

# Community Safety Health and Wellness

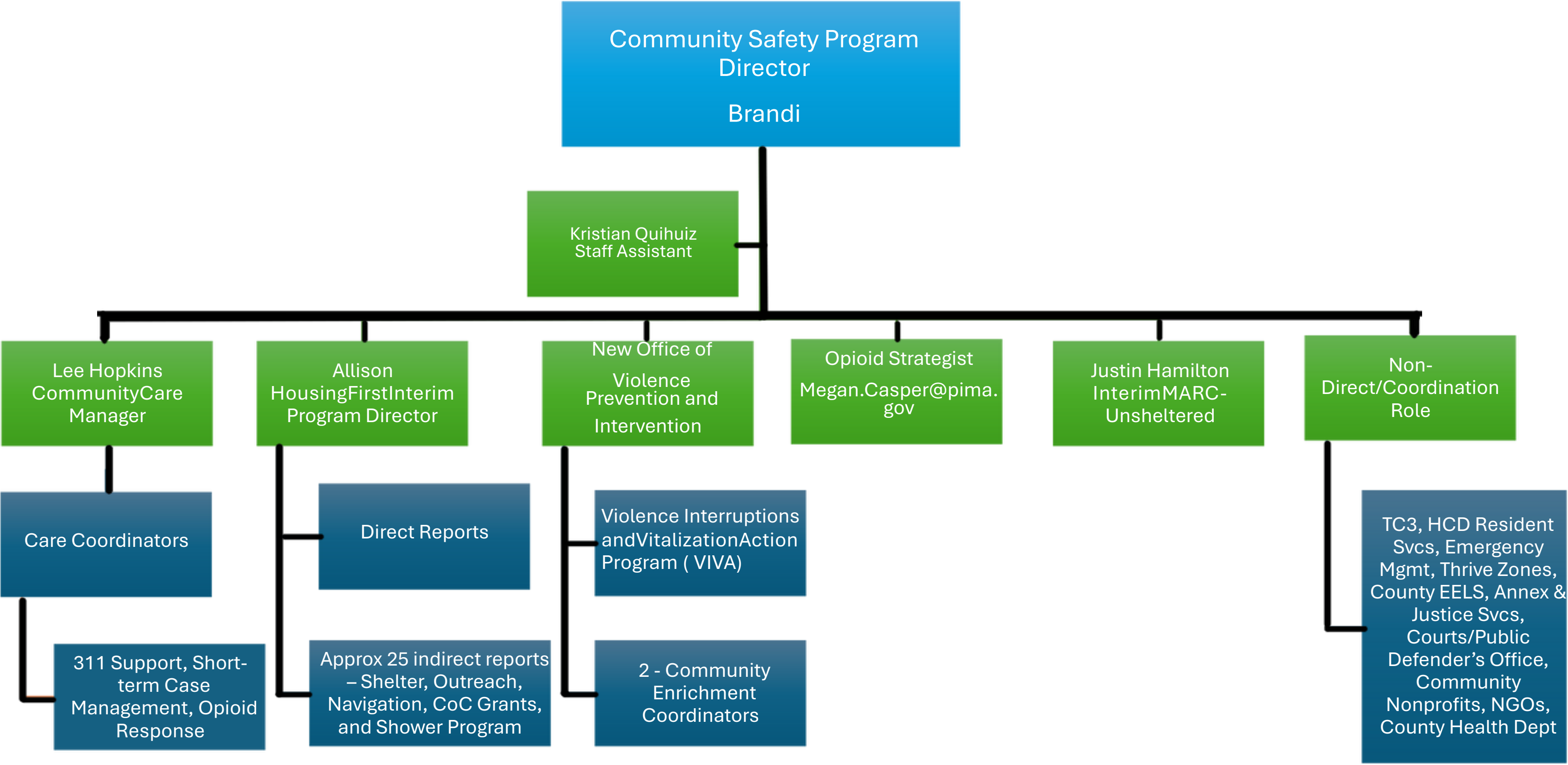
Preventing Homelessness in Tucson



# Community Safety Health and Wellness (CSHW)

- Care Coordination
- Housing First
- Office of Violence Prevention & Intervention
- Opioid Strategist- Pima County
- Multi-Agency Resource Coordination- City of Tucson

# CSHW Organization Chart



# Care Coordination

## Areas of Focus



“The Right Work in the Right Hands”

Housing, Homelessness and Prevention

Mental Health and Substance Abuse

Poverty Relief/Income Stability







## Increasing Connection to Resources and Stability – Care Coordination

### 7 Care Coordinators:

Daniel Reyes, Susan Cota, Kristin Woodall, Ricky Romero, Ysabel Hernandez, Michele Keller, George Storm (Temp)

### 2-3 Masters Social Work Interns

People in need identified by 911, TPD, Wards and Mayor, Code, Outreach, 311, VIVA sites

“Care Coordination” - Support for 1-90+ days to connect to community-based resources, via phone and in person



7-day coverage of 311 system, call back w/in 24 hours and provide information over the phone, additional care coordination case-by-case e.g. rental assistance, referral to PCOA, food boxes



## 311 Service Request Portal



Report non-emergency problems in your neighborhood

### 1. Download Tucson311 app

Report non-emergency problems in your neighborhood through the app



### 2. Report non-emergency problems through Tucson311 ticketing system online

A screenshot of the Tucson311 online ticketing system interface. The header shows the City of Tucson logo and navigation icons. The main content area is titled "Select a Request Category" and includes a search bar labeled "Search for Category". Below the search bar is a list of categories: "City of Tucson", "311- Call Back Request", "Abandoned Building/Nuisance Property/Vacant Lot", "Abandoned Shopping Carts", "Abandoned/Junk Motor Vehicle", "Buffelgrass", and "Damaged Bus Stop/Bus Shelter". To the right of the list is a large text input field with the placeholder "Select a category to get started".

### 3. Call 311 by phone

Report non-emergency problems by calling 3-1-1

### 4. Get info and request service through our service-based website

[City of Tucson Services >](#)

# 311 Reporting and Workflow

# 311 Summary

The 311 Program was approved and supported by the Mayor and Council and City Manager in mid-2022 with the following objectives in mind:

- Right-sourcing of non-emergency 911 calls
- Community Safety Health and Wellness Program data mining and resources connection
- Community call intake for city services
- Automation of community service requests and mobile application development
- Regional 311 partnership expansion





# Housing First

## The Housing First Team Objectives

- Shelter Services
- Housing Navigation
- Voucher Retention/  
Eviction Prevention
- Street Outreach
- Staff Support



“The Housing First approach to homelessness holds that a safe and affordable roof over one’s head is a prerequisite to health, economic well-being, and self-sufficiency.”



# Housing Assistance and Eviction Prevention

- **Stabilizing Housing** – Short-term rental or utility assistance to keep families in their homes and avoid eviction.
- **Preventing Evictions** – Mediation and support for tenants and landlords to resolve issues before they reach court.
- **Supporting Transitions** – Help with deposits, arrears, and move-in costs so clients can secure stable housing.
- **Wraparound Services** – Case management, budgeting guidance, and resource connection to reduce repeat crises

## **Why Housing Assistance & Eviction Prevention Matters**

- **Low Cost, High Impact** – Prevention averages \$500–\$2,000 vs. \$6,000–\$20,000 for shelter or re-housing.
- **Cost Savings Across Systems** – Every \$1 spent saves \$3–\$5 in shelter, healthcare, and justice expenses.
- **Stability Over Displacement** – Prevents disruption that leads to job loss, school moves, and family breakdown.
- **Protects Housing Stock** – Keeps affordable units occupied and reduces landlord turnover costs.
- **Builds Stronger Communities** – Preserves neighborhood stability and strengthens economic mobility



# Housing Assistance & Eviction Prevention – Impact

- **\$229k invested** → 213 households stabilized (avg. \$1,075/household)
- **ROI model:** Every \$1 saves \$3–\$5 (Urban Institute, Homeless Hub) → ~\$916k diverted
- **Shelter model:** Shelter ≈ \$95/night (\$34k/year, MaineHousing) → ~\$1.2M avoided
- **Return on Investment:** 4–5x savings compared to emergency response
- **Key Point:** Small, timely support prevents costly shelter use and system strain

## **Summary of Totals (All Accounts)**

Total Funds Distributed: **\$229,000**

Total Households Assisted: **213**

Average Support per Household: **Approximately \$1,075**

Eviction Prevention Funding: **\$25,100**  
(approximately \$118 per household overall)

Housing Assistance Provided: **\$186,000**  
(approximately \$873 per household overall)

Miscellaneous Expenses: **\$11,000**

Emergency Hotel Accommodations: **\$8,500**

## **Ward 2**

Funds Distributed: **\$25,000**

Households Served: **53**

Average Support per Household: **Approximately \$472**

Eviction Prevention: **\$4,000** (approximately \$75 per household)

Housing Assistance: **\$8,500** (approximately \$160 per household)

Miscellaneous: **\$1,000**

## **Ward 3 (ARPA, Surplus, Discretionary Funds)**

Funds Distributed: **\$75,000**

Households Served: **96**

Average Support per Household: **Approximately \$781**

Eviction Prevention: **\$21,000** (approximately \$219 per household)

Housing Assistance: **\$53,300** (approximately \$555 per household)

Miscellaneous: **\$4,000**

## **Crowd to Home**

Funds Distributed: **\$129,984.73**

Households Served: **64**

Average Support per Household: **Approximately \$2,031**

Housing Assistance: **\$125,000** (approximately \$1,953 per household)

Miscellaneous: **\$4,000**



# Shelter Services

Shelters are where we help rebuild community and self-worth. We teach harm reduction and assist with document collection to prepare them for a stable housing situation.





# Shelter Operations

Providing individuals and families with a safe place to live while they transition into housing

## Wildcat Inn

- Currently serving families with children
- Medical collaboration with El Rio.
- Homeless Work Program collaboration with OPCS.
- Detox services when needed through Cornerstone.
- Activities for the children curtesy of Ward 3.

## Knights Inn

- Pima County to run as shelter through December 2025
- Amphi 8 - Casa De Pueblo
- **OPCS** operates 50 beds of Congregate shelter for men & women

## Desert Cove

- CBI operates as shelter for men & women





# Mobile Shower Program

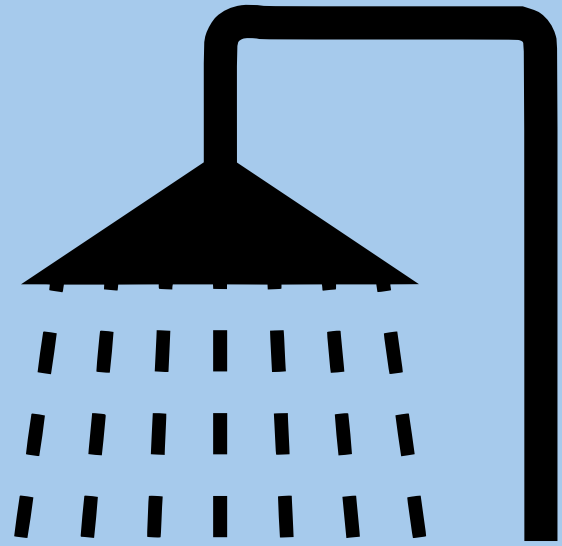
- Shower Program





# Mobile Shower Program

- Engaging with the community through serving a basic need



- Various locations throughout the City.
  - Primavera, Zion City, 2 eastside locations soon
  - El Pueblo Community Safety HUB cooling center soon!
- Shower Trailer, Chevy 4x4, Liftgate Truck.
- Towels, washcloths, soap, shampoo/conditioner, 2x6500HP Generators, 2x pop-up tents, 6x lockboxes, 2x tables, 4x chairs, 4x trash cans, office supplies, admin supplies
- 2 staff provide this service in the community.
- Can hook up anywhere there is a direct water source (hose bib spout) and a sewer to offload gray & black water.



# Outreach/Housing Navigation

## Coordinated Entry and Outreach Engagement

### Programs

- SSO-CE Navigation
- Community Safety Navigators
- Street Outreach



### Services

- SSO-CE Navigators provide VI-SPDAT (Vulnerability Index-Service Prioritization Decision Assistance Tool) assessments to folks experiencing homelessness, as well as serving as a mobile access point in the community. Assists participants in document collection and application completion as well as enrollment into mainstream benefits.
- CS Navigators- the people that go out onto the street to engage with those experiencing unsheltered homelessness, also conducting assessments, connecting people to shelter, document collection working toward a permanent place to live.



# Voucher Retention & Eviction Prevention

This housing navigation team offers housing education and works to identify opportunities while addressing obstacles to housing retention for individuals and families who have received housing subsidies after leaving the streets, shelters, transitional housing, or other forms of homelessness. The eviction prevention program strives to provide necessary support to both the client and landlord to avoid eviction and prevent homelessness for the participant.

## Programs

- HEART – PHA referral
- 311 Call Center Partnership
- Transition Center – Pima County



## Services

- Housing Emergency Action Response Team (HEART) provides navigation and case management services to ensure the participant member understands their obligation for the section 8 voucher and lease agreement. Provide information and advocacy for wraparound services.
- 311 calls based on housing and homeless will be addressed by our navigation team
- Justice Modular supports recently released from Jail. We assist these clients with essential resources vital for their reintegration into society. By offering guidance, resources, and support, we empower them to rebuild their lives successfully

# Support Staff

Completes administrative duties to support staff as we work to fulfill our mission

## Budget Analyst

- Will ensure that all Housing First funding sources are on track and that HF is following spending regulations
- Will reconcile all HF budgets on a monthly basis so that leadership knows remains in all budgets
- Ensures that HF knows deadlines for spending
- Makes sure that all staff are in correct PCN's and funding sources
- Works with Grant Manager to prepare budgets

## Grant Writer

- Grant acquisitions and management
- Works with HCD and HF
- Searches for funding opportunities that fulfill the needs of people needing services
- Will build out other duties as this a new role within HCD and HF





# Reducing Violence and Fostering Community Leadership

3CommunityEnrichment Coordinators –  
Oscar Medina, Isaac Villegas Durgin and Azul Navarrete-Valera

4 sites - Neighborhood-  
focusedviolencereduction,  
City of Tucson-wide effort

Building relationships and listening to residents,  
Block parties and resource fairs, Workshops for  
adults and youth, Leadership academy (coming  
soon!), Narcan distribution,

Safety improvements to neighborhood (e.g. lighting, sidewalks)





# Violence Interruption & Vitalization Action (VIVA)



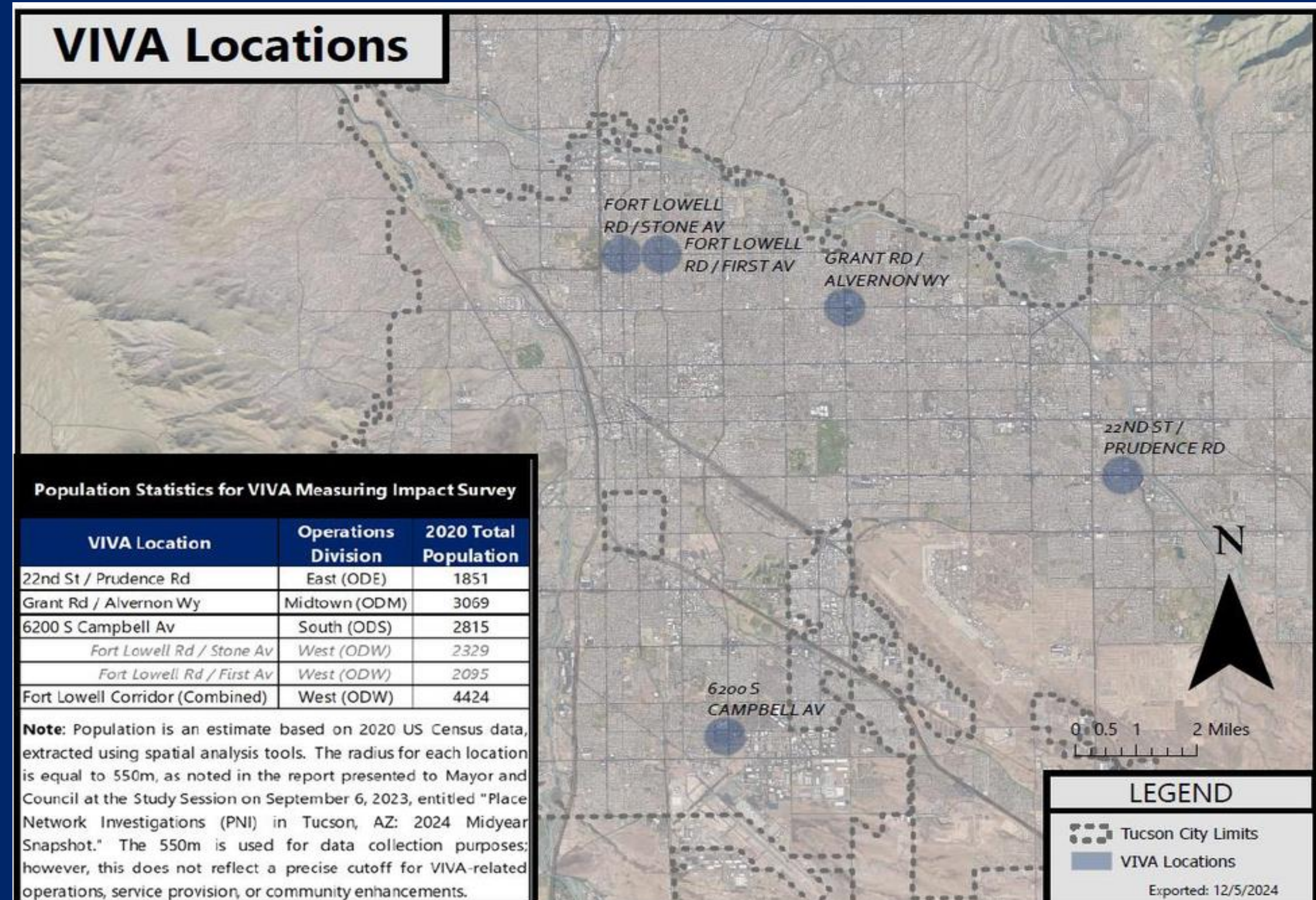
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Azul Navarrete-Valera Community  
Enrichment Coordinator  
azul.navarrete-valera3@tucsonaz.gov  
(520) 738-1171





# Opioid Initiatives



**Nonjudgement Engagement:** Building trust through respectful, non-coercive interactions that address immediate needs without requiring sobriety or strict compliance.



**Survival Supplies:** Providing basic necessities such as blankets, food, water and hygiene kits to improve safety and health for people living on the streets.

**Narcan Distribution:** Offering Naloxone or Narcan to reverse opioid overdoses and training individuals on its use

**Crisis Intervention:** Connecting individuals to emergency medical or mental health care without mandating treatment or other steps.





# Encampment Protocol

Multi-Agency Resource  
Coordinator (MARC)  
City of Tucson & Pima County







# Background

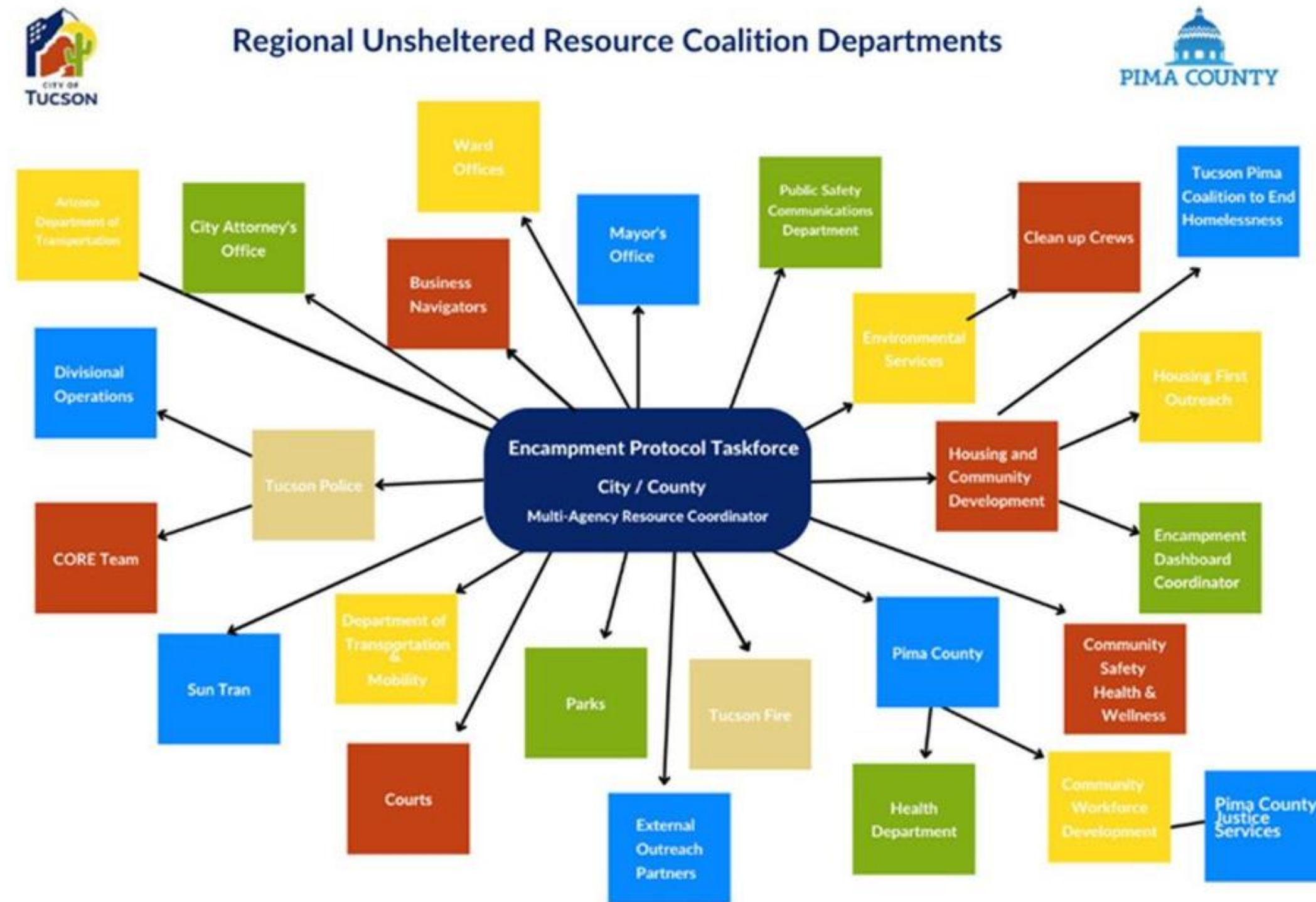
How did we get here?



# Consolidate Reports into one data source



# Establish a cross-agency, multi-sector



# Encampment Assessors





ADDRESS  
BASIC  
NEEDS

OFFER  
SHELTER  
OPTIONS

TRAUMA  
INFORMED  
CARE

# Site Harm Assessment Focus

Impact to encampment  
residents

Impact to surrounding  
community

Impact to environment



# ENCAMPMENT PROTOCOL FLOWCHART

## COT Encampment Protocol

PUBLIC PROPERTY GOVERNED BY  
THE CITY OF TUCSON

ENCAMPMENT REPORT

PARCEL OWNER CATEGORY  
PUBLIC

INITIAL EVALUATION DONE  
TIER ASSIGNMENT  
ASSIGNED

TIER 1  
CLEAN UP

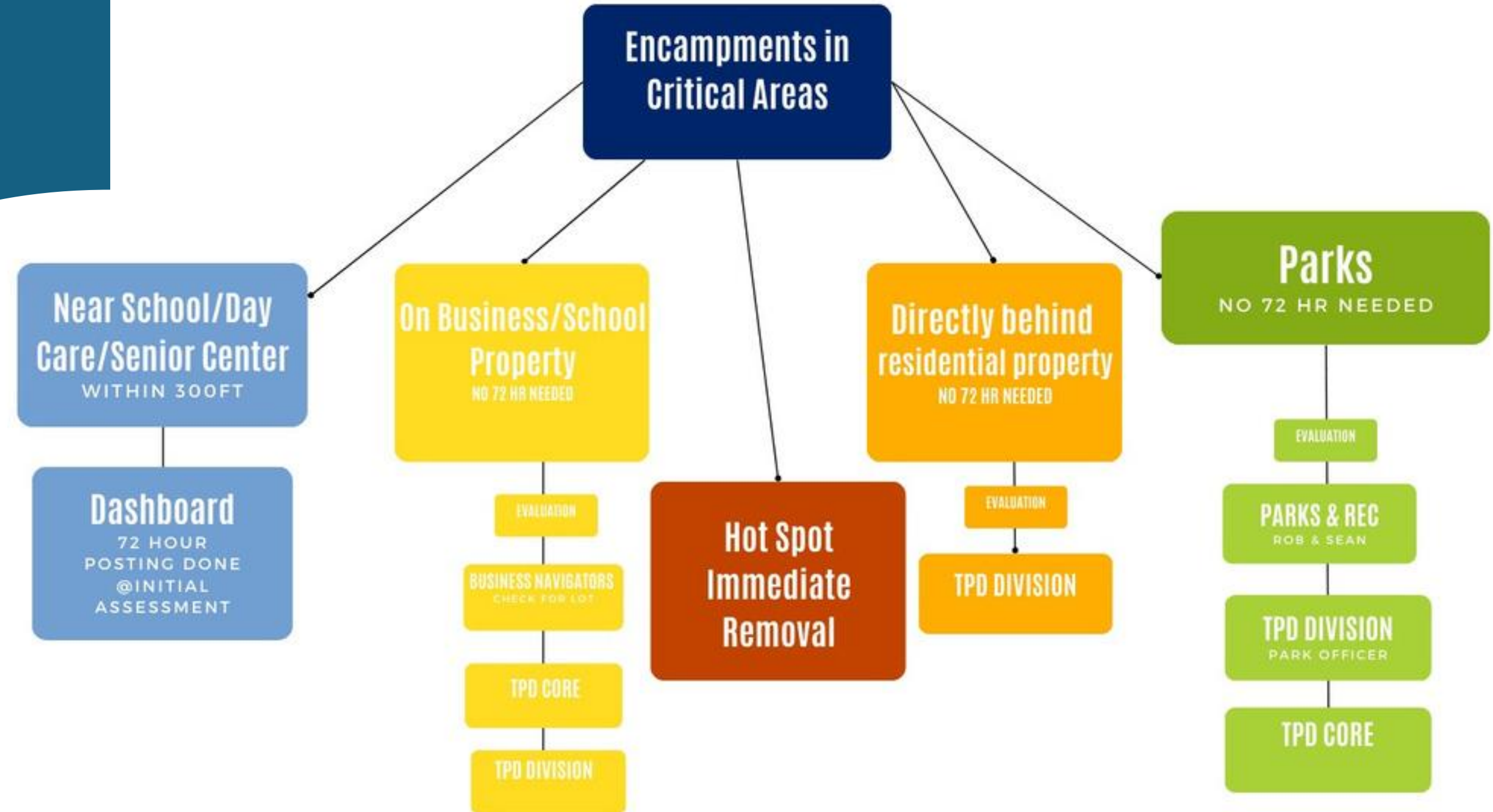
TIER 2  
MONITORING

TIER 3  
72 HR ABATEMENT

NO 72 HR  
IMMEDIATE  
REMOVAL

# COT Encampment Protocol

## ENCAMPMENT PROTOCOL FLOWCHART





# Encampment Outreach & MDOT

Outreach staff provides information and, if needed, transportation for rehabilitation centers, behavioral health facilities, day centers, food resources, and document collection. We will facilitate a re-connection if a partnering agency already works with an individual. We will provide a robust resource list containing information about resources relating to the basic needs of the unsheltered and their pets.

## Outreach Staff

- Homeless Protocol operates with three full-time staff and borrows five staff from other teams—two from ESG Street Outreach, one from CSHW, and one from Community Safety Navigation team.
- MDOT operates with one full-time staff and two partnering agencies (OPCS and El Rio) as well as volunteers



## Outreach Service

- Encampment Assessments: we provide information about available resources. We record the names and needs of those willing to engage. We continue to work with those willing to engage while they remain encamped. If the site destabilizes and bad actors are causing a negative impact on the community and environment, or the other campers are victimized, we will forcibly remove the camp.
- MDOT promotes permanent housing, financial stability, health, and well-being among persons experiencing unsheltered homelessness, particularly those with severe service needs, through skilled outreach and volunteerism.



El Pueblo Community Safety Hub

520-791-4554



El Pueblo Community Safety  
HUB195 W. Irvington, Bldg. 15





# Questions?