



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*



# DCAD Statewide Homeless Coordination Overview

# Agenda

## **Statewide Homeless Coordination Overview**

- *What we Do; How we do it; Our Partners*

## **Homeless Service Access**

- *Coordinated Entry Overview*

## **Available Resources**

- *Statewide resources and access points*

## **Q&A**

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## Statewide Homeless Coordination Overview

# What We Do

**DCADS' Statewide Homeless Coordination Office contracts with not for profit and local government entities to administer the following services throughout the State of Arizona.**

## Rapid Re-Housing



*Short-term rental assistance; integrated with Case Management and Supportive services.*

## Emergency Shelter



*Facilities providing temporary shelter, case management and supportive services*

## Homeless Prevention



*Short-term and medium-term rental assistance and supports that prevent eviction.*

## Street Outreach



**Street Outreach**

*Designed to meet the immediate needs of people experiencing homelessness in unsheltered locations.*

# How we do it

## Getting the Word Out!



**What:** Group 1:1 presentations to provide a high-level overview of DCAD Statewide Homeless Coordination work, services and available DES and statewide resources.

**Why:** Spread awareness and build buy-in.

**Who:** Funded Partners, Key Stakeholders, CoC Collaborators

## Coffee Talks



**What:** 60-minute sessions designed to provide resources, tools, and support for recipients of ESG/DES funding,

**Why:** Convene and engage funded collaborators on consistent basis during term of contract.

**Who:** Funded Partners, Key Stakeholders, CoC Collaborators

## Technical Assistance



**What:** Facilitated sessions training and knowledge-building activities provided to funded partners through in person or virtual sessions.

**Why:** Provide in-depth, program assistance and capacity building to improve the design and delivery of programs and services funded by DES.

**Who:** Funded Partners, Key Stakeholders, CoC Collaborators



# Our Partners

*Maricopa Regional Continuum of Care (MRCoC):  
Representing Maricopa County*



*Balance of State CoC (BOSCoC):  
Representing 13 rural counties*



*Tucson-Pima Coalition to end Homelessness  
(TPCH): Representing Pima county*

# Coordinated Entry for Homeless Service Access

## **What is Coordinated Entry?**

- *Coordinated Entry is a simpler way for people experiencing homelessness, or at imminent risk of homelessness, to get the help they need.*

## **How does it work?**

- *All three Continuums (Balance of State, Tucson-Pima and Maricopa Regional) work with local homeless service providers to establish access points in local communities across the State.*

## **What are the available services?**

- Each Continuum may offer a different array of services depending upon the community agencies and as funds are available.

# Coordinated Entry for Homeless Service Access

## What is Coordinated Entry?

- Coordinated Entry is a simpler way for people experiencing homelessness, or at imminent risk of homelessness, to get the help they need.
  - Coordinated Entry uses a fair, unbiased approach to prioritizing people for referral to housing services based on the severity of their needs and other resources.

## How does it work?

- All three Continuums (Balance of State, Tucson-Pima and Maricopa Regional) work with local homeless service providers to establish access points in local communities across the State.
  - Housing services are accessed through a single assessment which is completed at any local Community Access Point.
    - Based on the assessment, homeless individuals and families most in need of assistance are placed on the community-wide priority list for housing assistance from which dozens of local programs accept referrals for entry into Emergency Shelter.

## What are the available services?

- Each Continuum may offer a different array of services depending upon the community agencies and as funds are available.
  - Services may include;
    - Hotel/motel vouchers,
    - Rent, utilities and utility deposits for homeless prevention;
    - Emergency food assistance and referral services;
    - Emergency shelter, temporary shelter, move-in assistance, rent/mortgage assistance;
    - Clothing, case management for men/women and families;
    - Shelter for victims of domestic violence;
    - Programs for seniors;
    - Behavioral health services for counseling & general mental health;
    - Employment services





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# Statewide Resources

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# Statewide Resources

- ADES Statewide Field Office Locator:
  - <https://azdes-community.secure.force.com/EOL/>
    - Need to connect a community member to a local office for service? Use our office locator to find DES services near you.
- ADES Community Service Programs Search Tool:
  - <https://azgeo.maps.arcgis.com/apps/instant/nearby/index.html?appid=accbf20ab85a42f194dbd279130fc563>
    - Community Action Agencies: Community Action Agencies website
    - Area Agencies on Aging: Area Agency on Aging website
    - TEFAP (The Emergency Food Assistance Program): Arizona TEFAP website
    - CSFP (Commodity Senior Food Program): Arizona CSFP website
- 2-1-1 Arizona:
  - <https://211arizona.org/>
    - The 2-1-1 Arizona Information and Referral Services operates 24 hours per day, seven days per week and every day of the year.
      - Live-operator service is available at all times in English and Spanish and assistance is available in other languages via real-time interpreter services.





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# Resource Appendices

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# Coordinated Entry Access Points By County

*Individuals experiencing homelessness in **Maricopa County** can gain access to housing resources and services at these locations*

Resource Type	Organization / Program	Contact Information	County
Housing resources and services	Community Bridges	877-931-9142	Maricopa
Housing resources and services	CRRC *US Military Veterans Only	602-248-6040	Maricopa
Housing resources and services	Native American Connections *Offers services for youth ages 18-24 & single Native adults	602-648-9739	Maricopa
Housing resources and services	Brian Garcia Welcome Center *Single Adults	(800) 352-4558, Option 6	Maricopa
Housing resources and services	UMOM's Halle Women's Center * Single Women without Children	602-362-5833	Maricopa
Housing resources and services	UMOM's Youth Outreach *Offers services for youth ages 18-24	480-868-7527	Maricopa
Housing resources and services	City of Chandler	480-782-4349	Maricopa
Housing resources and services	Phoenix Rescue Mission	602-346-3361	Maricopa
Housing resources and services	A New Leaf – Mesa	480-610-6722	Maricopa
Housing resources and services	Basic Mission – Northwest Valley	602-284-2919	Maricopa
Housing resources and services	HOPE – Tempe	480-858-7993	Maricopa
Housing resources and services	UMOM/Family Housing Hub	602-595-8700	Maricopa

# Coordinated Entry Access Points By County

*Individuals experiencing homelessness in Balance of State Counties can gain access to housing resources and services at these locations*

Resource Type	Organization / Program	Contact Information	County
Housing resources and services	Old Concho Community Assistance Center (OCCAC):	(928) 337-5047	Apache
Housing resources and services	Good Neighbor Alliance (GNA)	(520) 439-0776	Cochise
Housing resources and services	Bisbee Coalition for the Homeless (Tintown Shelter)	(520) 432-7839	Cochise
Housing resources and services	Catholic Charities Community Services (CCCS):	(928) 774-9125	Coconino
Housing resources and services	Flagstaff Shelter Services	(928) 225-2533 x307	Coconino
Housing resources and services	Gila County Community Action Program	(928) 425-7631	Gila
Housing resources and services	Regional Center for Border Health (RCFBH):	(928) 669-4436	La Paz
Housing resources and services	Mohave County Housing Authority	(928) 753-0723	Mohave
Housing resources and services	Community Action Human Resources Agency (CAHRA)	(520) 466-1112	Pinal
Housing resources and services	National Community Health Partners (NCHP)	(520) 876-0699	Pinal

# Coordinated Entry Access Points By County

*Individuals experiencing homelessness in **Balance of State Counties** can gain access to housing resources and services at these locations*

Resource Type	Organization / Program	Contact Information	County
Housing resources and services	Coalition for Compassion & Justice (CCJ):	(928) 445-8382	Yavapai
Housing resources and services	Nation's Finest	(928) 237-1095	Yavapai
Housing resources and services	US Vets: Prescott	(928) 583-7204	Yavapai
Housing resources and services	Verde Valley Homeless Coalition:	(928) 641-4298	Yavapai
Housing resources and services	Catholic Charities Community Services (CCCS):	(928) 848-6011	Yavapai
Housing resources and services	Prescott Area Shelter Services (PASS)	(928) 778-5933	Yavapai
Housing resources and services	ACHIEVE	(928) 341-4147	Yavapai
Housing resources and services	Western Arizona Council of Governments (WACOG)	(928) 217-7116	Yuma
Housing resources and services	National Community Health Partners (NCHP)	(928) 726-6022	Yuma



# Coordinated Entry Access Points By County

*Individuals experiencing homelessness in **Pima County** can gain access to housing resources and services at these locations*

Resource Type	Organization / Program	Contact Information	County
Housing resources and services	Sonora House	(520) 624-5518	Pima
Housing resources and services	Salvation Army	(520) 622-5411	Pima
Housing resources and services	Our Family Services	(520) 323-1708	Pima
Housing resources and services	La Frontera	In person only: RAPP, 1082 E Ajo Way, Ste. 100	Pima
Housing resources and services	Primavera	In Person: 702 S 6th Ave	Pima
Housing resources and services	City of Tucson	(520) 837-5329 OR (520) 837-5314	Pima

# Statewide Resource List

Resource Type	Organization / Program	Contact Information	Description	County
Resource Guide	Arizona Self Help <a href="http://arizonaselfhelp.org/">http://arizonaselfhelp.org/</a>	(602) 604-0640 ArizonaSelfHelp@gmail.com	Arizona Self Help is a free and easy way to find out if your family may be able to get help from 40 different assistance programs in Arizona.	Statewide
Resource Guide	2-1-1 Arizona <a href="https://211arizona.org">https://211arizona.org</a>	2-1-1 or (877) 211-8661	2-1-1 Arizona is a hotline and web-based directory of services for a variety of different assistance programs specific to your community.	Statewide
Food and Nutrition	Association of Arizona Food Banks <a href="https://www.azfoodbanks.org">https://www.azfoodbanks.org</a>	(800) 445-1914	The Association of Arizona Food Banks represents regional food banks and pantries around the state, and can help you find the nearest emergency food option to you.	Statewide
Food and Nutrition	Arizona Department of Education, Health and Nutrition Services <a href="https://www.azed.gov/hns/">https://www.azed.gov/hns/</a>	(800) 352-4558, Option 6	The Arizona Department of Education, Health and Nutrition Services provides nutritious meals to children in child care, school and after school care, at no or minimal cost.	Statewide
Food and Nutrition	Summer Food Service Program <a href="https://www.azhealthzone.org/summerfood">https://www.azhealthzone.org/summerfood</a>	Text FOOD to 877-877	The Summer Food Service Program (SFSP) ensures low-income children, ages 18 and younger, receive nutritious meals when school is not in session.	Statewide
Food and Nutrition	AZ Health Zone <a href="https://www.azhealthzone.org/">https://www.azhealthzone.org/</a>		AZ Health Zone provides your family with opportunities and resources to stay healthy and active.	Statewide
Food and Nutrition	Breastfeeding 24-Hour Hotline	(800) 833-4642	The Breastfeeding Hotline is a free, round-the-clock hotline that will answer your pregnancy and breastfeeding questions	Statewide
Food and Nutrition	Arizona Department of Economic Security, Supplemental Nutrition Assistance Program <a href="https://des.az.gov/na">https://des.az.gov/na</a>	(855) 432-7587	The DES Family Assistance Administration determines eligibility for Nutrition Assistance, a monthly benefits program to help you and your family purchase nutritious foods.	Statewide

# Statewide Resource List

Resource Type	Organization / Program	Contact Information	Description	County
Food and Nutrition	Double Up Food Bucks Arizona <a href="https://www.doubleupaz.org">https://www.doubleupaz.org</a>	1-833-8-DOUBLE (1-833-836-8253)	The Double Up Food Bucks program doubles the value of Nutrition Assistance at farmers markets, community support agriculture farms, food banks and certain grocers.	Statewide
Food and Nutrition	Arizona Department of Health Services, Arizona WIC Program <a href="https://www.azwic.gov">https://www.azwic.gov</a>	(800) 252-5942	The Arizona Supplemental Nutrition Program for Women, Infants and Children (WIC) provides nutrition education and breastfeeding support services, supplemental nutrition foods and referrals to health and social services.	Statewide
Food and Nutrition	Arizona Department of Health Services, Farmers Market Nutrition Program <a href="https://azdhs.gov/prevention/azwic/farmers-markets/index.php">https://azdhs.gov/prevention/azwic/farmers-markets/index.php</a>	(602) 542-1886 azfmnp@azdhs.gov	The Farmers Market Nutrition Program provides checks to eligible women, children and seniors to purchase Arizona-grown produce at approved farmers markets.	Statewide
Children and Families	Arizona Helping Hands <a href="https://azhelpinghands.org/">https://azhelpinghands.org/</a>	(480) 889-0604	Arizona Helping Hands provides resources to foster care families to help meet the basic essential needs of children in foster care.	Statewide
Children and Families	Arizona Department of Child Safety <a href="https://dcs.az.gov/">https://dcs.az.gov/</a>	AZ Child Abuse Hotline: (888) 767-2445  DCS Family Advocate: (877) 527-0765  DCS Caregiver Warmline: (877)543-7633	The Arizona Department of Child Safety provides services and resources to strengthen families and ensure the safety, permanency and well-being of children	Statewide
Employment Services	ARIZONA@WORK <a href="https://www.arizonaatwork.com/">https://www.arizonaatwork.com/</a>		ARIZONA@WORK plays an integral role in improving Arizona's workforce by assisting individuals who are unemployed and underemployed prepare for and obtain gainful employment.	Statewide



# Statewide Resource List

Resource Type	Organization / Program	Contact Information	Description	County
Health Care	<b>Arizona Health Care Cost Containment System (AHCCCS)</b> <a href="https://azahcccs.gov">https://azahcccs.gov</a>	<b>(855) 432-7587</b>	The Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid agency, offering healthcare programs to serve Arizona residents.	Statewide
Health Care	<b>Federal Health Care Marketplace</b> <a href="https://healthcare.gov">https://healthcare.gov</a>	<b>(800) 318-2596</b>	The Federal Healthcare Marketplace is an online resource and 24-hour hotline to provide information and help you apply for health care insurance through the federal marketplace.	Statewide
Behavioral/Mental Health	<b>Crisis Response Network</b> <a href="https://www.crisisnetwork.org">https://www.crisisnetwork.org</a>	<b>(855) 832-2866</b>	The Crisis Response Network reviews all applications for Serious Mental Illness (SMI) determination and services in Arizona.	Statewide
Behavioral/Mental Health	<b>Crisis Text Line</b> <a href="https://www.crisistextline.org">https://www.crisistextline.org</a>	<b>Text HOME to 741-741</b>	The Crisis Text Line provides free, 24-hour support for those in crisis. Text HOME to 741-741 to speak with a trained crisis counselor.	Statewide
Internet Connectivity	<b>EveryoneOn</b> <a href="https://everyoneon.org">https://everyoneon.org</a>	<b>Contact your local telephone, internet or utility services for more information about low-cost options for eligible families</b>	The EveryoneOn online directory lists options for low-cost internet and computers based on your zip code.	Statewide

# Statewide Resource List

Resource Type	Organization / Program	Contact Information	Description	County
Health Care	Arizona Health Care Cost Containment System (AHCCCS) <a href="https://azahcccs.gov">https://azahcccs.gov</a>	(855) 432-7587	The Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid agency, offering healthcare programs to serve Arizona residents.	Statewide
Health Care	Federal Health Care Marketplace <a href="https://healthcare.gov">https://healthcare.gov</a>	(800) 318-2596	The Federal Healthcare Marketplace is an online resource and 24-hour hotline to provide information and help you apply for health care insurance through the federal marketplace.	Statewide
Behavioral/Mental Health	Crisis Response Network <a href="https://www.crisisnetwork.org">https://www.crisisnetwork.org</a>	(855) 832-2866	The Crisis Response Network reviews all applications for Serious Mental Illness (SMI) determination and services in Arizona.	Statewide
Behavioral/Mental Health	Crisis Text Line <a href="https://www.crisistextline.org">https://www.crisistextline.org</a>	Text HOME to 741-741	The Crisis Text Line provides free, 24-hour support for those in crisis. Text HOME to 741-741 to speak with a trained crisis counselor.	Statewide
Housing and Utility Assistance	EveryoneOn <a href="https://everyoneon.org">https://everyoneon.org</a>	Contact your local telephone, internet or utility services for more information about low-cost options for eligible families	The EveryoneOn online directory lists options for low-cost internet and computers based on your zip code.	Statewide
Veterans Services	United States Department of Veterans Affairs <a href="https://va.gov">https://va.gov</a>	844-698-2311	The U.S. Department of Veterans Affairs provides those who've served with a large variety of services and benefits.	Statewide
Veterans Services	Arizona Coalition for Military Families <a href="https://www.Arizonacoalition.org">https://www.Arizonacoalition.org</a>	(602) 753-8802	The Arizona Coalition for Military Families builds on Arizona's statewide capacity to care for, serve and support all service members, veterans, their families and communities.	Statewide

# Contact Us

## **Service Questions & Support**

*Contact your local Coordinated Entry  
Access Point or Statewide Resource*

(Slides 9-19)

## **Program Information**

Statewide Homeless Coordination  
Division of Community Assistance and Development  
Department of Economic Security  
[statewidehomeless@azdes.gov](mailto:statewidehomeless@azdes.gov)

## **Tribal Coordination**

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