



OUTSIDE AGENCY (OA) COMMITTEE MEETING FOR FUNDING

MARCH 17, 2022 AT 1:00PM

Held via ZOOM Video Conference

ONLINE Web link - <https://us02web.zoom.us/j/81415842187?pwd=RytaQnBLCjJtUW5lMm8wdjY0YUwwZz09>

Meeting ID: 814 1584 2187 Passcode: bWd1bZ

If the link does not work, submit a link request to OA@pima.gov

MINUTES

COMMITTEE MEMBERS:

Present: Ms. Rosalva Bullock, Chair (D5)
Ms. Onita Davis (D1)
Ms. Jeanine Mortimer (D4)
Ms. Trish Hastings – Sargent (D3)
Mr. Victor Soltero (D2)

Absent: Mr. Steve Huffman, Vice-Chair (County Administrator)

COMMUNITY & WORKFORCE DEVELOPMENT (CWD) DEPARTMENT STAFF PRESENT:

Manira Cervantes – Division Manager
Patricia Fierros - Program Coordinator
Melanie Puig – Accounting Support Specialist Senior

1. **ROLL CALL** – Quorum Present
2. **PLEDGE OF ALLEGIANCE** – All
3. **CALL TO AUDIENCE** – None
4. **ACTION:** Review & Approval of March 10, 2022 Meeting Minutes – All in favor to approve with correction to grammatical errors.
5. **REVIEW REQUESTED INFORMATION FROM EMERGENCY FOOD & CLOTHING** – none
6. **DISCUSS INITIAL FUNDING RECOMMENDATIONS** – Rosalva states when writing contracts with the agencies, committee must look at what the agency will do specifically with allocated funding. It appears one number is documented but then outputs show another number. Measurements are appearing different. Agencies are not only stating what they will do with OA funding but giving overall information. Therefore, additional information has been requested. Staff has worked diligently the past week and agencies are responding. Manira has asked that committee hold off on making any funding recommendation until proposals are in their final states. This means agency has stated the amount they

are requesting, properly laid out outputs and outcomes and explained how they will change community conditions. Staff is providing technical assistance due to new program with Zoom. It appears when entering the numbers, it seems to distort the numbers which is why the narrative is not matching the outputs.

7. AGENCY PRESENTATIONS FOR THE COMMUNITY SERVICES AND SUPPORT SERVICES AND SUPPORT SERVICES, SHELTER & DV CATEGORIES

1:15 DIRECT Center for Independence

Program: Counseling DIRECTIONS

Representative: Corinne Perez

Requesting: \$25,000

Quality Improvement Director states program has been such a success. There have been other facilities throughout the country who have approached them about using their models so they can pursue funding to create a similar counseling programs. Their program is specifically tuned to people with disabilities by people with disabilities. The pandemic created an unheralded need for mental counseling for all populations, in particular, people with disabilities. People with disabilities are typically more isolated population. Pandemic just exacerbated this issue. Their numbers and demand for counseling has steadily increased and continues to keep steady as they go through year three of the pandemic.

Their counseling program is the first program of its kind. Their approach incorporates independent living with principles rooted from a social model of disability. Both counselors and participants have disabilities themselves, so it makes it easier to connect on issues such as disability adjustment, acceptance and identity. A participant in her mid-20s, came to their program for help. She had her legs amputated and she was previously a runner. This event turned her world upside down. She had gone to many other counselors with no success. However, in their program she was able to make serious progress in her ability to get out of her depression, anxiety and free herself from some of the fears that surrounded her in rebuilding her identity. She said "I found that because my counselor was very familiar with disability from her own life, she was able to help me come to terms with my disability and this was invaluable to my mental health and recovery."

1:18 International Rescue Committee in Tucson

Program: Job Readiness Training for Newly Arrived Refugees

Representative: Lizbeth Gonzalez

Requesting: 20,000

They're requesting funding for Job Readiness Training (JRT) classes. This funding will be primarily used for their employment specialist who will lead the classes. They serve refugee, asylee, and humanitarians upon arrival. Refugees are used to a very different work life. The purpose of the JRT is to get them adjusted to workplace culture in the United States and to teach them how to apply for jobs on their own. The class is

nine modules long. That covers workplace culture, workplace safety, what their rights are as a worker in the United States. They are also teaching COVID mitigation strategies. They teach their clients basic things like how to budget, how to read a pay stub, how to report for public benefits, how to read a schedule. The class begins with several presentations and it ends with a simulation. They have volunteers come and do practice interviews with their clients. Financial education training is provided throughout JRT. Once they complete the training, they begin applying for jobs on their own. Employment specialists facilitate one on one to do a little bit more financial coaching especially when clients start working. They will help them complete a budget. Their project is two pieces, the job readiness training and financial coaching and budgeting. Individuals go through JRT where they complete two assessments. One is a satisfaction assessment on the class itself. Then an assessment on the skills they've gained through JRT. This assessment includes questions such as "Do you know how to read a pay stub? Can you identify your schedule? Can you ask for an application?" and other questions like that. This is over a course of two weeks. Once a client is applying for jobs and obtains a job. They go through a one-hour financial coaching and budgeting training. Therefore, some individuals go through their program two separate times for two different activities. Their funding is supplemented with federal funding. They are able to resettle most of their clients primarily through federal funding.

***1:26 International Rescue Committee in Tucson
Program: Medical Case Management for Refugees
Representative: Lizbeth Gonzalez
Requesting: \$25,000***

35 individuals have been identified to have complex medical needs. They need additional assistance in accessing health care. This program ensures that they're getting quality and risk free appropriate services and that includes interpretation with doctors and making sure that they can advocate for themselves. They plan to do this with Pima County funds. They will have a medical case manager associated with the program, who will have a debrief session prior to appointments being scheduled with the clients so that they can understand what a doctor does in the United States. They will also go over what questions they can ask specifically to understand their diagnosis, prognosis and what they have to do next. They will schedule appointments, provide transportation and provide medical advocacy. After they provide training to make sure that these individuals will be able to then go to their appointments on their own. They will make sure they can go to the pharmacy and pick up their medications, request interpretation and schedule any upcoming appointments for themselves. They hope through surveying they will see an 80% increase in client's ability to navigate through these services. They hope to see client can advocate for themselves and have helpful literacy to navigate through these services. Client should feel healthy and be able to address their own health concerns. This can either be for complex medical issues, pregnant women and can ensure adequate health status for newly arrived refugees.

1:35 Catholic Community Services, d.b.a Pio Decimo

Program: Case Management for Homeless Families

Representative: none

Requesting: \$58,110

1:35 International Rescue Committee in Tucson

Program: Housing Support

Representative: Lucinda Stokes Williams

Requesting: \$20,000

The International Rescue Committee has recently received 400 Afghans. So far, 200 of them are housed in the community. They still need to find housing for the remaining 200 who are currently in a hotel. In addition, there is 81 placement refugees that they are also serving this year. Since Tucson is in the midst of a housing crisis, it's very difficult to deliver much needed housing services. They use grant funds to help train AmeriCorps members who then provide services such as lease signing, move in procedures, maintenance requests, health and safety. These services are all provided and covered in the homes of the clients and as well as the offices. They also provide direct assistance for those requesting emergency rental assistance to avoid eviction. They've created many partnerships to help with this cause. Partnerships include mostly new complexes and homes. MEB is their newest apartment homes which has provided more than 40 different apartments for their clients. Once clients receive housing, they find it's really important to provide education and training about living in America. They teach clients how to sign a lease, how to leave an apartment early and how to pay the complex.

1:47 Our Family Services, Inc.

Program: Outside Agency 22-23 (HYS-CUP)

Representative: Melissa Benjamin & Laurie Mazerbo

Requesting: \$27,539

The Common Unity Program (CUP) typically serves somewhere between 15 to 18 young mothers a year. This includes 18 to 21 year olds and their children. They provide intensive case management services along with linkages to other services in the community. They are proposing to provide a total of just over 3,200 nights and shelter for 11 households. This will amount to 520 hours of case management for 11 households. They expect minimum of 8 out of those 11 households will transition into permanent housing out of the program. They also believe that at least 8 households will demonstrate an increase in family stability because of their improved housing conditions. This is also due to their connections in parenting and life skills taught through counseling and other resources. They also focus on the children of their clients. Ages of the children are zero to preschool age. They ensure their emotional and developmental well-being is moving forward in a positive way. Clients are in the program typically up to 18 months. Many of their clients are still going to school and working on their high school diploma or GED. If client is interested in furthering their education they will help them by making connections to higher education or training programs. They will usually pay for short term amounts of childcare and help them

connect with long term childcare benefits. They did not apply for funds with city for this particular program. However, they receive funds from the city for their life skills and parenting program which pairs with this particular program. They do have a federal grant through the runaway homeless youth program that serves the rest of the youth.

1:57 Our Family Services, Inc.

Program: Outside Agency 22-23 (Emergency Shelter-HFS)

Representative: Melissa Benjamin & Laurie Mazerbo

Requesting: \$43,285

They've seen a large amount of success with their shelter program over the last several years and see high outcomes. Over the past three years 84% of their families have transitioned to permanent housing after staying in their shelter. They are now utilizing hotels more and are able to put people in various neighborhoods that are comfortable for them. It also allows more flexibility during the housing market crisis. They provide intensive case management and program is up to 120 days. The intensive case management focuses on families and teaming them with safe, long-term stable housing. They propose they will provide 960 nights of shelter to 12 households. This includes 124 hours of case management for those same households. They believe that 11 out of 12 of those households will transition to permanent housing destinations which will improve their housing conditions and allow them to obtain safe and decent housing. They also believe that at least 9 out of the 12 households will increase their stability through case management and other services they provide such as life skills and parenting education.

2:04 Primavera Foundation, Inc.

Program: Casa Paloma Drop-In Center

Representative: Tanya Moreno

Requesting: \$30,000

The increase in funding request is due to program expansion. They've created a new position, safety program assistant. They are essentially on the frontline and provides dissemination of materials and the basic survival needs for clients. They also perform a significant amount of de-escalation. They have seen an increase of significant crisis needs that are more urgent such as mental health and behavioral. This new position will help mitigate these issues. They noticed through the past couple of years, the amount of time that is required to move their clients through some of these systems has significantly increased. They are seeing a lot of people with multiple problems. They're seeing older populations that have severe health and physical health needs. They are also seeing a lot of new people that are require a lot of time to develop relationships to build trust with their clients. They have wide network of collaborators; most are through TPCH.

2:15 Primavera Foundation, Inc.

Program: Resource Center: Homelessness Intervention and Prevention Program (HIP)

Representative: Tanya Moreno

Requesting: \$40,000

Increase requested to meet some of the restructuring needs. They also created a new position, safety program assistant. There was another position that got bumped up to a higher FTE. Their program is about meeting clients and understanding current situation. They help families and individuals who are experiencing homelessness or may be at imminent risk for homelessness. Their new resource center is a one stop shop where clients are able to go in and get some basic survival needs. They can choose to enter into coordinated entry system for housing stability, workforce development, any other type of service that they need. They also now provide on-site medical health, animal shelter and a plethora of other services that are in accessible in one place.

2:31 Interfaith Community Services

Program: Eastside Financial Assistance

Representative: Tom McKinney & Cynthia Galas

Requesting: \$30,000

The support they receive allows them to help stabilize people, keep them in their homes and move them towards self-sufficiency. Their main focus is to remove barriers to their services. The more funding that they have allows them to address people's needs in a diverse way. The funding from Pima County has helped with utilities that they cannot help with through their other grants especially water. Last year they were able to serve more people. Last year they also added a central office location on Craycroft and Broadway so that they could be closer to clients on the east side. They have also added a mobile food truck to help wrap services around people they serve.

2:40 BREAK

2:53 Primavera Foundation, Inc.

Program: Supportive Housing Program

Representative: Brian McGrath

Requesting: \$40,000

Their Resource Specialist fills a significant gap in services. Primavera properties that are serviced by the Resource Specialist. Most of the residents on several of the properties are referred to them by outside agencies. They are assigned case management which typically continues throughout their residency. Once residents are housed, they will no longer be in the direct sight of case managers and this is where the Resource Specialist funded by this grant really becomes extraordinarily critical. The highest priority of the Resource Specialist is to keep residents housed to avoid eviction and avoid homelessness altogether. They keep directly connected with leasing and property managers. The Resource Specialist reports directly with property management. This facilitates constant communication between the property management staff

and the Resource Specialist. It allows them to identify and mitigate issues before housing is jeopardized. There are instances where residents are no longer able to live independently their properties. In those cases, the Resource Specialist plays a very critical role in assisting in transition and identifying suitable housing for those candidates. Over the past several years, the Resource Specialist has collected a lot of resources and partnerships to address issues that they see on a day to day basis. They have 158 units with fluctuating amount of people in each unit. They have everything from single family homes, duplexes, apartment complexes and studios.

3:04 Old Pueblo Community Services

Program: City-County Homeless Work Program

Representative: Lindsay Eulberg

Requesting: \$25,000

Program began in 2016 and they have served over 1000 individuals since the program started. They were shut down during the COVID. In regards to demographics, they've served 61% males. 29 people over the age of 55 or older. 73% have physical or mental conditions. 12% may be fleeing domestic violence. 72% did not have any income. On their outcomes and exits, 244 obtained permanent housing. 90% have health insurance. 55% engaged in outreach services. 21% engaged in employment services and over 250,000 pounds of trash were removed from over 360 community worksites. Since their program has been such a success, they are proposing on adding a second program with a second crew. They would need drivers and program supplies such as sunscreen for the clients, gloves and hand sanitizer. They would also need items for the vehicles such as emergency kits, fire extinguishers and sun visors. Each driver would also need a phone.

3:10 Southern Arizona AIDS Foundation

Program: SAAF Anti-Violence Project

Representative: Celia Robidoux & Carrie Eutizi

Requesting: \$30,000

They are a unique program who have sustained LGBTQ+ identifying folks with services as they are fleeing from intimate partner violence, domestic violence, sexual violence and stalking. 47% of transgender people experience higher rates of sexual assault than most populations. In the last six months, they have seen a total of 147 crisis line calls that resulted in 45 new clients. 102 of the 147 reported that their needs were met and received even though they did not become an official client. A specific example, would be a case they have with a vulnerable young trans person who is experiencing hate violence and domestic violence with family members. This client had ended up on the streets and had nowhere to turn. They were able to place them into emergency shelter and assist them in applying for apartments. They went from being homeless to housed within a matter of weeks. In addition to direct client services, they have strengthened community partnerships with other agencies that serve providers such as Emerge, County Attorney's Office, University of Arizona Student Services, and the Tucson Police Department. This is part

of their work to ensure that all of community agencies that are interacting with survivors of sexual violence are armed with comprehensive knowledge of the LGBTQ+ community. In the last six months, they have provided four training sessions which included training for 46 individuals. All stated the training provided them with more knowledge than they had before. They are looking at utilizing funding from the county to maintain the crisis line. They also hope to offer additional support services such as purchasing food for a food pantry when people are fleeing. Also looking at the ability to provide additional marketing outreach because this population is unique and difficult to serve in all spaces. They sometimes need additional outreach that is sensitive, going to specific areas where LGBTQ culture is prominent. They also want to do more specific outreach with community agencies that they haven't partnered with before to ensure that the entire community is ready to support the LGBTQ community. Increase in funds is due to higher demand for direct services. More people are calling the crisis line and there is a higher demand for emergency shelter. Also a lot of their caseloads are asking for more food, which means additional funds will go to food. The majority of fund will go to more community outreach to ensure they keep their promise to LGBTQ+ community. They want to make sure that people know about them since they haven't been well known in the community as much as they should've be. As they become more recognized they are getting a lot more demand. Their staff is small so it's important for them to partner with community agencies. That's where training comes into play because they can't do all of it. They want to train other folks to be able to provide comprehensive support to LGBTQ+ community which will allow more people to be served.

3:20 TMM Family Services Inc.

Program: Case Management for Emergency Housing

Representative: Alma Lopez

Requesting: \$20,000

They have 83 units in clusters. Their family journey program has 21 single moms and 56 children. They have 20 senior units and 20 veterans' units. They also have 46 affordable housing ADOH units. They ensure all units are maintained. They have Emerge tenants who they prioritize when they come through the phone calls. They get about 562 calls per year, 457 of those are requests for housing. They have three locations that have free washers and dryers. TMM pays the water, internet and gives them monthly hygiene kits. They also have an onsite closet with clothes, diapers and jackets. Due to housing prices rising, they noticed clients do not want to leave as quickly as they used too. The family journey program is a two-year program. Clients tell them they want to stay on site under ADOH guidelines for affordable homes. Agency will then transition them into ADOH affordable homes when they become available.

3:30 Tucson Center for Women and Children dba Emerge Center Against Domestic Abuse

Program: Comprehensive Domestic Abuse Support Services

Representative: Ed Sakwa

Requesting: \$125,000

They provide emergency shelter for people who are fleeing violence in their home and have nowhere else to go. They're the only comprehensive domestic violence service provider in the community and the only domestic violence specialized shelter in the community. When people need the safety of a confidential shelter location and are at physical risk, that's when their shelter is most appropriate. They use risk and lethality assessment to determine who is most at risk to be seriously injured or killed in their intimate partner relationship. Law enforcement uses this same assessment when they respond on scene and this helps them determine people at high risk. They do have to turn away people in our shelter because the numbers are so high the demand. The support from Pima County helps them to sustain shelter operations and to ensure they serve as many people as possible. The other way they utilize funding is to support the case management services they provide throughout their agency both residential and non-residential.

3:40 Green Valley Assistance Services, Inc., dba Valley Assistance Services

Program: MAP A Plan/Workforce Training Program

Representative: Chris Erickson & Wes Molten

Requesting: \$50,000

The direct services in any rental, mortgage or utility assistance is extremely difficult right now. They have seen rents go up 50%+. Cases have become extremely difficult. This entails court cases, landlord visits and they work with landlords directly. They have a whole team that works directly with any clients coming in. Their program is a vital, growing program. It's the only comprehensive housing program south of Tucson. They have increased personnel. They now have three bilingual benefit advocates helping out with the program. They also have RN care managers. The increase in staff has been almost 300% to keep services going and to allow them to complete the services as best they can. They also have a new expansion on April 1st, there will be a satellite office in Sahuarita. This will allow them to offer more direct services and other benefits programs. Expansion will be located in the Sahuarita Food Bank. They really need case management and advocate support. They are looking at supporting residents in Green Valley, Sahuarita, Amado and rural areas.

3:46 Habitat for Humanity Tucson

Program: Equitable Housing Development

Representative: T. VanHook

Requesting: \$70,000

Over the last few years they have been doing safe healthy green, which has brought the shelter community together to look at how they can streamline processes. They can look at priorities and maximize funding available through various government sources. This is to avoid revisiting the same projects over and over. Over many years they have seen the same projects coming through and haven't

had a sustainable way of maintaining the services that they have. This makes it harder to expand it into additional units. They want to have private developers partner with a with nonprofits, city, county and other funding agencies. They believe it's about systems change. Systems change and communication between agencies for people that are moving along a continuum. Gathering more partnerships and creating more housing units and services will get people out of poverty into more stable positions and move projects quicker along the pipeline.

4:17 Pima County Attorney's Office

Program: Adult Diversion Restorative Justice Program

Representative: Vanessa Helms

Requesting: \$60,000

The Pima County Attorney's Office with the help of partnering agencies is committed to reducing the number of non-violent and non-dangerous individuals in the criminal justice system and correctional facilities. The outcomes of this program is that individuals in the community will be better served. Instead of jail, prisons or probation, offenders will receive treatment, education and services. Also expanded diversion programming including restorative justice. They're going to serve more individuals, reduce racial and ethnic disparities and engage participants in expanded programming. They are going to reach a wide variety of community members. The diversion programming and restorative justice circles are going to be restructured in a way that no longer relies heavily on prior criminal history to determine eligibility. They will utilize a risk needs assessment to identify individualized treatment and programming for individuals. The assessment tool is going to help them understand what individuals need and what areas need to be addressed for those individuals. This will help determine the types of services are most effective for the individual. Part of that assessment is identifying who would be appropriate for the restorative justice circles. They hope to start with as few as 6 people and scale up to dozens. In the first year and they believe they could expand up to 150 people. They would utilize this funding mainly in support of the development and function of the restorative justice circles for participants who are eligible and voluntarily participate.

8. **NEXT MEETING SCHEDULED** - Next meeting 3/24/22. Committee agrees to meet at Pima County Housing Center (801. W. Congress St.) and Zoom invite will be sent as well.
9. **ADJOURN** -
Ms. Onita Davis motioned to adjourn
Ms. Trish Hastings – Sargent second motion to adjourn
All in favor

4:33 PM MEETING AJOURNED