department.

-Christine Barber, under special properties could add photos (if obviously a photo book). Lisa Huval pointed out that special property must be visible – bags and belongings are not searched.

-Pelatia Trujillo asked about how these policies will be shared with the people in encampments who will be impacted.

-Comm Barboa asked about the timeline for training. Lisa Huval said that in many ways this reflects the current practice, not a significant shift – more of a formalization.

First step, **identifying an encampment**. City receives reports in multiple ways; 311 calls from community members, calls to city councilors, calls to mayor, 242 Cops. These are all funneled to the City’s Public Outreach Team. More than 100 reported encampments on a list they are working through. Discern whether on public or private property. Public Outreach will go to the encampment, with first priority being to ensure everyone is ok; then they inform individuals that they can’t camp on public property; discussion follows and resources are offered. This Team has formed partnerships with local service providers who focus specifically on outreach.

-Reed Russell asked how Social Dispatch will interact with encampments, particularly late at night. Lisa Huval said that it is unknown now, but Social Dispatch continues to be strategy City staff are pursuing.

-Christine Barber pointed to encampments identified as being on private property being turned over to Zoning/Code Enforcement; therefore, does that department have a policy for encampment removal? Lisa Huval was not sure but she can connect Christine with the Code Enforcement staff at City.

**Making contact with an encampment:** Public outreach team is the ‘designee’ in the policy to do this.

-Jodie Jepson asked how the sharing of resources works with the encampment residents, as well as transport to WEHC, in a solution-focused way.

-Comm Barboa asked, since the Team is available during certain hours of day, is there a possibility to not remove encampments at night unless immediate

hazard. Lisa Huval said it is her understanding that this is current practice, with future Social Dispatch team fitting in here.

-Christine Barber asked if there is a way to engage Community Service Providers who do outreach at this point? Comm Barboa reminded that the City is hiring an Outreach Coordinator which will play a role.

-Alexandra asked if special permissions can be granted beyond 24 hours, if an outreach provider is working with someone. Lisa Huval said that seemed possible and that would be part of the coordination piece.

Two situations for an ***encampment removal***:

-*When in an immediate hazard area*. If encampment resident is there, will receive notice and direction to leave immediately. Time is given to collect belongings and move in orderly way. If the person is acting threatening, APD is engaged. When nobody present at encampment, Public Outreach Team will make effort to identify persons around, but this is not always possible. If no resident located, it is considered abandoned.

-*When not an immediate hazard*. Post a written notice at encampment with date needed to vacate – at least 24 hours from then. If individuals are present, verbal notice is typically given instead, and staff will make a record of notice given. After specified time, the City will initiate removal. First, verify there are Emerg Shelter Beds available which is almost always the case at Westside Shelter/WEHC. Sometimes Solid Waste is called in to assist. If people present, they are given time to collect and review belongings. If not, considered abandoned and items removed.

-Special property (medication, ID documents, over \$100 in value apparently), will retrieve and store. Varies by location in area of town; some nonprofits in the different districts assist with storage. Number to call for individuals to try to track.

-Public Outreach Team keeps records of contacts with homeless encampments Reed Russell asked why language “may” is in related to providing written notice. Lisa Huval said her understanding is that if conversation underway with encampment residents, it can be awkward to hand a written notice. But consistency of this has been discussed.

Regarding encampment clean up and removal, Christine asked about whether Team is present during Solid Waste clean up? Lisa Huval said Team is there at beginning of clean ups; depends on whether resident there if they stay or leave. Christine Barber asked how that dept handles special property and such, what is Solid Waste policy on this?

Lisa Huval mentioned 2 upcoming community forums on these policies, and encouraged people to attend.

Regarding record keeping, Comm Barboa thought this was the place to insert a realistic process for complaints. And clearly identifying names of responding officers and staff she thought was important. Christine Barber asked who will have access to these records? Outreach service providers? Lisa Huval said providers could ask Team, but doesn't believe they would be able to access system directly. Jodie Jepson said it is important to track data over time to develop solutions; encampments tend to move and be cyclical. Lisa Huval said that names aren't collected, both to protect privacy and recognizing that this data could be requested under public records request.

For future meetings, Lisa Huval said that there have been requests for public comment/participation – she asked whether the Committee would like to re-institute the public comment portion of the agenda. There was consensus yes. Members of the public always welcome to put comments in chat box.

**\*Chat box copied and pasted at the end of the minutes, due to volume of questions and input\***

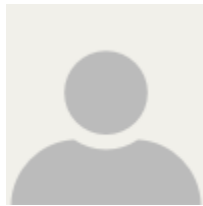
Time did not allow for the “Albuquerque Police Department – APD” policy to be reviewed.

CHAT BOX



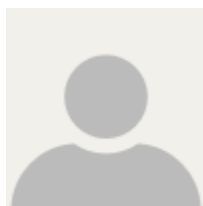
**Tina Kachele she/her**25:16

Thank you; that is something I believe is missing here. Access to comment and input from community members.



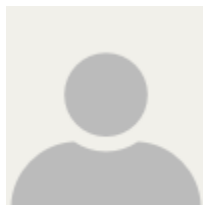
**Adriann Barboa**25:55

as we go thru the policies, please write : 1. H: highlights 2. P: problematice or concerns 3. M: Missing



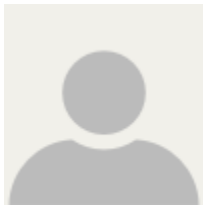
**Adriann Barboa**26:25

Thank you Tina for noting. Heard and appreciated



**Tina Kachele she/her**27:09

Thank you very much for inviting input.



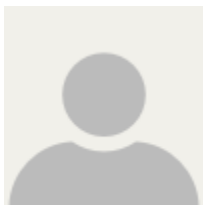
**Tina Kachele she/her**31:59

Commissioner Barboa: do you mean we should comment here? H, P, or M?



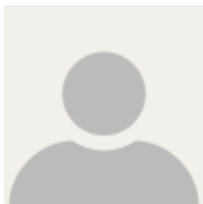
**Adriann Barboa**32:42

I mean to write down those for yourself and we will go back over and ask folds to put in chat at that time. thanks for clarifying



**Tina Kachele she/her**32:58

Okay; thank you very much.



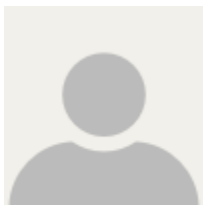
**Adriann Barboa**33:13

yes we will review again and have time to add in questions etc.



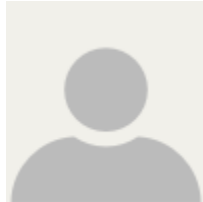
**Tina Kachele she/her**33:24

thank you.



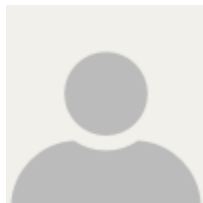
**ariel she/her**46:42

what is the accountability process when fcs/apd are violating this policy which we have exhaustive documentation and video of them doing prior to this written policy being drafted? since we know (and the city of abq acknowledges) that the wehc is not a safe or viable option for many unsheltered folx, (i personally work with two women whose last experience at the wehc was a sexual assault) where do you suggest they go when they are evicted from camps? we have video of apd suggesting national parks as a solution. how can they access housing vouchers in these situations? when folx are being asked to leave immediately, are you willing to provide support to move large belongings like tents that are not able to be carried by community members? how are you determining if the folx given 24 hour verbal notice are the same folx you are evicting?



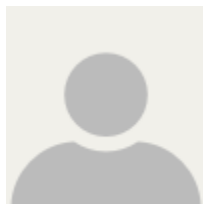
**Tina Kachele she/her**50:08

"Immediate hazard" = P (too vague)



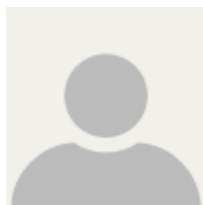
**Tina Kachele she/her**51:27

distinction between 'personal property' and 'special property' = P



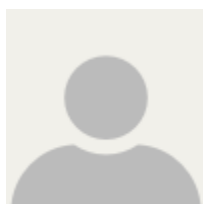
**ariel she/her**58:06

can you clarify why the distinction between special and personal property?



**Tina Kachele she/her**59:01

this is our concern with this distinction between these two kinds of property (that staff is not/cannot search people's property).



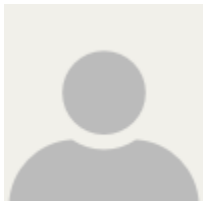
**Tina Kachele she/her**59:35

So making a distinction is P= problematic bc what is special is not apparent.



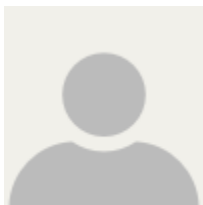
**ariel she/her**59:47

also are you searching "abandoned" camps for these things? we have seen entire tents be thrown away without being checked many times.



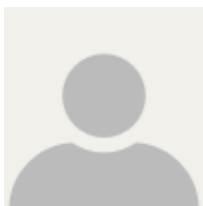
**Adriann Barboa**01:02:24

## II. Identifying emcampments



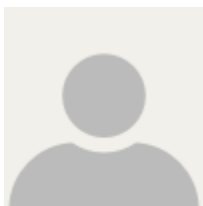
**Tina Kachele she/her**01:05:17

M= missing is where can people go if they can't be on public property or on private property.. I realize this is not directly addressed in the policy but this is one of the big concerns with these policies... people need somewhere to exist.



**Adriann Barboa**01:06:35

## III. Making Contact



**ariel she/her**01:07:12

M:how are you determining if folx being given 24 hour notice are the same people being evicted



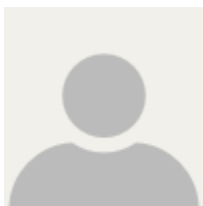
**Tina Kachele she/her**01:09:53

M= along with interpreters (which I assume means language interpretation), what about people experiencing a mental health crisis, or with other non-neurotypical abilities meaning that they would need alternative approaches to communication? Or other barriers?



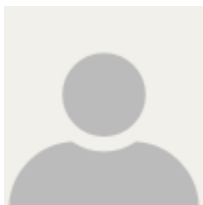
**Adriann Barboa**01:10:15

FCS Designee = Public Outreach Team of Family and community service



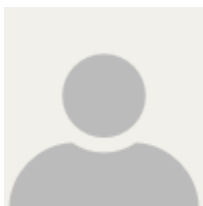
**ariel she/her**01:10:44

m-what is the solution for individuals who feel rightfully unsafe (or banned) from the wehc?



**Tina Kachele she/her**01:11:41

m= trauma-informed approaches to engaging community members in encampments.



**Tina Kachele she/her**01:13:42

Yes!! Please; no moving people at night. We have heard people being moved at 1 am..





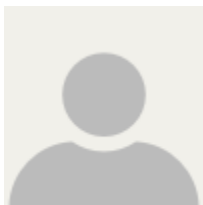
**ariel she/her**01:14:29

we get calls all the time from unsheltered community who are being threatened with eviction in the middle of the night. this happens weekly.



**Adriann Barboa**01:15:33

yes I was wondering same, is two folks enough capacity to address this need



**Adriann Barboa**01:21:32

IV Removal of encampagne



**Tina Kachele she/her**01:21:56

P = still the problem of vagueness of 'immediate hazard' determination



**ariel she/her**01:22:44

m-under c what does "best efforts" mean?



**Adriann Barboa**01:23:13

V Notice for NON immediate hazzards



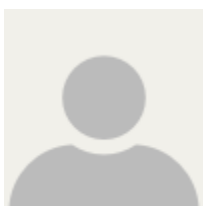
**Tina Kachele she/her**01:23:30

D = P (problem): I have heard stories of people going for a covid test (for example) and coming back and their property is gone bc it was determined as abandoned.



**ariel she/her**01:25:09

m-how are you determining a camp is abandoned?



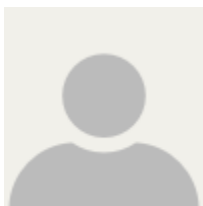
**ariel she/her**01:26:14

would you be willing to hear from unsheltered community members whose belongings have been deemed abandoned and thrown away that day?



**Tina Kachele she/her**01:26:30

m= what about assisting folks to remove items that are creating the 'hazard' but leaving them alone, in place, otherwise? Sometimes people do need a place to dispose of trash and other items.. and not have to move their entire home.



**Adriann Barboa**01:26:43

VI. Encampment removal



**arielsheher**01:28:47

i've watched solid waste be left alone at a sweep and throw away tents where folx had left the site. we have videos of this if you'd like to see them.



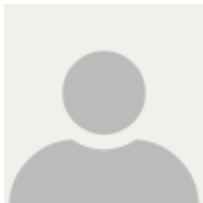
**Tina Kachele she/her**01:29:07

D2: what defines a 'reasonable period'? (P)



**Tina Kachele she/her**01:32:20

Thank you, yes. I have registered for the session and shared the link. I am sharing questions today to have them on record in this group as well. Appreciate you all recognizing that we are very concerned and are seeking how to be engaged in this process.



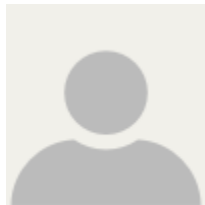
**Adriann Barboa**01:32:45

thank you Tina, super appreciate all the ways to engage and express



**Tina Kachele she/her**01:34:52

exactly... thank you Jodie. People are just being moved from one area to another, which is traumatic for them, and does not solve anything.



**Tina Kachele she/her**01:41:21

Thank you for making space for our concerns today.



**Tina Kachele she/her**01:41:45

And thank you for reinstating public comment

**Next Meeting: Thursday, May 13, 2021**

**Core Documents:**

**CABQ:** ABQ Street Outreach Agreement Draft 3-2-20, Street Outreach Report,  
<https://www.cabq.gov/family/partner-resources/meeting-minutes-agendas/homeless-coordinating-council>  
**BernCo:** Non and MCT Responses, **UNM:**