



# BUILDING A COALITION

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## Introductions

- Presenters
- Quick introductions from the audience
  - Name
  - Agency/Company you work for
  - What you'd like to get out of this presentation
- House Rules
  - Ask Questions whenever you would like
  - Please come and go as needed to answer calls, use the restrooms, etc.
  - Please enjoy!



# Agenda

- Gila County Community Services
- Gila County Homeless Task Force Origins
- Solari – Crisis & Human Services
- CBI Gila PSH
- Case Conferencing
- BNL
- Adding New Projects
- Questions?

# Gila County Government



## Located in our office:

- Arizona at Work;
- Youth, Adult and Dislocated worker programs;
- DES Employment Services (Resume, Interview assistance, Help with submitting job applications);
- Unemployment Assistance; and
- DES Veterans Assistance.

## DES Vocational Rehabilitation.

## GED program and evening classes.

## Gila County Community Services

- Community Action (rent, utilities, homeless services, car repair, case management);
- Housing Services (emergency repair, weatherization, major rehab)
- Housing Authority (Section 8 vouchers)

## Homeless Task Force host and member

# Gila County Coalition/ Task Force Origins

In January 2019, the community was supported and encouraged by Gila County's Board Of Supervisors, Supervisor Humphrey, Supervisor Cline and Martin to start a local Continuum of Care.

Gila County Community Services approached ADOH with a request of forming our own Continuum of Care. They responded with great enthusiasm and made a trip to train and meet with our Balance of State team.

While Community Services has long addressed and supported our local homeless population, becoming "one" so to speak in all the county brought about clarity and organization.

We (all those helping the homeless population in the county) plus elected officials, forest service, non-profits, came together for a first meeting at the Roosevelt Ranger Station. And after that meeting, Tonto Basin Chamber of Commerce became our duty station halfway between Globe and Payson, we start meeting monthly, elected a board, picked a name and started our journey.

March 2020 all Coalition/Task Force Meetings went online.



# Gila County Coalition/Task Force Origins

In September 2019, our Gila County Board of Supervisors were recognized by ADOH with the prestigious Brian Michaelson Award, for their support of the homeless population of Gila County, at their annual housing forum.

While Gila County hosts this group, it is really driven by the other agencies and volunteers from our community.

Because of this group and being a member, some agencies have obtained grants that have directly and literally saved lives for some of our homeless.



# Gila County Stakeholders



- Time out Shelter
- Safe Haven DV shelter
- DES Veterans assistance and Nations Finest.
- Gila County Sherriff's Department.
- Gila County Victims Services.
- Gila County Board of Supervisors, Chairman Humphrey, Supervisor Cline, Supervisor Christiansen.
- Gila County Community Services. Which includes Community Action (rent, utilities, homeless services, car repair, case management). Housing Services (emergency repair, weatherization, major rehab) Housing Authority (Section eight vouchers)
- Homeless Task Force host and member.
- Behavioral Health Organizations –
  - Southwest Behavioral
  - Horizon Human Services, &
  - Community Bridges, Inc.
- Globe Food Bank
- St. Vincent De Paul
- 2<sup>nd</sup> Chance Thrift Store
- Solari Crisis & Human Services

# Solari - Crisis & Human Services

- Solari Crisis & Human Services: (Formerly Crisis Response Network) supports Arizona's Balance of State (BOS) Continuum of Care (CoC) in a variety of ways, including:
  - Arizona 2-1-1
  - HMIS
  - AZ Balance of State Coordinated Entry Hotline
  - Special Project with Gila County Homeless Task Force



# Solari - 2-1-1 Arizona



- Solari operates 2-1-1 Arizona – the statewide Information and Referral Service Hotline.
  - Services provided to BOS under 2-1-1: COVID-19 Hotlines, Transportation Hotline, Eviction Prevention Hotline, Virtual Case Management, Balance of State Coordinated Entry Hotline
- In 2020, Solari created the 2-1-1 Community Engagement team with the intent of helping 2-1-1 better connect with community providers to ensure closed-loop referrals for 2-1-1 callers.
- The Community Engagement team has collaborated with rural Arizona partners on numerous projects. An example of one of these projects is the statewide Eviction Prevention Hotline.
  - Providing assistance to DES, Maricopa County, Pima County, and the City of Phoenix’s Emergency Rental Assistance Programs by calling their applicants and offering support with completing applications, following up with landlords, and connecting to additional resources as needed.
  - Providing statewide flexible funding to eligible individuals and families through a \$200,000 grant received from the Garcia Family Foundation in order to prevent evictions and homelessness.
  - To date, the Eviction Prevention Hotline has contacted **30,298** emergency rental assistance program applicants

# Solari – Homeless Management Information System (HMIS)



- Solari manages the Homeless Management Information System (HMIS) for Maricopa County and Balance of State. HMIS is a local information technology system used to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness.
- 50 agencies participate in HMIS for the Balance of State CoC.
- HMIS creates and distributes the By-Name-List (BNL) for the AZBOS.
- The HMIS team and 2-1-1 Community Engagement team actively participate in AZBOS CoC's workgroups, standing committees, and the yearly Point-in-Time Count. This includes providing reports, data analysis, and dashboards to help communities make data-informed decisions to help end homelessness in their communities.

# Solari – AZ Balance of State Coordinated Entry Hotline

- Through a partnership with the Arizona Department of Housing, United Way Worldwide, and the Arizona Housing Coalition, Solari set up a Coordinated Entry Hotline coupled with flexible funds to prevent or end homelessness. Through this project, the Community Engagement team was able to provide consultation and support to several Arizona counties that did not yet have a Local Coalition to End Homelessness (LCEH) or Coordinated Entry (CE) system.
  - The hotline went live October 1, 2019, with a phone-based Coordinated Entry Specialist that conducted diversion, housing stability, and virtual case management with clients in Graham, Greenlee, Gila, and Santa Cruz County. This included providing outbound follow-up calls to 2-1-1 callers from those same counties.
  - Under these efforts, 2-1-1's Community Engagement team met with multiple providers with the intention of quickly connecting people at risk of homelessness or currently homeless to services.



# Special Project with the Gila County Homeless Task Force



- The 2-1-1 Community Engagement team provided consultation and assistance in helping the Gila County LCEH set up a high functioning Coordinated Entry System.
- This included utilizing our 2-1-1 CE hotline specialist, providing training on updating and utilizing the BNL, coordinating the initial case conferencing meetings, as well as creating a tool to identify all available housing opportunities in Gila County.
- This project highlights the ways Solari is working to utilize the unique opportunity of having HMIS and 2-1-1 resources under one roof.



## Balance of State CoC – Bonus Project

- NOFA 2019
- Opportunity to apply for a bonus project
- Identify a county that has wrap around services but no housing programs
- Identify the housing type that would meet the community need

# ADOH / CBI – Gila County PSH

- Gila PSH Program -
  - Awarded 7 units of PSH in Gila County
  - Persons experiencing chronic homelessness
- What we needed to figure out -
  - Identify who would be eligible for the program
  - Launch this program during COVID-19 pandemic
  - Identify & onboarding landlords
  - Starting Case Conferencing



# Starting Case Conferencing

- Starting a BNL
  - Identifying those who are touching community agencies
  - Running a current list in HMIS to see who has had a VI-SPDAT
  - We meet every 2 weeks to staff members on the BNL
    - Housing Authority
    - Behavioral Health Providers
    - Community stakeholders
    - Solari
- Transferring over fully to HMIS
  - The BNL has been tracked on a spreadsheet
  - Worked with Solari on understanding how someone come onto BNL and can be taken off the BNL
  - Fully transferring the BNL to HMIS





## Housing Programs:

- Current Housing Programs
  - ADOH CoC – CBI PSH
  - DES CV – RRH
  - Gila County – Emergency Vouchers
  - ADOH CoC – CBI Cochise & Gila DV RRH (starts this fall)
  - Veterans Housing
  - DCS Housing
  - 7 Transitional Housing Units – Gila House
- Continue to look for other housing opportunities to meet the community needs

# Getting Landlords on Board...

- Went out to apartment complexes, trailer parks, and looked for private landlords.
  - Some challenges were as follows:
    - Must pass background check
    - Must have income / meet income threshold
    - Good credit
  - Since inception we've gotten 5 landlords to work with subsidized housing.
  - Utilizing landlord incentives to get more landlords on board.

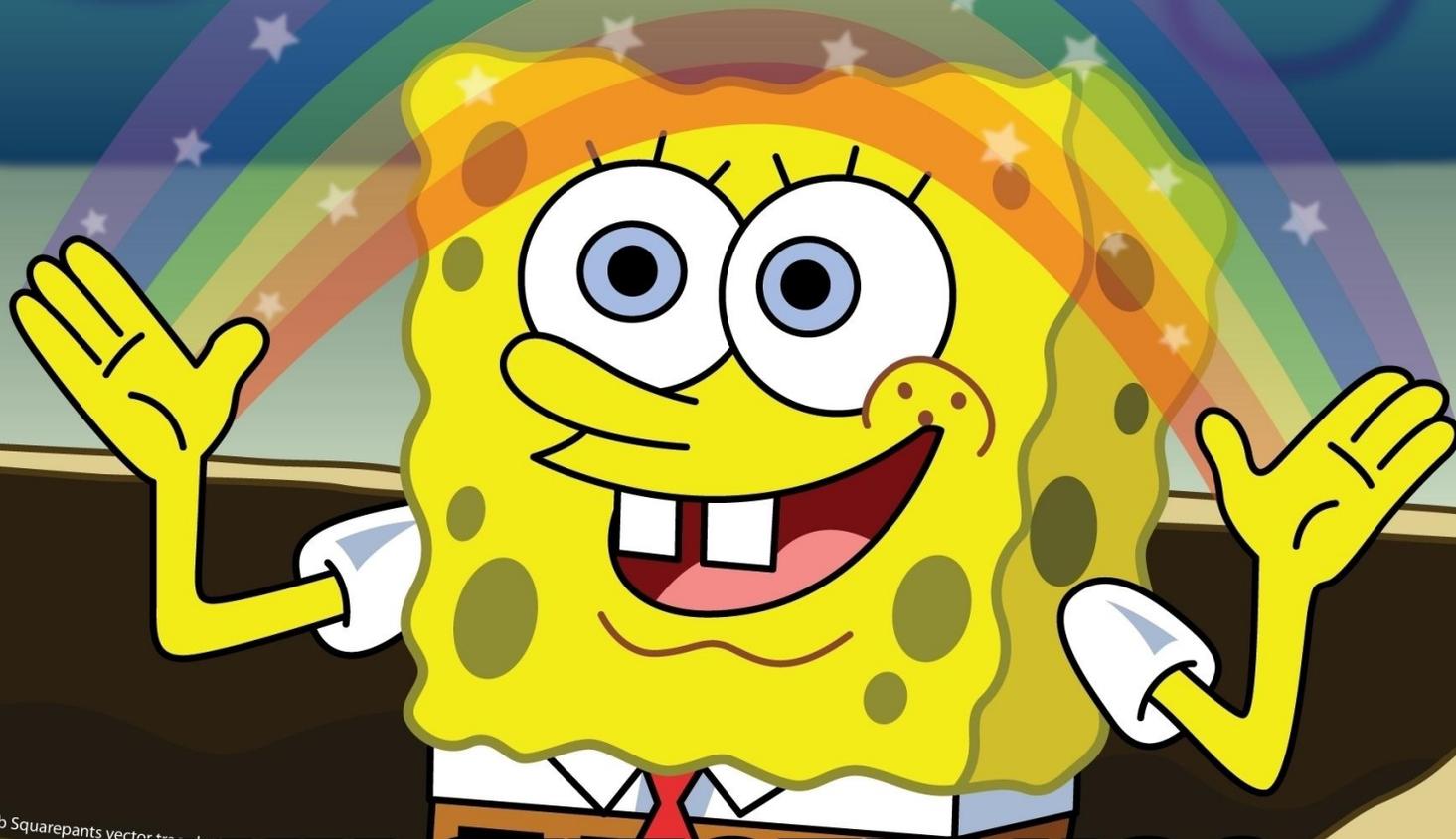


# How we're moving forward

- Bring on new stakeholder for Case Conferencing & the Homeless Task Force
- Have the BNL fully managed through HMIS – no internal trackers
- Meet in person quarterly but utilize online team meetings in between the quarterly meetings.
- Launch the new DV – RRH program



**THANKS FOR LISTENING!**



**ANY QUESTIONS?**

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