



## TUCSON PIMA COLLABORATION TO END HOMELESSNESS GENERAL COUNCIL MEETING MINUTES **DRAFT** 5/9/2024

### MINUTES OF MEETING

#### Roll Call

Jocelyn Muzzin, Continuum of Care (CoC) Board Chairperson welcomed attendees and conducted roll call for voting members. A quorum was obtained with 23 of 32 voting members present (*attendance recorded below*).

#### Community Celebrations

- St Francis Shelter announced they will be operating a summer cooling center providing sack lunches, water and Gatorade, showers, socks, and cots for napping.
- Town of Marana was awarded Community Development Block Grant funds through the United States Department of Housing and Urban Development (HUD) to operate a utility assistance program. The requirement is that the recipient lives in the Town of Marana.
- Pima County Public Library celebrated becoming cooling centers. Most libraries, excluding small libraries and closed libraries, will be cooling centers.
- United Way of Tucson and Southern Arizona celebrated the end of tax season, and announced they assisted with over 16,000 tax returns across the state of Arizona, and over 200 tax returns filed on Tax Day. They will be opening for extended filing season in the next month.
- Catholic Community Services announced their Medical Respite program will open on June 3, 2024, with an Open House on May 30, 2024 at 4:30 p.m.

#### Consent Agenda and Meeting Minutes

Continuum of Care (CoC) Board Chairperson Jocelyn Muzzin 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 previous General Council minutes from February 15, 2024. Made by Darius Miles, seconded by Bernadette Unterbrink.

*Motion passes with 23 in favor, 0 opposed, and 0 abstentions.*

#### CoC Lead Updates

Elaine MacPherson provided the CoC Lead updates. She clarified that there are two different pots of money that fund the CoC Lead: a CoC Planning grant, which is money from HUD to support the CoC Lead, and the General Fund, which is unrestricted and often fills the gaps of HUD funding.

With Housing Central Command (HCC) technical assistance, TPCH is taking a strong stance on rapidly housing people living in encampments, including soliciting funds to buy furniture and big donations from the Garcia Family Foundation. Primavera Foundation was gifted \$15,000 for participating in HCC, as it was not funded to do so.

There has been a voluntary reallocation of four permanent supportive housing projects from Community Partnership of Southern Arizona (CPSA) to the City of Tucson. Currently, the City of Tucson grantmaking entity has the funding and has released a Request for Proposals (RFP). Submitted applications are under review and CPSA worked with the City of Tucson to make sure all program participants have continuity of care with no change in the services provided and how they are provided.

Elaine M. added there is a CoC Lead Entity retention vote on the agenda and there were materials provided explaining what the CoC Lead is. The CoC is a HUD-designated entity to plan, organize, and deliver housing services. TPCH, our CoC, holds the power to make decisions for the CoC and the CoC Lead exists to support the CoC, advise on compliance, and support full expenditure of grant funds, etc. Every five years, HMIS Lead and CoC Lead are elected. The HMIS Lead will be up for a retention vote in 2025. The primary goal of the CoC Lead is to apply for and retain money, and make sure services are delivered. In 2019, the CoC Lead has applied for \$9,000,000 and received \$8,000,000. In 2020, the CoC Lead applied for \$9,000,000 and received the full amount. In 2021, the CoC Lead applied for \$12,000,000 and received \$11,500,000. In 2022, the CoC Lead applied for \$12,000,000 and received \$13,000,000. The CoC Lead team has done much work to enhance and improve the CoC, including taking part in planning for the Youth Homelessness Demonstration Program (YHDP) RFP, retaining an additional staff member dedicated to the Coordinated Entry (CE) system, and obtaining an additional \$7,800,000 in funding to address unsheltered homelessness, with infusion of more units, outreach in the community, HMIS data work, and a robust approach to addressing encampments.

The CoC has been awarded funds from the Garcia Family Foundation to provide \$400,000 in flexible homelessness prevention assistance. These funds can be accessed for a wide variety of expenses and will be provided to assist with costs to rapidly resolve the recipient's situation. There will be a training offered during the Afternoon Community Sessions and is also available on the TPCH Online Learning Center.

Elaine continued that the CoC Lead put out a call for Summer Sun Respite and Cooling Center locations and is collating a list of cooling centers to provide for the community. Once the list of locations is prepared, it will be posted broadly.

After the HMIS Statewide Evaluation, technical assistance provider ICF prepared a presentation for the three continua across the state of Arizona and reported that all continua in Arizona should come together and share one HMIS system. TPCH has not officially signed on, but it is exploring the idea by discussing with Maricopa Association of Governments and Balance of State.

Data Warehouse Enterprise for Linkage Arizona (DWEL-AZ) is a collaboration of many entities who want to share data across various systems, including HMIS and AHCCCS data, for better care coordination. Meetings happen once a week and Elaine M. can give more information if anyone is interested.

Elaine M. also mentioned which trainings will be provided during the Afternoon Community Sessions: TPCH Prevention and Rapid Resolution Funds, LGBTQIA Equity, and Provision of Shelter (better understand barriers of enrolling in shelter). Shannon F. added that the LGBTQIA Equity session is different from a previous training as it has unique material.

## **Board Updates**

Jocelyn M. introduced the vote to retain the City of Tucson as the CoC Lead.

Shannon F. asked whether an RFP would go out for the CoC Lead role if the vote does not retain the City of Tucson. Elaine M. answered that is likely what would happen, as the City of Tucson was the only applicant during the last RFP after CPSA transitioned away from being the CoC Lead.

Lisa Floran thanked the City of Tucson for being the Collaborative Applicant and CoC Lead for the last 5 years and acknowledged their hard work.

Steph Santiago asked if there were term limits for being the Collaborative Applicant. Elaine M. answered that she would look at the Governance Charter but did not think so.

Motion: to retain the City of Tucson as the City of Tucson Lead for the time period of 2024-2029. Made by Jocelyn M., seconded by Terrence Watkins.

*Motion passes with 23 in favor, 0 opposed, 0 abstentions*

### **Housing Central Command (HCC) Updates**

HCC Leadership Team Member and Multi-Agency Resource Coordinator for the City of Tucson and Pima County, Amaris Vasquez, provided a brief update to the Council. Meetings between the Leads, agencies and HCC technical assistance providers continue three times per week, now with virtual meetings on Mondays and Fridays and an in-person meeting on Wednesdays. The focus is on getting individuals from encampments into furnished units and to wrap supportive services around them to help stabilize them. The Data Team gives updated reports each meeting of how many people have been processed, gone through intake, how many have been housed, etc. Looking at the lanes of effort, outreach workers also had to serve as realtors, find furnishings, and move them in, prior to the changes made through HCC. This technical assistance identified lanes of effort to separate and support each other and provide warm handoffs. The Housing Engagement and Acquisition Team (HEAT) spent time working with landlords and getting furniture. The Stabilization Team is working to stabilize individuals and prevent them from re-entering homelessness. There is weekly case conferencing for individuals in the HCC-selected encampments. Policy changes have resulted in the elimination of many barriers and challenges, as some barriers are self-imposed through TPCH Governance. In addition to looking at encampments, HCC also looks at shelters, to see if someone can move from shelter into another housing destination so more beds can be opened, and the importance of being able to sustain these practices. One of the most important things to come out of HCC is the increased collaboration between TPCH Member Agencies and other stakeholders in the community.

### **Continuum of Care Annual Election Ballot**

Jesus Federico announced that the Annual TPCH Election has arrived, with a great number of candidates. He reflected that last year's election had only 9 candidates, while this year's election had 30. The Annual TPCH Election ensures TPCH has new voices, new ideas and new energy. The Election Procedure Manual was included in the meeting materials provided to everyone in attendance. Ballots are to be filled out by TPCH Voting Members (only one vote per agency), which would be available at 2:00 p.m. May 9, 2024 and would close May 23, 2024 at 11:59 p.m. There would be a workgroup of Board officers and CoC Lead staff to go through the votes and determine who was elected. The call for applications was released on April 5, 2024, and applications were closed on April 19, 2024. Election results would be announced at the next Board meeting and posted publicly on tpch.net.

## **Committee and Coalition Updates**

### **HMIS Committee –**

Valerie Grothe provided the update to General Council. The Policies and Procedures workgroup will put together a section regarding what makes a good HMIS user, which has been delayed due to the HMIS Lead working closely HCC, being involved in the new Assessment Tool, and working to complete the Housing Inventory Count (HIC) and Point in Time Count (PIT). Agency HMIS Admins created a list of skills that make a good HMIS user, which was reviewed by the Committee. Once finalized, this will be included in the HMIS Policies and Procedures. The Committee will hold ongoing discussions of new HMIS software vendors. The Committee reviewed its scope of work and provided feedback for which items the committee is doing, which items might not be fitting, and a couple responsibilities that could be added. The Committee will soon be sending out the HMIS User Satisfaction Survey. The Committee has also shared data (excluding personal identifying information) with the Arizona Housing Analytics Coalition (AzHAC) to aid in the evaluation of TPCH data.

### **System Performance Evaluation Committee -**

Ana Lucero provided the update to General Council. Committee Member Kris Weaver-Gould resigned, and the Committee has struggled meeting quorum. The Committee has not passed any motions that need to be approved, and a workgroup led by Jocelyn M. is working to update the written standards for shelter. HCC has been reviewing and updating the responsibilities and upcoming strategic goals. Committee Member Keith Bentele has been conducting an evaluation of move on strategies for PSH and interviewed staff from every agency about their move on strategies. These will be presented to the Board and likely discussed during the next General Council meeting. The Committee is exploring options for this year's Gaps Analysis and forming workgroups for monitoring the CoC Lead and HMIS Lead. There are currently three people on the workgroup and more will be added after the election results are announced. The Committee conducted Emergency Solutions Grant (ESG) monitoring and reviewed system-wide trends. A few trends to note are: projects are meeting standards in many areas, but not in exits with increased income nor in persons exiting to permanent housing destinations from shelter services. The Committee will continue collaborating with HCC efforts, developing written standards for shelter, and ESG monitoring for August.

### **Youth Action Committee –**

Darius Miles provided the update for General Council. The Committee will create a video to bring awareness to the Opportunity Youth in the community to boost membership. The Committee is also preparing onboarding presented in a more engaging way. The Committee will start to attend the Lived Experience Council meetings in June 2024, allowing for youth to have their voices heard and learn more about how committees function. The Committee has struggled with increasing and maintaining membership. Use video to onboard more youth, collaborate with YACs and YABs across agencies.

### **Built For Zero Coalition-**

Jocelyn M. announced that BFZ meetings have been postponed while TPCH focuses on the HCC efforts.

### **CoC Program Grant Committee –**

Lisa Floran provided the update to General Council. She reflected the Committee has struggled meeting quorum and that the Co-Chair Diego Coronado had to step down as he was taking a Leave of Absence from work. The Committee met three times in the last quarter and underwent quarterly monitoring in February. The Committee is tasked to look at programs individually, but

for the past year they have been looking through a system-wide lens to address general underperformance issues. Ongoing challenges are increasing income and bed utilization. The Committee has discussed improvements to how data and responses for quarterly reports are collected and monitoring to gain a better understanding of how the projects function. The Committee is interested in spending less time on data analysis and more time on reacting to the data analysis through a partnership with Arizona Housing Analytics Collaborative (AzHAC). The Committee will reviewing and monitoring YHDP projects in the coming months.

**Coordinated Entry Committee –**

Valerie G. provided the update to General Council. The Committee reported that the testing for the new assessment tool has been completed, and the data has been provided to University of Arizona Sonoran Institute for Research on Women (UA SIROW) for analyzation. With the transition to the new assessment tool, assessors will be required to attend training which will be provided on staggered dates. The Committee has discussed “batch matching” which will be continually monitored at the suggestion of HCC. The Committee will continue holding discussions over improving the “no wrong door” approach to the Coordinated Entry system and a “centralized intake model” which was presented to the Committee in January 2024. The Coordinated Entry Evaluation is currently underway.

**Diversity, Equity, and Inclusion Committee-**

Steph Santiago provided the update to General Council. The Committee has brought on two new Committee members since the previous General Council meeting in February 2024. The Committee has been working closely with the CoC Lead for HCC reporting and updates. Steph Santiago was elected Vice Chair of the Committee and will be stepping into the Chair role in June. The Committee has been working with Zach Simmons from UA SIROW to promote Peer Support in the community. Zach S. is creating an online repository that will be made available the community. Please let the Committee know if your agency has any peer support. The Committee is also the unofficial liaison for the Lived Experience Council, which had convened to create a generalized complaint form, differentiated from the Coordinated Entry Grievances form. The Committee had previously struggled with membership and quorum, which has improved since the new members were onboarded. The Committee will continue holding discussions over forming workgroups to accomplish some upcoming goals. The Committee has reframed their assignments in the TPCH Governance Charter to be SMARTIE Goals (Specific, Measurable, Actionable, Relevant, Time-sensitive, Inclusive, Equitable). The Committee has also discussed forming a workgroup with CoC PGC Committee

**New Business/Announcements**

Jocelyn M.’s term as Board Chair is ending in June, and Vice Chair Shannon Fowler will step up to the Chair position, congrats Shannon!

Jesus F. reminded the Council to sign in, and warned those who do not sign in may lose voting privileges.

*Meeting adjourned at 2:30pm  
Minutes prepared by Kyle Kerns*

**Attendance:** *Quorum was reached with 23 of 32 total TPCH members with voting privileges. Members with active voting status are indicated with an asterisk.*

Organization	Person Present:
self	Elaine Yee

Southern Arizona AIDS Foundation	Chandy Leverance
Marana Health Center *	Doreen Peters
Primavera Foundation *	Denise Lopez
Banner University *	Sara Hernandez
Town of Marana *	Christine Byler
Catholic Community Services	Peggy Verbeek
Catholic community services	Terrance Watkins
Southern Arizona VA *	Jocelyn Muzzin
CCS Medical Respite	Heidy Gutierrez
Interfaith Community Services *	April Schiller
Self	Lee Barnhill
DEI Committee, LEC	Steph Santiago
Primavera Foundation	Alina Martinez
Primavera Foundation	Will Jones
Hope of Glory Ministries *	Betty Bitgood
Pima County HMIS	Maya Harper
La Frontera *	Valerie Grothe
CBI *	Bernadette Unterbrink
UA SIROW *	Shannon Fowler
HOM inc. *	Dia Nonaka
Emerge Center Against Domestic Abuse *	Tamicah Jones
YOTO *	Ana Lucero
Pima County *	Magali Lopez
OPCS *	Anna Roybal
Sister Jose Women's Center *	Tia Nichols
St. Francis Shelter Community *	Shawn Milligan
Community Bridges Inc	Elisa Gomez-Garcia
Pima Council on Aging *	Rae Vermeal
Catholic community services	Marcos A. Crespo
Compass Affordable Housing *	Louisa Osborn
Old Pueblo Community Services	Laurel Kendall
OPCS	Pia Lozano
Our Family Services *	Colleen McDonald
Saguaro Christian Church	Jessica Braxton
Pima County Community & Workforce Development	Karina Islas
United Way of Tucson and Southern Arizona *	Lisa Floran
Lived Experience Council, AmeriCorps Alumni, NAMI of Southern Arizona	Amanda Sampsel

Pima County	Jenifer Darland
City of Tucson * & Pima County	Amaris Vasquez

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