**TUCSON PIMA COLLABORATION TO END HOMELESSNESS
GENERAL COUNCIL MEETING MINUTES
DRAFT 8/10/2023**

MINUTES OF MEETING

Roll Call and Consent Agenda

Jocelyn Muzzin opened meeting and conducted roll call for voting members. Quorum was obtained with 21 of 31 voting members present.

Motion: To approve the current agenda and previous minutes from May 11, 2023, General Council. Made by Laurie Bernard of New Spirit Lutheran Church, seconded by Brandi Champion of the City of Tucson.

Motion passes with 21 in favor, 0 opposed, and 0 abstentions.

Community Celebrations

Laurie Bernard of the New Spirit Lutheran Church shared that there is an outreach event happening this Saturday, August 12th, 2023 at the Church with the City of Tucson shower trailer onsite for those who need it. Liane Hernandez from the YWCA of Southern Arizona shared about Your Sister's Closet for female identified people who are seeking employment and need professional clothing for their job search.

Give Card Presentation

Colin Guan of Give Card joined the General Council meeting to present their service of providing pre-loaded credit cards for underbanked populations (presentation attached). He shared that this type of arrangement can allow an organization to hold payment cards in the organization's name to stipend folks without having to request personal documentation. In addition, the cards offer data tracking capabilities that can demonstrate spending and availability of remaining funds. There is no limit on the number of cards per agency. There is additionally the option of tracking how funds are spent, and some organizations have used this data to better understand where donor money goes for strategic fundraising. The organization also has the capacity to restrict or unrestrict certain categories of spending. In addition, the card does not have to track spending categories, and can be turned off and only track the amounts being spent. The pricing is specific to the size of the program. Colin G. shared that ultimately, the benefit of the card is that it is faster than checks, can pay people who don't have bank accounts, and does not charge fees to the cardholders. Colin G. can be reached out to at colin@givecard.io.

Vika Living Presentation

Joshua Ahern of Vika Living was unable to attend so information on this program will be shared later.

Updates to the TPCH Governance Charter

Jocelyn M. shared that the motion has been made by the Continuum of Care Board to prevent mid-committee vacancies from being filled within 90 days of the regularly occurring election cycle. The intention of this is to make the election of committee members more transparent for the community so that within a reasonable timeframe, the entire community can weigh in on filling committee vacancies via the election process rather than through the mid-term committee appointment process, which is more limited and does not require a General Council ballot.

Motion: Update Section 7.09 of the Governance Charter to add: *"Vacancies will be announced, but not filled, March 1 – May 31 each year so that they may be filled during the annual election process."* Motion was made by the Continuum of Care Board so no General Council was necessary.

Motion passes with 21 in favor, 0 opposed, and 0 abstentions.

2023 Notice of Funding Opportunity (NOFO Overview)

Elaine M. of the Continuum of Care (CoC) Lead shared that the NOFO Local Competition is underway and that applications for the local competition are due no later than Friday, August 15th at noon. She shared the basic funding and submission overview for the national competition:

- **FY23 HUD CoC NOFO Submission Date:** September 28, 2023
- **Funding Available:** $11,644,810
  - **Tier 1:** $8,858,873
  - **Tier 2:** $1,481,934
  - **DV Bonus**: $805,847
  - **CoC Bonus:** $815,137
  - **CoC Planning**: $582,241
- **Key Components**: Project applications, CoC application, and CoC priority list

Rae Vermeal of the Pima Council On Aging asked if the Department of Housing and Urban Development (HUD) placed any emphasis this year on supporting older adults. Elaine M. shared that while the competition does emphasize how projects serve vulnerable subpopulations, older adults in general are not focused on and this is an area of growth for our community. Rae V. shared that many older adults are becoming homeless for the first times in their lives due to the housing market, and expressed interest in any efforts to coordinate system efforts around assisting older adults.

TPCH Updates

Cindy McClain of the CoC Lead shared several updates:

- Garcia Family Foundation Award – entirety of the $200,000 pilot fund was expended in two months, and TPCH intends to apply for more of this funding using the proof of the high need demonstrated by the quick expenditure.
- FUSE (Frequent Users Systems Engagement) Initiative is currently underway with multiple public agencies building out data sharing agreements.
- HATL (Housing Attempt to Locate) – for those who are interacting in any way with Tucson Police Department (TPD), a partnership will be rolling out soon where officers will have access to a list of folks currently matched for housing and can let them know of the housing match so they can pursue the housing opportunity. Currently, TPD is in the final stages of ironing out logistics for how the By Name List details are securely shared with their officers.

CoC Board Updates

Jocelyn M. reported that 3 new members have joined the TPCH Continuum of Care Board: Daniel Kuhlman of the University of Arizona, Maria Wildey of Community Bridges, Inc. and William Davidson, a retired community advocate. The board recently approved two letters of support, one for Youth on Their Own to write a direct cash prevention grant and one for the University of Arizona Southwest Institute for Research on Women (UA SIROW) to apply for funding from the National Alliance to End Homelessness to evaluate the current TPCH Move On Strategy.

The board is additionally creating a workgroup to research additional funding sources outside of the regular CoC Annual Program Competition process and is looking at other funding opportunities in the community such as:

- The Arizona Department of Housing (ADOH) Statewide housing trust fund, which is soliciting a request for funding (RFI) for projects, and
- The board seeks to scale approaches to homeless prevention and diversion funding as was evidenced to be successful by the rapid deployment of $200,000 in just over two months in our community.

Financial Overview

Cindy McClain, CoC Lead, provided the following CoC planning grant and General Fund balances:

Planning Grant Budget Period: 7/1/2022 – 6/30/2023
- Award Amount: $319,066
- Spent To-Date: $319,066
- Remaining: $0
- Percent Expended: 100%

TPCH General Fund
- Previous Balance: $38,320.38
- Revenue: $1250.00 (donations)
- Revenue: $32.17 (interest)
- Expenses: $0.00
- Current Balance: $39,512.55

Committee and Coalition Updates

System Performance Evaluation (SPE) Committee
Committee member Jocelyn M. shared the following updates:
- **Membership updates:** two new members joined the SPE Committee, Celia Wilkins from Southern Arizona VA Health Care and Kris Weaver-Gould from Arizona Behavioral Health Corporation.
- **TPCH MoveOn Strategy**: The SPE Committee has been looking at how to analyze move on strategies from Permanent Supportive Housing. Dr. Keith Bentele found a grant opportunity that closely aligns with this goal, so SPE brought the following motion to the Board, which was approved.
- **ESG Monitoring Quarter 2:** The SPE Committee has the responsibility to recommend to the CoC Board proven strategies for prioritizing the use of Emergency Solutions Grant (ESG) funds; acting as the liaison between and among City, County, and State ESG funding sources. As such, we monitor ESG recipient every quarter. Monitoring results were shared with the Board on 5/23/203. The main findings include:

During Quarter 2, the following ESG Performance Standards were met:
- Entries filled through CE (Rapid Rehousing or RRH).
- Bed utilization rates (Emergency Shelter or ES)
- Percentage of persons exiting to known destinations (ES, Homeless Prevention or HP).

- Persons exiting to permanent housing destinations or positive housing destinations (HP).
- HMIS data quality - data completeness percentage (ES, SO, RRH & HP).

During Quarter 2, the following ESG Performance Standards were not met:
- Bed utilization rates (RRH).
- Persons exiting to permanent housing destinations or positive housing destinations (SO, ES, RRH).
- Percentage of adults who exit with income (RRH).

Feedback from ESG Funders: This quarter we also invited ESG Funders to the SPE Committee meeting in June. We received input from ESG Funders (Pima County, COT, DES) on the metrics we track on a quarterly basis to ensure that the metrics are relevant and well measured. This feedback is being incorporated into our next ESG Quarterly Monitoring report. At the June meeting, ESG funders voiced how a lack of Written Standards for Shelter hinders progress. As such, the SPE Committee will begin developing Written Standards for Shelters in the coming quarter.

Other projects include:
- Developing a **Continuous Quality Improvement Process** that gathers multiple Diversity Equity and Inclusion sources of information, synthesizes it and develops annual recommendations aimed at increasing equity in our continuum.
- **FUSE project** updates are also regularly shared with the SPE Committee, who recommends direction forward.
- SPE member Dia Nonaka, has joined the CoC Grants Workgroup that will be working on community level efforts to improve performance across the CoC.

In the coming quarter, the SPE Committee will:
- Finalize SPE's Annual Workplan
- Begin developing Written Standards for Shelters
- Continue Monitoring ESG recipients and incorporating feedback received from ESG funders
- Continue collaborating with the CoC Grants workgroup on community level efforts to improve performance across the CoC
- Continue developing a Continuous Quality Improvement process
- Develop a working plan that intentionally includes SPE input into the annual Gap Analyses process
- Continue receiving updates and providing feedback to the FUSE project

Youth Action Committee
Co-chairperson Darius Miles shared that the committee has advised Our Family Services on their own projects as they relate to youth, and in addition, the committee approved a motion to sign onto a letter of support for Youth On Their Own to apply for a Direct Cash Prevention grant for their alumni program. This letter was sent to the board and approved in July. In addition, the committee is currently working on a McKinney Vento script that they will partner with McKinney Vento Liaison staff to write to better inform students and teachers of the McKinney Vento programs and entitlements. The committee is also in the process of voting to change their meeting frequency to set more intentional meetings and accommodate for additional gatherings in between for member onboarding, team building, and outreach in the community.

Built for Zero Coalition

Coalition Chairperson Jocelyn Muzzin shared that the Built for Zero coalition has been working on reviewing Inflow data for both Veterans and Chronic population. The combining of the Housing Navigation and Outreach Coalition meetings started in April. In addition, there has been increased participation in Case Conferencing. The group will explore other funding opportunities to develop the coordinated/centralized property owner engagement and housing navigation system and will continue to review inflow data and identify change ideas to improve inflow of participants from housing programs.

Continuum of Care Program Grant (CoC PG) Committee
CoC Program Grant Committee chairperson Lisa Floran shared that the committee is tasked with overseeing the performance of all CoC funded projects. The Committee met three times in the past quarter. Key activities included moving forward on initiating work on a shared technical assistance plan after it was approved by the Board, including setting tentative dates for sessions (Thursday 10/19 – Increasing Income; Thursday 1/18 – Bed Utilization; Thursday 4/18 – Prompt Access to Housing) and required monitoring and compliance work. The committee has outlined a pre-survey and program for the October session and solidified a location with the County and has made tentative plans for how these sessions can link to follow-ups at future General Council meetings. In August, the committee reviewed projects flagged for potential reallocation. After discussion, the committee recommended no CoC projects for reallocation in advance of the NOFO release.

In the coming quarter, the committee will:
- Conduct quarterly monitoring review of CoC-funded project data and narratives (August),
- Finalizing the program plan for the October Increasing Income session (August and September),
- Collect and review preliminary information about common barriers and discussion interests from a pre-session survey set to be circulated in early September (September),
- Holding the first Increasing Income session (October)
- Plan a follow-up workshop for the November General Council meeting, based on suggestions and feedback at the Increasing Income session (October)

Community Outreach and Housing Navigator Coalition
Brandi Champion of the Housing First shared that the meetings continue to happen on the second Tuesdays of each month at the 195 W. Irvington El Pueblo Community Center. This coalition has a wide array of participants that include nonprofit and local government partners, as well as speakers such as those from Sondercare programming or Cricket low-cost phone plans. Outreach continues weekly on Wednesdays at 6am with 10-15 different agencies. In the next several months, guest speakers will continue to come in for more resources. In addition, with money gained from the supplemental funding opportunity to address unsheltered homelessness in 2022, the new Multidisciplinary Outreach Program out of the City of Tucson will be working with multiple agencies to provide housing directly from encampments in addition to healthcare that will be provided from a full-time nurse practitioner supported by El Rio. The other intention of this joined coalition is to pool efforts and resources via a landlord database.

Coordinated Entry Committee
Cindy McClain shared that the committee was charged with the task of making a new priority pool for an interim process that is currently under continued development. Phil Piece of Old Pueblo Community Services (OPCS) shared that the committee is doing the redesign of both the prioritization factors and assessment upon review of various sources of data, including:

- Data on those who died while experiencing homelessness sent from the Pima County Office of the Medical Examiner,
- the ethnicities, race, and gender of those who are active on the By Name List (BNL),
- data in our system proportionality that is disaggregated by race and ethnicity downloaded from HUD Stella P software, and
- Data collected by Lindsay Eulberg of OPCS who cross listed the data from the County Medical Examiner to see how much overlap there was (and also, was not) on the BNL. In other words, this report identified how many folks died with a referral in hand, in addition to how many folks were not on the BNL at all when they died.

Attendees asked what kind of other cross system data was in use. Elaine M. shared that a tool other communities use is like that of the FUSE initiative, to see where people are high-system utilizers as indicators for prioritization and referral. Patti Scott-Lopez shared that if the new assessment included a question that flagged whether someone was enrolled in the Arizona Health Care Cost Containment System (AHCCCS), they could be cross referenced with that list and then organizations like the Arizona Behavioral Health Corporation could reach out to those folks specifically with housing resources. Elaine M. committed to getting this information back to the Coordinated Entry Lead for consideration with the committee.

In addition to the discussion around Coordinated Entry system changes, Phil P. asked if there could be two items added to the November General Council agenda:
- Data warehouse efforts between the three Arizona continua, and
- Presentations by agency and committee members who collected data to drive system change, such as one from Lindsay Eulberg and from the Coordinated Entry committee.

Diversity, Equity, and Inclusion Committee
Cindy McClain shared that the committee is currently helping the Coordinated Entry committee by reviewing assessment questions to see if they're trauma informed and equitable. In addition, they are collaborating with board members to identify tangible steps to attracting more members to the TPCH General Council by identifying buy-in and marketing strategies.

Homeless Management Information System (HMIS) Committee

Committee vice chairperson Yvette Gonzales shared that the HMIS Committee has done some substantial projects the past few months. One of those includes the implementation of a data workgroup, creation of an HMIS User Friendly Guide to address struggles user are having as identified by the User Satisfaction Survey, and the regular standing facilitation of month HMIS Agency Administration Meetings to address any technical assistance needs or cover new changes to the system. These meetings are held monthly on the last Monday of the month at Sullivan Jackson Employment Center, but for the time being will be canceled due to the Notice of Funding Opportunity. Those who wish to attend should email Anna Billings at abillings@helptucson.org. The committee is also currently in talks with Gospel Rescue Mission to enter data into the system for bed availability. One attendee asked if Gospel Rescue Mission currently is sharing whether they have beds dedicated only for those who are Christian, as this is a practice that sometimes happens in agencies that don't use Housing First principles. She asked that the lead agencies identify if any such beds are those listed among the bed availability posted to the TPCH website, such as what is publicly available on CommunityPoint. The CoC and HMIS Leads committed to confirming that all shelter beds posted via the CommunityPoint system were compliant with Housing First standards and would post publicly for transparency for the community.

In the next four months, the committee plans to complete the HMIS User Friendly Guide and review Policies and Procedures for updates if necessary.

The board has asked the HMIS Committee to prioritize the following:
- Hold regular HMIS Agency Admin meetings to maintain consistency between assessors,
- Add new tool housing assessment tool to the HMIS,
- Identify useful data that can be shared between / across systems,
- Share data from HMIS to UA-SIROW,
- Share data from the Tucson Police Department (TPD) to UA-SIROW, and
- Share data from Pima County Jail to UA-SIROW.

Homeless Youth Coalition
Elaine MacPherson of the CoC Lead shared that the coalition is currently in a phase of pause as they best determine next steps the coalition requested. At the most recent meeting in July, youth attendees asked if they could participate more in peer-to-peer outreach, so the CoC Lead staff committed to coordinating a survey with all youth serving providers (and outreach providers in general) to see if there could be some coordination for how those youth could be involved. The coalition meeting will still happen so resources can be shared, but it is possible it will shift to a quarterly schedule with outreach happening in between. Anyone who has resources to provide for youth is encouraged to join the coalition Basecamp.

New Business and Announcements
Attendees were encouraged to attend one of the three trainings offered that afternoon, including: Source of Income Protections (led by the City of Tucson), Case Conferencing and the TPCH Transfer Policy (led by Pima County) and TPCH New Members Orientation (led by the City of Tucson).

August 10, 2023 GENERAL COUNCIL ATTENDANCE

Quorum established with 21 of 31 voting members present. Members marked with an asterisk had voting privileges at this General Council meeting. Attendance is attached.

Organization	Name:	Job Title (if applicable):
Pima Council on Aging*	Rae Vermeal	Supervisor, Rights and Benefits
Administration of Resources and Choices	Deena Hitzke	Director of Elder Services
Primavera Foundation*	Kristina Abril	Operation and Evaluations Administrator
SAVACHS*	Jocelyn Muzzin	Social worker
Primavera Foundation	Denise Lopez	Director of Project Action for Veterans
Primavera Foundation	Reyna Leon	Director of Shelter services
City of Tucson*	Kimberly Noble	Project Supervisor Housing First
City of Tucson	Brandi Champion	Housing First Housing Director
Interfaith Community Services	April Schiller	COO

Pima County HMIS Lead*	Cheryl Lopez	Program Coordinator
Emerge*	Ed Sakwa	CEO
Our Family Services*	Kaitlyn Dowding	Senior Program Manager
Our Family Services	Colleen McDonald	Chief Program Officer
Community Member	John Roldán	Social Worker
Community Food Bank of Southern Arizona*	Zoe Malin	Community Programs Supervisor at Caridad Community Kitchen
Sister Jose Women's Center*	Nicola Hartmann	CEO
United Way*	Lisa Floran	Senior Director, Financial Wellness
Community Bridges, Inc.*	Maria Wildey	Senior Director Of Housing
Banner University*	Sara Hernandez	Complete Care Specialist
YWCA Southern Arizona*	Eula Hernandez	Director of Programming
Hope of Glory*	Betty Bitgood	Chairman
Arizona Serve*	Sarah Haber	Director of State Programs
Pima County	Yvette Gonzales	Program Manger
Marana Health Center*	Doreen Peters	Housing Liaison
Old Pueblo Community Services*	Philip Pierce	Quality Improvement Manager
Community Bridges inc	Janelle Johnson	Housing supervisor
HOM,Inc. *	Dia Nonaka	Director, housing programs,Southern Arizona
N/A	Sean Albert	Engineering director (software)
Town of Marana	Christine Byler	Community Outreach Coordinator
New Spirit Lutheran Church*	Laurie Bernard	Program Coordinator for Homeless Blessings
Pima County Supervisor Matt Heinz	David Higuera	Chief of Staff, D2
Community partners of southern Arizona *	Helen Sanchez	Program Supervisor
CPSA	Terrance Watkins	Housing Director
CPIH/ CPSA	Terrace Watkins	Housing Director
Arizona Complete Health*	Patti Scott-Lopez	

Meeting adjourned at 2:30 pm.
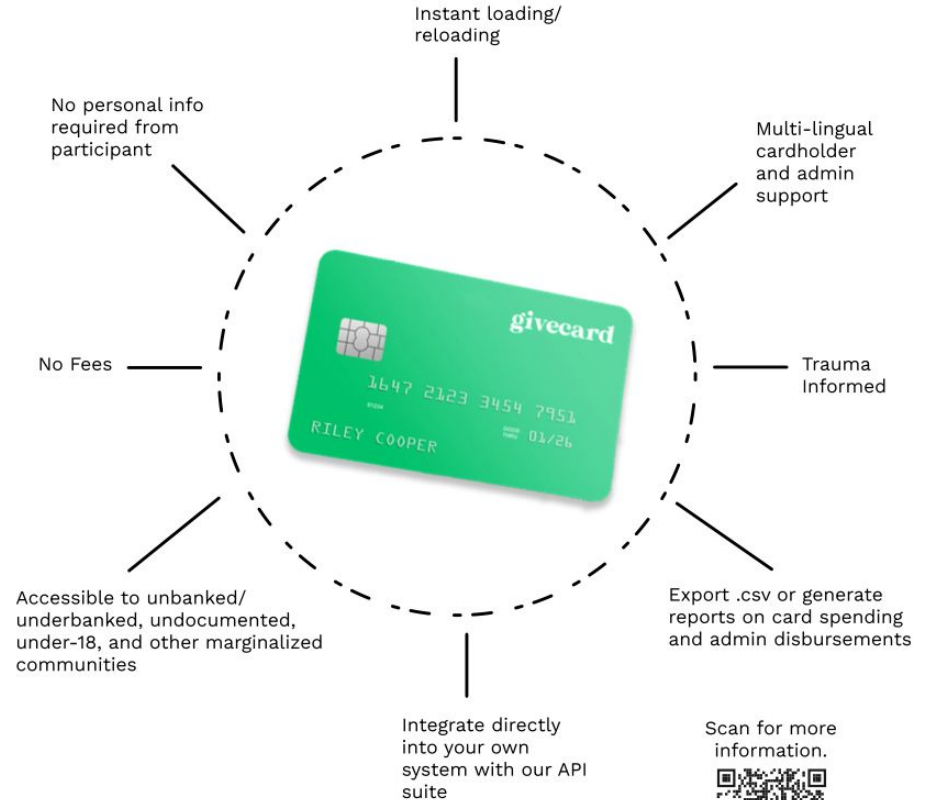
Minutes prepared by Elaine MacPherson

givecard

At a glance

What is Givecard?

Accessible Card Issuing

Cash disbursement made easy. Streamline direct cash transfers for your program.

givecard

Instant loading/reloading

No personal info required from participant

Multi-lingual cardholder and admin support

No Fees

givecard

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RILEY COOPER   01/26

Trauma Informed

Accessible to unbanked/underbanked, undocumented, under-18, and other marginalized communities

Export .csv or generate reports on card spending and admin disbursements

Integrate directly into your own system with our API suite

Scan for more information.

Quick Order/Load Card Demo

givecard

Benefits

- Faster than checks
- Works really well for lived experience stipends
- Can pay people who don't have bank accounts
- Cardholders don't pay any fees

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