TUCSON PIMA COLLABORATION TO END HOMELESSNESS
GENERAL COUNCIL MEETING MINUTES DRAFT 5/22/2025

MINUTES OF MEETING

Roll Call
Kat Davis, Continuum of Care (CoC) Manager, welcomed attendees and conducted roll call for voting members. A quorum was obtained with 19 of 23 voting members present *(attendance recorded below).*

Consent Agenda and Meeting Minutes
Kat D. opened the floor for community introductions and brought the first motion to approve the agenda and previous meeting minutes for a vote.

Motion: To approve the current agenda and General Council minutes from February 13, 2025. Made Jocelyn M., seconded by Magali L.

Motion passes with 19 in favor, 0 opposed, and 0 abstentions.

Community Celebrations
General Council attendees gave announcements and updates and celebrated recent successes.
- Lori Barnard– New Spirit Lutheran Church– continues to have their 2nd Saturday event. Last week, they provided haircuts, HIV/Hep C Testing. Everyone always welcome to attend.
- Betty Bitgood – Hope of Glory Ministries is putting on a show on June 20, 2025. This event is called "This Is The Way We Worship" and will showcase their skills at a community-building event.
- Zach Simmons from the University of Arizona Southwest Institute for Research on Women (UA-SIROW) shared that the Tucson Community Court won an innovation award for their clearing of warrants and pre-adjudication.
- Lisa Floran of the United Way of Tucson and Southern Arizona shared that the Pima County Board of Supervisors discussed a proposition to fund affordable housing through a slight increase of property tax. She encouraged all attendees to utilize the Pima County website to show support.
- Bryan Perez shared that the Juneteenth Festival is at the Kino Sports Complex on June 19th.
- Solari was present and affirmed the great work of the Housing and Health Opportunities (H20) housing vouchers, which is leveraging Medicaid funding for housing.

CoC Lead Updates
Kat Davis, CoC Lead Team Manager, provided the CoC Lead updates.

Funding updates- To update General Council on CoC Finances, Kat D. provided context on the CoC Planning Grant and the difference between how it is managed compared to the TPCH fiduciary account. The following information on the current TPCH fiduciary account was

presented. The fund is generally used to fill gaps for costs that are not allowable under Housing and Urban Development (HUD) funding.

General Fund Report Outs:	Amount reported	Total expenses since last GC	Total incoming amounts since last GC	Net	Date
PY 23 Quarter 4 - General Council (Annual Meeting)	$173,900.98	$15,436.00	$133,890.41	$118,454.41	5/9/2024
PY 24 Quarter 1 - General Council Meeting	$174,060.13	$55,665	0	-$55.665	8/8/2024
Program Year (PY) 24 Quarter 2 General Council Meeting	$122,549.43	$10,933.24	$0.00	-$10,933.24	11/21/2024
PY 24 Quarter 3 General Council Meeting	$223,126.17	$0.00	$100,576.74	+$100,576.74	2/13/2025
PY 24 Quarter 4 General Council Meeting	$230,752.70	$0.00	$7626.53	+$7626.53	4/30/2025

Heat Relief:
June 2, 2025 is the day that Pima County will kick off the regional cooling center effort. The City and County are both providing cooling centers alongside some nonprofit partners. Today, the heat relief webpage was launched on the TPCH website, found at https://pima-climate-health-network-pimamaps.hub.arcgis.com/.

Strategic Planning Sessions:
Kyle Kerns of the CoC Lead shared that the current TPCH Strategic Plan expires at the end of 2025. Consequently, the CoC Lead team has been meeting with many different stakeholder groups to discuss via a SWOT analysis (Strengths, Weaknesses, Opportunities, and Threats) of our current system. All the feedback will be synthesized and presented in the form of a draft, with the conclusion of this process at the February 2026 General Council meeting.

HMIS (Homeless Management Information System) Statewide RFP:
Susanna Rodriguez of the HMIS Lead shared the current process for an RFP (Request for Proposals) to select a new vendor for the HMIS. Proposals were submitted by four vendors, and all three Arizona Continua of Care are weighing in to score and select the new vendor via this RFP process.

HMIS Lead Updates
Susanna R. reported HMIS lead team updates. The deadline to submit the Housing Inventory Count (HIC) and Point-in-Time (PIT) are currently underway and will be submitted to HUD by June 13, 2025.

CoC Board Updates
Kat D. shared that according to the TPCH Governance Charter, both the CoC and HMIS Lead have to renew their status as lead entity every five years. The CoC Lead last renewed their lead

status in May of 2024 and will be up for retention again in 2029, and the HMIS Lead last renewed their lead status in 2020.

Magali L. shared a presentation on the work of the HMIS Lead (attached). This presentation covered all the responsibilities of the HMIS Lead, including all trainings, license management, data management, process oversight, statewide data collaborations, and engagement with local and statewide initiatives.

Motion: to retain Pima County as the HMIS Lead from 2025-2030. Made by Tom McKinney, seconded by Colleen McDonald.

Motion passes with 18 in favor, 0 opposed, and 1 abstention (Pima County).

Kat D. shared that the second motion for consideration was for changes to the Governance Charter as it relates to CoC Board officers. The language for consideration intends to extend term limits for officers so that there is more continuity for these officer positions: chair, vice chair, and treasurer. The changes suggested are italicized:
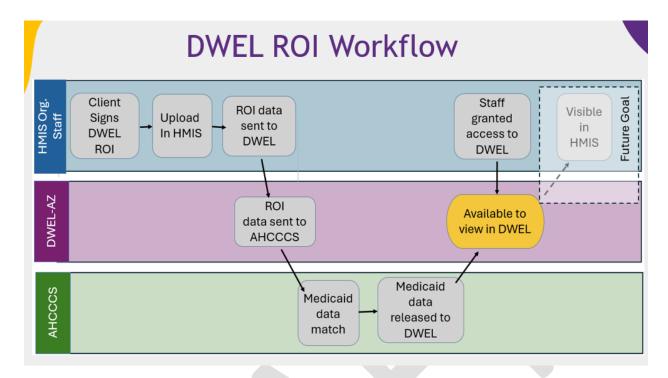
> Section 6.03: *Terms*
>
> CoC Board members are elected for terms of two (2) years. At the conclusion of their initial two-year term, Board members are eligible to be elected for up to one additional two-year term. After completing two (2) consecutive elected terms, Board Members must wait at least one (1) year before applying for re-election to the CoC Board. *Regardless of prior terms or years served, if a Board Member is elected to a chair position, a new two-year term starts over at the time of election. After the initial two-year term as a chair, officers are only eligible to serve an additional term if their total years as a Board Member is less than four (4).*

Motion: to approve recommended changes to the TPCH Governance Charter. Made by Betty B., seconded by Magali L.

Motion passes with 19 in favor, 0 opposed, and 0 abstained.

Data Warehouse Enterprise Linkage for Arizona (DWEL-AZ)
Adria Tena, Program Administrator for Solari, presented on the DWEL-AZ initiative (attached). She discussed the origins of DWEL-AZ as an initiative borne out of a collaboration between continua of care, state agencies, and the Garcia Family Foundation to create a universal warehouse for data sharing. The primary goal of DWEL is to better coordinate care for people across systems. Adria T. also shared that the the key to effective care coordination and ensure the highest probability of resource connection is via the Release of Information (ROI). The group discussed implications of a client not signing the secondary ROI for DWEL, and the impact that has it that their data won't be matched and thus, they might lose out on potential referrals. That being said, the ROI is by no means required for clients to sign in addition to the HMIS ROI. Adria shared the ROI process visually (below). Some concerns were raised to ensure that data was kept secure. Keith B. added that all levels of leadership and project design staff have taken data protection incredibly seriously, and have added many different protocols for data protection from bad actors. For any questions on the DWEL-AZ initiative, email dwel-az@solari-inc.org. The website is also live at dwel-az.org.

DWEL ROI Workflow

TPCH Unsheltered Initiative Updates
Elaine M. and Magali Lopez provided the report out for the TPCH Unsheltered Initiative. With $7.8 million provided by HUD over the course of three years, this initiative uses the encampment-based model to address unsheltered homelessness, going into encampments to bring services to the site for the most person-centered and effective model. This approach has not been universally successful, but we have learned a lot along the way. Currently, the initiative is using a "cohort" encampment model, as encampments that have a sustained presence are more difficult to identify using the traditional encampment selection method.

TPCH Quarterly Report Updates
Dr. Keith Bentele of UA-SIROW shared a presentation outlining major performance data for the community (attached). After reviewing the data, the group discussed some items that might deserve focus in the current strategic planning efforts:

- Decreasing exits to permanent housing destinations from street outreach
- Decrease from returns to homelessness from 9% to 5%, this could have been a result of being able to serve people longer in rapid rehousing,
  - Continue to serve people as long as we can in rapid rehousing to stabilize them
- Many challenges of how to find people
  - City is discussing a sanction place
  - Need to determine a two-pronged strategy:
    - How to house folks who are languishing in shelter
    - How to house folks using place-based methods from encampments
- The need for low-barrier shelters remains high ew

Committee and Coalition Updates
All Committees and Coalitions provided summaries of activities completed throughout the last quarter and are posted at the General Council webpage: https://tpch.net/tpch-general-council-meets-may-22-2025/.

New Business/Announcements
None to report.

Meeting adjourned at 1:56PM
Minutes prepared by Elaine MacPherson

Attendance: *Quorum was reached with 19 of 23 total TPCH members with voting privileges.*

What organization are you representing today (if applicable)?	Name:	Job Title (if applicable):
Banner University Health Plans*	Sara Hernandez	Complete care specialist
Catholic community services *	Kimberly Gutierrez	Health navigator
Catholic community services *	William smith	Lead Health Navigator
City of Tucson*	Kimberly Noble	Community Services Manager
City of Tucson *	Denise	SSO CE Supervisor
Compass Affordable Housing *	Louisa Osborn	Director of Programs
Direct Advocacy & Resource Center	Leo Effendi	Independent Living Advocate
Diversity Equity and Inclusion Committee	Steph Santiago	Committee Chair
Dwel Solari	Adria Tena	Program Administrator
Emerge center against domestic abuse*	Kelly Evans	VP of Programs
FHR*	Bryan Perez	Education Program Developer
HOM inc. *	Alexandria McWhorter	Landlords Relations Specialist
Hope of Glory*	Betty Bitgood	Chairman
Interfaith Community services*	Tom Mc Kinney	CEO
Na	Ana Lucero	Na
New Spirit Lutheran Church *	Laurie Bernard	Program Coordinator
None	Lee Barnhill	N/A
None	Nancy McGuckin	Nursing instructor
OFS*	Colleen McDonald	Chief Program Officer
OPCS*	Anna Billings	Quality Management Specialist
Pima Council on Aging*	Cheryl Richard	Client Service Specialist
Pima County*	Magali Lopez	Division Manager

Pima County HMIS Lead	Susanna Rodriguez	Data Management Coordinator
Pima County Public Library	Jessica Miesner	Vulnerable Populations Librarian
Pima County Public Library	Kara	Librarian
Pima County Sullivan Jackson	Yvette Gonzales	Program Manager
Primavera Foundation*	Danell Jessup	Sr. Director HIP
SIROW*	Keith Bentele	Associate Research Professor
Solari Crisis and Human Services	Derek Salazar	H2O Provider Support Specialist
Southern Arizona VA*	Jocelyn Muzzin	Coordinated Entry Specialist
Southern AZ AIDS Foundation*	Jorge Zamora	Housing Programs Manager
Sprout Foundation*	Addie Wynn	Executive Assistant
The Salvation Army	Eric Hill	Hospitality House Manager
The Salvation Army	Eric Hill	Hospitality House Manager
The Salvation Army	Maya Schick	Case manager
Town of Marana	Christine Byler	Community Services Coordinator
TPCH LEC	al	LEC
UA SIROW	Zachary Simmons	Researcher
United Way	Lisa Floran	Senior Director, Financial Wellness

WHAT IS THE CONTINUUM OF CARE (COC)?

The **Continuum of Care (CoC)** is a HUD-defined model that brings together local stakeholders to coordinate housing and services for individuals and families experiencing homelessness.

In our community, the CoC is known as the **Tucson Pima Collaboration to End Homelessness (TPCH).**

Our CoC structure includes:

City of Tucson – CoC Lead Agency/Collaborative Applicant
Oversees governance, CoC planning, and HUD CoC Program application

Pima County – HMIS Lead Agency
Manages the data infrastructure (HMIS) that supports system-wide accountability and performance

CoC Board
A broad membership of service providers, agencies, and community members working collaboratively to prevent and end homelessness in Pima County

HMIS LEAD BUDGET AND WORKFORCE OVERVIEW
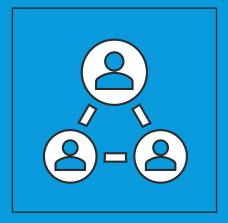
Annual HUD CoC HMIS Funding:

💰 **$421,492.00 (FY 2023–2024)** –

Match requirement of 25% = $105,373.00

📅 Operating Year: **July 1, 20xx – June 30, 20xx**

Staffing & Oversight:

👥 **6 dedicated staff** (Program Manager, 2 Program Coordinators and 3 Data Specialists)

PIMA COUNTY AS HMIS LEAD: CRITICAL FUNCTIONS & RESPONSIBILITIES

The **HMIS Lead** is a federally required role in every CoC that receives HUD funding.

- As the HMIS Lead for TPCH, Pima County is responsible for:
    - Managing the Homeless Management Information System (HMIS)—a shared database that tracks client services and system outcomes
    - Ensuring data quality, privacy, and HUD compliance
    - Supporting partner agencies with training, onboarding, and technical assistance
    - Submitting all HUD-mandated reports, including:
        - Housing Inventory Count (HIC)
        - Point-in-Time (PIT) Count
        - Longitudinal Systems Analysis (LSA)
        - System Performance Measures (SPMs)
        - Annual Performance Reports (APRs)
        - CAPER
        - Data Quality Reports

Why it matters:
The HMIS Lead is essential to maintaining HUD compliance, enabling funding, measuring effectiveness, and improving services across the entire CoC.

SCOPE OF HMIS LEAD WORK – BY THE NUMBERS

✨**Pima County has been the HMIS Lead for approximately 14 years.**✨

HMIS Participation & Reach (FY 2023–2024) last complete year:

Participating Agencies	44
Active HMIS Programs	394
Total Active HMIS Users	382
New Users Trained	235
Training Sessions Delivered	105
Training Topics	HMIS 101, Housing/SSO, Emergency Shelter, Street Outreach, Coordinated Entry, Case Conferencing, Business Objects, & Office Hours
Resolved Revelation Tickets	2436

GOING FURTHER: ADDITIONAL ROLES & CONTRIBUTIONS OF THE HMIS TEAM

🔄 **Enhanced Case Conferencing Support**

- Youth Case Conferencing: Targeted data and coordination for youth experiencing homelessness
- Chronic Case Conferencing: Facilitating care for individuals with long-term housing barriers
- Housed Case Conferencing: Supporting retention and continued stability post-housing

📊 **Strategic Data Support for Initiatives**

- Built for Zero (BFZ)
- Housing Central Command (HCC)
- Data Warehouse Enterprise for Linkage (DWEL)
- Arizona Housing Analytics Collaborative (AzHAC)
- TPCH Board Dashboard & Tableau Boards: Visualizing system performance and gaps
- Community & Public Data Requests: Responsive to inform local decisions

🏛️ **Regional & Statewide Engagement**

- Participation in the Statewide HMIS RFP Workgroup exploring unified HMIS infrastructure
- Collaboration with local, state, and federal initiatives to align data systems and strategies

💰 **Financial Commitment to System Access**

- **Pima County covers 100% of HMIS user license costs**, ensuring equitable access for all participating agencies and providers. This proactive investment supports seamless data integration and reporting across the continuum.

HMIS LEAD ACCOMPLISHMENTS & CELEBRATIONS

🎯 **Supplemental Unsheltered NOFO (SNOFO):**

- Awarded the SNOFO for a 3-year term to enhance homelessness response efforts

🏠 **HCC Accomplishments:**

- Encampment Tracker: Identifying encampments, populations, and outcomes
- Housing Needs Assessment: Providing essential data for future housing planning
- Case Conferencing: Connecting housed and unhoused clients for holistic solutions
- PSH Utilization: Tracking unit capacity and utilization to ensure efficiency
- HCC Dashboard: Highlighting active encampment residents & demographics
- Street Outreach Training: Providing essential education to outreach teams

🔄 **Coordinated Entry System Changes Accomplishments:**

- New CE Assessment Tool: Developed alongside the CE committee & CE Lead for Individuals & Families
- 209 HMIS CE Assessors Trained (to date)
- Recorded Training Sessions available in the TPCH LMS
- Batch Match Reporting & Case Conferencing Assessments developed for system improvement

🌟 **National Human Services Data Consortium (NHSDC):**

- Community Presenter for Tucson/Pima County, spotlighting the HCC efforts and system changes

💧 **H2O Program Support:**

- Supported AHCCCS H2O program system setup in Pima County
- Custom assessments created in HMIS, trained users

🔑 **Coordinated Entry System (CES) Management:**

- Maintains prioritization lists for all populations
- Provides support in adjusting the system to meet local needs and prioritization

📊 **HUD System-Wide Reporting:**

- Ensured data quality and completeness for CoC providers to meet HUD's reporting thresholds
- Supported CoC & ESG quarterly monitoring reports

What's Next: Adapting to Serve the Continuum's Evolving Needs

Pima County Remains Committed To:

✅ Continuing all core HMIS responsibilities with excellence and compliance

🔄 Remaining nimble and responsive to the emerging data needs of the TPCH Continuum

🤝 Deepening collaboration with CoC partners to ensure equity-focused, data-informed decisions

🧩 Supporting coordinated entry and system improvements through tailored reporting

🛠️ Exploring system enhancements and user feedback to strengthen HMIS functionality and access

🏠 Staying grounded in our shared mission: supporting our unhoused neighbors with compassion and accountability

LOOKING AHEAD WITH PURPOSE

Pima County remains deeply committed to upholding the responsibilities of the HMIS Lead with integrity, responsiveness, and technical excellence.

We respectfully request your support for our continued designation as HMIS Lead, so we may further advance the CoC's mission to end homelessness through data-driven collaboration.

PIMA COUNTY
COMMUNITY & WORKFORCE DEVELOPMENT (CWD) DEPARTMENT

THANK YOU!

Adria Tena, Program Administrator
Solari-Inc

Use Cases and Intended Functions for the DWEL Arizona data warehouse

state-level definitions
coc-level reports system
verify statewide connect project-level
aggregate history disability population
equity quality matching eligibility
trends inflow
outflow
healthcare locate referrals
county-level chronicity analytics
efficiency outcomes
evidence-based

The DWEL-AZ Solution - A Statewide Data Warehouse

DWEL-AZ is a collaborative **data integration and warehousing project** in Arizona aimed at improving care and outcomes for those experiencing homelessness

Purpose

- **Coordinate Care** by sharing information between staff across systems of care to deliver better services and outcomes.

- **Operations Analysis** to understand the population and service systems.
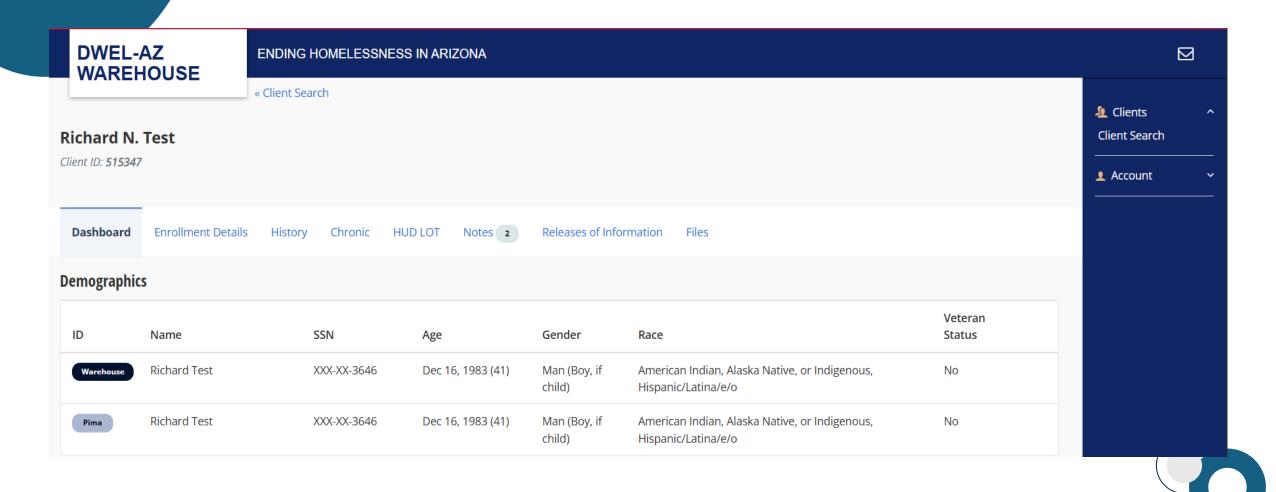
Structure

- An **Administrator acts as the backbone agency**
    - Solari, Inc. is the current Administrator

- **A governance advisory board** made up of data-contributing agencies steers all major actions of the administrator.
    - Referred to as **"The Collaborative"**

DWEL-AZ Workgroups

Governance WG	Care Coordination WG	Analytics WG	Technical WG

Inside the Warehouse

DWEL-AZ WAREHOUSE

ENDING HOMELESSNESS IN ARIZONA

« Client Search

Richard N. Test

Client ID: 515347

Clients

Client Search

Account

| Dashboard | Enrollment Details | History | Chronic | HUD LOT | Notes 2 | Releases of Information | Files |

Demographics

ID	Name	SSN	Age	Gender	Race	Veteran Status
Warehouse	Richard Test	XXX-XX-3646	Dec 16, 1983 (41)	Man (Boy, if child)	American Indian, Alaska Native, or Indigenous, Hispanic/Latina/e/o	No
Pima	Richard Test	XXX-XX-3646	Dec 16, 1983 (41)	Man (Boy, if child)	American Indian, Alaska Native, or Indigenous, Hispanic/Latina/e/o	No

Residential Enrollments

New Episode

		Project Name < Organization Name	Entry	Exit	Most Recent Day Served	Days Served	Homeless / Adjusted Days ⓘ	Months Served	Household Members
					Totals:	668	0 / 384	14	
MAR	ES - Entry/Exit	ZZ - CLOSED - CBI - Response Hotel - ES < *CBI - Community Bridges - HMIS	Jan 7, 2021 🔲 ⌂	Jan 15, 2021	Jan 14, 2021 🔲	8	8 / 8	1	
MAR	ES - Entry/Exit	SVDP - Ozanam Manor - ES < *SVDP - Society of Saint Vincent de Paul Diocese of Phoenix - HMIS	Jan 9, 2020 ⌂	Sep 29, 2021	Sep 28, 2021 🔲	629	365 / 365	13	
BOS	SO	U.S.VETS - Outreach - Yavapai - ESG-DES - SO < *USVETS - U.S.VETS - HMIS	Oct 9, 2018	Oct 11, 2018	Oct 31, 2018	31	11 / 11	1	

Disability Types ⓘ

	Entry Date	Assessment Type	Information Date	Substance use disorder	Mental	Physical	Developmental	HIV/AIDS	Chronic Health Condition
COT - CBI Toole Emergency Shelter (ES) / COT - CBI Toole Emergency Shelter (ES)									
Pima	Mar 12, 2025	Project entry	Mar 12, 2025	✖ No	✖ No	✔ Yes	✖ No	[redacted]	✖ No
TPCH Coordinated Entry - Primavera / TPCH Coordinated Entry - Primavera									
Pima	Feb 11, 2025	Project entry	Feb 11, 2025	✖ No	✖ No	✔ Yes	✖ No	[redacted]	✖ No
Primavera - Men's Emergency Shelter (ES) / Primavera - Men's Emergency Shelter (ES)									
Pima	Feb 10, 2025	Project exit	Feb 21, 2025	✖ No	✖ No	✔ Yes	✖ No	[redacted]	✖ No
Pima	Feb 10, 2025	Project entry	Feb 10, 2025	✖ No	✖ No	✔ Yes	✖ No	[redacted]	✖ No
Primavera - Men's Emergency Shelter (ES) / Primavera - Men's Emergency Shelter (ES) ✔ **Disabling Condition on Enrollment**									
Pima	Jul 4, 2024	Project exit	Jul 5, 2024	✖ No	✖ No	✔ Yes	✖ No	[redacted]	✖ No
Pima	Jul 4, 2024	Project entry	Jul 4, 2024	✖ No	✖ No	✔ Yes	✖ No	[redacted]	✖ No

Generate Homeless Verification PDF

Last 3 years ▼

Generate PDF

HMIS Data Warehouse Homeless History for Residential Programs

Snapshot for ██████████ (488199) taken on Apr 8, 2025

- Days Homeless in the past three years: 201 (seen in ES, SO, SH, TH with no overlapping PH)
- Days Literally Homeless in the past three years: 201 (seen in ES, SO, SH with no overlapping TH or PH)
- Months Homeless in the past three years: 13 (seen in ES, SO, SH, TH with no overlapping PH)
- Months Literally Homeless in the past three years: 13 (seen in ES, SO, SH, TH with no overlapping PH)
- Chronically homeless: Yes
- Does not include any possible current Rapid Re-Housing enrollment

Total number of Bed Nights across all Residential Programs at each organization since Apr 8, 2022

Total number of Bed Nights across all Residential Programs in each project type since Apr 8, 2022

Overview

Households are calculated as unique heads of household. This differs from HMIS, which would count each enrollment of a group of people as a new household.

Enrolled Clients

2,526 clients / **2,483 households**

had open enrollments during this time period

Active Clients

2,083 clients / **2,051 households**

had a service during this time period

Enterers

1,630 clients / **1,602 households**

started enrollments during the reporting period
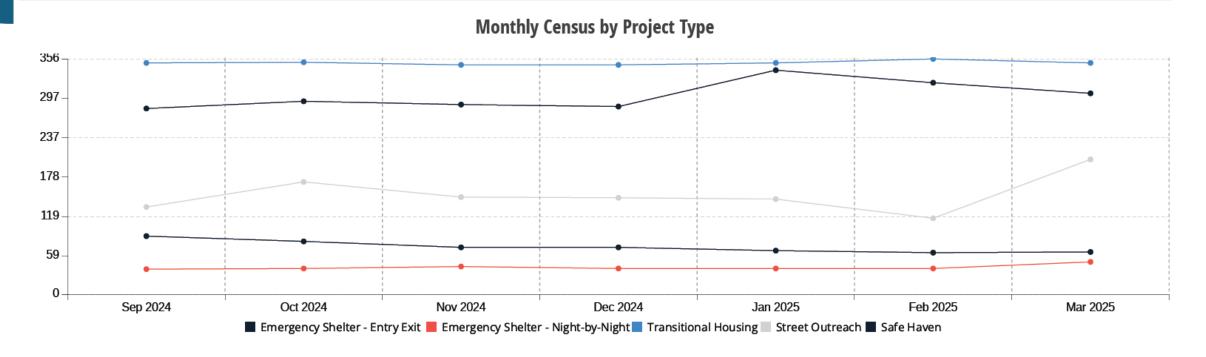
Exiters

1,688 clients / **1,661 households**

exited enrollments during the reporting period

Census

Monthly Census by Project Type

Legend: Emergency Shelter - Entry Exit · Emergency Shelter - Night-by-Night · Transitional Housing · Street Outreach · Safe Haven
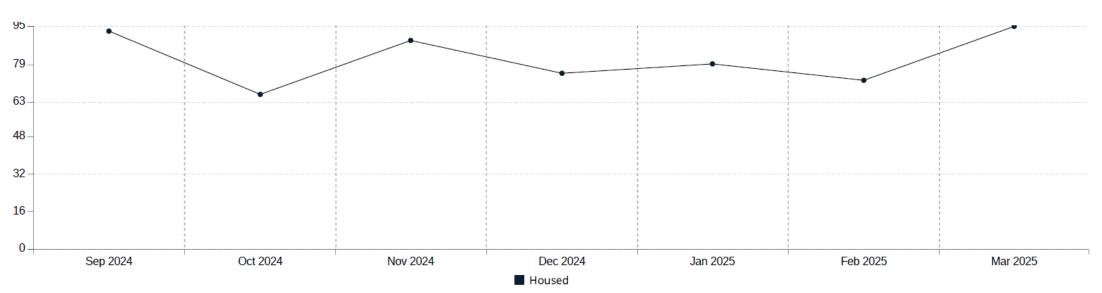
Veterans Exits to Permanent Housing

Veterans Housed During Reporting Period

556 Veterans

number of veterans housed during reporting period

Housing, Healthcare, Social Service, & Community-Based Agencies

Getting Access to the Data Warehouse

⌂ Housing and healthcare organizations may apply for access to the warehouse.

⌂ **There are no organizational or user fees.**

⌂ Onboarding organizations are vetted and approved by the Collaborative and the Operator.

⌂ Participation in DWEL is entirely voluntary. There are no federal or state requirements to utilize the warehouse.

Access Agreements: 'Click Thru'

⌂ Terms of Service Agreement
   ⌂ user level agreement

⌂ Terms of Use Agreement
   ⌂ agency level agreement

Agency Liaison

Agency Liaisons connect the organization to the DWEL Administrative Operator (Solari) and Collaborative participation.

Role Expectations

- Liaise between organization and DWEL

- Liaison and user training

- Meeting attendance (monthly/quarterly)

- Request activation/deactivation of user accounts

- Track/document: users, agreements, training completion

All applications, request forms, training videos, and user materials will be available on the DWEL website

DWEL Release of Information

Statewide DWEL ROI Implementation
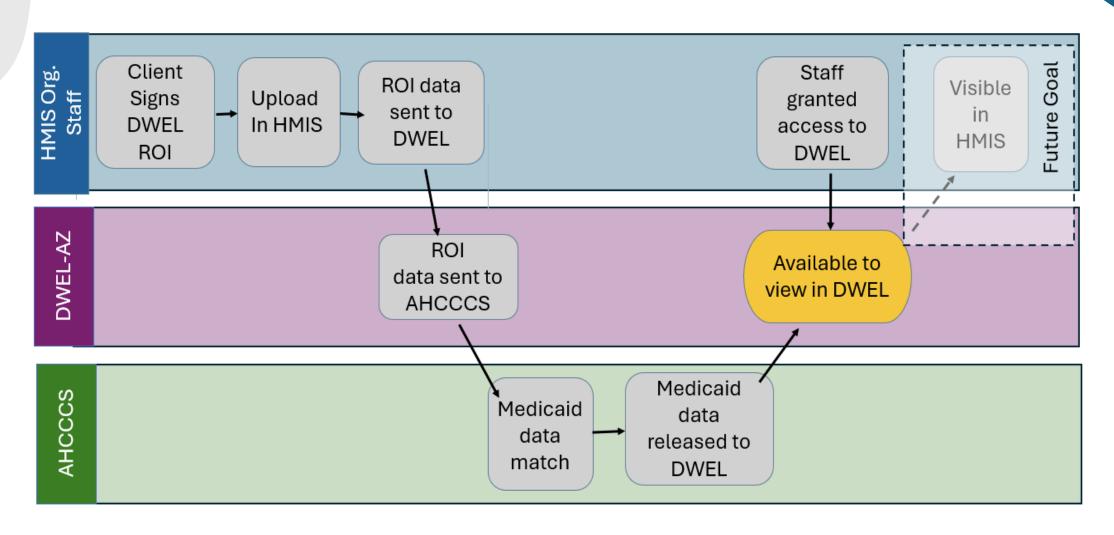
DWEL is collaborating with each CoC to **establish a standardized statewide process** for collecting the DWEL ROI for every individual entered into HMIS.

Purpose is to match State Medicaid data to the HMIS profile for care coordination and system learning.

AHCCCS Data Elements that are collected and matched to a client profile in DWEL-AZ

- ✓ Demographics
- ✓ AHCCCS enrollment and eligibility status
- ✓ Health plan type
- ✓ Indicator for DDD enrollment
- ✓ Indicator for ALTCS enrollment
- ✓ Indicator for tribal enrollment in American Indian/Alaskan Native Health Plan
- ✓ Indicator for YATI enrollment
- ✓ Veteran status
- ✓ Indicator for Pregnancy
- ✓ Medicare enrollment

DWEL ROI Workflow

Phase I.- ROI Rollout & Staff Survey

CBI test group

Staff and CoC Representation

- 13 staff collected ROIs
- All three CoCs across the State/HMIS system uploads
- Programs: Shelter, Outreach, and Vet Services

Rollout

- One-hour virtual orientation and training
- Two-week ROI collection period
- Training videos, written instructions, and guide
  - *All DWEL trainings, instructions, and guides will be accessible on the website*
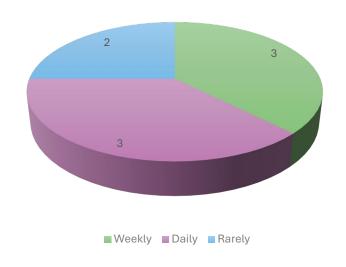
106 Authorizations were signed in the two-week phase I. ROI rollout

Survey Results: 8 respondents

Workflow
- 10-15min
- No reported barriers to workflow

From what you understand today about the DWEL data warehouse, how often might you see yourself logging into the DWEL data warehouse?

Weekly: 3   Daily: 3   Rarely: 2

Phase II.- Rollout is to collaborate with each community agency serving the unhoused population to get familiar with DWEL and consider how DWEL may be of value to staff within your agency. And, whether State/CoC level data may be helpful to gain client and programmatic insights to measure outcomes and make data informed decisions.

How can DWEL increase its number of matched Medicaid data in the warehouse?

Thank You
dwel-az@solari-inc.org
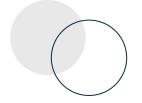
TPCH
System Performance & Evaluation Committee

Reporting Share Back to General Council

Keith Gunnar Bentele

Presentation to TPCH General Council

5/22/25

THE UNIVERSITY OF ARIZONA
COLLEGE OF SOCIAL & BEHAVIORAL SCIENCES
Southwest Institute
for Research on Women

Let's Measure Better
Addressing Homelessness & Housing
Insecurity Data Gaps In Pima County

Lots of Recent Reports Coming in!
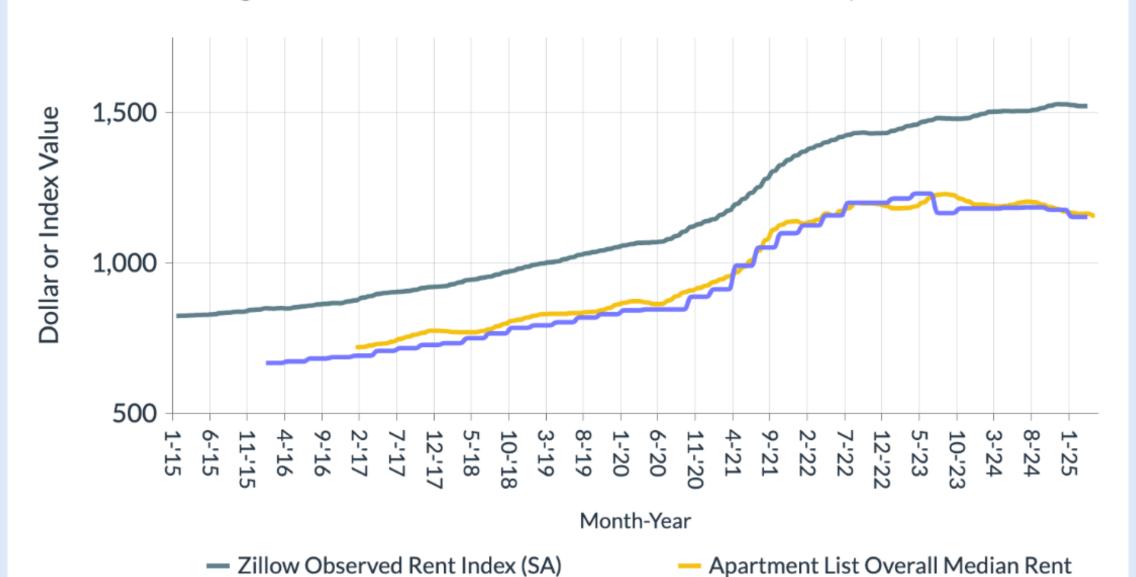
- **TPCH 2024 Gaps Analysis**: Bentele, Keith Gunnar & Sara Shuman. 2025. *Increasing Need and Decreasing Capacity to Serve: An Urgent Case for Local Homelessness Prevention -* Tucson Pima Collaboration to End Homelessness 2024 Gaps Analysis. SIROW

- **2024 (Fiscal Year) Longitudinal Systems Analysis "LSA" Report**

- **2024 (Fiscal Year) System Performance Measures "SPM" Report**

Increasing Need and Decreasing Capacity to Serve: An Urgent Case for Local Homelessness Prevention

TUCSON PIMA COLLABORATION TO END HOMELESSNESS
2024 GAPS ANALYSIS

Tucson Rent Prices
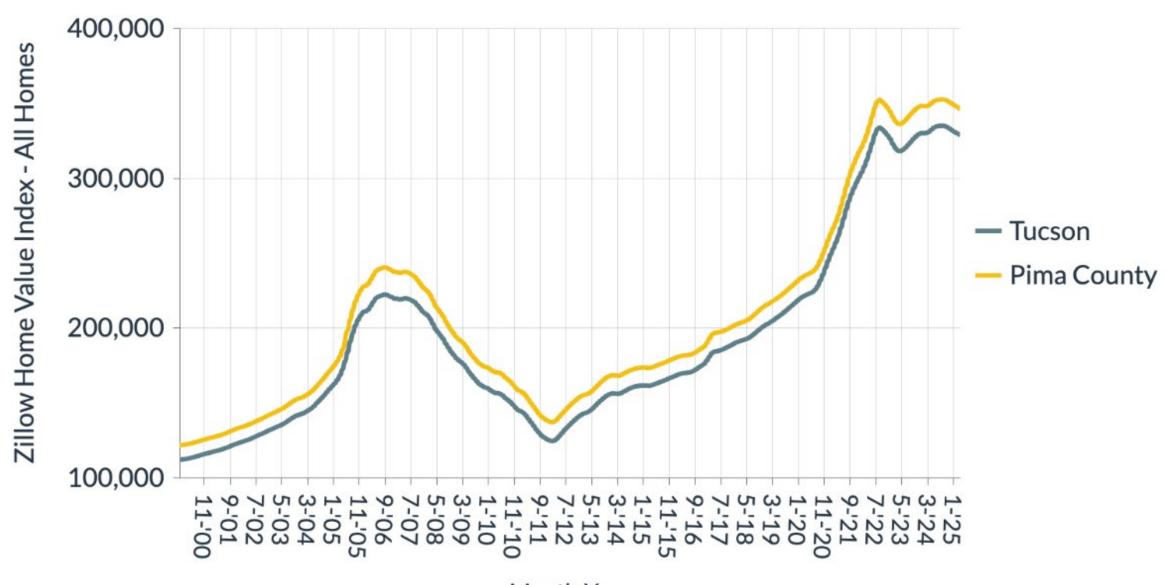
Average/Median Rent Price Indicators: Dec-2014 - Apr-2025

Legend:
- Zillow Observed Rent Index (SA)
- Apartment List Overall Median Rent
- PICOR Average Monthly Rent (Quarterly)

Y-axis: Dollar or Index Value (500, 1,000, 1,500)

X-axis: Month-Year (1-'15, 6-'15, 11-'15, 4-'16, 9-'16, 2-'17, 7-'17, 12-'17, 5-'18, 10-'18, 3-'19, 8-'19, 1-'20, 6-'20, 11-'20, 4-'21, 9-'21, 2-'22, 7-'22, 12-'22, 5-'23, 10-'23, 3-'24, 8-'24, 1-'25)

Home Values in Tucson and Pima County

Zillow Home Value Index - Jan 2000 - Mar 2025

Legend: Tucson, Pima County

Y-axis: Zillow Home Value Index - All Homes (100,000 – 400,000)

X-axis: Month-Year (11-'00 through 1-'25)

Tucson Housing Affordability

% of Homes Sold Annually that were Affordable to a Family Earning the Median Income

Y-axis: % of Homes Sold Affordable w/ Median Income

Data points:
- 2000: 63%
- 2001: 64%
- 2002*: 64%
- 2003*: 65%
- 2005: 46%
- 2006: 32%
- 2006: 35%
- 2008: 56%
- 2009: 74%
- 2010: 79%
- 2011: 86%
- 2012: 86%
- 2013: 80%
- 2014: 77%
- 2015: 77%
- 2015: 77%
- 2017: 72%
- 2018: 66%
- 2019: 71%
- 2020: 75%
- 2021: 64%
- 2022: 47%
- 2023: 38%

Figure 11.

Percent Change in Indicators 2020-2023
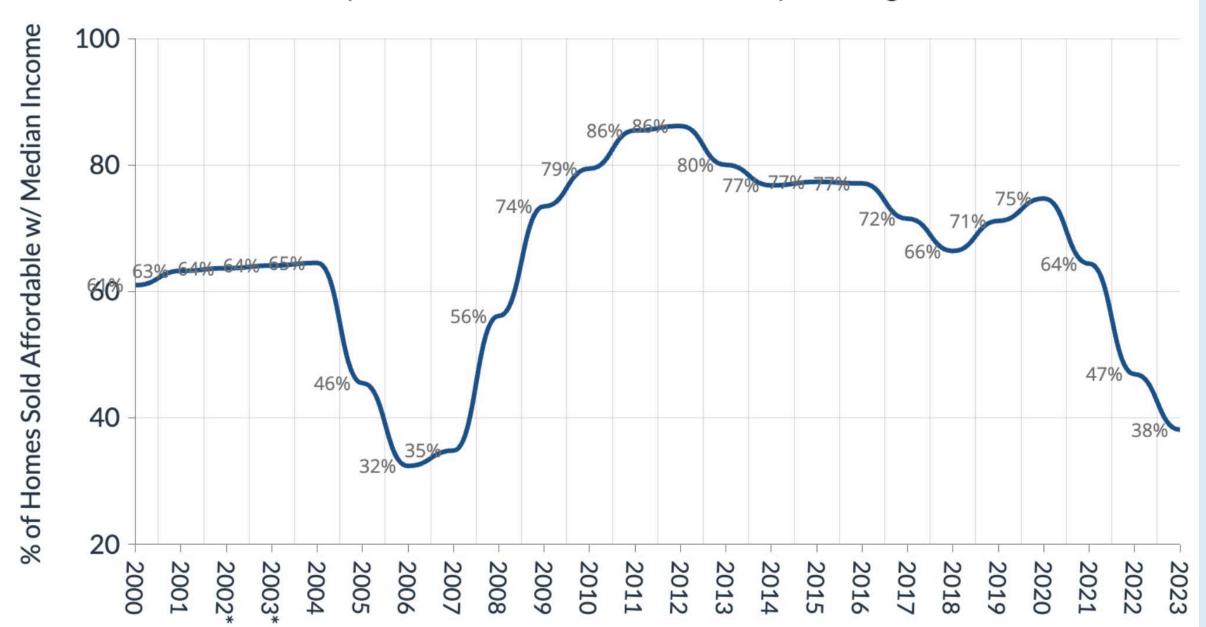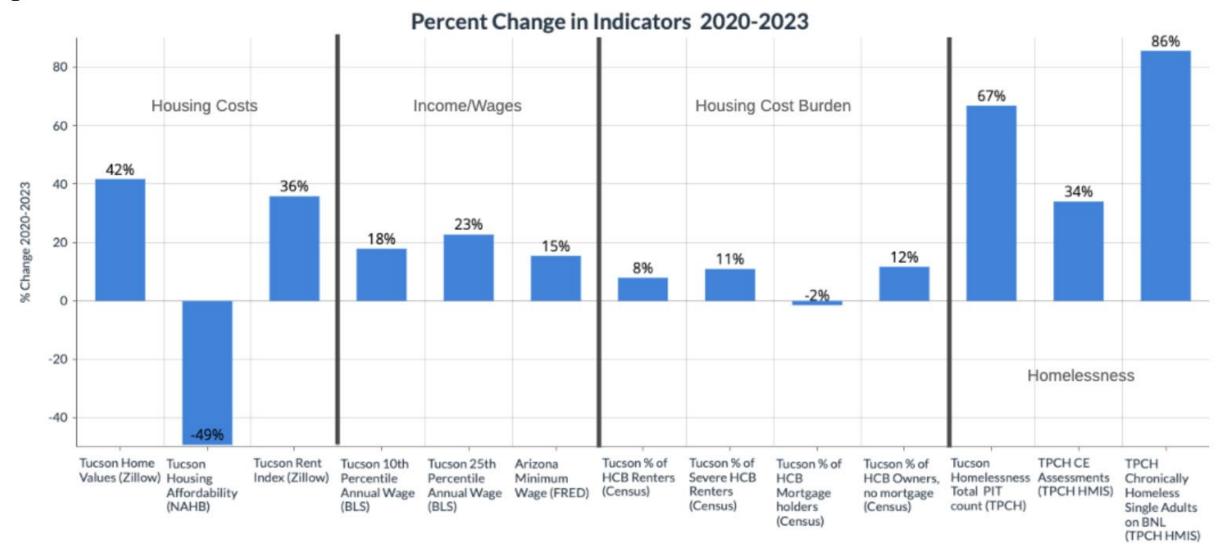
Arizona Minimum Wage
2007-2024

Arizona Minimum Wage line chart showing Dollars per Hour (y-axis) by Year (x-axis):

Year	Dollars per Hour
2007	6.75
2008	6.90
2009	7.25
2010	7.25
2011	7.35
2012	7.65
2013	7.80
2014	7.90
2015	8.05
2016	8.05
2017	10.00
2018	10.50
2019	11.00
2020	12.00
2021	12.15
2022	12.80
2023	13.85
2024	14.35

— Arizona Minimum Wage

Total Count of Unique Individuals Experiencing Homelessness
PIT & HMIS Counts for Tucson/Pima County CoC 2014-2024
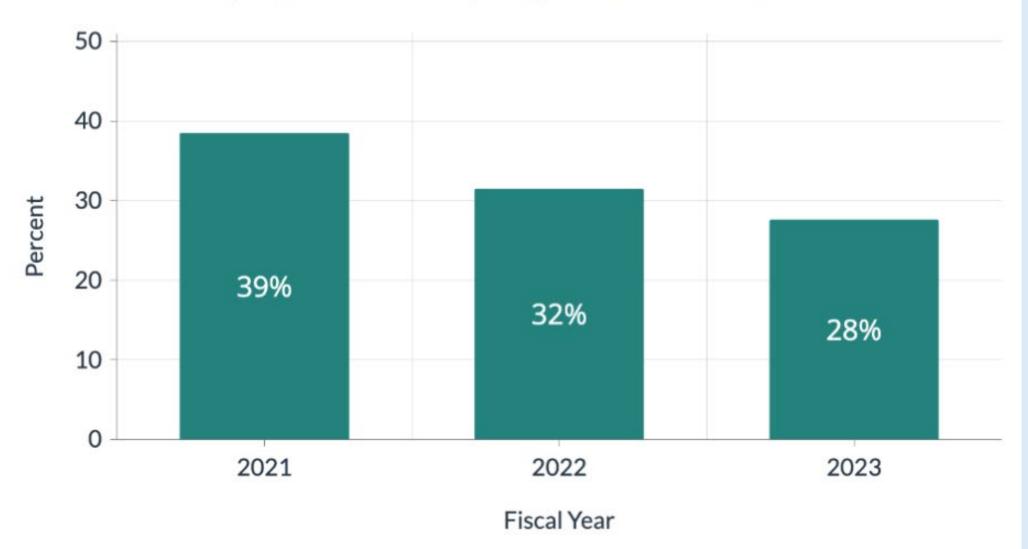
Legend:
— Total HMIS Count of persons experiencing sheltered homelessness
— Total PIT Count of persons experiencing sheltered and unsheltered homelessness
— Total HMIS Count of unique HoH & Adults completing CE assessment (Fiscal Year)

*Unsheltered counts were estimated in 2021-2022 (using different techniques) due to the ongoing pandemic. Since the methodology used to generate these counts changed considerably between 2020, 2021, and 2022, an unknown portion of increases in these years are likely a result of changes in methodology.

Data values:

Total HMIS Count of persons experiencing sheltered homelessness (red):
2015: 5,857 | 2016: 6,300 | 2017: 5,185 | 2018: 4,621 | 2019: 4,061 | 2020: 3,718 | 2021*: 3,368 | 2022*: 3,103 | 2023: 3,471 | 2024: 3,565

Total PIT Count of persons experiencing sheltered and unsheltered homelessness (green):
2014: 1,475 | 2015: 1,863 | 2016: 1,765 | 2017: 1,574 | 2018: 1,380 | 2019: 1,372 | 2020: 1,324 | 2021*: 1,675 | 2022*: 2,227 | 2023: 2,209 | 2024: 2,102

Total HMIS Count of unique HoH & Adults completing CE assessment (blue):
2018: 6,705 | 2019: 6,281 | 2020: 5,732 | 2021*: 4,837 | 2022*: 6,691 | 2023: 7,679 | 2024: 7,411

Figure 18.

Proportion of New CE Assessments Served in Annual Inflow

Unique Households Completing TPCH CE Assessment

Total Households "Actively Homeless"

Tucson Pima Collaboration to End Homelessness - Jul 2020 - Apr 2025

Legend: Single Adults (blue), Youth (yellow), Families (purple)
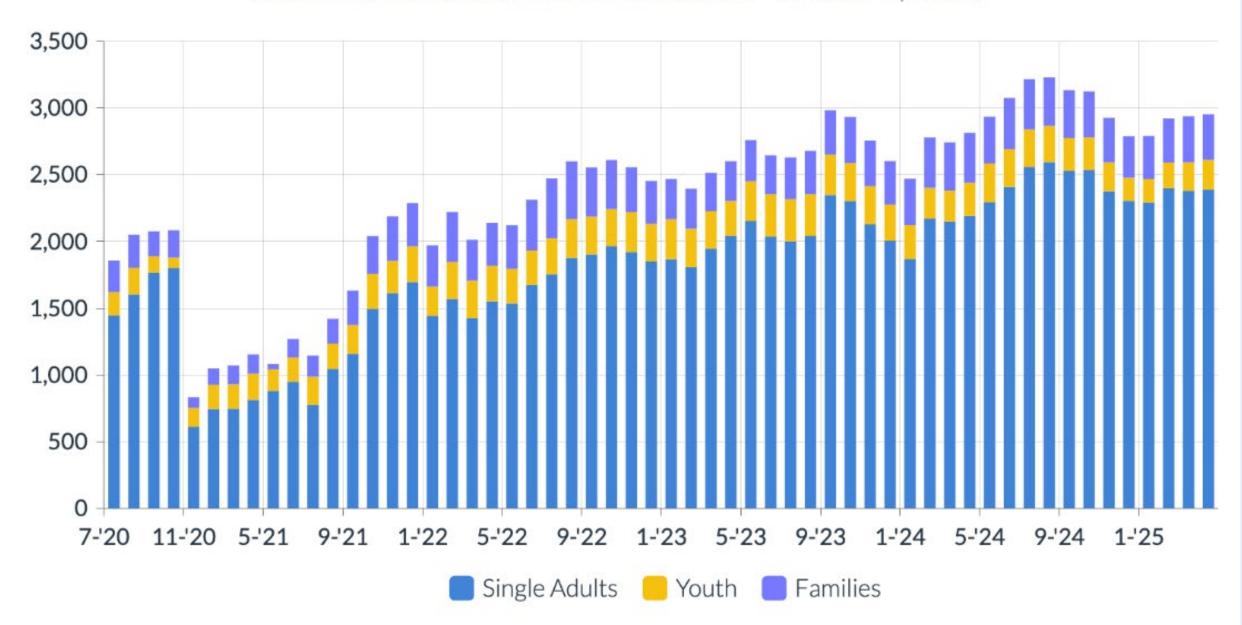
Figure 16.

Estimated System Demand, Assessments, Referrals, & Services Received - Fiscal Year 2023

| Total Eviction Filings in Pima County | Total Calls for Housing & Shelter to 211 | Total # of CE Assessments by HoH/Adults | HHs Served in ES/SH/TH programs | HHs Referred to Housing Program | HHs Enrolled in a RRH or PSH Program |

12879   7463   7689   1659   1069   535

At Risk of Homelessness

System Demand

14% of Total CE Assessments Prioritized and Referred

50% of Referrals Resulted in Enrollment

Figure 17. System Performance Summary – All Households Fiscal Year 2023

Returns to System

9% of HH that exited in first 6 months of FY'23

Positive System Exits

Permanent Housing Destination

Experiencing Homelessness

Unknown

26% of HH

Temporary or Unknown Housing Destination

60%

40%

Served by System
Total Unique HHs
Served in Any Project Type = 3596

Total System Exits = 2757

System Demand
Seeking Services in FY2023

Total Unique HoH & Adults completing
CE Assessments = 7679

Project Type	Number of HH Served	New Inflow	Already in System
Emergency Shelter/Safe Haven	2507	56%	44%
Transitional Housing	314	79%	21%
Rapid Re-Housing	883	57%	43%
Permanent Supportive Housing	325	45%	55%

28% of HH Seeking Services Served

2118 HH Served in Any Project Type

System Inflow

Fiscal Year 2023

Population → Metric ↓	All HHs	Non-Vet Adult HHs (age 25-54)	Adults w/ minor children	Youth HHs	Veteran Adult HHs	HHs Impacted by Violence	Older Adult HHs
% of HH seeking services served	28%	47%	74%	50%	100%	NA	78%
System Exits to Permanent Dest.	40%	29%	76%	55%	55%	44%	41%
System Exits to Temp/Unknown Dest.	60%	71%	24%	45%	45%	56%	59%
Returns to system from Permanent Dest.	9%	14%	3%	11%	4%	8%	8%
Returns from Temp/Unknown Dest.	26%	29%	9%	22%	26%	25%	27%

Fiscal Year 2023

Population → Metric ↓	All HHs	Non-Vet Adult HHs (age 25-54)	Adults w/ minor children	Youth HHs	Veteran Adult HHs	HHs Impacted by Violence	Older Adult HHs
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Fiscal Year 2023

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Fiscal Year 2023

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Fiscal Year 2023

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Fiscal Year 2023

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Longitudinal System Analysis "LSA" Review
AZ-501 : Tucson/Pima County CoC
FY2024

Data Source:

The following graphs are pulled from TPCH's annually submitted HUD-required Longitudinal Systems Analysis "LSA" data.

These figures rely on TPCH HMIS (Homeless Management Information System) data and were generated using *Stella P* an online data tool available in HUD's Homelessness Data Exchange 2.0 ("HDX 2.0").

These data are provided by the HMIS lead to HUD each spring for the previous fiscal year, with the most recent data covering fiscal year 2024 10/1/2023- 9/30/2024.

Stella Performance Module

FY2024   CoC Code: AZ-501   Name: AZ-501 LSA FY2024   Report Period: 10/01/2023 - 09/30/2024   Submission Type: official

Dashboard	Days Homeless	Exits	Returns

Overview | Trend | System Map

System Performance Overview

Total number of households and people served in the homeless system and performance overview for 10/01/2023 - 09/30/2024 for AZ-501 LSA FY2024

i   💡   ▦   🖨   ⤤

👥 **3,892**
HOUSEHOLDS

👤 **5,471**
PEOPLE

106 🛏
Days Homeless
Average cumulative days homeless

39% ➡
Exits
Exits to permanent destinations
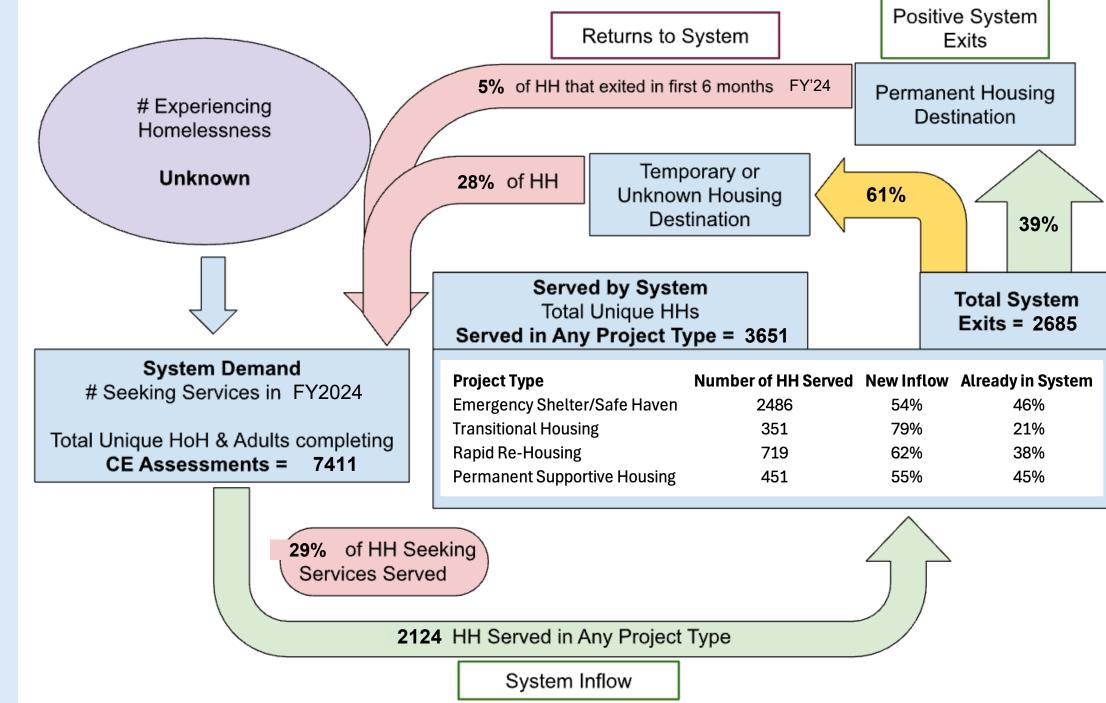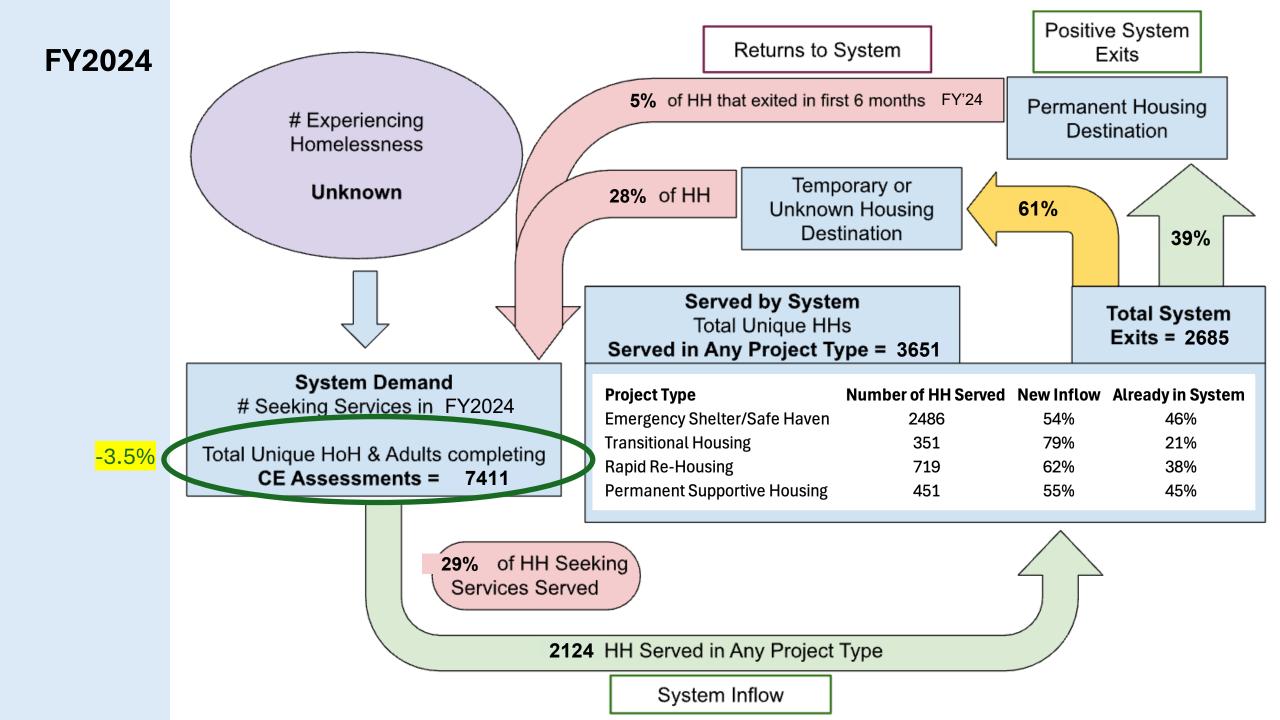
5% ←
Returns
Returns after exits to permanent destinations

FY2024

Returns to System

Positive System Exits

Experiencing Homelessness

Unknown

5% of HH that exited in first 6 months   FY'24

Permanent Housing Destination

28% of HH

Temporary or Unknown Housing Destination

61%

39%

Served by System
Total Unique HHs
Served in Any Project Type = 3651

Total System Exits = 2685

-3.5%

System Demand
Seeking Services in FY2024

Total Unique HoH & Adults completing
CE Assessments = 7411

Project Type	Number of HH Served	New Inflow	Already in System
Emergency Shelter/Safe Haven	2486	54%	46%
Transitional Housing	351	79%	21%
Rapid Re-Housing	719	62%	38%
Permanent Supportive Housing	451	55%	45%

29% of HH Seeking Services Served

2124 HH Served in Any Project Type

System Inflow

Total Count of Unique Individuals Experiencing Homelessness
PIT & HMIS Counts for Tucson/Pima County CoC 2014-2024

Legend:
— Total HMIS Count of persons experiencing sheltered homelessness
— Total PIT Count of persons experiencing sheltered and unsheltered homelessness
— Total HMIS Count of unique HoH & Adults completing CE assessment (Fiscal Year)

Data points:

Total HMIS Count of persons experiencing sheltered homelessness (red):
- 2015: 5,857
- 2016: 6,300
- 2017: 5,185
- 2018: 4,621
- 2019: 4,061
- 2020: 3,718
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- 2020: 1,324
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- 2022*: 2,227
- 2023: 2,209
- 2024: 2,102

Total HMIS Count of unique HoH & Adults completing CE assessment (blue):
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- 2021*: 4,837
- 2022*: 6,691
- 2023: 7,679
- 2024: 7,411

*Unsheltered counts were estimated in 2021-2022 (using different techniques) due to the ongoing pandemic. Since the methodology used to generate these counts changed considerably between 2020, 2021, and 2022, an unknown portion of increases in these years are likely a result of changes in methodology.

Proportion of New CE Assessments Served in Annual Inflow

Unique Households Completing CE Assessment & Subsequently Served in a Shelter or Housing Program

FY2024

 # Experiencing Homelessness

Unknown

Returns to System

5% of HH that exited in first 6 months FY'24

Positive System Exits

Permanent Housing Destination

28% of HH

Temporary or Unknown Housing Destination

61%

39%

Served by System
Total Unique HHs
Served in Any Project Type = 3651

Total System Exits = 2685

Project Type	Number of HH Served	New Inflow	Already in System
Emergency Shelter/Safe Haven	2486	54%	46%
Transitional Housing	351	79%	21%
Rapid Re-Housing	719	62%	38%
Permanent Supportive Housing	451	55%	45%

System Demand
Seeking Services in FY2024

Total Unique HoH & Adults completing
CE Assessments = 7411

29% of HH Seeking Services Served

2124 HH Served in Any Project Type

System Inflow

No change

FY2024

Experiencing Homelessness

Unknown

Returns to System

5% of HH that exited in first 6 months   FY'24

Positive System Exits

Permanent Housing Destination

28% of HH

Temporary or Unknown Housing Destination

61%

39%

Served by System
Total Unique HHs
Served in Any Project Type = 3651

Total System Exits = 2685

System Demand
Seeking Services in FY2024

Total Unique HoH & Adults completing
CE Assessments =   7411

Project Type	Number of HH Served	New Inflow	Already in System
Emergency Shelter/Safe Haven	2486	54%	46%
Transitional Housing	351	79%	21%
Rapid Re-Housing	719	62%	38%
Permanent Supportive Housing	451	55%	45%

Very little change

29% of HH Seeking Services Served

2124 HH Served in Any Project Type

System Inflow

FY2024

 # Experiencing Homelessness

Unknown

5% of HH that exited in first 6 months   FY'24

Permanent Housing Destination

28% of HH

Temporary or Unknown Housing Destination

61%

39%

Very little change

System Demand
Seeking Services in FY2024

Total Unique HoH & Adults completing
CE Assessments =   7411

Served by System
Total Unique HHs
Served in Any Project Type = 3651

Total System Exits = 2685

Project Type	Number of HH Served	New Inflow	Already in System
Emergency Shelter/Safe Haven	2486	54%	46%
Transitional Housing	351	79%	21%
Rapid Re-Housing	719	62%	38%
Permanent Supportive Housing	451	55%	45%

29% of HH Seeking Services Served

2124 HH Served in Any Project Type

System Inflow

FY2024

Experiencing Homelessness

Unknown

-44%

Returns to System

5% of HH that exited in first 6 months   FY'24

Positive System Exits

Permanent Housing Destination

28% of HH

Temporary or Unknown Housing Destination

61%

39%

Served by System
Total Unique HHs
Served in Any Project Type = 3651

Total System Exits = 2685

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Rapid Re-Housing	719	62%	38%
Permanent Supportive Housing	451	55%	45%

System Demand
Seeking Services in FY2024

Total Unique HoH & Adults completing
CE Assessments =   7411

29% of HH Seeking Services Served

2124 HH Served in Any Project Type

System Inflow

FY2024

Experiencing Homelessness

Unknown

5% of HH that exited in first 6 months   FY'24

Permanent Housing Destination

28% of HH

+8%

Temporary or Unknown Housing Destination

61%

Very little change

39%

System Demand
Seeking Services in FY2024

Total Unique HoH & Adults completing
CE Assessments =   7411

Served by System
Total Unique HHs
Served in Any Project Type = 3651

Total System Exits = 2685

Project Type	Number of HH Served	New Inflow	Already in System
Emergency Shelter/Safe Haven	2486	54%	46%
Transitional Housing	351	79%	21%
Rapid Re-Housing	719	62%	38%
Permanent Supportive Housing	451	55%	45%

29% of HH Seeking Services Served

2124 HH Served in Any Project Type

System Inflow

System Performance Measure Compilation Report
AZ-501 : Tucson/Pima County CoC
2025 Report Covering Fiscal Years 2015-2024

Data Source:

The following graphs are a compilation of the TPCH's annual HUD-required System Performance Measures reports.

These reports are pulled from TPCH HMIS (Homeless Management Information System) data and generated using HUD's Homelessness Data Exchange 2.0 ("HDX 2.0") an online data tool.

These reports are provided by the HMIS lead to HUD each spring for the previous fiscal year, with the most recent report covering fiscal year 2024 10/1/2023- 9/30/2024.

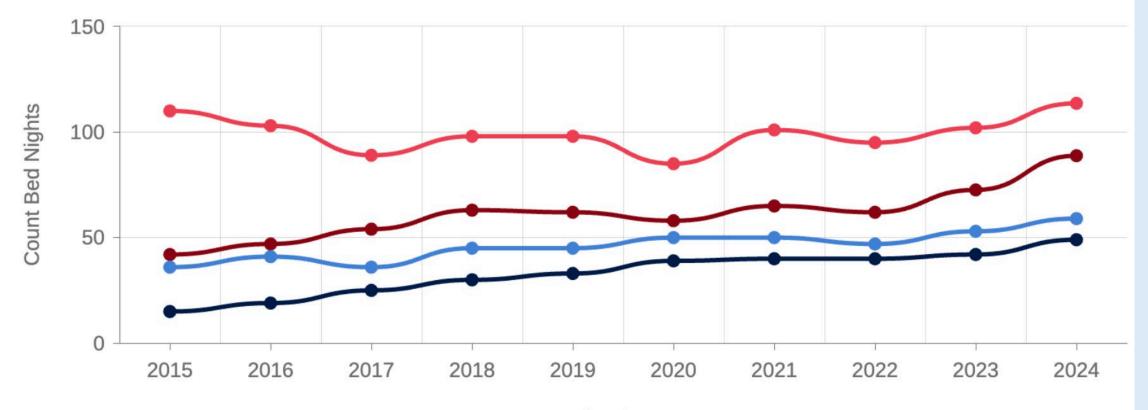These reports focus on roughly 7 major system performance measures.

Measure 1a: Length of Time Persons Remain Homeless

This measures the number of clients active in the report date range across ES, SH (Metric 1.1) and then ES, SH, and TH (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during the report date range as well as prior to the report start date, going back no further than the look back stop date or client's date of birth, whichever is later.

Metric 1a	Universe (Persons) FY2024	Avg. LOT Homeless (bed nights) FY2023	Median LOT Homeless (bed nights) FY2023	Avg. LOT Homeless (bed nights) FY2024	Median LOT Homeless (bed nights) FY2024	% Chg FY23-FY24
1.1 Persons in ES & SH projects	3077	72.6		88.8		22%
1.1 Persons in ES & SH projects	3077		42		49	17%
1.2 Persons in ES & SH, & TH projects	3461	102		113.6		11%
1.2 Persons in ES & SH, & TH projects	3461		53		59	11%

Measure 1a: Length of Time Persons Remain Homeless

Clients's Bed NIghts as Entered into HMIS

Legend:
- Average LOT Homeless - Persons in ES & SH
- Median LOT Homeless - Persons in ES & SH
- Average LOT Homeless - Persons in ES, SH, & TH
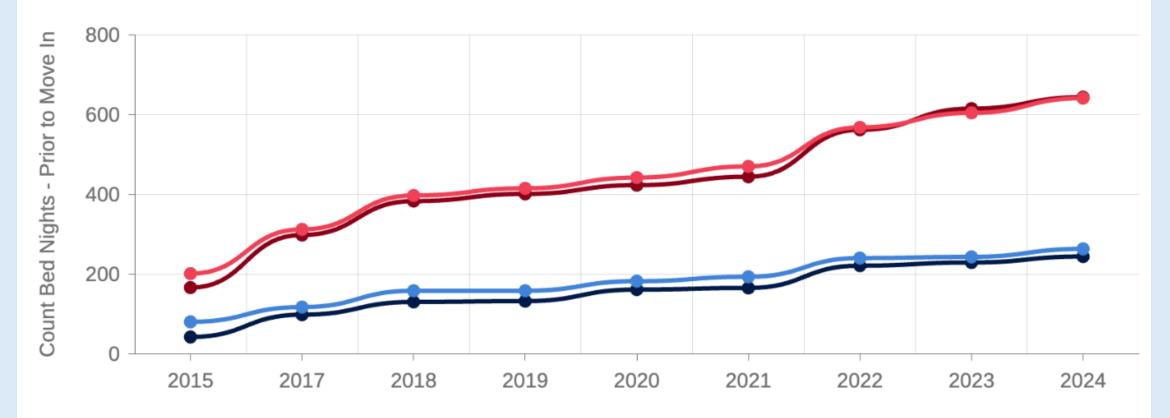- Median LOT Homeless - Persons in ES & SH, & TH

Measure 1b: Length of Time Persons Remain Homeless

This measure includes data from each client's "Length of Time on Street, in an Emergency Shelter, or Safe Haven" (Data Standards element 3.17) response and prepends this answer to the client's entry date effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date.

Metric 1b	Universe (Persons) FY2024	Avg. LOT Homeless (bed nights) FY2023	Median LOT Homeless (bed nights) FY2023	Avg. LOT Homeless (bed nights) FY2024	Median LOT Homeless (bed nights) FY2024	% Chg FY23-FY24
1.1 Persons in ES, SH, & PH (prior to "housing move in")	3798	615		643.7		5%
1.1 Persons in ES, SH, & PH (prior to "housing move in")	3798		229		244	7%
1.2 Persons in ES, SH, TH & PH (prior to "housing move in")	4155	604.5		641.2		6%
1.2 Persons in ES, SH, TH & PH (prior to "housing move in")	4155		243		263	8%

Metric 1b: Length of Time Persons Remain Homeless - Prior to Housing Move In
Clients's Bed NIghts in Program PLUS TIme Homeless or in Shelter Prior

Count Bed Nights - Prior to Move In

Fiscal Year (2016 Not Reported)

— Average LOT Homeless - Persons in ES, SH, & PH

— Median LOT Homeless - Persons in ES, SH, & PH

— Average LOT Homeless - Persons in ES, SH, TH & PH
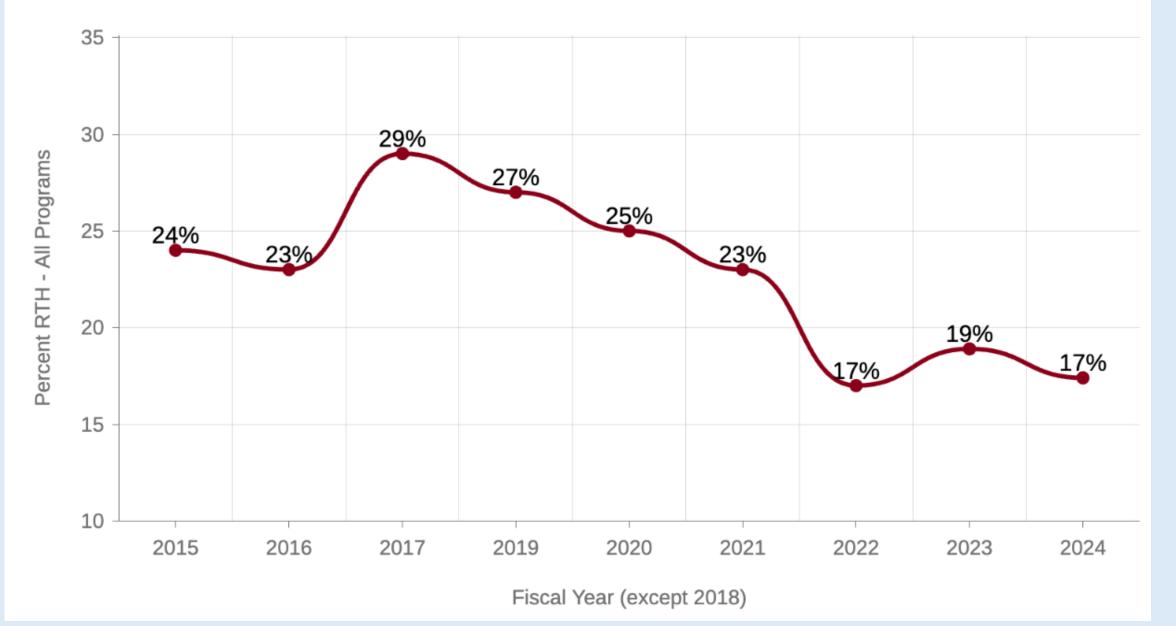
— Median LOT Homeless - Persons in ES & SH, TH & PH

Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.

Metric 2	Total # of persons who Exited to a PHD (2 years prior) FY2024	% of Returns in 2 Years FY2023	% of Returns in 2 Years FY2024	% Chg FY23-FY24
Exit was from SO	230	25.3	16.5	-35%
Exit was from ES	751	17.9	22.9	28%
Exit was from TH	128	11.6	21.1	82%
Exit was from SH	16	45.5	0	-100%
Exit was from PH	1289	19.8	14.2	-28%
Total Returns to Homelessness	**2414**	**18.9**	**17.4**	**-8%**

Metric 2a: Extent to Which Persons who Exit to PHDs Return to Homelessness

Percent of Clients Who Returned After Exiting Any Program to a Permanent Housing Destination 2 Years Prior

Y-axis: Percent RTH - All Programs

X-axis: Fiscal Year (except 2018)

2015	2016	2017	2019	2020	2021	2022	2023	2024
24%	23%	29%	27%	25%	23%	17%	19%	17%

Measure 5: Number of Persons Who Become Homeless for the 1ˢᵗ Time

This measures the number of people entering the homeless system through ES, SH, or TH (Metric 5.1) or ES, SH, TH, or PH (Metric 5.2) and determines whether they have any prior enrollments in the HMIS over the past two years. **Those with no prior enrollments are considered to be experiencing homelessness for the first time.**

Metrics 5.1 & 5.2: Proportion "1st TIme Homeless*"
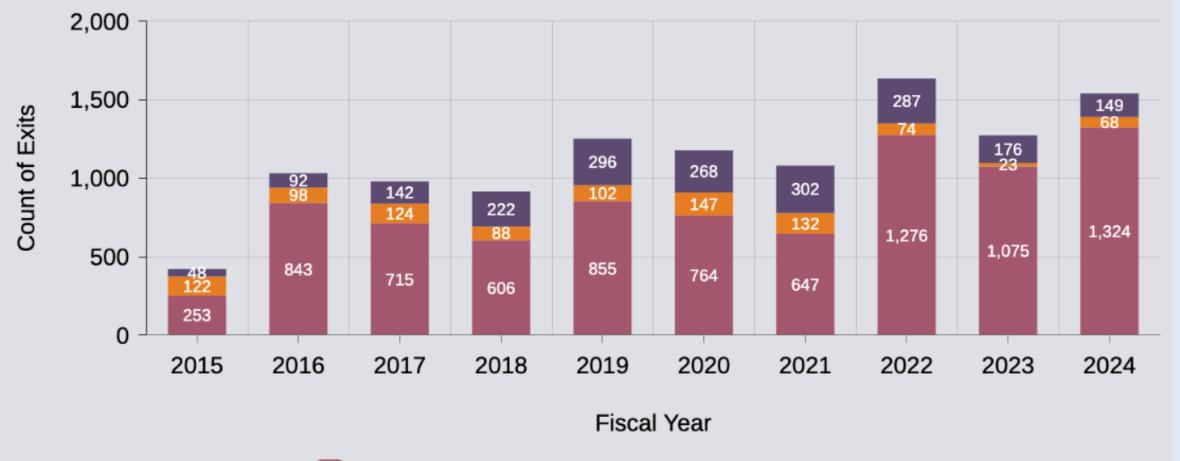## *1st Time Homeless Defined as Absence of Program Enrollments in Previous 2 Years

— Percent of Enrollments in ES,SH, or TH Without a Prior Enrollemnt in the Past 2 Years

— Percent of Enrollments in ES,SH, TH, or PH Without a Prior Enrollemnt in the Past 2 Years

Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

Metric 7a.1 - Change in SO exits to temporary destinations, some institutional destinations, and permanent housing destinations

Metric 7a. 1	FY2023	FY2024	% Chg FY23-FY24
Universe: Persons who exit Street Outreach	1274	1541	21%
Of persons above, those who exited to temporary & some institutional destinations	23	69	200%
Of the persons above, those who exited to permanent housing destinations	176	152	-14%
% Successful exits	**15.6**	**14.1**	**-10%**

Metric 7a 1: Successful Placement from Street Outreach
Persons Who Exited Street Outreach

Stacked bar chart showing "Count of Exits" (y-axis, 0 to 2,000) by "Fiscal Year" (x-axis, 2015–2024).

Fiscal Year	Non-successful Exits from Street Outreach	Exited to Temporary & Some Institutional Destinations	Exited to Permanent Housing Destination
2015	253	122	48
2016	843	98	92
2017	715	124	142
2018	606	88	222
2019	855	102	296
2020	764	147	268
2021	647	132	302
2022	1,276	74	287
2023	1,075	23	176
2024	1,324	68	149

Legend:
- Non-successful Exits from Street Outreach
- Exited to Temporary & Some Institutional Destinations
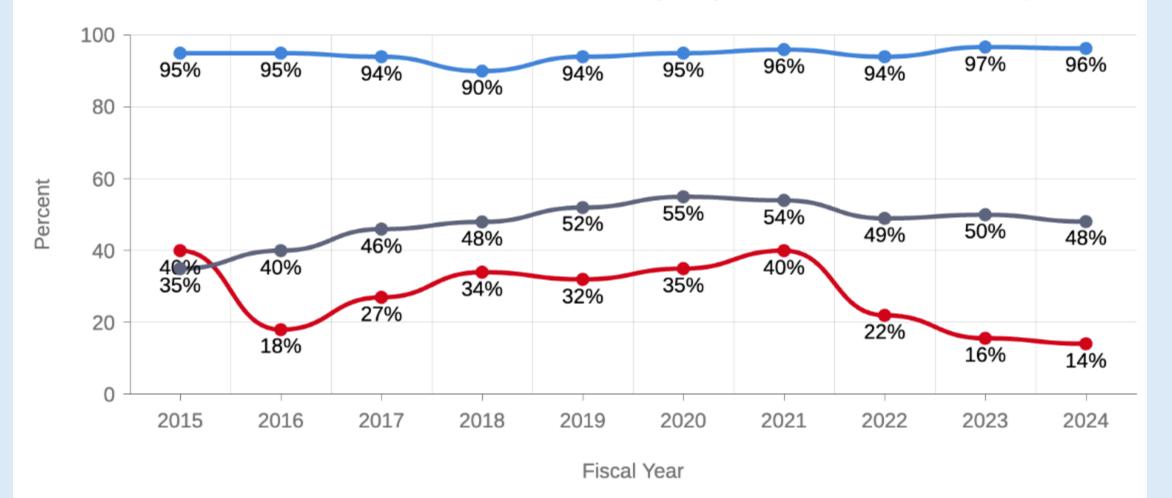- Exited to Permanent Housing Destination

Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

Metric 7b.1 - Change in ES, SH, TH, and PH-RRH exits to permanent housing destinations

Metric 7b. 1	FY2023	FY2024	% Chg FY23-FY24
Universe: Persons in ES, SH, TH and PH-RRH who exited, plus persons in other PH projects who exited without moving into housing	3487	3350	-4%
Of the persons above, those who exited to permanent housing destinations	1742	1612	-7%
% Successful exits	**50**	**48.1**	**-4%**

Metrics 7a 7b.1 7b.2: Successful Exits or Retention by Program Type

Successful Exits from Street Outreach, Shelter/Housing Programs, or Retention in PH Projects

— **% Successful Exits from Street Outreach (to PHDs, Temp or Some Institutional Destinations)**

— % Successful Exits from ES, SH, TH, & PH-RRH (to PHDs)

— % Successful Exits/Retention among Persons in all PH projects (except PH-RRH)