



TUCSON PIMA COLLABORATION TO END HOMELESSNESS GENERAL COUNCIL MEETING MINUTES 5/12/2022

MINUTES OF MEETING

Roll Call and Consent Agenda

Daniela Figueroa opened meeting and Karen Fogas performed roll call for voting members. Quorum was reached (attendance attached).

Motion: To approve the current agenda and the minutes from February 10, 2022 General Council meeting.

Motion passes with 26 in favor, 0 abstentions, 0 opposed.

Community Celebrations

Valerie Grothe reported that the Center of Hope grand opening is tomorrow, May 13, 2022. Daniela Figueroa reported that the YOTO (Youth On Their Own) youth are graduating next week. Sherrie Garth of the TUSD (Tucson Unified School District) Heart (Homeless Education And Resource Team) Program reported that out of the 60 foster care and homeless students graduating from the program this year, twenty-four of them have a 3.0 or better GPA and 3 of them have at least a 3.9 GPA. Sherrie G. also reported that there will be a celebration happening next Wednesday with YOTO students as well. Laurie Bernard shared that there will be an event for people experiencing homelessness on Saturday, May 14, 2022 from 9-11AM at the New Spirit Lutheran Church campus.

PIT (Point in Time) and HIC (Housing Inventory Count) Count Updates

Dr. Keith Bentele, associate research professor at SIROW at the University of Arizona joined to speak to the ways in which the institute used methodology to project trends in data of homelessness in Tucson in place of the traditional point in time count, which was cancelled this winter due to concerns around COVID19. Dr. Bentele emphasized that today's presentation solely covered folks experiencing unsheltered homelessness, and that the methods used were adaptations that require further explanation for what can and cannot be inferred from them. In his first slide, he recounted the traditional street counts that happened from 2018 to 2022, in which the total number climbed from 363 to 579. When the street count was cancelled in 2020, the University of Arizona SIROW (Southwestern Institute for Research on Women) used alternative methodologies to project that 854 people could currently be experiencing unsheltered homelessness, based on data and characteristics in our community and other communities like ours. He described this process of gaining data from Continuums of Care between the years 2010-2019 of communities like Tucson for comparison purposes, and considered the unemployment rate, poverty rate, rental vacancy rate, median rent, and the homeownership rate in those CoCs (continuums of care) to use those characteristics to predict a model of what might exemplify actual numbers of unsheltered residents. He emphasized that they did not use local data sources or HMIS (Homeless Management Information System); Dr. Bentele emphasized that this number shows what we would expect to see in the community based on the community characteristics from comparable COCs.

Dr. Bentele reported that in 2022, an alternative count methodology was used that incorporated several elements: an HMIS data pull of all person in HMIS records who were recorded as unsheltered and actively enrolled in a project within the 14 day window from February 9-14,

2022, which was then unduplicated as 1,663 total; a surge count during the two-week data collection window in sectors known to have the largest concentration of encampments, led by street outreach teams; and prior year comparison where the above two data sources were compared to the data in the 2020 PIT Street Count.

Dr. Bentele emphasized that though the increase was large, it's also in part a product of the change in methodology. We know that the HMIS data system captures a lot more people than are usually seen in the traditional street count. Dr. Bentele also noted that he can't make very strong statements about changes over time because these numbers are captured through different methodologies. All people in this total are all real people interacting with the HMIS, however. Dr. Bentele also noted that some of the data associations are based on pre-pandemic conditions in those similar CoCs, and thus, the number could be viewed to be an undercount of the unsheltered homelessness that is happening. He reemphasized that data scientists cannot make statements of comparisons over time when they use different methodologies in those different times. He also noted that HMIS data and street count data capture modestly different populations, such as a higher proportion of single men encountered on the street, as opposed to women and children who are more likely to show up in HMIS data. Using proportions, he averaged the two from the different data sources.

In going over subpopulations within the data (gender, race, and age) he noted that there are many rising trends among children, women and Hispanic/Latino experiencing increasing unsheltered homelessness, but that again this is possibly a result of the changing methodology. A similar pattern among those with SMI (serious mental illness) seemed much more pronounced in the HMIS data than it did in the traditional street count data.

Two questions from the audience asked if the alternate methodologies would continue even after the traditional street count is reinstated next year. Dr. Bentele suggested that the sample sizes from this alternate methodology is much larger. Karen Fogas added that the continuum is required to do the PIT count as a part of our NOFO (notice of funding opportunity) and that that does not mean it should be the only means of gathering data on unsheltered homelessness but can be one of several. Dr. Bentele also addressed that rent increases between 2020 and 2021 were captured in this data, so more recent rent increased which are more pronounced. One attendee asked if there was any breakdown of those experienced unsheltered homelessness who also interacted with the criminal justice system. Karen F. answered that this data was not robust, but that the continuum of care is involved in the FUSE Initiative (Frequent Users Systems Engagement) to look at those demographics.

Susanna R. brought the report submitted via HDX (HUD Exchange) regarding the Point in Time Count. She went over the first page that shows the point in time count for persons in households with at least one adult and at least one child, or families, in emergency shelter programs AND including those that are unsheltered from Dr. Bentele's report. The categories are then broken down in tables below this number on the following pages according to gender, race, ethnicity, and chronicity (chronic homelessness). Page 3 of the report demonstrates households of unaccompanied youth in emergency shelter in our programming, also broken out by gender, race, ethnicity, and chronicity. The last category includes persons in individuals without children.

At the end of the report, total households and persons including all the previous subpopulations is also broken out by gender, race, ethnicity, and chronicity. Susanna R. clarified that under the shelter category, there are residents either in emergency shelters, transitional housing, or safe havens. She did an overview of the methodologies used to create the data, which primarily came from HMIS (98%) but had the remaining 2% come from DV (domestic violence) services providers who provide their information separately. She noted the use of personality identifying

information (PII) to ensure that data was not duplicated when that PII was indicated twice. Susanna R. also noted that due to the pandemic and due to a shortage of affordable housing, many shelters were under capacity and many rapid rehousing programs weren't housing as many people as they typically do. These were indicated as factors contributing to lower counts.

At the end of her presentation, Susanna R. reminded everyone that the report will be posted publicly, and Karen F added that the report will be posted to the TPCH website as well. Upon Susanna's presentation concluding, Dr. Bentele observed, "...the total number of persons (captured through these methods) experiencing homelessness in 2021 was (821 sheltered + 854 unsheltered estimate) 1675, and 2227 in 2022. This suggests a 33% increase in the total count between these two years."

Committee and Coalition Updates

Continuum of Care Program Grant Committee –

Committee member Steve Jennings listed accomplishments the committee has made the past four months. The first was that SAAF (the Southern Arizona Aids Foundation) explicitly dedicated their continuum of care projects to serving people living with AIDS. The second was the changing of meetings from monthly to quarterly, to align with the COC quarterly review to identify programs who are having issues meeting performance standards. The committee also drafted a letter to send to agencies when they are not meeting those standards to identify best steps for how to move forward and rectify their programming and performance standard reporting. The committee discussed a proposed change to the NOFO brought by the Built for Zero coalition that would grant more points to agencies who consistently attend case conferencing. The program grant committee has decided to align their meetings with quarterly monitoring by hosting the meetings afterward, to give agencies a chance to go over their reporting first before coming to the meeting to discuss performance and possible strategies for improvement. The committee hopes to build tools to help share best practices of agencies that are performing well. The two performance challenges the community consistently faces are: percentage of adults who increase income from start to exit, and percentage of persons exiting to permanent housing destinations. The committee will hope to identify common barriers and any training the continuum may need. No changes to the work plan are proposed.

Coordinated Entry Committee –

Melissa Benjamin, Chair of Committee and Homeless Services Director of Our Family Services reported for this committee. She indicated that the committee spent the last four months updating some interim policies and turning some into permanent policies based on how well they went, reviewed and voted on new case conferencing procedures for Built for Zero, and has begun the process of reconciling folks who have been housed through Arizona Complete Health and Section 8 with our own by name list to capture those who have been housed and reduce length of time homeless within our system. She reported that the committee has also spent time reviewing the CE APR (Annual Performance Report) to identify additional activities, including program denials. HMIS will provide data so the committee can explore program denials more. Melissa B. mentioned that the cause of this may be around folks not being located but wanted to double check to ensure there aren't other concerns. CE has been reviewing the assessment that C4 Innovations did early 2021 to review their recommendations for changes to coordinated entry policy and procedures. The committee also worked with access points to discuss what translation services are offered, and this work will be put on the website soon. The committee and the county are working on getting forms translated into Spanish. The committee also voted to make Emma Hockenbergh the short-term vice chair until the new members are elected in a month. Upcoming activities include reviewing dynamic prioritization and will be working with the YAC (Youth Action Committee), will need to conduct the coordinated entry annual evaluation,

and will create a policy around reviewing policies. Additionally, the committee will be working on trainings for assessors who need refreshers and hoping to coordinate work with the Coordinated Entry Equity Initiative racial equity demo.

Diversity, Equity, and Inclusion -

Karl Wagner, DEI Committee member, reported that the committee is in a stage of transformation, having had some disruptions to membership. He noted a pause in project momentum, reporting that the committee has often struggled to meet. He reported that the committee is looking forward to the outcomes of the committee member elections currently happening. Mid way through the year, the committee chair resigned, which was also a challenge in keeping the committee on track. Something that has come from this is a new strategy to support committee members with a training plan for member onboarding, which we are still developing. DEI provided feedback to SPEC on their tool to disaggregate data by race and ethnicity. Additionally, DEI is building a stronger connection to the Coordinated Entry Equity Initiative and will work closely with the initiative as they work with HUD coaches to build a racial equity action plan for TPCH. Since Fall of 2021 DEI has partnered with the CoC Program Grant Committee to measure agency policies and practices, partnered with SPEC Committee to report and identify system-wide DEI outcomes. The committee has successfully embraced targeted universalism and service tailoring to address racial inequity and other disparity in housing and service access and outcomes, but in this time of pause and refocusing, is looking forward to digging into the previously made strategic plan for an update to the existing annual workplan and upcoming plan to be made.

HMIS Committee –

Committee chair Valerie Grothe reported that over the past four month, HMIS committee has been discussing the annual action plan, specifically around data quality improvement. The eventual goal is to accomplish real-time data entry, which means that data is updated as services occur. The committee has decided to host a forum to identify challenges individual users face to better understand how to improve data quality. The committee did want to wait until the HMIS lead completed their PIT and HIC submissions to start these meetings, so the workgroup was somewhat delayed, but to meet in four different group starting now, the annual action plan should still be on track. Important stakeholders to meet include street outreach, emergency shelter, housing projects and coordinated entry to identify data quality issues to address. There was some membership change with Phil Pierce resigning, and the committee voted to retain Alfonzo Lopez's seat despite some spotty attendance. Patty Scott-Lopez also indicated that Arizona Complete Health was going to donate heat relief supplies to the Center of Hope starting June 1, 2022. The Corporation for Supportive Housing presented on the FUSE initiative to the committee (Frequent Users Systems Engagement) as a consultant on technical assistance. The presenters discussed how local data could show hoe people cycle through housing and other systems, and how supportive housing could be more equitable. Pima County is currently working on the revision of the HMIS ROI (Release of Information) to identify how that can be changed for data sharing. The group also discussed the use of zip codes in data, which currently aren't being collected in HMIS, that could demonstrate geographic inequity. The committee is also working with the YAC to improve how the minor youth transfer policy could be promoted more and better implemented throughout the community. The committee also approved the HMIS Consumer Satisfaction survey, pending some small changes, to be shared in June. Data quality workgroup is meeting soon to plan forum for data quality. A data dictionary desk guide will be created in the pursuit to eventually reach real-time data entry into HMIS.

System Performance Evaluation Committee-

Kristy Snowden, Committee chair, reported that the committee has been focusing on the data collection graph separated by demographics to assist DEI committee in addressing disparities

we may be seeing throughout the continuum. SPEC hopes this form can improve the performance of the COC overall and are working to build that structure within a workgroup to sit down and write the procedure for how it's being written, compiled, and shared. The group is hoping to get year one goals completed to move onto the next step.

Youth Action Committee -

Victoria Tullercash reported that in the past four months, the Youth Action Committee made some edits to their governance, including making more concrete guidance around what kind of participation is required to stay engaged and continue to get a stipend. Victoria T. also noted that the YAC is hoping to conduct elections, but with a small number of members, has found this challenging. Victoria T. did a general request for anyone who knows youth under age 25 who have experienced homelessness to encourage them to apply to the YAC. They also mentioned how the YAC is collaborating with the city to develop a grantee monitoring process, to support the YAC in keeping grantees true to their commitments but also to foster a healthy continuous quality improvement process, which was initiated in 2021 but has not been implemented yet with grantees. The YAC has also been reviewing its budget for member stipends, expertise lists built to note expertise in the community, and has been collaborating with the Education Change Team to improve outreach to staff and students for McKinney Vento services. Victoria T. also did an overview of the unique YAC onboarding process for new members that includes one on one meetings with Victoria, an onboarding video, and two meetings to decide if they want to join the committee. Victoria T. mentioned that the one aspect of their annual plan on hold is planning the quarterly convenings with grantees. Another goal is to collaborate more with Diversity, Equity, and Inclusion committee, but with so many moving pieces in the YAC this goal was postponed. The YAC is also exploring strategies for how to make a more sustainable budget, an annual advocacy plan for the YAC, and will decide whether to continue working with A Way Home America Grand Challenge technical assistance provider.

Homeless Youth Coalition –

Keona Rose, former co-chair of the Homeless Youth Coalition, reported that the group is trying to find its grounding. In the past several months, former Chair Leila Duncan held a vote and transferred leadership to youth with lived experience. Keona Rose and Gaia Estrada were voted in as co-chairs. Previously, the space was used mostly to update folks on Education Change Team activities, and Victoria Tullercash provided these updates. Also, collaboration was a centerpiece, and providers shared their resources with each other. After a discussion with the new chairs, the group decided that the Homeless Youth Coalition should focus on youth voice, review youth governance passed through YAC, update the youth need help guide annually, share resources and finally, to mobilize the Youth Action Committee goals as a coalition.

Community Outreach Coalition –

Brandi Champion reported that over the past several months the coalition has been collaborating for upcoming events like the standdown, outreach efforts, large encampment efforts, the PIT count collaboration, and ongoing calls to the public where folks will report new programming, opportunities and/or encampment updates. Troubleshooting of difficult clients also takes center stage, and some members discuss encampment disruptions for how to best maintain cohesion for unsheltered communities as they navigate resources and as agencies conduct outreach strategically to them. She reported the coalition is slowly growing and she hopes it continues to grow.

Coordinated Entry Equity Initiative-

Simikka Milligan, lived experience member of the Coordinated Entry Equity Initiative, reported that the core team has been meeting for about two months. The group is part of an initiative with 9 other communities, but TPCH was slightly later to the initiative, and thus the team is still

focusing. The members are attending HUD knowledge bites and calls with other communities to identify their journey toward replacing their assessment with more equitable tools. The core team is also receiving technical assistance from a HUD coach who facilitates a racial equity action plan based on input from the group, primarily from those with lived experience, to map out the system of homelessness services in Pima County and where disparities for BIPOC (Black Indigenous People of Color) are occurring. Mikka M. reported that the group also went over the C4 Innovations Recommendations that other committees are reviewing and implementing as well.

Overview of the Board and Committee Election Process

Karen F did an overview of the continuum of care election process. She reported that a planning and governance committee mapped out the process two years ago. She said one of the intentions of this governance committee was to make the governing committees representative of Tucson, with a process to ensure this diversity of representation via an election and appointment process.

Karen F. noted that the process started in early April with a call for board and committee applications, which was open for about three weeks. Ballots will be open until 11:59PM on Tuesday, May 17, 2022. Elaine M shared her screen of the tpch.net landing page, which has a direct link up at the top for the URL that provides resources that can guide the voting member on how to fill out their ballot. Karen F. noted that members eligible to vote were called earlier in the meeting during roll call but are also listed below with an asterisk.

Karen F. noted that our continuum works on a process of both elections and appointments, where slightly more than half of all board and committee candidates are elected, after which the nominating committee reviews the results of the elections with an eye toward balancing composition based upon TPCH's commitments to diversity. There are also several standing positions, from the City of Tucson, Pima County, The Department of Economic Security and the Southern Arizona Veterans Association Health Care System that are represented on the continuum.

Karen F. noted that there are a series of matrices included in the election materials packet, which represent where applicants are employed. Governance does not allow more than two individuals from an organization to serve on any committee or board, so the matrices allow voters to know where people are employed, their areas of expertise and interest in TPCH. They also list demographics and lived experience of homelessness. Karen F. again emphasized that the continuum strives to expand its decision-making power beyond just continuum funded projects to non-funded projects as well as other community stakeholders in other sectors and coming from other perspectives.

Karen F. noted the candidate statements of interest section, standing committees section, and ballot quick reference as critical for gaining additional background on each candidate, the basic structure each committee should have, and the ability to get a wide snapshot of all candidates at once, respectively. The quick ballot reference lists all of the candidates in one place and with headers at the top, shows how many are being elected down the ballot for each committee, keeping in mind that no one applicant can serve on more than two committees (or the board and one committee) and that no board or committee can have more than two representatives from the same organization. In the ballot quick reference, there is an indicated section for "presumed chair elect" for vice chairs who are stepping into the role as chair, whether they are candidates in other committees. Those indicated sections imply that there are not being elected but are presumed to take on the chair role.

Karen F. restated that the ballot will be open until Tuesday, May 17, 2022 at 11:59PM, and that a robust voting process is welcome and beneficial for the continuum.

Elaine M. clarified that if someone is both an individual member of the continuum as well as represented an organization that is an organizational member, they can only vote once in the election.

Update on TPCCH Activities and Financial Overview

Karen F. reported that in the last quarter, the continuum has conducted Critical Time Intervention Trainings which will soon be posted to the TPCCH Learning Management System website, conducted a homeless services job fair which engaged over one hundred job-seekers to fill many of the vacant positions in the homeless services sector, sent six people to the Arizona Housing Coalition conference, currently have representatives at the Built for Zero Learning Session in Chicago, and celebrated some of the stakeholders of the YHDP (Youth Homelessness Demonstration Project) planning grant who successfully launched their work into projects currently funded through the NOFO (not the competitive NOFO). Karen F. commented that as challenging as the year has been, particularly in staffing, that the continuum is appreciative of all of the hard work and success despite those challenges.

Karen F. provided the planning grant budget updates as:

- Planning Grant Budget Period: 10/1/21-9/30/22
- Award Amount: \$247,593
- Spent To Date: \$170,566.07
- Remaining: \$77,026.93
- Percent Expended: 69%

General Fund April, 2022 Balance:

- \$36,537.04. She noted that this fund usually has less activity than other program funds.

Daniela F. mentioned that this was her last General Council meeting as board chair and commended the caring and passionate people involved in the continuum's work.

May 12, 2022 GENERAL COUNCIL ATTENDANCE

Quorum established with 26 of 38 voting members present. *An asterisk indicates voting status for this meeting.

Organization Represented	Individual(s) Present
Arizona Complete Health*	Patty Scott-Lopez
AZ Department of Economic Security*	Leonard Baer
Arizona Serve*	Lori Kindler
Arizona Youth Partnership*	Kira Cathey
Avanti Recovery	Adria Tena
Banner University*	Kayla McGhee
City of Tucson*	Brandi Champion
Community Food Bank*	Megan Black
Compass Affordable Housing*	Kristy Snowden
Direct Advocacy & Resource Center	Mickie White
Emerge Center Against Domestic Abuse*	Lorie Aldecoa

Esperanza En Escalante*	Phyllis Russel
HOM, Inc.*	Dia Nonaka
The Homing Project	Kris Olson-Garewal
Hope of Glory Ministries*	Betty Bitgood
Interfaith Community Services	Maureen Freeman
La Frontera Center*	Valerie Grothe, Guillermo Andrade
New Spirit Lutheran Church*	Laurie Bernard
Old Pueblo Community Services (OPCS)*	Philip Pierce
Our Family Services (OFS)*	Melissa Benjamin
Pima County*	Bill Finch, Karl Wagner
Pio Decimo	Marcos Crespo
Primavera Foundation	Emma Hockenberg
Salvation Army	Steven Adams, Yoli Hasler
Southern Arizona Aids Foundation (SAAF)	Andrea Bedoy, Christopher Charles
Town of Marana	Lisa Shafer
Tucson Federal Credit Union	Miguel Cruz
Turn Your Life Around	Wayne Steel
TUSD - Homeless Education & Resources	Sherrie Garth
University of Arizona SIROW	Shannon Fowler, Keith Bentele
The Well Women's Sober Living Facility	Jelee Purvis
Youth On Their Own	Ana Lucero, Daniela Figueroa, Victoria Tullercash, Diego Coronado
Individuals/Individual Members Present	
Amanda Sampsel	
Art Gage*	
Carrie Naughton	
John Roldan	
Joyce (Jade) Arditti	
Kat Jacobs*	
Keona Rose	
Simikka Milligan	
Stephanie Santiago*	
Steve Jennings	
Steven Nelson*	

Meeting adjourned at 4:55pm.

Minutes prepared by Elaine MacPherson