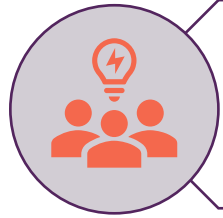




Mobile Homelessness Response Demonstration Project

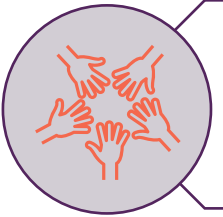
Project Background



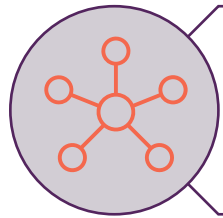
FY 2024: NM legislature appropriated \$4 million to NMDOH for mobile homelessness services demonstration project



Project aimed to build mobile response capacity in rural New Mexico, across 19 counties



NMDOH funded 13 community partner organizations to develop a mobile response unique to their community.



Project included partnership with UNM to survey individuals experiencing homelessness statewide through PICKUP study

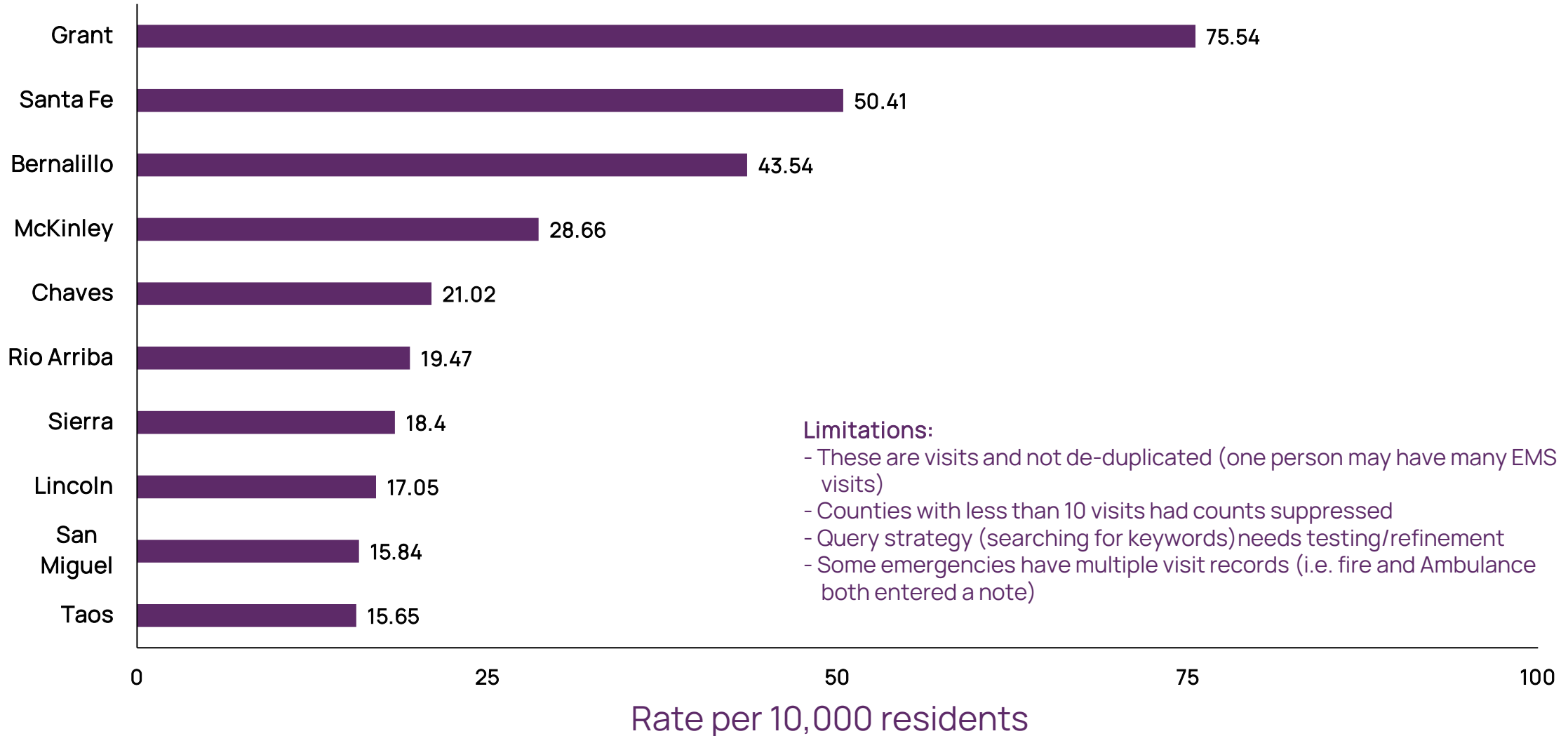
Why Mobile Outreach?



“...this might be maybe the only time or the first time in a long time that somebody has gone to a person in need where they are and ask them what they need and help them work through that, not the other way around. And I think that's one of the beauties of this kinds of approach...it individualizes it...” - SPIN

- Increase equitable access to services
 - Reduce geographic and transportation barriers
 - Reduce barriers due to stigma and distrust
- Improve health outcomes and reduce health care costs
- Increases utilization and connection to services
 - Individualization of care
 - Ability to reach many clients quickly
 - Improved access to smaller/rural communities
 - Trauma-informed strategy

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 New Mexico, 2023



2023 NM PIT Count Data



Top 5 response categories from unsheltered respondents for why they were not using the shelter system

Albuquerque

- Previous negative experiences
- Safety concerns
- Shelters were unhygienic
- Stringent shelter policies
- Accessibility issues

Balance of State

- No shelter options in area
- Accessibility issues
- Stringent shelter policies
- Would rather stay on streets/in car
- Substance use at shelters

The most common shelter policy issue reported was not allowing pets. The most common accessibility issues included lack of transportation to shelter, among other issues like lack of accommodation for disabilities and chronic illness, language barriers, etc.

Connecting systems

- Provisional data shows 3,156 unique individuals served during 5,125 interactions
- Partner organizations were able to provide a variety of services including:
 - STD testing
 - Assistance obtaining benefits
 - Street medicine
 - Linkage to housing
 - Support with food and nutrition
 - Job training
 - Overdose prevention and naloxone distribution
 - Assistance with ID and Documentation



13 funded community partner organizations covering 19 counties

Partner organizations

Alianza of New Mexico

Amador Health Center

H2 Academic Solutions

Interfaith Community Shelter

Kewa Family Wellness Center, Pueblo of Santo Domingo

Los Alamos County Social Services

Luna County

Rio Arriba County Health and Human Services

San Juan County Partnership

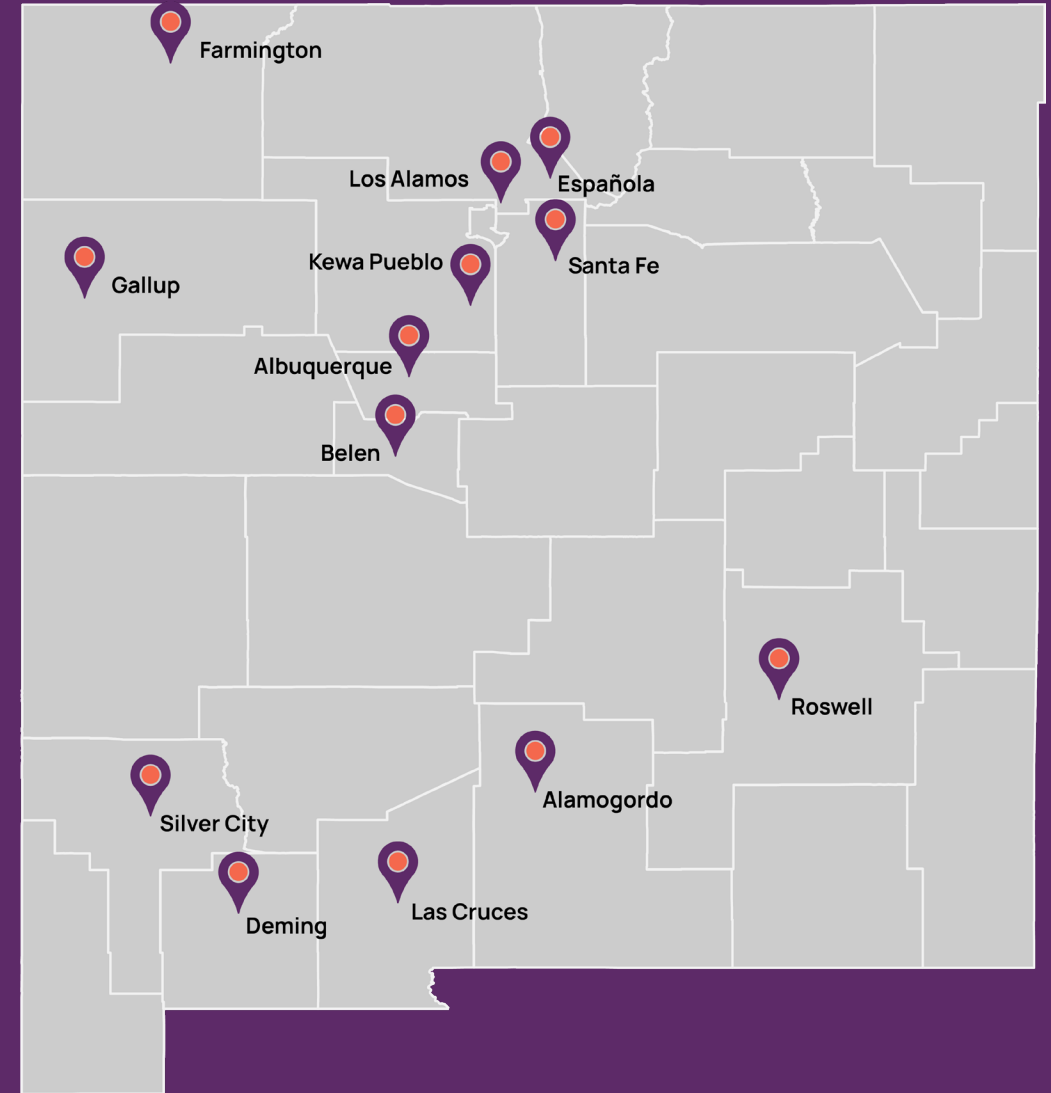
Santa Fe Recovery Center

Supporting People in Need (SPIN)

The Counseling Center, Inc.

The Mountain Center

UNM- ABQ Street Connect (study only)



Why focus on rural areas?

Nearly all counties in NM [32 out of 33] were designated as primary care and mental health provider shortage areas in 2023

Experiencing homelessness in a rural area

Less available beds

Limited available resources

Compounding barriers

Greater transportation challenges

Fewer employment opportunities

Shortage of housing options

Worse health outcomes

42% surveyed (in UNM-DOH PICKUP survey) listed "access to resources" as a barrier to getting housing.

Approach

This project is a comprehensive approach to improve engagement with unsheltered populations



Focus on reaching the most vulnerable unsheltered populations directly where they are currently living



Providing services which bridge the gap between when an individual becomes unsheltered and when permanent housing is obtained

“...The difference is that the people that we reach in the mobile space is that they are the most vulnerable. They are the most traumatized...When you're in a trauma place, accessing services or having the wherewithal to feel confident and safe and know where to go, and being able to self-advocate is next to impossible...And these are folks that we would not necessarily have known about because they're brilliant at hiding in order to protect themselves...”

-San Juan County Partnership

Project highlights



Expanded
organizational
capacity



Improved efficacy in
working with PEH



Strengthened
community
partnerships



Increased
engagement in
services

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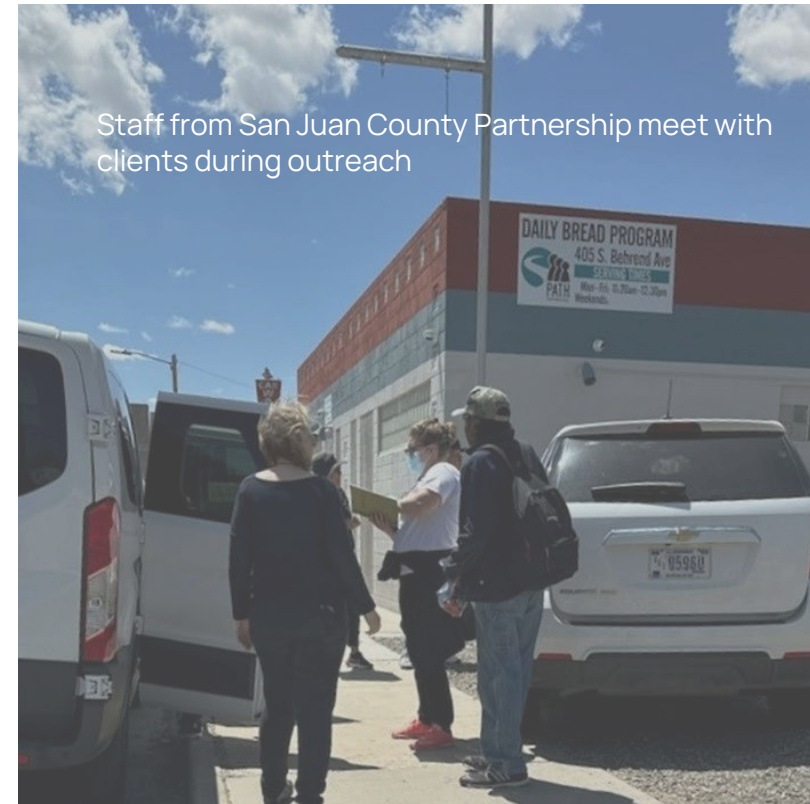
- Expanded partnerships → expansion of services offered
- Community partnerships include:
 - Law enforcement
 - Tribal law enforcement
 - Judicial system
 - Community orgs
 - Volunteer networks
 - Local businesses
 - Local government
 - Faith communities

"... we have multiple group meetings a month collectively... for homeless resources in the community... We work really closely with Presbyterian Medical Services... medical, dental behavioral health services... other for-profit mental health community organizations in the community... We work really closely with with court programs... We also have relationships with the, DA and with the public defenders... all of our people who work in the field have really good relationships with the HUD office..." - San Juan County Partnership

Improved efficacy and engagement in working with PEH

- Tangible resources as a gateway to engagement
- Increased client trust and rapport building
- Connection with PEH who were unaware of/unconnected with services
- “word of mouth” → connecting with PEH not yet connected to services
- Reduction of barriers
 - Transportation, stigma, distrust

“...when you do mobile outreach, it's like you kind of grow a bond with them... 'cause you're on the streets with them, you're walking with them, you're going into places with them. You're going into the DMV with them, you're sitting down with them ... I've seen people, they don't like going into offices...They're intimidated, or they get anxiety ... they can't go into places like that. So like when you're on the streets and you're talking them through it... they see you there with them. They don't see you as like somebody seen on the other side of the desk...” - SPIN



“...I could go outside right now and start a conversation, but it's gonna take days and multiple times for me to be able to build that rapport and to really start saying, hey, there's these things, these resources, and, and even if I went out right now to talk with somebody doesn't mean that they're gonna wanna talk to me. Right? So there's a lot of repetition to build that relationship with folks. And so this funding has been super helpful with that, with the mobile aspect...” - SF Recovery

Community Partner Organizations



Amador Health Center

Doña Ana county – A medical model



Project Highlights:

- Case management/navigation, in-the-field medical
- Mobile as a connection to clinic & other social services
 - “We have been preparing for this for a long time” -- > identified this gap in services/unmet need in LC
- Amador is the only organization doing mobile work in the area
- Having access to their own clinic/lab allows for more expansive medical services through mobile

“Of all the things that they worry about, transportation, housing, somebody stealing their things, it's like we're right there. So, if they have something that we can attend to in that moment, we do it. And that...gives them, you know, we're respecting that their time's valuable as well.” - Amador Health Center

Alianza of New Mexico

Chavez County and Lea – Developing strategic partnership model



Project Highlights:

- Provide Harm Reduction supplies, connection to MAT & housing-focused case management
- Strong partnerships as core of “convoy” outreach model
- Facilitates biweekly partner meeting to review and organize outreaches



“...without this project we wouldn't have housed those 12 families. We wouldn't have been connected to people. We wouldn't have gotten people resources.” - Alianza

San Juan County Partnership

San Juan County – Nimble outreach



Project highlights:

- Provide housing case management, shelter and medical resources/referrals, residential treatment, MAT, etc.
- Partnership with IHS, who provides medical care at outreaches
- Help organize a monthly meeting for all homeless service providers in San Juan county
- Work very closely with FPD, building relationship w/ tribal PD
- Knowledge of community/ culturally knowledgeable and appropriate

Team members from *Come as You Are Ministries (CAYA)* chat with clients during outreach in Farmington



“... we were already doing a lot of this work, but it was harder. So, this project has enabled us to be in the field for longer periods of time, do more and reach more people. It has enabled us to increase those 'in the field relationships' by showing up.” -San Juan County Partnership

Interfaith Community Shelter

Santa Fe County – Showers to bring people in

Project highlights:

- Mobile shower unit-Provide showers and hygiene supplies, case management.
- Strong partnerships with Healthcare for the Homeless (medical), Southwest Care (Harm Reduction) and Salvation Army.
- First mobile shower unit in the state



Interfaith outreach team

“... the shower's the easy part... [staff member name] calls it, the showers, the carrot. I mean, it's a good carrot. They do come for the showers. But as we build more trust, there's been more opening up [about] things that are going on. We've kind of developed relationships with them. Where we know their names when they come in...and they're super thankful.” -Interfaith Community Shelter Staff

Kewa Family Wellness Center

Bernalillo and Santa Fe counties – reaching community members outside their community



Project Highlights:

- Provide case management (in-field enrollment in benefits), connection to tribal-specific resources, MAT/opioid education (telehealth), STI education/condoms, wound care, Narcan distribution, hygiene supplies
- Cultural/language translation and interpretation
- Community Health Representative (CHR) run program



“Instead of being in the office setting where you're talking about a client who's been pushed out [of] community, they may not feel as safe or comfortable, and so talking to them where they live, right? And being able to build that trust and build that personal relationship with them, I think, is really cool.” - Kewa



Thank you