



ONE
ALBUQUE
RQUE

city of albuquerque

Cities Thrive Presentation City of Albuquerque & Bernalillo County

January 2021

Homelessness System of Care

Presented by:

Gilbert Ramirez, MSW, LCSW, LSSW

Deputy Director of Behavioral Health & Wellness Programs

City of Albuquerque

Office of Mayor Tim Keller



Homelessness System of Care

This project was developed in the context of an overall system of providing COVID-safe shelter to people experiencing homelessness

Albuquerque COVID-19 Corona Crushers: A Cross-Disciplinary Coordinating Committee Managing the Prevention and Mitigation of COVID-19 for Albuquerque's Homeless Population

- *City of Albuquerque*
- *New Mexico Department of Health*
- *Bernalillo County*
- *New Mexico Medical Reserve Corp*
- *University of New Mexico-Health Sciences Center*
- *Presbyterian Healthcare Services*
- *Lovelace Medical Center*
- *Albuquerque Healthcare for the Homeless*
- *First Nations Community Healthsource*
- *Heading Home*
- *Many others*



Homelessness System of Care

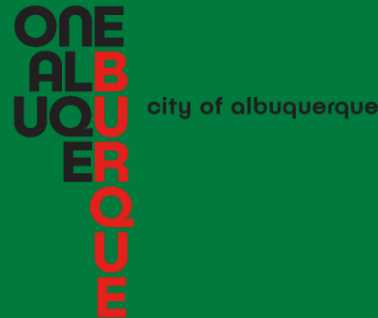
“Homelessness is a harsh reality in Albuquerque, and we've heard from people from all walks of life that our city is ready to stop looking away and start finding solutions,” said Mayor Tim Keller. “Through this partnership, we are combining our resources and capabilities to start addressing fundamental needs from creating centralized facilities that allow for safety and dignity to increasing access to behavioral health and addiction services.” 2-15-19

- *UNM partners with City of Albuquerque to combat homelessness*
 - *New initiative launched with Letter of Intent – February 15, 2019*
 - *<https://news.unm.edu/news/unm-partners-with-city-of-albuquerque-to-combat-homelessness>*
- *City County MOU & The Homeless Coordinating Council*
 - *<https://www.cabq.gov/family/partner-resources/meeting-minutes-agendas/homeless-coordinating-council>*



Strategic Partnerships

The Homeless Coordinating Council (HCC) is a collaborative body made up of members from the City of Albuquerque, the County of Bernalillo, and the Board of Regents of the University of New Mexico. As reflected in the Memorandum of Understanding (MOU), the HCC's work will be guided by creative problem solving, respectful collaboration, evidence based decision-making and effective resource utilization. The HCC's purpose is to deliver a coordinated community-wide framework for expanding and strengthening services & permanent affordable housing for people experiencing homelessness in Albuquerque metro area.

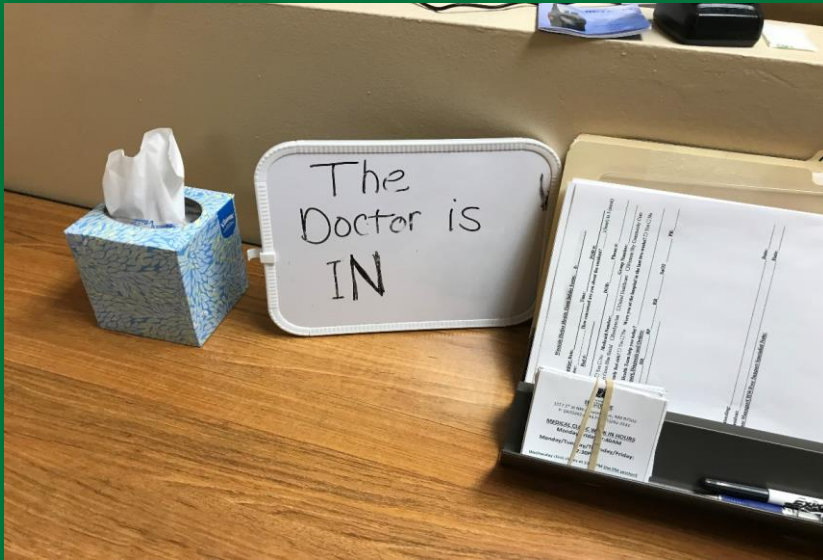


New Mexico Department of Health Medical Reserve Corp

- Mission is to augment local community health and medical services during a disaster, public health emergency or community public health event with pre-identified, trained and credentialed volunteers.
- The New Mexico Medical Reserve Corps (MRC) is made up of medical and non-medical volunteers from around the state who serve to help their fellow citizens in time of need. Currently, the MRC has over 2000 registered volunteers who help the Department of Health. These volunteers are the backbone of volunteer organizations of our state.
- <https://www.nmhealth.org/about/erd/bhem/mrc/>



Medical Clinic Added to Shelter



Behavioral Health

- Department of Health
 - Contract to add Certified Peer Support Workers at Hotel & Shelter locations
- Medical Reserve Corp – MRC
 - Access to volunteer medical/behavioral health providers for site and facilities
- Coordination with Medication Assisted Treatment Providers to allow access to medications while in quarantine/isolation sites.
- \$500,000 in City CARES funding to BH contracts with Street Medicine Providers supporting targeted behavioral health services.
- \$1 Million in City CARES appropriations issued to Non-profit providers
- City/County/State Contract with In-Patient Provider for C-19 positive clients.



City Westside Emergency Housing Center

- State Authorized Rapid Testing Facility
- Current NM Community Positivity Rate in just over 11% - Positivity Rate at WEHC is 1.3%!



Bernalillo County CARE Campus Services

- Public Inebriate Intervention Program
- Social Model Detox Program
- Supportive After Care
- Crisis Stabilization

- COVID 19 Precautions
 - Masks
 - Social Distancing
 - 2nd floor expansion
 - Intake screening



Community Behavioral Health Services

- Behavioral Health Initiative Providers
 - Requests for services tripled by May 2020
 - Significant expansion in Tele-Health based services
- Bernalillo County CARES Behavioral Health Provider Grant
 - \$10,000 Grants to providers impacted by COVID 19 Pandemic
 - Over \$448,500.00 awarded



CARES Collaboration

- Bernalillo County, the City of Albuquerque and the State of New Mexico collaborated to address gap for COVID 19 positive behavioral health clients needing inpatient treatment or detoxification services.
- Collaborative IGA and Professional Services Agreement with Central Desert Behavioral Health Hospital
 - Bernalillo County : \$100,000.00 CARES Funds
 - City of Albuquerque: \$100,000.00 CARES Funds
 - State of New Mexico: \$200,000.00 General Funds



Questions?

City of Albuquerque

Gilbert Ramirez, MSW, LCSW, LSSW

Behavioral Health & Wellness Programs

Email: gramirez@cabq.gov

(505) 768-2866

Bernalillo County

Margarita Chavez-Sanchez, M.S

Department of Behavioral Health Services

Email: margchavez@bernco.gov

(505) 468-7033





PARTNERS

Government

City FCS State DOH

City EOC MRC

City COAST State EOC

Who in Justice System?

Community

Heading Home AHCH

First Nations Pathways

Pres Centro Savila

University

UNM-HSC

PROGRAM

Are there other programs?

Clinics

Clinics Medical Home Model

Westside Shelter - COVID Prevention

Screening of all residents Isolation areas for COVID +, PUI Food at Shelter rapid testing for covid

Screening 250-300/day since March Isolation of 400 People Since March

Isolation and Quarantine Hotel

HGI Super 8 Expedited Referrals from ER

Over 1000 People quarantined or isolated 81 left AMA 15% ineligible

COVID Prevention: Families, People >60 and/or Co-Morbidities

Hawthorne Wellness Hotel

Monitoring and Evaluation for Improvement

Data collection to evaluate outcomes HIPAA compliant data Evaluation Timeline of % Achievement of Each Outcome

OUTCOMES

Are there other outcomes? Other indicators of success?

SHARED GOAL

Prevent Spread of COVID Mitigate outbreaks

SYSTEM OUTCOMES

Timely Data for Decisions Safe Sharing Med Data Identify System Gaps Rapid COVID ID Appropriate client placement and care Supportive Housing for All (% at each time period)

COLLABORATIVE MEDICAL MODEL:

Bluepod Isolation Episodic Urgent Care Isolation Hotel Coordinated Care Btwn Systems Behavioral Health Treatment Expansion of Entry Points - Gateways

EMPOWERMENT OUTCOMES

Changed Policy Shared Power Effective Partnering Practices Increase Partner Capacity Sustained Partnership Expedited ER/ Hosp Referrals

BEHAVIOR CHANGE to Prevent Spread

Mask Wearing Social Distance >6 ft Sheltering in Place Vaccination openness Reduce Density connect to housing connect to hltchr hm connect to hlthcr home

LONG TERM



Respite Care Primary Care home Transpo housing Insurance Enrollment Integrated public health system HEALTH EQUITY

Context Issue of Importance

COVID19 in PEH

Social / Structural

Higher Illness >60 People >60 Shelter Can't Isolate

Partnership Capacity

Skilled Orgs

Hx of Trust Collaboration

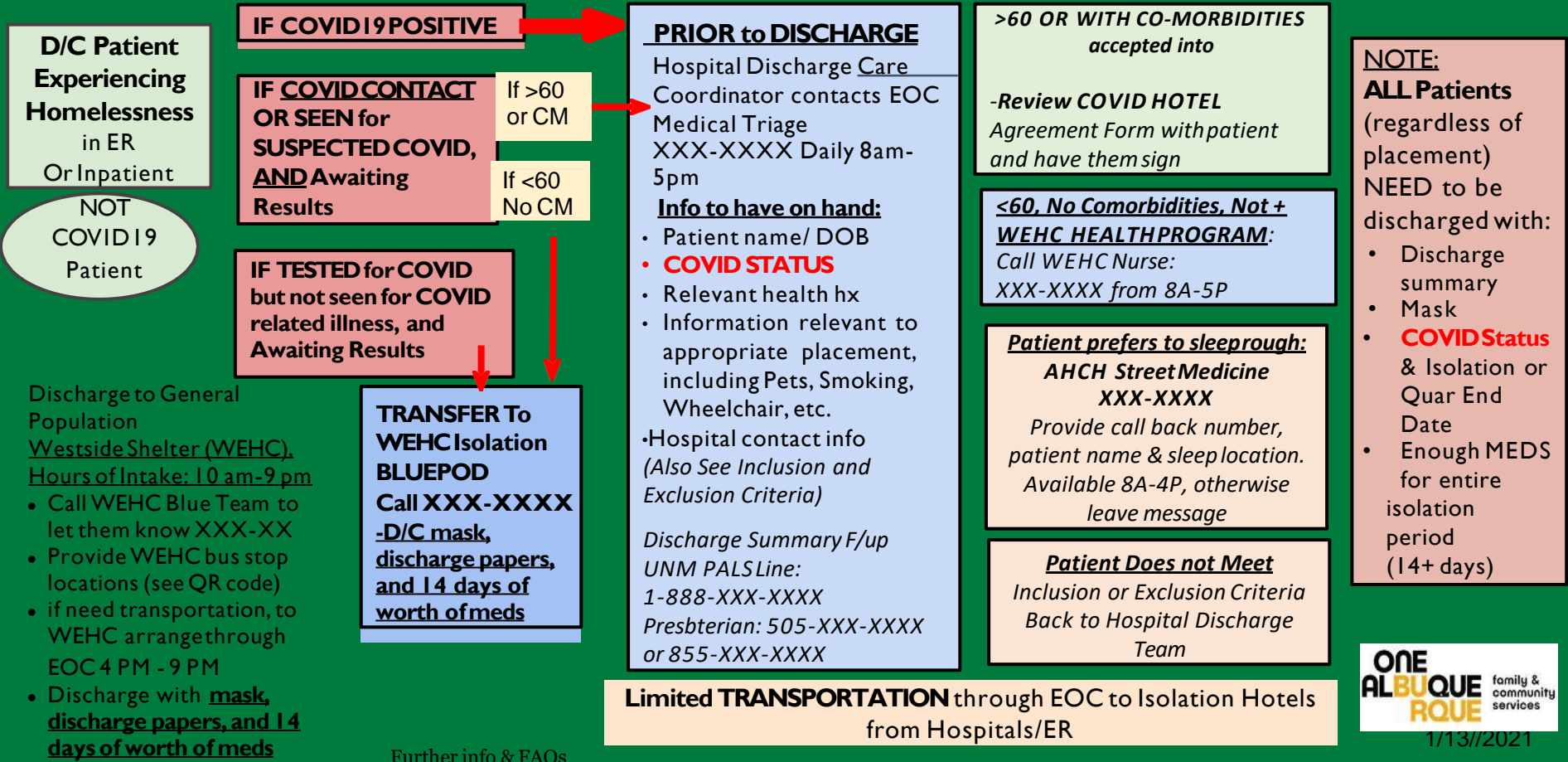
1 Year Working Together



Hospital and ER Pathway for COVID Isolation Hotel (HGI) for People Experiencing Homelessness*

Referrals Accepted: Daily: 8am - 6:30pm EOC XXX-XXXX No Admissions from 6:30 pm-8am

*Does not apply to patients with housing options



D/C Patient Experiencing Homelessness
in ER
Or Inpatient

NOT COVID-19 Patient

IF COVID-19 POSITIVE

IF COVID CONTACT OR SEEN for SUSPECTED COVID, AND Awaiting Results

If >60 or CM

If <60 No CM

IF TESTED for COVID but not seen for COVID related illness, and Awaiting Results

PRIOR to DISCHARGE

Hospital Discharge Care
Coordinator contacts EOC Medical Triage
XXX-XXXX Daily 8am-5pm

Info to have on hand:

- Patient name/ DOB
- **COVID STATUS**
- Relevant health hx
- Information relevant to appropriate placement, including Pets, Smoking, Wheelchair, etc.
- Hospital contact info (Also See Inclusion and Exclusion Criteria)

Discharge Summary F/up
UNM PALSLine:
1-888-XXX-XXXX
Presbyterian: 505-XXX-XXXX
or 855-XXX-XXXX

>60 OR WITH CO-MORBIDITIES accepted into

-Review **COVID HOTEL Agreement Form** with patient and have them sign

<60, No Comorbidities, Not + WEHC HEALTH PROGRAM:

Call WEHC Nurse:
XXX-XXXX from 8A-5P

Patient prefers to sleep rough:

AHCH Street Medicine XXX-XXXX

Provide call back number, patient name & sleep location.
Available 8A-4P, otherwise leave message

Patient Does not Meet Inclusion or Exclusion Criteria

Back to Hospital Discharge Team

TRANSFER To WEHC Isolation BLUEPOD

Call XXX-XXXX

-D/C mask, discharge papers, and 14 days of worth of meds

NOTE:

ALL Patients (regardless of placement) **NEED** to be discharged with:

- Discharge summary
- Mask
- **COVID Status** & Isolation or Quar End Date
- Enough MEDS for entire isolation period (14+ days)

Limited TRANSPORTATION through EOC to Isolation Hotels from Hospitals/ER

Discharge to General Population
Westside Shelter (WEHC), Hours of Intake: 10 am-9 pm

- Call WEHC Blue Team to let them know XXX-XX
- Provide WEHC bus stop locations (see QR code)
- if need transportation, to WEHC arrange through EOC 4 PM - 9 PM
- Discharge with **mask, discharge papers, and 14 days of worth of meds**

Further info & FAQs



1/13/2021