

*Welcome to*

**NAVIGATING OLDER  
ADULT HOMELESSNESS**



# GREETINGS!

*Our emcee for the day:*

*Elizabeth Cozzi, AuD*

*Associate Vice President, Community Development*

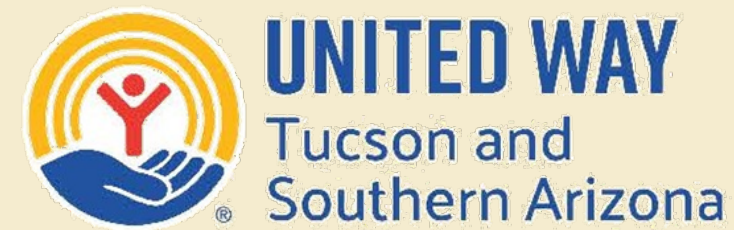
*United Way of Tucson and Southern Arizona*

A decorative graphic in the bottom right corner featuring several hands of different colors (purple, green, red, orange) holding a central heart. The text "NAVIGATING OLDER ADULT HOMELESSNESS" is overlaid on the hands.

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*Thank you*

# TO OUR SPONSORS



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# WELCOMING REMARKS

*Shannon Fowler, JD, LLM*

*Board Chairperson*

*Tucson Pima Collaboration to end Homelessness (TPCH)*



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# RINGING THE ALARM ON OLDER ADULT HOMELESSNESS

*Lisa Reams, MS*

*Vice President, Programs and Services*

*Pima Council on Aging (PCOA)*

*W. Mark Clark, MSW*

*Former President and CEO*

*Pima Council on Aging (PCOA)*



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**PCCOA**  
*Aging well for life*

# Pima Council on Aging (PCOA)

W. Mark Clark, President & CEO

Lisa Reams, Vice President, Programs & Services

# Navigating Older Adult Homelessness

- Unhoused
- Unsafely housed
- Facing eviction
- Being displaced
- Losing their home
- Preventing homelessness
- Facing electricity, gas, or water shut off (or already without)
- Unable to relocate
- Lack of affordable housing
- Housing instability
- Fraud and Scams
- Physical limitations
- Medical issues
- Activities of Daily Living assistance needed
- Resources available

# About PCOA

**Mission:** To promote dignity and respect for aging, and to advocate for independence in the lives of Pima County's older adults and their families.

- 501(c)3 non-profit established in 1967
- Designated **Area Agency on Aging** (AAA) for Pima County
- Service planner, coordinator, purchaser, provider, advocate
- Who we serve:
  - Primarily people 60 years of age or older
  - Target people with greatest economic and social need
  - Also serve family caregivers for people 60+, grandparents raising grandchildren, and some physically disabled people age 18+





# Area Agency on Aging (AAA)

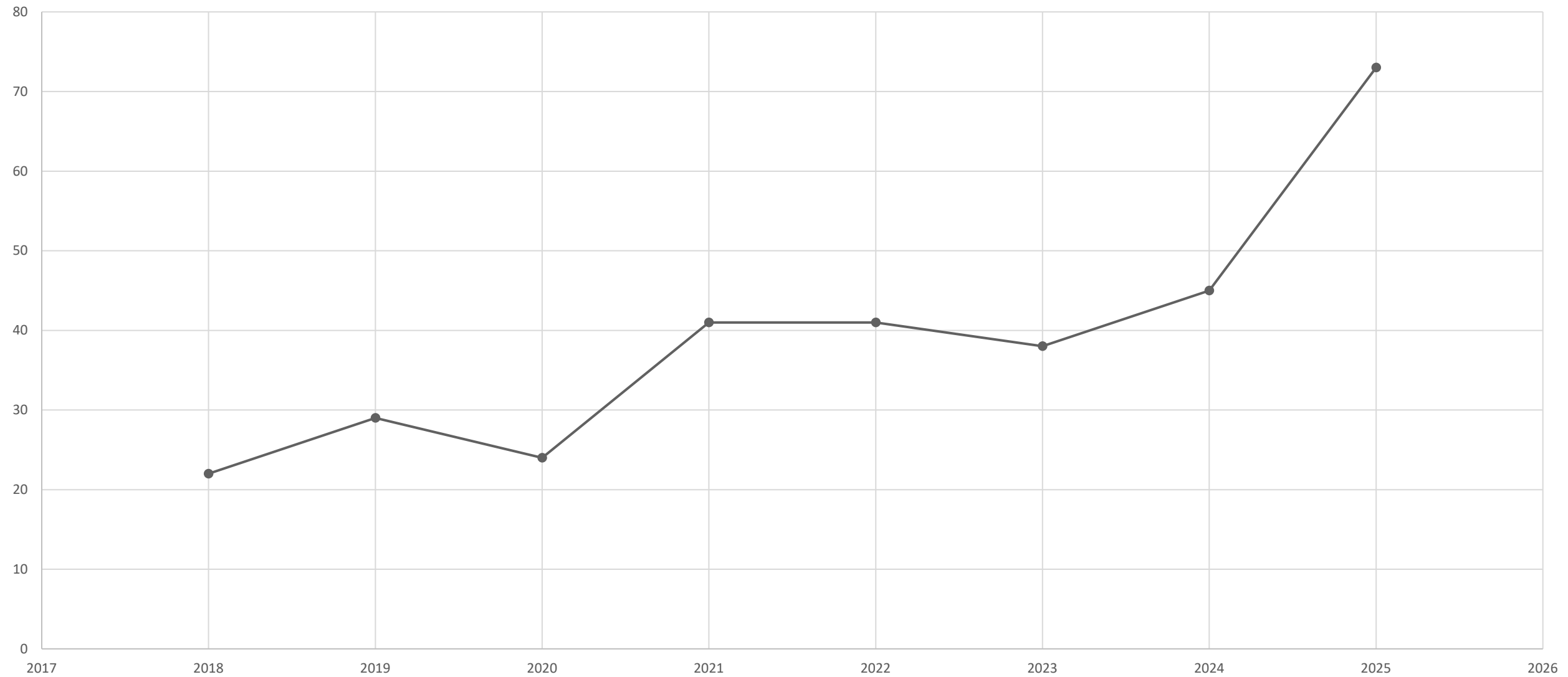
**A designated organization that provides direct and contracted services to local communities** to address the needs and concerns of older adults within their geographical area.

## AAA Core Services

- Information and Referral
  - In-Home Assistance
  - Personal care/housekeeping
  - Home-Delivered Meals  
(Pima Meals on Wheels)
  - Community Lunch Programs
  - Home repair and adaptation
  - Transportation options
- Family Caregiver Support Services, including respite care
  - Health and Wellness programs
  - Community Education
  - Advocacy and Legal Services
  - Medicare Information & Counseling
  - Long-Term Care Ombudsman

# PCOA's Helpline

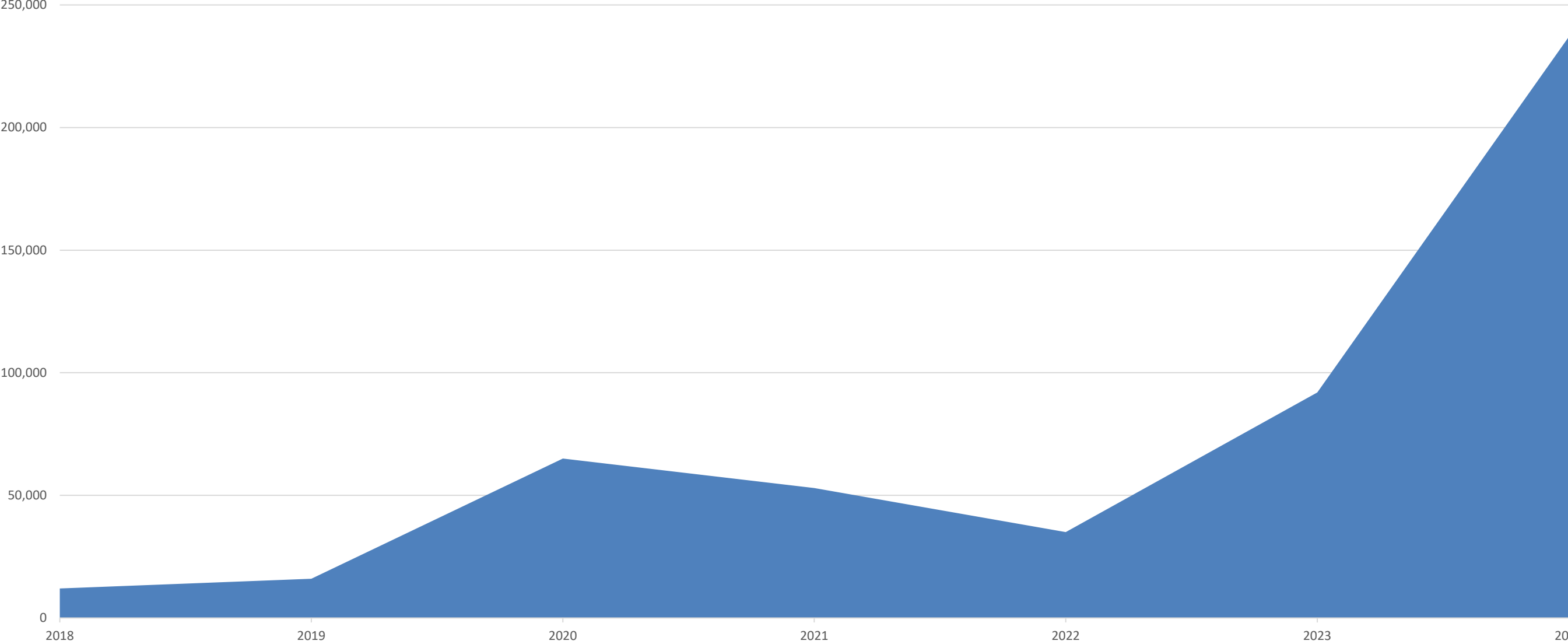
## Urgent Referrals (Average Per Month)



# What is “Urgent?”

- Older adult (age 60+) is living in a situation without basic needs met
- It may be within PCOA’s capacity (staff and funding) to assist them
- Resources or one-time financial assistance could stabilize situation
- Situation could include:
  - Unhoused and need to access resources for shelter or temporary housing
  - Living in an unstable or unsafe living situation and needs resources to access help for housing stability
  - In immediate danger of losing housing (owned or rental)
  - Lacking electricity, gas, or water
  - Lacking food in home
  - Unable to afford moving/move-in costs to get into stable housing

# Emergency Financial Assistance Provided by PCOA



# Reasons for this crisis

- Housing got crazy expensive
- So did food, utilities, healthcare, and prescriptions
- Older adults do not have means to increase income (on limited fixed income, not in education or job market)
- Increase in fraud and scams
- **These are newly in crisis older adults.** Many have been living just within their means for years. Now one unexpected bill renders them unable to pay rent. Or they own a home but can no longer afford upkeep, repairs, or modifications. They lack options.

# Why are they calling PCOA?

- They know us and trust us as older adult advocates
- Our staff have training and experience talking with older adults and understanding their unique needs and challenges
- They don't know how to navigate public assistance systems
- Many of the ways systems are set up don't feel accessible
- Our Helpline and services do feel accessible
- They are afraid and don't know where else to go

# Why are our systems not set up to meet the needs of today's homeless older adults?

- HUD special populations prompted successful service design
  - Veterans
  - Youth and young adults
  - Domestic violence
  - SMI/Substance abuse
  - HIV/AIDS
- No focus on older adults as a special population
- How our homelessness system grew historically
- Older adult population facing homelessness has changed rapidly
  - No longer just chronically unhoused older adults. Newly homeless.
  - Need to segment into younger and older “older adults.” Different needs.

# Statewide and national trends

What we're seeing from our partners across Arizona

- Phoenix shelter for older adults

What we're seeing nationally

- Sharp rise in this topic on national level, including conference sessions and research
- Partnerships between AAA's and COC's
  - San Diego as example

**This situation is unprecedented in PCOA's 57-year history. We have never seen housing insecurity like this for older adults. AAA's have never received funding or support to help before.**



# How else is this issue being addressed?

- Adding affordable housing units
  - Tax Credit Targeting Criteria
  - Shallow Subsidy Demos
  - Medicaid – HUD Housing Services Integration Demos
- ADU permissive Code modifications
- Home Sharing
- Medical Respite Facilities
- Specialized Assisted Living Facilities
- Training programs/ support for COC/PHA staff (like this)

# What we can do today

- Understand each other's needs and systems better
- Build relationships and contacts
- Plan more MDTs
- Make accessing systems more user friendly for older adults and the providers who serve them
- Create partnerships between PCOA (and other older serving organizations) and the COC providers

**Some of this is within our control**

**We are  
grateful  
you are here!**

# BREAKOUT SESSIONS

*Do you work mostly with older adults and are familiar with the existing resources? You will be attending the Older Adult Services Provider Track (Board Room)*

*Do you work mostly with people experiencing homelessness and are familiar with the existing resources? You will be attending the Homeless Services Provider Track (Conference Room)*

*Both/Neither? Attend whichever session you'd like*



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# BREAKOUT SESSIONS

*Sessions start at 9:45!*

*Take a break, get a snack, then make your way to your session.*

A decorative graphic in the bottom right corner showing four hands of different colors (purple, green, brown, red) holding each other in a supportive grip.

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