



# Agenda

## **HUMAN SERVICES COMMITTEE MEETING**

### **Amended**

**Tuesday, June 18, 2019**

**Market Station**

**Conference Room**

**500 Market Station**

**2:00 p.m. – 4:30 p.m.**

1. Call to Order
2. Approval of Agenda
3. Approval of Minutes: April 16, 2019
4. New Business/Action Items:
  - a. Presentation: Municipal Drug Strategy Draft Recommendations (TBD)
  - b. Presentation: Aspen Solutions Data Project (Aspen Solutions, LLC)
  - c. Discussion and Approval: Mayor's Built for Zero Initiative (Julie Sanchez, Staff Liaison)
  - d. Discussion and Approval: FY2019 Data Project (Julie Sanchez)
5. Old Business
  - a. Discussion and Update: City of Santa Fe and Santa Fe County MOA/MOU Unite Us
  - b. Discussion and Update: Community Health Council Resolution
6. Comments from the Chair and Committee Members
  - a. Strategic Planning Retreat (Marizza Montoya-Gansel, Chair)
7. Report from Staff
  - a. Expenditure Report and Contact Update
  - b. Upcoming Events
8. Matters from the Floor
9. Adjournment

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**RECEIVED AT THE CITY CLERK'S OFFICE**

**DATE: June 21, 2019**

**TIME: 11:01 AM**

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**CITY OF SANTA FE**  
**HUMAN SERVICES COMMITTEE**  
**MEETING**  
**June 18, 2019**

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**MINUTES OF THE**  
**CITY OF SANTA FE**  
**HUMAN SERVICES COMMITTEE**  
**MEETING**  
**Santa Fe, New Mexico**

**June 18, 2019**

The meeting of the City of Santa Fe Human Services Committee was called to order by Marizza Montoya-Gansel, Chair at 2:00 p.m. at Market Station Offices, 500 Market Street, Conference Room, Santa Fe, New Mexico.

Roll Call indicated there was a quorum present for conducting official business as follows:

**MEMBERS PRESENT:**

Marizza Montoya-Gansel, Chair  
Patricia Boies  
Jesse Cirolia  
Tres Schnell  
Doug Zang

**MEMBER(S) ABSENT:**

Brian Serna, excused  
1 vacancy

**STAFF PRESENT:**

Kyra Ochoa, Community Services Division Director  
Julie Sanchez, Youth and Family Services Division Program Manager

**OTHERS PRESENT**

Arianna Trott, Aspen Solutions, LLC  
Natalie Skogerboe, Aspen Solutions, LLC  
Jo Ann G. Valdez, Stenographer

## **APPROVAL OF AGENDA**

**MOTION:** A motion was made by Patricia Boies, seconded by Jesse Cirolia to approve the agenda.

**VOTE:** The motion passed unanimously by voice vote.

## **APPROVAL OF MINUTES: April 16, 2019 meeting**

**MOTION:** A motion was made by Tres Schnell, seconded by Doug Zang to approve the Minutes of the April 16, 2019 meeting.

**VOTE:** The motion passed unanimously by voice vote.

## **NEW BUSINESS/ACTION ITEMS:**

### **a. Presentation: Municipal Drug Strategy Draft Recommendations**

Julie Sanchez said she was hoping to get the Chair, or Member from the Municipal Drug Strategy Task Force to present to the Committee but there are a lot of events and conferences happening throughout the State.

She provided a brief overview of the recommendations noting that the Municipal Drug Strategy Task Force initially started under Mayor Javier Gonzales at the end of 2017 with the help of the Community Services Department and the Drug Policy Alliance. They made a recommendation to City Council to support this work through a Resolution and City Council approved it and created a Task Force that consists of 26 members. The Task Force is broken up into various subcommittees based on the Ithaca Plan, which was released in 2015. The Plan suggested different strategies to address drug and alcohol abuse in the city of Ithaca. The Drug Policy Alliance decided to bring that model here to see how it could be implemented.

Julie Sanchez said the focus is on the subcommittees which are broken down as follows: harm reduction being one of the treatments; prevention; and first response/public safety/law enforcement. Each one of the subcommittees is chaired by a member of the Municipal Drug Strategy Task Force.

She said over the last 10 months, the Task Force developed these recommendations that will be presented to City Council. The Mayor was briefed on the recommendations earlier this week to get his input and ideas.

Julie Sanchez distributed a handout that contained some of the recommendations to the Committee Members. She said one of the big recommendations is the need for a position at the City that would focus on bringing these strategies alive – to be part of the City and the State to continue this work.

Kyra Ochoa said the Mayor is reading a book entitled “Don’t Shoot” (a journey to

end gang and gun violence) by David Kennedy and she would recommend that the Committee read the book.

She mentioned that the Task Force talked about a recommendation to raise the alcohol tax to mostly create another revenue source for treatment but there was controversy among the group about that. There is evidence that raising the alcohol tax reduces the sales of alcohol; however, it can also increase the use of other alcohol substances for alcoholics, such as rubbing alcohol.

She said most of the emphasis of the Task Force was on the process and community engagement.

Julie Sanchez said another piece that she forgot to mention is that they extended the Task Force for an additional amount of time to account for community conversations and community buy-in. The Mayors of Santa Fe and the Mayor of Ithaca had a debrief on the best ways to implement this kind of program and to get community buy-in. This included about three months of focus groups of bringing people together and doing interviews – some one-on-one interviews with sensitive populations, including populations of people who are incarcerated or in treatment.

Kyra Ochoa said the other main discussion point was on diversion programs and decriminalizing substance use disorder.

Julie Sanchez said in July, the Task Force will be coming in front of the Governing Body to give a debrief on some of the recommendations. She invited the committee Members to be present for that meeting, which is scheduled for July 11<sup>th</sup> at the afternoon session at 5:00 p.m.

Kyra Ochoa asked Julie Sanchez to send out information about the meeting to the Committee Members and she agreed.

Julie Sanchez asked if there were any questions.

Doug Zang said he lived in Ithaca between 2012 and 2014 and he never heard of the Ithaca Plan, so he is curious about it.

Julie Sanchez offered to forward him a copy of the Plan and a copy of the draft Recommendations.

She said another piece to this is to not forget youth and youth are a big part of prevention and intervention strategy as well as alcohol abuse and the entire gamut of substance abuse, to include opioid and painkiller use.

**b. Presentation: Aspen Solutions Data Project (Aspen Solutions, LLC)**  
[Copies of the handout entitled “3<sup>rd</sup> Quarter Report Overview” by Aspen Solutions were distributed. A copy is hereby incorporated to these Minutes as Exhibit “4b”.]

Natalie Skogerboe and Arianna Trott were introduced to the Committee.

Natalie Skogerboe noted that they have been working with the Human Services Committee for about two years now. She said one of the pushes behind their contract is to help get all of the Human Services grantees on the same page with the City under the Results-Based Accountability framework. They worked the first year with the Committee to identify the high-priority indicators, which fall under each of the key areas of adult health; behavioral health; community safety and equitable society. Each of the grantees are working under one of these headings.

She said grantees have not really identified performance measures specific to their program that would help them as well as the City better understand how well they are doing – not just how many people they are serving, but how well they are doing it; and whether or not they are seeing any outcomes from those services. They worked with all of the grantees to come up with a uniform reporting platform and identify performance measures for them.

Arianna Trott briefly reviewed the handout/report for the Committee.

**Questions:**

Jesse Cirolia asked what Children's Program is Coming Home Connection doing.

Arianna Trott said they are just starting it but it sounds like a good program.

Tres Schnell asked where they would find the performance measures.

Natalie Skogerboe offered to send out the list of the performance measures to the Committee Members again given that there are new members.

Arianna Trott said if the Committee Members have any concerns about a provider or agency, they would be happy to address these.

She asked if there were any other questions.

Tres Schnell said she would like to hear about Interfaith Shelter just because they were the largest funding recipient.

Natalie Skogerboe said they do incredible work and she is always impressed with their ability to respond to needs in effective and efficient ways. She said they have case management and behavioral health services on-site, so they are working closely with the guests in that way. They always meet or surpass whatever is in their contract.

Arianna Trott noted that Interfaith Shelter placed 64 guests in some kind of housing and had 77 guests who were engaged in behavioral health services. She mentioned that Interfaith Shelter needs more volunteers so they have done some outreach to younger volunteers through the local high schools, Glorieta Camp, Boys and Girls Club and AmeriCorps/Vista. They also support former and current guests through employment opportunities at the Shelter.

Julie Sanchez said the other thing exciting about Interfaith Shelter is that they raised quite a bit of money for some new capital projects that they are going to be doing. They are going to be expanding the kitchen; moving the storage area; doing some work on their signage; painting; making some awnings and doing a little bit more of a privacy screen.

She said they are anticipating one more report and this will close out the 2019 contracts. The quarterly report for the contracts for the new grantees will not happen until October.

Chair Montoya-Gansel asked if there were any questions for Natalie Skogerboe or Arianna Trott.

Tres Schnell asked if any of the agencies do data development in terms of performance measures to have an impact on an indicator.

Natalie Skogerboe said quite a bit of them do. She said this first year was really seeing where they were and what systems they had in place, if any.

Arianna Trott said the other thing of their approach is capacity-building. She said they have established measures for some of the organizations and hopefully next year they can build their capacity and data in a way that makes sense for that organization. She explained that the organizations now understand how important it is to collect data for their use and benefit.

Tres Schnell encouraged City staff to try and get with the Association of Counties to do a presentation on the great work that the City is doing. She thinks this model could benefit other counties and cities. She asked Patricia Boies if the County has ever thought about that.

Patricia Boies said she knows that the Association of Counties is meeting this week and Jennifer Romero from the County will be attending their meeting. She noted that they also participate with the Health Services Affiliate, so they have done presentations with that affiliate but have not brought in managers or others, but she is thinking about doing something like that for the County's Santa Fe Community Connect project, which brings together much about what is being talked about here.

**c. Discussion and Approval: Mayor's Built for Zero Initiative**

The Mayor's Built for Zero Initiative is a collective impact model or national movement to address homelessness in municipalities and counties throughout the United States. Julie Sanchez and Kyra Ochoa had the chance to meet with Roseanne Hagerty – who is a McCarthy Genius Award recipient who ended chronic homelessness in Times Square. Her focus was getting more supportive and wet housing for the homeless but she realized that this was not solving the entire problem and that a lot of what needed to happen was systems-change around how people move through the system of homelessness and out of homelessness. Ms. Hagerty built this program through a group called "Community Solutions" that helps communities end chronic homelessness. Currently, the two main focus areas are veteran homelessness and the chronic

homelessness. In December, the City of Santa Fe decided to join this initiative under Mayor Webber's leadership.

Kyra Ochoa and Julie Sanchez are part of a core team that consists of members from the local shelters; Life Link, and the Coalition to End Homelessness. Kyra Ochoa and Julie Sanchez attended the Coalition to End Homelessness in Atlanta in March and learned about their "continuous quality-improvement" approach. Kyra Ochoa said this relies on a central tool, which is a concept they call "A Quality by Name" list of all chronically homeless people in a community. She explained that this has to be a multi-prong approach and centered around individual needs because there are different housing and housing insecurity situations. She noted that the City of Santa Fe chose to focus on chronic homelessness, which has a specific definition of 12 or more months of not being housed, but not necessarily consecutively.

Kyra Ochoa said the New Mexico Coalition to End Homelessness is the data lead-coordinated entry organization and the City Community Services Department is the community lead of the project. She said this is an exciting initiative but challenging in the sense of staff capacity but it will be a group effort; and is sort of meant to reinvigorate a lot of the efforts that have been going on and bring them together under one roof. She asked Julie Sanchez if she had anything to add.

Julie Sanchez said one of the most interesting things in this work is that prior to the City joining the Built for Zero Initiative was that Mayor Gonzales created the Mayor's Task Force to End Homelessness, which evolved to Built for Zero. She said the New Mexico Coalition to End Homelessness has indicated that there are 114 chronically homeless individuals in the community; however, they have been gathering information for their By-name list and have come to find out that there are more – around 329 individuals who are chronically homelessness. She referred to a graph that she printed for the Committee from the New Mexico Coalition to End Homelessness.

[A copy is hereby incorporated to these Minutes as Exhibit "4c".]

She noted that these individuals are new to their By-name list and the Committee can see that these numbers are steadily rising since the City joined this initiative.

Kyra Ochoa said a big part of this is that Interfaith Shelter started to report in and saw the value into the idea that it was valuable to report into the By-name list through the Coordinated Entry system. She said the other thing that this is doing is shining a light on all the gaps in the system. She mentioned that there is a major gap with coordinated street outreach in our community.

She said the nice thing about being part of this initiative is that it connects us with other communities who have done and tried other interventions and piloted different things.

Jesse Cirolia said one of her questions about this number coming from the HUD Program and from the numbers that they see – is kind of not seeing that 114 (number) as actually being accurate - but also the point in time count and how that is used; and then the people who have made their way onto the Coalition's list; and the fact that the

Interfaith Shelter is closed to men during the summer; and how many people we are not counting. She said also, the numbers probably increase seasonally but we are not capturing that anywhere because the shelter is closed to men during those months.

Kyra Ochoa asked Julie Sanchez to talk about what she learned about Chattanooga.

Julie Sanchez said she talked to Chattanooga and they are doing a county-wide initiative around outreach and Built for Zero, so they are able to almost cover their entire county with three outreach workers. She said she had a lot of faith and hope that Santa Fe can do this too - with the way that they organize and schedule their outreach workers in the different zones that they went to. The outreach workers are full-time and are out in the field 6-7 hours a day and are on a rotating-schedule for about two weeks.

She said they would like to bring a similar model here in Santa Fe and mentioned that they also bring in other providers, for instance, La Familia and Healthcare for the Homeless, can bring in a worker to do medical checks at certain sites, campsites, arroyos, etc. They also use IT technology such as Google Maps to pinpoint encampments within their community.

She said the outreach team here has been talking about where the data should live because there have been some challenges at the City around collecting encampment data because there is a city code where encampments have to be removed. She said they may have to pursue another agency where the data should be kept and in Chattanooga, the data is kept through the Department of Public Health.

Kyra Ochoa said it could be useful for the Department of Health to keep the data in terms of public health outreach, and to bring them in as a partner with some of this.

Tres Schnell asked if they would be going to the Public Regional office.

Kyra Ochoa said yes, they will be meeting with them this week.

Julie Sanchez said this brings them to the second part of the presentation and that is supporting the Built for Zero Initiative and the New Mexico Coalition to End Homelessness Coordinated Entry Project.

The New Mexico Coalition to End Homelessness is requesting \$10,000 from the City of Santa Fe to support their Coordinated Entry Project as it relates to ending chronic homelessness in Santa Fe as part of Santa Fe's participation in the Build for Zero movement. The New Mexico Coalition to End Homelessness operates the statewide Coordinated Entry System for people experiencing homelessness. The project was begun in the year 2014 and provides a uniform housing assessment that allows people experiencing homelessness to be referred efficiently to the housing options that will best meet their needs. As part of the process, the system produces by-name lists of people experiencing homelessness for geographic regions broken down into categories such as veterans, youth and those experiencing chronic homelessness.

The City funds will be matched with HUD funding to pay for a Coordinated Entry Navigator with assistance from NMCEH staff to perform the following tasks:

- Meet with homeless people to assess their housing needs and determine if they are chronically homeless;
- Compile data from assessments done by NMCEH and partner agencies to produce a by-name list of people experiencing chronic homelessness in Santa Fe.
- Conduct monthly case conference meetings with all homeless housing providers to review the chronically homeless list and develop housing plans for those on the list.
- Work with City staff and other partners to develop plans for increasing the amount of housing available for chronically homeless people.

Julie Sanchez said it would be great to show the City's support in this initiative and to be able to allow for funding as an incentive to get people on the list and in other ways to get people to participate.

#### **Questions/Comments:**

Chair Montoya-Gansel asked why they did not send in a proposal.

Julie Sanchez said they did not see the grant proposal by the time that it closed and were unable to apply for funding at that time. They were still working on their data collection mechanism.

Patricia Boies asked if there was funding available for this.

Julie Sanchez said yes, they have some funding set aside for contingency, approximately \$40,000-\$50,000.

Chair Montoya-Gansel said the Committee had indicated that they were going to do mini-grants.

Julie Sanchez said that this was in addition to that.

Chair Montoya-Gansel asked if they would be willing to submit a request for a mini grant.

Julie Sanchez said they would be willing but they will have to wait anywhere between 6 months to a year for an additional \$5,000. The limit for mini grants is \$5,000.

Chair Montoya-Gansel said she thinks they should have submitted a proposal for the mini grants. She expressed concerns that this would not be fair to other agencies to do it this way and not go through the regular process.

Julie Sanchez said this is part of the City's and Mayor's Initiative to try and end chronic homelessness.

Doug Zang asked if it had to go through this Committee.

Julie Sanchez said yes.

Patricia Boies asked if it was because this Committee is the source of funding.

Julie Sanchez said yes.

Kyra Ochoa said she hears what is being said, and on the pro-side of the column, the work that the Coalition to End Homelessness is doing to support all of the agencies in the community who serve homeless people, or people who are at risk for losing their housing, is a little above and beyond a one-agency service. She said she would ask the Committee's help with this due to staff's capacity.

Jesse Cirolia said this fills a gap that no one is capable of filling with a very strategic and specific purpose. She said we need a neutral agency that is not trying to drive referrals in any given direction but is actually working to neutrally navigate the system into whatever housing services are available. She thinks it would be great to see them take this role in supporting all of the rehousing efforts that are being made.

Patricia Boies said she is generally in support of this but has two questions. She asked if this was a HUD grant that requires City funding in order for them to access HUD's money. The second question she had is whether or not the City is anticipating a need that could arise for the contingency funding in the horizon.

Kyra Ochoa said that leads to a point that they might want to develop a policy around the contingency use and how to make those decisions.

Jesse Cirolia said they could create a policy around this to ensure that there is equity and fairness in the future, and that they make sure that this is somehow known.

Kyra Ochoa said maybe the Committee could consider to start thinking about working on creating or improving the health and human services system in Santa Fe, as the mission of the Human Services Committee.

Jesse Cirolia said maybe the Committee could find out from the New Mexico Coalition to End Homelessness if the City funds are required for them to access HUD monies. She said if it is not, then she would think that the Committee could creatively look at piecing together \$5,000 from the Innovation Fund and see if they could get buy-in (sponsorship) from the other funding partners and organizations for the remaining \$5,000, if this is allowed by the HUD's requirements.

Julie Sanchez will follow up on this.

Tres Schnell asked if there is any pressure to apply the remaining contingency funds.

Julie Sanchez said no, but it is always nice to have funding available for any Mayor initiatives that could come forward.

Tres Schnell asked if they receive any other City funding, and is \$5,000 the amount that is given for innovation funds.

Julie Sanchez said no, they do not receive any other City funding.

Chair Montoya-Gansel explained that this is the first funding cycle and first year that they have an Innovation Fund and the cap for a request is \$5,000 but they can request less.

Tres Schnell asked if the entities will be expected to follow suit with indicators and performance measures.

Julie Sanchez said it will be a lot less in terms of the reporting requirements because of the small amount of funding granted, but they will be required to turn in an end-of-the year report.

Jesse Cirolia said it would be great to get the buy in from other funding organizations and foundations.

Kyra Ochoa asked how would they do that.

Jesse Cirolia said they could call her after they get an answer to the question about whether or not they have to get the City's match and if it has to come from the City.

Chair Montoya-Gansel asked if there was a time limit.

Julie Sanchez said the close of the City's fiscal year is June 30<sup>th</sup>, and they cannot make a decision on the Innovation Fund until the monies are released, so they would have to do this in the next fiscal year.

Chair Montoya-Gansel asked if the Coalition had a time limit.

Julie Sanchez said no, they are the City's partner with this initiative.

*There was consensus to leave this as a follow-up agenda item for the next meeting.* Julie Sanchez will get the answer as to whether or not the City's match is required for HUD's funding and if it is not, they can submit a request for an Innovation Fund mini grant. She will also double check if the services fall under the scope of work for the Innovation Fund.

**d. Discussion and Approval: FY2019 Data Project**

Julie Sanchez said, as Kyra Ochoa indicated, staff's capacity is incredibly limited in-house and traditionally this Committee has gone through an RFP process to recruit data consultants and evaluators for the Human Services grantees. It is an incredibly prolonged process and staff would like to request that they extend Aspen Solutions' contract for an

additional year without having to go through the RFP process.

**Questions:**

Doug Zang asked how long is their current contract for and when did it start.

Julie Sanchez said it ends June 30<sup>th</sup> and it started two years ago.

Chair Montoya-Gansel said she remembers that only two people submitted proposals for these services.

Julie Sanchez said yes, there were two proposals.

Chair Montoya-Gansel said this was the best respondent to the RFP and she did not think they can get anyone better because they already know the providers and have worked with them; therefore, it would be her recommendation to extend the contract.

Patricia Boies concurred, for continuity purposes.

Julie Sanchez said the only other question she would have is whether it would be for one year or two years. She mentioned that the amendment will have to go before City Council for approval.

Chair Montoya-Gansel asked for a motion.

**MOTION:** A motion was made by Patricia Boies, seconded by Jesse Cirolia to extend the contract for Aspen Solutions, LLC for an additional two years for the data project.

**VOTE:** The motion passed unanimously by voice vote.

**OLD BUSINESS**

**a. Discussion and Update: City of Santa Fe and Santa Fe County MOA/MOU Unite Us**

Kyra Ochoa said Unite Us is the software that the County procured to secure the network of navigators and it has the capacity to integrate with other databases such as electronic medical records and the schools' database. She noted that staff has received the green light from legal to also procure Unite Us and they anticipate to procure 20 log-ins at a total cost of \$20,000. The City has made a decision to wait until the County's contract with Unite Us has an amendment which specifies that the integration is free. This did not make it in the final contract and they are waiting for the amendment from the County. Once this is done, the City can sign into an agreement with Unite Us without a procurement process because the County contract essentially acts like a state pricing agreement.

Patricia Boies noted that she checked on it this morning and it is at Purchasing now

and should be processed and signed in the next couple of days.

Kyra Ochoa asked if there were any questions about Unite Us.

**Questions:**

Tres Schnell asked if it would be possible for a Committee Member to log in and get familiar with the software.

Julie Sanchez said yes, and hopefully they can have a demonstration set up for the next meeting.

**b. Discussion and Update: Community Health Council Resolution**

Julie Sanchez said she and Chair Montoya-Gansel reviewed the *draft* Community Health Council Resolution and she will send it out to the Committee Members for their review. She noted that the Department of Health has been supportive.

Doug Zang asked staff if they could give him a little brief on what this is.

Kyra Ochoa said the City has a number of committees/boards/task forces in the Community Services Department and most of them are similar and in an effort to make their work more impactful, the City would like to make the Human Services Committee function more like a Community Health Council. The other committees would have a delegate to serve on the Council and possibly a delegate from the County Health Policy and Planning Commission. The Health Council could make recommendations to the Governing Body. This would also give the City a formal relationship with the Department of Health and helps leverage possible federal funding.

Julie Sanchez noted that they will need to have a Public Hearing for this-prior to going to City Council- because this Committee is created by Ordinance and they would be amending the City's Charter. It will also have to go before the Finance Committee.

**COMMENTS FROM THE CHAIR AND COMMITTEE MEMBER**

**a. Strategic Planning Retreat (Marizza Montoya-Gansel, Chair)**

Chair Montoya-Gansel said normally the Committee has a Strategic Planning Retreat during the summer but she and Julie Sanchez spoke about this given the upcoming Community Health Council, Chair Montoya-Gansel felt that the best thing to do would be to delay the Retreat. She did not think that the Committee needs to make any revisions to the Strategic Plan now given the fact that things are changing and the Community Health Council.

Julie Sanchez said given the discussions today, she and Chair Montoya-Gansel will sit down and start drafting some policies around some of the additional funding. They will bring this as a presentation item to the Committee for them to contribute ideas and thoughts on how to proceed with additional funding, and so forth.

Tres Schnell said she would really like the Committee to consider the relevance of

evidence-based approaches to ensure that - when the innovation is brought forward, if possible, to try to anchor it in evidence in order to fund it.

Chair Montoya-Gansel said or “promising practices”.

Tres Schnell said it usually means that there is evidence to support that.

Chair Montoya-Gansel asked if there were any other comments from Committee Members and there were none.

## **REPORT FROM STAFF**

### **a. Expenditure Report and Contract update:**

Chair Montoya-Gansel asked Julie Sanchez if she wanted to give the expenditure report and contract update.

Julie Sanchez said the final expenditure reports for the contracts for the last two years were included in the Committee Members’ packets. A copy is hereby incorporated to these Minutes as Exhibit “7a”.

She said there are some concerns about Southwest Care Center who is at only expending 50% of their grant because of high turnover. She noted that she and Michele Lis (who is helping her manage some of these contracts) will be meeting with them to figure out what their plan is on expending the rest of this funding. They have not sent an invoice to the City for services since March, which is unusual for them.

Julie Sanchez said historically, any agency that leaves a significant amount of funding (usually 10% or more) has to send the City a letter of justification as to why they left funding on the table.

Chair Montoya-Gansel asked what was going on with Literacy Volunteers.

Julie Sanchez said they just submitted an invoice yesterday and this will leave them caught up. She briefly reviewed Exhibit “7a”.

Kyra Ochoa said historically Farm to Table had applied for grant funding and the City spoke with them this year about the fact that they are really not a fit for Human Services or innovation funding, so the City found another funding source to support some of their work at the same level; and they made the deliverables specific to what they thought would benefit the Community Services Department. One is to continue to work on helping develop procedures for local food procurement in the City’s Senior Services and Youth and Family Services divisions. The other is to look at policies and procedures of the network of navigators to support addressing food security.

### **b. Upcoming Events**

Julie Sanchez said the navigation meetings are going to begin and she will send out an invite to everybody, as well as a demo for the Unite Us platform. She hopes to have a live demonstration for the Committee at the August meeting.

She mentioned that she and Kyra Ochoa applied for an AmeriCorps Planning Grant, which would support the work of navigation within the City and building off of what is currently being done at the County and what is currently being supported by this Committee.

Patricia Boies asked what the funding level for that was.

Julie Sanchez said it is roughly about \$35,000, and if awarded, the City will hire a consultant to help the City develop bigger AmeriCorps projects so that they can get funding to get AmeriCorps members and figure out how they would integrate into the network and what kind of training they would need.

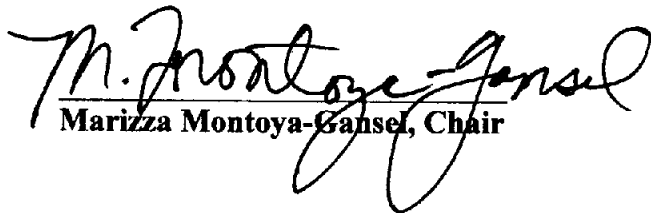
Julie Sanchez noted that the City is hiring a project administrator and if the Committee Members have any prospective candidates, please have them contact her. The position closes Friday before 5:00 p.m.

#### **MATTERS FROM THE FLOOR**

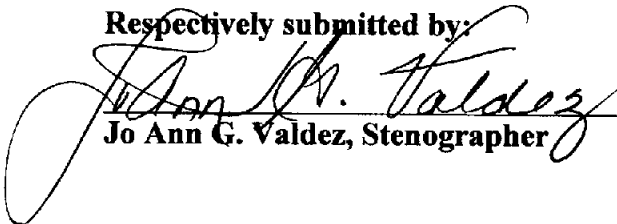
Patricia Boies noted that the County is putting together what is being called a "Complete Count Committee" for the upcoming Census. They have put out an RFP and have hired a consultant who is helping them with the 2020 Census. The County has passed a Resolution to create the Committee and an amendment to the Resolution will be done to enlarge the amount of Committee Members. Julie Sanchez will be a member of this Committee and Patricia Boies will be bringing the slate of names of members to the Board of County Commissioners soon.

#### **ADJOURNMENT**

There being no further business to discuss, Tres Schnell moved to adjourn the meeting, second by Doug Zang, Chair Montoya-Gansel adjourned the meeting at 4:30 p.m.

  
Marizza Montoya-Gansel, Chair

Respectively submitted by:

  
Jo Ann G. Valdez, Stenographer



CITY OF SANTA FE HUMAN SERVICES COMMITTEE  
3RD QUARTER REPORT OVERVIEW

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COMING HOME CONNECTION

*Highlights*

- ◇ Created a 4-part training - including partnering with Alzheimer's and Memory Cafes
- ◇ Thanks to this grant, their core programming is in a strong position allowing for 2 new programs
- ◇ Children's program and working with Montecito to open Casa Cielo (a 2-bed end-of-life service)
- ◇ Selected for the Mayor's Give Back Ball - 8 volunteers honored

*Concerns*

- ◇ The veterans program created many contacts and we worked to create partnerships, however partnerships have not materialized. The program is on hold until 2-new programs (Children's program and Casa Cielo) are running.

*Program Updates*

- ◇ Revised mission statement: Coming Home Connection trains, places, and supports volunteer and professional caregivers in homes and other settings where help is needed, to assist clients and their families through sickness, old age, and the end of life.
- ◇ Strengthening board: Recruited 2 new board members and one more prospective member

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FARM TO TABLE

*Highlights*

- ◇ City resolution passed that focuses on:
  - 1) NM Grown Fruits and Vegetables for School Meals (\$450,000 recurring about 220,000 NM students will benefit)
  - 2) NM Grown Fruits and Vegetables for Senior expanding the Senior Farmers Market Nutrition Program (\$100,000 recurring approximately 25,000 NM senior will benefit)
  - 3) Pilot Program for Senior Centers to purchase NM grown fruits and vegetables (\$50,000, FY2019-20)
- ◇ Legislation passed authorizing senior centers to use fresh fruits and vegetable grown from on-site gardens in meal programs and to allow seniors to take them home

*Concerns*

*No concerns noted*

*Program Updates*

- ◇ Strategic planning in April and May to assess current work and focus on priority for City and County moving forward.

## FEEDING SANTA FE

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### *Highlights*

- ◇ Working on streamlining and documenting organizational processes in order to further the organization and enhance partnerships.
- ◇ A staff person at a local agency told us her son uses Feeding Santa Fe food bags due to mental and drinking issues. She showed him the many different ways to cook eggs and how to extend the meals with the food in the bags.

### *Concerns*

- ◇ Only provided very limited information for reporting Q3. Including one sentence on Progress/Lessons Learned - "Feeding Santa Fe continues to serve the needs of Santa Fe's most vulnerable residents by providing access to groceries." Perhaps an indication that quarterly reporting is burdensome and bi-annual reporting would be helpful.

### *Program Updates*

- ◇ Limited progress on Strategic Task Force activities and Volunteer Recruitment this quarter in order to complete the City's new grant application
- ◇ Need more volunteers, especially those that can lift heavy items

## THE FOOD DEPOT

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### *Highlights*

- ◇ Working to begin distribution through La Familia and Sweeney Elementary
- ◇ Received 5 Journal North Readers' Choice Awards!
- ◇ NM Human Services bi-annual review and Feeding America annual audit found The Food Depot to be fully compliant!
- ◇ Distributed 584,347 pounds of food this quarter.

### *Concerns*

*No concerns noted*

### *Program Updates*

- ◇ The Food Depot is struggling to access produce due to changes in NM Association of Food Banks Produce Initiative and has started working with food banks outside NM to bring in produce.
- ◇ Working with Roadrunner Food Bank to establish statewide data collection system.

## INTERFAITH SHELTERS

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### *Highlights*

- ◇ Placed 64 guests in Q3 and had 77 guests engaged in behavioral health services.
- ◇ Engaged younger volunteers through St. Michaels High School, SFCC, Capital High, Santa Fe High, Santa Fe High ROTC, Santa Fe Indian School PASS Program, Glorietta Camp, Boys and Girls Club and AmeriCorps/Vista.
- ◇ Supporting former and current guests through employment opportunities at the shelter

### *Concerns*

*No concerns noted*

### *Program Updates*

- ◇ Peter Bastone joined Interfaith the Board of Directors and appointed Chair of the Development Committee

## KITCHEN ANGELS

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### *Highlights*

- ◇ Client services manager started implementing the City's SDOH Screening tool
- ◇ 2018 had 650+ volunteers, preparing/delivering 113,000 meals to 395 clients!
- ◇ Client success story: David has an immune disorder with which he has struggled for a number of years. As his disorder became more severe, he found himself in a wheelchair. Last September David began receiving Kitchen Angels meals. By November, not much more than two months after starting service and eating regular nutritious meals, David began walking again. He is now able to walk with a cane. The only thing that changed in his life was Kitchen Angels service. Although his immune disorder will never go away, David now has a better chance of living a longer and far more satisfying life.

### *Concerns*

*No concerns noted*

### *Program Updates*

- ◇ Board member (OJ Niswonge) retired after 9 years and Board President (Elva Busch) stepped down
- ◇ Three new board members with a variety of backgrounds and extensive experience (Darrin Abby, Morgan Honeycutt, and Peter Lovato)

### *Additional Comments*

- ◇ Next steps for program:
  1. Coordinate with Executive Director to identify new positions necessary as we expand our facility and programming.
  2. Identify potential business partners and work with staff to develop strong relationships through consistent cultivation.
  3. Develop a Speakers Bureau and schedule opportunities to educate diverse groups regarding Kitchen Angels mission.
  4. Engage Board Members to respond and initiate Social Media posts that promote our organization.

5. Work with the Executive Director and Staff to develop a systematic introduction of potential donors to Kitchen Angels.

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## LA FAMILIA

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### *Highlights*

- ◇ Referrals to the diabetes program have gone up every quarter (they doubled these from Q1 to Q3).
- ◇ 90% of patients with gestational diabetes are receiving follow-up
- ◇ In collaboration with HRSA quality improvement they made a QI Plan to better serve people at high risk, to follow-up with people missing their appointment, and incorporating workforce development.
- ◇ They contacted all 138 patients who had A1C over 9 and scheduled 37 of them.
- ◇ They set a goal to screen all patients with A1C over 9 for SDOH and provide navigation for those needed services.
- ◇ They increased the percentage of patients screened for SDOH from 9% to 48% this quarter.

### *Concerns*

Diabetes outreach over the phone continues to be challenging. We are trying to do this in-person by a warm-handoff from their PCP or other providers at the clinic.

### *Program Updates*

- ◇ La Familia is figuring out how to incorporate the new navigation services and Unite Us platform with an already-complicated workflow.
- ◇ With the expansion of the Southside location they are hoping to offer more diabetes groups, cooking, and exercise.

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## LIFE LINK

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### *Highlights*

- ◇ 496 unique individuals showed up and wanted work and Better Way was able to provide 61 people with work in Q3
- ◇ 100% of those who were in job development applied for job opportunities (29 people)
- ◇ Increased data collection and tracking has allowed for selection of a Best Employee each day, which is a significant motivator and source of pride among the workers
- ◇ During the last three months former van workers gained employment at the following businesses: Walmart, Joe's dinner, Java Joe's, Furr's, McDonalds, Market Street (8 people), Smith's (3 people), Allsup's (2 people), Giant, and Santa Fe Hotel. At least 9 have begun work on roofing and construction jobs now that the weather is getting better
- ◇ Workers shared "How is this program affecting your life?" Responses include:
  - "Without the program I wouldn't be making it."
  - "I feel useful and like a real person again."
  - "The program made me feel like a productive member of society."
  - "It has been a positive building block."
  - "It means a lot to me because of the work I do in my community and I'm amazed at what it has done for the homeless population."
  - "It allows me to buy gas so I can stay warm in my car at night."
  - "I hope to get a room because I can't do another night like last night."
  - "It helps me out because my boy has a birthday, so this will help me get him something."
  - "It is helping me with my sobriety."
  - "It gives me hope and doesn't make me feel stuck. I'm happier when I work."
  - "It is a good program and the boss is a good guy. I like it."
  - "I can't put it in to words how great this program is."

### *Concerns*

Inclement weather and vacation, trainings, and sick leave impact daily work immediately due to unpredictability of weather and limited funds to have staff to cover.

#### *Program Updates*

- ◇ Able to collect more data this quarter as they improve data collection
- ◇ Number of people who show up for work is steadily increasing.
- ◇ Our workers continue to be extremely thankful for the work. Many in the homeless community need multiple experiences working on the van in order to gain feelings of confidence, self-efficacy, and self-esteem so that they can take the steps to obtain other employment. The program has set a high standard of hiring only sober workers, which standard has become known among the homeless population. We find that people who work one day almost always return to try to work another day.
- ◇ Van supervisor was able to move to full-time and able to offer another full day of services
- ◇ Been able to have 2-hours dedicated per week for job development services for workers

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### LITERACY VOLUNTEERS OF SANTA FE

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#### *Highlights*

- ◇ In progress with revising data collection and efforts, including Bi-Lingual (BL) Coordinator and Data Analyst worked on consolidating proposed goals, indicators and measures for funders to better observe overlap, prioritize action and to create a checklist to capture information not tracked with the old version of the goal sheet
- ◇ Outstanding students of the year awards, honored at the Santa Fe roundhouse. Incredible stories!
- ◇ 70% of LVSF participants obtained/maintained employment this quarter.

#### *Concerns*

- ◇ Challenges with LVSF tutors many who are elderly and reluctant to tutor in the evenings or to drive across town to locations convenient for the students who are restricted by transportation and childcare issues
- ◇ Experiencing delays due to staff turnover at Santa Fe County Youth Development Center and delays will affect the ability to meet proposed goals and gain desired results

#### *Program Updates*

- ◇ The LVSF Administrative Assistant is receiving weekly training on LACES database help LVSF with real-time data tracking of tutoring hours, student accomplishments, and overall monitoring of student/tutor matches.
- ◇ To strengthen programs, effectively improve outreach, recruitment, training, visibility the LVSF ESL Coordinator and the Citizenship Volunteer Coordinator organized a meeting to occur throughout the year for organizations that provide citizenship services like Somos Un Pueblo Unido, Catholic Charities, New Mexico Immigrant Law Center, and Santa Fe Dreamers Project
- ◇ LVSF now using the CASAS E-Tests computer-based version to facilitate testing
- ◇ LVSF BL tutors have already begun tutoring at SFCCF
- ◇ Applying for an AmeriCorps volunteer

## SANTA FE DREAMERS

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### *Highlights*

- ◇ Increased number of calls for services. Completed 119 DACA applications this quarter (331 this fiscal year)
- ◇ Received a grant from Hispanics in Philanthropy and the Tawingo Foundation

### *Concerns*

- ◇ Provided very limited information on report (may be a concern or support for bi-annual reporting)

### *Program Updates*

- ◇ Starting walk-in hours to support increased call volume
- ◇ Inquire about them opening a new office in El Paso. If they are, it should have been included in the report.

## SANTA FE RECOVERY CENTER

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### *Highlights*

Santa Fe Recovery Center awarded Capital Outlay Funding from the New Mexico State Legislature in 2019 and signed by Gov. Lujan to expand capacity at our Residential Treatment Facility and to build Transitional Housing Units on their 5-acre campus

### *Concerns*

Staffing continues to be an ongoing challenge for this agency. Recruiting and retaining qualified staff is difficult. Santa Fe Recovery Center's Senior Leadership Team is working to explore staff incentives and employment packages that can help us to address this issue. They are also working to provide more entry level and advanced training opportunities for staff and we are committed to promoting staff from within the organization.

### *Program Updates*

- ◇ Santa Fe Recovery has over doubled their number served from 2017 to 2018.
- ◇ Expanded services with a Women and Children's Residential Treatment Program, an Extended Residential Program and building and expanding our outpatient and residential services programs
- ◇ Continuing to build peer services, case management and trauma-informed care

## SOLACE

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### *Highlights*

- ◇ Applied for a grant to hire two additional therapists for the clinical team to help alleviate the increase in caseloads and people seeking services
- ◇ Solace continues to provide key immediate crisis services to community members:

- When a family of six experienced a traumatic event and all appeared to need a triage assessment staff were able to provide the option of Critical Incident Stress Debriefing by two trained therapists in order to meet the needs of the entire family at once
- A 33-year-old Hispanic received services for witnessing members of his family murdered. He reported experiencing flashbacks, distress intolerance, anxiety, depression, cognitive distortions and sleep disturbance. He was diagnosed with PTSD. After seeing his therapist 4 times he reports feeling less anxious and more able to calm and center himself. He also reports feeling more capable of taking direct action in his life and has recently gained employment

#### *Concerns*

*No concerns noted*

#### *Program Updates*

- ◇ Solace's quality improvement team is expanding to include all departments to ensure all aspects of solace are monitored, including client feedback, and service improvements are made across the agency
- ◇ Hired and retention of Psychotherapist at 20 hours
- ◇ Hired Bilingual Forensic Interviewer/Advocate on 90-day probation
- ◇ Added two additional members to the Board of Directors

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### SOUTHWEST CARE CENTER/SFFD

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#### *Highlights*

- ◇ The CONNECT program has been operational for approximately three years and has not had an external evaluation. A goal for next quarter is to procure the services of a program evaluator to understand program impact and possibilities for improvement
- ◇ Amazing outcomes including: a creation of a tailored protocol to assure appropriate clinical decisions are made for a person who repeatedly calls 911 for behavioral health issues, assisted a person who is chronically homeless get into a 6-mo treatment program, helped two people who are chronically homeless with repeated ER visits for substance use obtain identification documentation and apply for subsidized housing, and worked with hospital to coordinate a transfer for a person from inpatient to long-term care facility

#### *Concerns*

- ◇ Limited information in report, perhaps indication of need to move to bi-annual reporting

#### *Program Updates*

- ◇ SCC will not be applying for continued funding through the HSC and thus, SFFD is looking for other ways to make the critical service SCC provided under this award possible

## ST. ELIZABETH'S SHELTER

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### *Highlights*

- ◇ Focusing on connecting clients to community resources for additional positive support systems
- ◇ ED went to conference on Built for Zero in Atlanta and St. E's is applying strategies from conference including: diversion on intake and a quick version of the coordinated assessment with all clients including street clients
- ◇ Amazing stories that illustrate the wonderful service provided:
  - A long-time street client that passed this last month, never stayed at the shelter until this last year. He was Native American and struggled with a drinking addiction. When he finally came to us for shelter his health was failing, but we were able to stabilize him and get him into housing. The most amazing part of his journey was that when he passed in the local hospital he was surrounded by his family. Due to his addiction he had lost most of his connections to his reservation, but since he had become sober and housed he was able to leave this world with all his family. We felt terrible about his passing but the fact that he was housed and with loved ones is a win, and for some, this was a comfort.
  - A woman who was homeless for five years and burned many bridges, but was successfully housed this quarter. In years past she would get housing and the day before moving in would disappear and go on a using binge. She is now connected with crisis intervention and has many helping her in this new transition.
  - Also we had a woman who lived marginalized for several years that was able to gain financial success and independence and now she is housed and starting a DBT Therapy which will provide much-needed stability to interact with the world and re-integrate in community

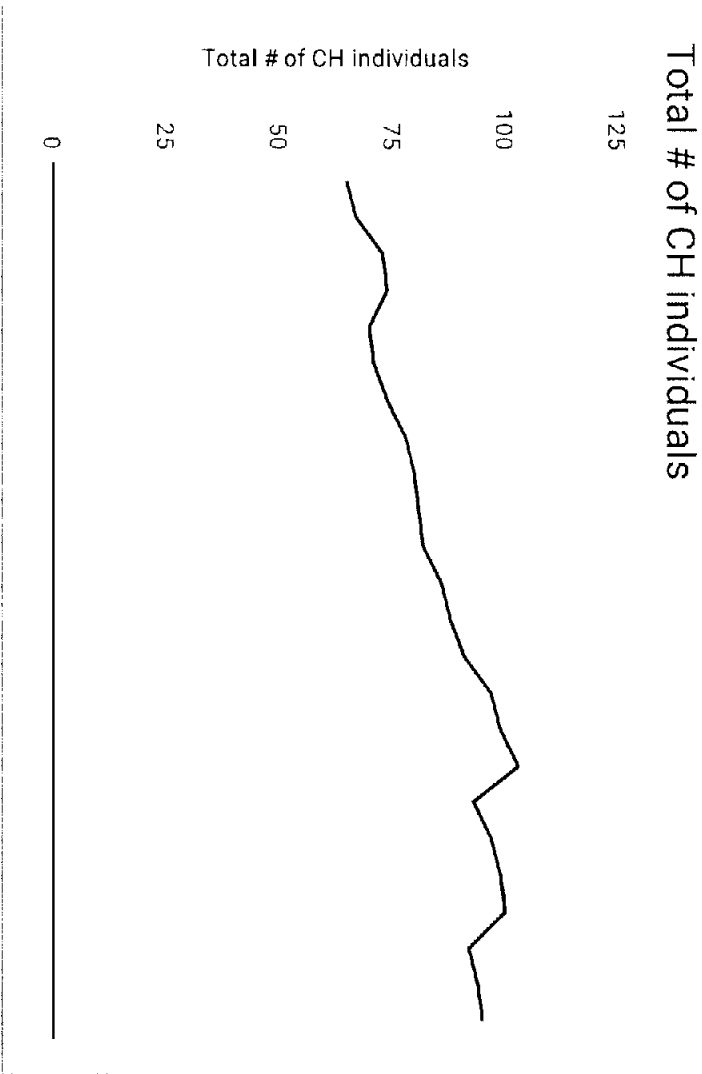
### *Concerns*

*No concerns noted*

### *Program Updates*

- ◇ Case management teams have been coordinating with local providers to provide additional services and supports for clients. The shelter has had some new cases bringing issues that we have never faced before and addressing those issues through additional supports has been helpful for connecting them with long-term relationships with service providers
- ◇ Long-time Men's Emergency Shelter program manager retired so we are in a transitional period as the new program manager assumes the leadership role. During major leadership changes there is naturally a re-evaluation of how best to move forward. Our previous program manager has left us with a very firm foundation on which to build and grow. We have also been receptive to new HUD and MFA requirements as well as suggestions from New Mexico Coalition to End Homelessness and initiatives from the Mayor's Office
- ◇ Utilizing Trauma Informed Response and Practices, promoting staff self-care, insulation and participating in Seeking Safety group

Date	Total # of CH Individuals
1/1/2019	65
1/8/2019	67
1/15/2019	73
1/22/2019	74
1/29/2019	70
2/5/2019	71
2/12/2019	74
2/19/2019	78
2/26/2019	80
3/5/2019	81
3/12/2019	82
3/19/2019	86
3/26/2019	88
4/2/2019	91
4/9/2019	97
4/16/2019	99
4/23/2019	103
4/30/2019	93
5/7/2019	97
5/14/2019	99
5/21/2019	100
5/28/2019	92
6/4/2019	94
6/11/2019	95
6/18/2019	
6/25/2019	
7/2/2019	
7/9/2019	
7/16/2019	
7/23/2019	



## Human Services Quarterly Report 2017-2019

2017-2018

Organization	Total Award	1st quarter received Due 10-14	2nd quarter received Due 1-31	3rd quarter received Due 4-14	4th quarter received Due 7-14	Total amount paid out to date	Balance Remaining	Percentage Remaining
1 Coming Home Connection	\$ 32,000.00	10/12/2017	01/28/2018	04/13/2018	07/10/2018	\$ 32,000.00	\$ -	0%
2 Farm to Table	\$ 10,000.00	10/20/2017	01/30/2018	04/13/2018	07/16/2018	\$ 10,000.00	\$ -	0%
3 The Food Depot	\$ 95,000.00	10/16/2017	01/28/2018	04/13/2018	07/13/2018	\$ 95,000.00	\$ -	0%
4 Feeding Santa Fe	\$ 20,000.00	10/13/2017	01/30/2018	04/13/2018	07/13/2018	\$ 20,000.00	\$ -	0%
5 Interfaith Community Shelter	\$ 155,000.00	10/10/2017	01/28/2018	04/10/2018	07/11/2018	\$ 155,000.00	\$ -	0%
6 Kitchen Angels	\$ 50,000.00	10/05/2017	01/31/2018	04/13/2018	07/13/2018	\$ 50,000.00	\$ -	0%
7 La Familia Medical Center	\$ 100,000.00	10/12/2017	01/28/2018	04/13/2018	07/10/2018	\$ 100,000.00	\$ -	0%
8 Literacy Volunteers	\$ 55,000.00	10/13/2017	01/31/2018	04/13/2018	07/12/2018	\$ 55,000.00	\$ -	0%
9 Santa Fe Recovery Center	\$ 60,000.00	10/13/2017	01/30/2018	04/13/2018	07/16/2018	\$ 60,000.00	\$ -	0%
10 Solace Crisis Treatment Center	\$ 90,000.00	10/13/2017	01/31/2018	04/13/2018	07/13/2018	\$ 80,368.45	\$ 9,631.55	11%
11 St. Elizabeth Shelter	\$ 74,000.00	10/13/2017	01/31/2018	04/16/2018	07/13/2018	\$ 74,000.00	\$ -	0%
12 Santa Fe Dreamers Project	\$ 34,000.00	10/13/2017	01/30/2018	04/13/2018	07/13/2018	\$ 34,000.00	\$ -	0%
13 Southwest Care Center	\$ 30,000.00	10/13/2017	01/31/2018	04/25/2018	07/11/2018	\$ 30,000.00	\$ -	0%
14 Life Link	\$ 43,700.00			04/14/2018	07/13/2018	\$ 43,700.00	\$ -	0%
							\$ 9,631.55	

2018-2019

Organization	Total Award	1st quarter received Due 10-12	2nd quarter received Due 1-11	3rd quarter received Due 4-12	4th quarter received Due 7-12	Total amount paid out to date	Balance Remaining	Percentage Remaining
1 Coming Home Connection	\$ 32,000.00	10/12/2018	01/11/2019	04/19/2019		\$ 26,305.45	\$ 5,694.55	18%
2 Farm to Table	\$ 10,000.00	10/12/2018	01/11/2019	04/10/2019		\$ 7,500.00	\$ 2,500.00	25%
3 The Food Depot	\$ 95,000.00	10/12/2018	01/14/2019	04/12/2019		\$ 95,000.00	\$ -	0%
4 Feeding Santa Fe	\$ 20,000.00	11/13/2018	01/11/2019	04/11/2019		\$ 20,000.00	\$ -	0%
5 Interfaith Community Shelter	\$ 155,000.00	10/12/2018	01/11/2019	04/10/2019		\$ 155,000.00	\$ -	0%
6 Kitchen Angels	\$ 50,000.00	10/12/2018	01/15/2019	04/10/2019		\$ 45,322.00	\$ 4,678.00	9%
7 La Familia Medical Center	\$ 100,000.00	10/12/2018	01/11/2019	04/11/2019		\$ 94,538.18	\$ 5,461.82	5%
8 Literacy Volunteers	\$ 55,000.00	10/12/2018	01/14/2019	04/12/2019		\$ 42,386.89	\$ 12,613.11	23%
9 Santa Fe Recovery Center	\$ 60,000.00	10/12/2018	01/14/2019	04/12/2019		\$ 55,762.90	\$ 4,237.10	7%
10 Solace Crisis Treatment Center	\$ 90,000.00	10/12/2018	01/10/2019	04/12/2019		\$ 83,351.33	\$ 6,648.67	7%
11 St. Elizabeth Shelter	\$ 74,000.00	10/12/2018	01/11/2019	04/11/2019		\$ 74,000.00	\$ -	0%
12 Santa Fe Dreamers Project	\$ 34,000.00	10/12/2018	01/11/2019	04/12/2019		\$ 28,333.34	\$ 5,666.66	17%
13 Southwest Care Center	\$ 30,000.00	10/12/2018	01/09/2019	04/10/2019		\$ 13,941.13	\$ 16,058.87	54%
14 The Life Link	\$ 140,000.00	10/12/2018	01/15/2019	04/12/2019		\$ 109,680.91	\$ 30,319.09	22%
							\$ 93,877.87	

updated: 06-17-19