MINUTES OF MEETING

Roll Call and Consent Agenda

Jocelyn Muzzin opened meeting and conducted roll call for voting members. Quorum was obtained with 22 of 29 voting members present (attendance recorded below).

Community Celebrations

Continuum of Care (CoC) Board Chairperson Jocelyn Muzzin opened the floor for community introductions. St. Francis Shetler representative Shawn Milligan shared that they have Soup Patrol Monday through Friday, 5:00-6:30pm in Ash Alley behind Z Mansion. New Spirit Lutheran Church will be hosting a Thanksgiving meal with hygiene and supplies this Saturday, November 11th from 1:00-3:00pm. Youth on Their Own (YOTO) has moved into their new building at and are hosting open houses for the community, an email will be sent out from YOTO with details. Old Pueblo Community Services will open their new building this coming Monday, November 13th.

Motion: To approve the current agenda and previous General Council minutes from August 10, 2023. Made by Terrance Watkins of Community Partners Inc., seconded by Phil Pierce of Old Pueblo Community Services.

Motion passes with 22 in favor, 0 opposed, and 0 abstentions.

CoC Lead Updates

CoC Lead staff person Elaine MacPherson gave an update on current and upcoming TPCH activities.

The Fiscal Year 2023 Housing and Urban Development (HUD) Notice of Funding Opportunity (NOFO) was completed and submitted by the Continuum of Care Lead Team on September 25, 2023. The CoC Lead has various tasks but the largest responsibility is coordinating the consolidated NOFO submission for the community. The CoC Lead has identified improvements in the Tucson Pima County application process and will develop and implement HUD NOFO on-demand training, technical assistance, standard operating procedures, and community workshops to assist agencies in applying for funding.

Data Warehouse Enterprise for Linkage Arizona (DWEL) Data Landscape Project consists of the 3 Arizona continua addressing how to share Homeless Information Management System (HMIS) data in a meaningful way. DWEL has selected Green River as the data vendor. The Arizona Housing Coalition (AHC) is the entity leading the Request for Proposals for the entity to serve as the DWEL Collaborative Lead. The RFP was released 10/30 with a submission deadline of 11/17. The entity selected will be announced 12/8.

Chris Pritcher gave the HMIS State Evaluation presentation to the community on 10/17 but will be giving a shortened presentation at the November CoC Board Meeting. There is an on-demand recording of the live presentation available and a final written report will be distributed on November 24th.

The 2024 Point in Time Count will take place January 24, 2024. The University of Arizona Southern Arizona Research on Women will be leading the count. They are adapting the HUD proposed solution, tool, to capture community data. If interested in helping with the count please contact Megan Sanes or Zach Simmons if interested in helping with the Youth count.

General Membership is required to renew annually between June and September. If you think you may have missed the annual renewal, speak with Elaine after the meeting.

Board Updates

Jocelyn Muzzin reports no board updates.

Financial Updates

Elaine MacPherson gave an update on the Tucson Pima Collaboration on Homelessness Financial activities. There is the CoC Planning Grant and TPCH General Fund. The CoC Planning Grant is a HUD determined amount and covers the salaries of the CoC Staff, planning, evaluation and implementation of activities. There are restrictions, the grant does not pay for food or gift cards (typically used as incentives for participation). The TPCH General Fund is a fiduciary fund that is managed by the City of Tucson but requires TPCH Board approval. The General Fund account accrues interest, received unrestricted donations, can received routine deposits and can receiving training and event fees. The Board most recently approved two requests for funds, $10,000 for PIT Count gift card incentives and $2,500 in gift card incentives for Coordinated Entry testing of a new assessment tool.

TPCH Strategic Plan Update

The TPCH Strategic plan is a 5-year (2021-2025) plan to end homelessness in Tucson/Pima County. The CoC Lead updates the plan every 18 months with system performance goals based on benchmarks. The last update was completed in July 2022. Ten objectives were prioritized in the 2023 Annual Action Plan (AAP), as identified by the 2023 Board Retreat. Five of those objectives saw progress. Sixteen objectives (including some that were not prioritized for the action plan in 2023) saw progress this year. The 2023 update includes progress so far, additional funding secured and plans for implementation of the supplemental funding secured through the Special Notice of Funding Opportunity (NOFO) to Address Unsheltered and Rural Homelessness. The plan will be approved by the CoC Board with a draft to review on November 21, 2023. The CoC Lead is asking for General Council to review and make suggestions or corrections for incorporation in the report to tpch@tucsonaz.gov no later than Thursday November 16, 2023. Upon approval the update will be posted to the TPCH Website the last week of November. Next steps include the CoC Board adjusting their action plan based on the remaining items to be addressed and committees developing AAPs based on the board's priorities due to the TPCH Lived Experience Council in December of this year.

John Roldan asked where the 2023 update was posted. Elaine responded that the update will be published after pending approval at the end of the month but a draft printout has been provided in the General Council meeting materials.

Committee and Coalition Updates

Community Outreach and Housing Navigation Coalition - Brandi Champion

The Outreach Coalition continues to meet each 4th Tuesday of the month and includes various outreach and navigation agency representatives, Youth outreach representation, City of Tucson Outreach and Navigation and Tucson Police Department CORE.

Over the next 3 months, the Outreach Coalition will continue to discuss hot spot homeless encampments that have been identified through the Homeless Protocol process. The Multi-Disciplinary Outreach Team, which consists of an outreach person from City of Tucson, and Navigators from OPCS and CBI, as well as a Nurse Practitioner from El Rio, will begin responding to camps identified through homeless protocol in November 2023. MDOT will be presenting in a break out session later today.

The coalition has completed goals for 2023 and is planning for 2024 annual work plan.

HMIS Committee - Yvette Gonzales
- HMIS User Friendly Guide- on hold, will not be released anytime soon
- AZHAC- Maricopa County data

A workgroup has reviewed the Policy and Procedures Manual and made some changes. The ROI will need to be amended to include the Data Warehouse Sharing and will need to go to the attorney for this.

HMIS Agency Administration Meetings were not held in July, August, and September due to NOFA. To date, knowledge bites have included: interim updates and starting and managing households. HMIS Lead went over the Data Standard Dictionary and provided links for users.

Talks with GRM continue to re-join the HMIS world. They are currently working on making their database compatible with HMIS. Additionally, the Agency Participation List is being updated but is pending due to new agencies going through the process of joining HMIS.

HMIS committee has worked with various initiatives over the previous quarter. These include Presentation and Information held with ICF Chris Pitcher and Christiana Osawe; utilizing FUSE data to compare PCOME mortality data, inflow rates, housing destinations, and the participant characteristics to complete the CE system redesign assigned by the CE committee; a presentation regarding AzHAC project consisting of a group of professors from across the state working on data regarding homelessness and housing insecurity, with the larger goal being to integrate this data statewide; and finally, reviewed Point–in–Time draft tool for the 2024 count.

The Committee has completed the following items from the annual work plan; housing and SSO forms complete, analyzed and disseminated data from consumer satisfaction survey and changed name of the End-User HMIS Data Dictionary Desk Guide to HMIS User Friendly Guide. The committee has made progress on the following items: created a workgroup to develop the HMIS User Friendly Guide; updated Policy and Procedures Manual; add new

housing assessment tool to HMIS; and share data from HMIS to UA-SIROW. The update of the HMIS User Friendly Guide has been put on hold due to changes in the process but is on the radar for the next annual plan.

System Performance Evaluation Committee - Ana Lucero

The System Performance Committee completed quarter three Monitoring occurred in November and will complete quarter four monitoring in December. The committee has also begun the process of creating standards for Emergency Shelter. SPE created a workgroup that includes shelter providers, funders and SPE Committee members has been created. The workgroup is led by Jocelyn Muzzin.
In the coming quarter the committee will begin the process for COC-CA and HMIS Lead Monitoring, continue developing Written Standards for Shelters, continue monitoring ESG recipients, develop Gap Analyses take-aways and recommendations to share with the TPCH Board and continue receiving updates and providing feedback to the FUSE project.

Youth Action Committee - Darius Miles

The Youth Action committee approved the draft process presented by the CoC Lead for piloting a Continuous Quality Improvement process with former Youth Homelessness Demonstrations Project. YAC e-voted to move YAC meetings from monthly to quarterly, due to lack of membership andto prioritize TPCH responsibilities in July 2023 and will continue to hold meetings at the Goodwill Metro Rec and collaborate with their YAC for ongoing workgroups and projects.

Keona Rose will obtain McKinney Vento videos for examples, and start workgroup to build out McKinney Vento videos for distribution.

Keona Rose and Darius Miles will review the workgroup's reworking of the annual plan with new Board directives, and conduct outreach to other non-YHDP youth providers for voluntary participation in the Supplemental Reporting Tool.

Built for Zero Coalition - Jocelyn Muzzin

The coalition recently attended a learning session. In the next quarter the coalition will be working on the annal plan with a focus on how we can reduce out community's inflow and raising the outflow.

CoC Program Grant Committee - Diego Coronado

The committee noted that engagement of the CoC-funded partners was strong over the past quarter. Data quality has also been a noted strength in performance standards. Of the 23 projects reviewed for this quarter, struggles identified were more or less the same as last quarter, with few projects meeting performance standards for bed utilization, increasing participant income, exits to positive housing destinations, prompt access to housing, and HMIS data entry timeliness. We do note that the ability of our CoC partners to meet many performance standards are directly related to the low supply of affordable housing and rental units in our community, and the challenge of finding property managers willing to work with their programs. Increasing costs, particularly rising rents and general inflation costs, continue to impact participant ability to access and maintain housing and increase income.

The first group technical assistance session was held on October 19th and focused on increasing income. 36 individuals from 17 organizations attended the meeting, and more than 1/3 of attendees were not affiliated with a CoC-funded program. 11% of attendees had lived experiences with homelessness.

In addition to the committee's standing responsibilities, they plan to focus on the following activities in the next three months (note that due to a HMIS vendor change that impacted reporting, the committee is likely not conducting a data review this quarter): reviewing LOCCS draw and grant spend downs; debriefing the Increasing Income session and following up on deliverables to attendees, including a follow-up workshop at an upcoming General Council meeting; finalizing our program plan for the January Bed Utilization session; and holding a Bed Utilization technical assistance session.

Coordinated Entry Committee - Phil Pierce

The Coordinated Entry Committee began the annual review of the Coordinated Entry Policies and Procedures, considering recommendations originating from various groups, including workgroups formed to implement recommendations from the consultant C4 Innovations, TPCH committees, and the Coordinated Entry Visioning and TPCH Board Retreats.

Additional questions were added to the youth project entries regarding interest in LGBTQ+ housing programs in order to assist with identifying matches in youth case conferencing.

The committee began having conversations regarding Shelter Point and implementation within the Coordinated Entry system. Currently agencies are being trained and figuring out workflow to obtain accurate and timely information.

The CE Committee has committed to, based on recommendations from the board, work on a new Coordinated Entry System/Tool to address prioritization for housing based on the Pima County Office of the Medical Examiner Mortality Rate of unsheltered individuals, taking into account vulnerability and racial equity.

The TPCH board gave a directive to the CE Committee to identify a prioritized group for immediate shelter/housing to be used prior to the new assessment tool being implemented. The CE Committee has completed a 'draft assessment tool' that will be tested and analyzed by SIROW.

Document Readiness questions were added to the CE Project Start.

In the next quarter, the committee plans to complete the board directive to identify a prioritized group for immediate shelter/housing; test the new draft assessment tool and review, determine and start implementing next steps; fully review and recommend changes of the CE Policies and Procedures to the board.

Diversity, Equity and Inclusion Committee- Cat Polston

The committee has launched the Lived Experience Council with quarterly meetings beginning in December. The LEC will follow a general council like structure with a job fair component.

The committee continues to work on coordinating opportunities for direct advocacy planned and conducted by persons with lived experience of homelessness and housing instability and conduct targeted member outreach and increase participation within the CoC.

Frequent User System Engagement (FUSE) Initiative Updates and Data Match Observations
Chuck Peterson and Ian Costello, Corporation for Supportive Housing (CSH)
Dr. Keith Bentele, University of Arizona Southwest Research on Women (SIROW)

Ian Costello of the Corporation for Supportive Housing (CSH) shared an overview of the Frequent User System Engagement (FUSE) Initiative. There are three stages with various steps. Stage One: Planning includes identifying a champion and Project Manager, assembling a Cross Systems Planning Team, execution a cross systems data match, creating a SH Pipeline and securing evaluation resources. Stage Two: Implementation includes creating a referral process, in-reach/outreach and leasing folks up, and implementation monitoring and support. The final stage is Scaling and Replication. This stage includes determining scaling needs and identifying financing for the scaled FUSE initiative.

Tucson is currenting in step three of this stage- executing a cross systems data match. Data is able to tell us what the effect this population has on the community and what services and providers need to be at the table.

General Council will participate in breakout sessions today, one session to discuss decision making with in the data set and the second session to focus on program planning.

Dr. Keith Bentele presented on the data produced from the cross-systems data match as frequent utilizers of homeless services and the county jail. The data used is from a two-year period between 5/1/2021 and 4/30/2023.

John Roldan asked where healthcare system fits in with the current data. Ian said that the data from the healthcare systems is not included as we do not have access to it but that proxy measures were used. HMIS data that indicates substance abuse, physical health, chronic health, and behavioral health was included. Ian added that there has been engagement with other potential partners with the hope of health providers.

Elaine MacPherson included that people from health sector including Arizona Complete Health were invited and are in attendance today to participate in the breakout sessions.

Rae Vermeal rom Pima Council On Aging asked how the aging population appears in in this system. Ian stated that they may not be a target for this program but may be eligible in other mainstream programs. He added that FUSE wants to address those who are not chronic but are in and out of systems. Elaine offered that shared housing may be a good solution and is something the community could begin to research.

Keith asked Patty Scott-Lopez of Arizona Complete Health if in her opinion the health care providers will participate. Patty answered that ACH has made the first step is an agreement with HMIS to be able to discuss shared clients but that next steps will have to pass through the compliance office.

Phil P. added that data is a huge hurdle, (someone) is holding us up and we need the data.

Keith identified that the main problem is that the identifying data is what is needed, that we are asking for the most sensitive data.

David Higuera asked if the Governor's office had been approached for assistance with the healthcare data. Keith B. responded that elected officials are involved but that he is hoping to build on the data agreements that are already in play and that there may be a benefit to using U of A as a neutral party to store data.

New Business/Announcements

Heather Evon of the Chance for Success Newspaper is looking for board members. If interested, contact Heather. Her contact information can be shared by the CoC Lead staff.

Meeting adjourned at 2:06pm
Minutes prepared by Emma Hockenberg