

Implementation Plan: Community Awareness and Collaboration

Goal: Leverage funding, services and housing to end homelessness in the region by creating innovative new partnerships and strengthening collaborative relationships.

Action Step #6: Develop collaborative press releases, community awareness events and a comprehensive Web-based information source.

Tasks (Activities needed to complete the action step.)	Person Responsible	Expected Completion Date	Suggested Partners for Resources
Task One: A working group of the CoC Planning Subcommittee to convene and coordinate existing press releases and community awareness events to be included in Action Step #11 – Developing a Community Resource Guide.	MAG Continuum of Care Planning Subcommittee Working Group	Determined by the CoC Planning Subcommittee.	Community partners, stakeholders in addressing homelessness and the community action programs. Include the Valley of the Sun United Way, MAG, and the AZ Coalition to End Homelessness.
Task Two: CoC Planning Subcommittee will define scope of activity for the working group. The working group will identify and partner with local champions to engage and address homelessness through communications and events.	MAG Continuum of Care Planning Subcommittee Working Group	Determined by the CoC Planning Subcommittee.	Community partners, stakeholders in addressing homelessness and the community action programs. Include the Valley of the Sun United Way, MAG, and the AZ Coalition to End Homelessness, Key players in the business community, media and public relations firms.

Implementation Plan: Community Awareness and Collaboration (Continued)

Goal: Leverage funding, services and housing to end homelessness in the region by creating innovative new partnerships and strengthening collaborative relationships.

Action Step #11: Develop a tri-fold community resource guide for persons who are experiencing homelessness.

Tasks (Activities needed to complete the action step.)	Person Responsible	Expected Completion Date	Suggested Partners for Resources
Task One: A working group of the CoC Planning Subcommittee would gather existing information and new ideas for developing a new resource guide or adding information to an existing resource guide.	Dick Geasland, Tumbleweed and Ben Sanders, IHELP	Not determined.	CoC Planning Subcommittee members
Task Two: Place information on Web site so other agencies can download and distribute (allow information to be searchable based on zip code).	Dick Geasland, Tumbleweed and Ben Sanders, IHELP	Not determined.	Arizona Self Help.org and the Downtown Phoenix Partnership.
Task Three: Address issues and tailor information on a regional level, i.e., East Valley, West Valley, and Central.	Dick Geasland, Tumbleweed and Ben Sanders, IHELP	Not determined.	Community partners from the east valley, west valley and central Phoenix.
Task Four: Identify a point person in the community for updating information, to target audiences, and to distribute information to people who are homeless and on the verge of homelessness.	Dick Geasland, Tumbleweed and Ben Sanders, IHELP	Not determined.	Community partners from the east valley, west valley and central Phoenix, homeless individuals, people on the verge of homelessness and community action programs.

Implementation Plan: Education, Training, and Employment

Goal: Promote information about resources that provide people who are homeless with the skills and knowledge they need to ameliorate barriers to housing.

Action Step #28: Collaborate with homeless liaisons in the public school system to provide resources for homeless youth to complete and or obtain their education.

Tasks (Activities needed to complete the action step.)	Person Responsible	Expected Completion Date	Suggested Partners for Resources
Task One: Meet with the Arizona Coalition to End Homelessness and the Department of Education about developing and providing cross-training for homeless liaisons and homeless service providers at the Coalitions' annual Conference on Homelessness.	Brad Bridwell, U.S. Veterans Initiative	May 30, 2009	Jacki Taylor, Arizona Coalition to End Homelessness, Frank Migali, AZ Department of Education
Task Two: Develop and conduct cross-training annually at the Arizona Coalition to End Homelessness conference.	Person or agency identified by the Arizona Coalition to End Homelessness	October, 2009	Vista Colina, CASS, Tumbleweed, HomeBase, UMOM, Sojourner Center, Department of Education, AZ Coalition to End Homelessness and School Liaisons.

Implementation Plan: Education, Training, and Employment (Continued)

Goal: Promote information about resources that provide people who are homeless with the skills and knowledge they need to ameliorate barriers to housing.

Action Step #29: Offer financial management classes to case managers.

Tasks (Activities needed to complete the action step.)	Person Responsible	Expected Completion Date	Suggested Partners for Resources
Task One: Meet with suggested partners to develop a train-the-trainer session on financial management for case managers.	Continuum of Care Planning Subcommittee	December 31, 2009	Arizona Saves, financial institutions, ASU, SW Center Community Development of Civil Rights, Arizona Coalition to End Homelessness
Task One: Conduct bi-annual train-the-trainer sessions on financial management classes for case managers.	Continuum of Care Planning Subcommittee	December 31, 2009	Arizona Saves, financial institutions, ASU, SW Center Community Development of Civil Rights, Arizona Coalition to End Homelessness

Implementation Plan: Education, Training, and Employment (Continued)

Goal: Promote information about resources that provide people who are homeless with the skills and knowledge they need to ameliorate barriers to housing.

Action Step #30: Develop a Web-based resource page about employment and training opportunities.

Tasks (Activities needed to complete the action step.)	Person Responsible	Expected Completion Date	Suggested Partners for Resources
Task One: Meet with community partners such as Community Information and Referral, and the Arizona Coalition to End Homelessness about developing a Web-based resource page on employment and training opportunities in the region.	Brad Bridwell, U.S. Veterans Initiative	May 11, 2009	Community Information and Referral and the Arizona Coalition to End Homelessness
Task Two: Research employment and training opportunities and list resources on the Web-based resource page.	Brad Bridwell, U.S. Veterans Initiative	Not determined.	Community Exchange, Phoenix Workforce, Library, DES, Fresh Start, Schools, HomeBase Youth Services, Friendly House, U.S. Vets, Chicanos Por La Causa, AWEE, Goodwill, Community Information and Referral
Task Two: Determine ways to optimize technology by using <i>You Tube, Face Book, My Space</i> and text messaging as advertising for local employment and training opportunities.	Brad Bridwell, U.S. Veterans Initiative	Not determined.	<i>You Tube, Face Book, My Space</i>

Implementation Plan: Housing

Goal: Increase the number, availability, and coordination of permanent supportive housing, affordable housing and services to individuals and families who are experiencing homelessness.

Action Step #22: Stabilize funding for existing shelter beds.

Tasks (Activities needed to complete the action step.)	Person Responsible	Expected Completion Date	Suggested Partners for Resources
<p>Task One: Identify funding sources for shelter beds and analyze their risk of being reduced or eliminated. Sources of funding include three categories: government, community or private, and faith-based.</p>	<p>Amy Schwabenlender, Valley of the Sun United Way and Theresa James, City of Tempe</p>	<p>June 15, 2009</p>	<p>Maricopa Association of Governments (MAG), Arizona Department of Economic Security and Arizona Department of Housing will be contacted for any lists of funding sources they may already have.</p> <p>The MAG Planning Subcommittee will help review the list and provide a risk assessment.</p>
<p>Task Two: Advocate for maintaining regional support for shelter beds with strategies and activities appropriate to each funding source.</p> <p>1. Government</p> <p style="padding-left: 20px;">a) Identify talking points to be used.</p> <p style="padding-left: 20px;">b) Identify community leaders to meet with the legislature.</p> <p style="padding-left: 20px;">c) Engage the media to raise awareness through mainstream venues.</p> <p>2. Community/private</p> <p style="padding-left: 20px;">a) Engage the media to raise awareness through mainstream</p>	<p>1. Ted Williams, Arizona Behavioral Health Corporation and Darlene Newsom, UMOM New Day Centers</p> <p>2. Don Keuth, Phoenix Community Alliance and Nick Margiotta, Phoenix Police Department</p>	<p>June 15, 2009</p>	<p>1. Arizona Coalition to End Homelessness, Arizona Community Action Association</p> <p>2. Councilmember Michael Johnson, City of Phoenix</p> <p>3. Ben Sanders, I-HELP Betty Lynch, Mitzila Hogans, City of Phoenix, Valley Interfaith</p>

<p>venues.</p> <p>b) Identify empty seats and recruit private sector representatives to serve on the Continuum of Care and to support related activities.</p> <p>3. Faith-Based</p> <p>a) Encourage in-kind contributions by increasing integration of faith-based efforts with provider activities.</p> <p>b) Create a unified message among different faith-based organizations.</p> <p>c) Enlist faith-based representatives to serve as advocates to champion support for shelters.</p>	<p>3. Amy Schwabenlender, Valley of the Sun United Way and Darlene Newsom, UMOM New Day Centers</p>		
<p>Task Three: Secure funding to replace lost government funding from the following sources:</p> <ul style="list-style-type: none"> o Emergency Food and Shelter Program o Private businesses 	<p>Jacki Taylor, Arizona Coalition to End Homelessness</p>	<p>July 2009</p>	<p>Emergency Food and Shelter Program board, Johnny Casas, Carrie Mascaro</p>
<p>Task Four: Develop a collective campaign with a public relations firm that reports on the impact of funding.</p>	<p>Amy Schwabenlender, Valley of the Sun United Way</p>	<p>May 18, 2009</p>	<p>Media, shelter providers, Arizona Coalition to End Homelessness, Continuum of Care, ACAA</p>
<p>Task Five: Strengthen shelter providers by creating a shelter provider network that will share best practices with established and new partners. Examples of best practices may include:</p> <ul style="list-style-type: none"> o Identifying the districts in which board members live so they may advocate with their elected officials o Demonstrate cost savings through collaborations 	<p>Jacki Taylor, Arizona Coalition to End Homelessness</p>	<p>July 2009</p>	<p>Shelter providers, Continuum of Care</p>

Implementation Plan: Housing (Continued)

Goal: Increase the number, availability, and coordination of permanent supportive housing, affordable housing and services to individuals and families who are experiencing homelessness.

Action Step #24: Create a local permanent supportive housing toolkit to be distributed to local service providers wanting to create additional permanent supportive housing units in the community.

Tasks (Activities needed to complete the action step.)	Person Responsible	Expected Completion Date	Suggested Partners for Resources
<p>Task One: Identify components of a local permanent supportive housing toolkit by completing framework, including timelines, contributors, and assignments. Components may include:</p> <ul style="list-style-type: none"> • Financing options • Program policies/laws/zoning • Operations and maintenance/property management guidelines • Best practices examples/resources (local and national from Corporation for Supportive Housing and the National Alliance to End Homelessness) • Grant writing examples • Importance of collaboration/partnerships and examples of strong collaborations • Supportive services recommendations • Evaluation/Outcome measures • Common pitfalls • Working with neighborhoods • Location/near services, amenities, employment and 	<p>Brenda Robbins, Arizona Department of Health Services, Stephanie Knox, Magellan, Elizabeth Morales, Arizona Behavioral Health Corporation, and Nicky Stevens, Arizona Behavioral Health Corporation</p>	<p>September 30, 2009</p>	<p>HUD, LCSA, Homeward Bound, Step by Step, Rainbow Housing, Faith communities, Rural development, Department of Health, Magellan, Indian communities, Native American Connections, AHI, St. Vincent de Paul, DHS, CLS, Maricopa County, IDAs, Continuum of Care, ABC, and ACEH</p>

<ul style="list-style-type: none"> shopping • Homeless Management Information System (HMIS), what it is and information sharing • Staffing needs • Housing quality standards 			
<p>Task Two: Identify a working group to develop the toolkit. Members may include:</p> <ul style="list-style-type: none"> • Brenda Robbins, Arizona Department of Health Services • Karia Batista, Arizona Department of Housing • Mike Bell, St. Vincent de Paul • Elizabeth Morales, Arizona Behavioral Health Corporation • Nicky Stevens, Arizona Behavioral Health Corporation • Marlena Pena, The Salvation Army • Ken Einbinder, U.S. Department of Housing and Urban Development • Tana Nicholas Habitat for Humanity • Brian Olivas, Healthcare for the Homeless • Charlene Flaherty, Corporation for Supportive Housing • Robert Duvall, Community Information and Referral 	<p>Brenda Robbins, ADHS, Stephanie Knox, Magellan, Elizabeth Morales, ABC, and Nicky Stevens, ABC</p>	<p>May 15, 2009</p>	<p>Brenda Robbins, Arizona Department of Health Services, Karia Batista, Arizona Department of Housing, Mike Bell, St. Vincent de Paul, Elizabeth Morales, Arizona Behavioral Health Corporation, Nicky Stevens, Arizona Behavioral Health Corporation, Marlena Pena, The Salvation Army, Ken Einbinder, U.S. Department of Housing and Urban Development, Tana Nicholas Habitat for Humanity, Brian Olivas, Healthcare for the Homeless, Charlene Flaherty, Corporation for Supportive Housing, Robert Duvall, Community Information and Referral</p>
<p>Task Three: Identify funding sources and agencies (local, national) by completing an outline and description of how to apply for various sources and eligibility.</p>	<p>Elizabeth Morales, Arizona Behavioral Health Corporation, and Nicky Stevens, Arizona Behavioral Health Corporation</p>	<p>Outline: September 30, 2009 Description: December 31, 2009</p>	<p>Arizona Behavioral Health Corporation Marlena Pena, The Salvation Army</p>
<p>Task Four: Describe purposed need for PSH, research background of PSH, and demonstrate “what works” and the benefits.</p>	<p>Mike Bell, St. Vincent de Paul Brenda Robbins, Arizona Department of Health Services</p>	<p>December 31, 2009</p>	<p>St. Vincent de Paul</p>

Task Five: Determine process for distribution of Toolkit. This will include how the Toolkit will be distributed and to whom	Stefanie Garcia	September 30, 2009	City of Chandler
Task Six: Distribute the Toolkit and determine the process for updating the Toolkit	Elizabeth Morales & Nicky Stevens, Arizona Behavioral Health Corporation	Annually	

Implementation Plan: Services

Goal: Increase the number, availability, and coordination of permanent supportive housing, affordable housing and services to individuals and families who are experiencing homelessness.

Action Step #25: Establish a Benefits Advocate position that will assist chronically homeless persons who are eligible for benefits to apply for and receive SSI/SSDI benefits.

Tasks (Activities needed to complete the action step.)	Person Responsible	Expected Completion Date	Suggested Partners for Resources
Task One: Conduct a quarterly train-the-trainer sessions on navigating the SSI/SSDI benefits process.	Brande Mead, MAG	Quarterly	Social Security Administration, AZ Department of Economic Security, MAG Continuum of Care Regional Committee on Homelessness, Advocates for the Disabled, Arizona Coalition to End Homelessness, homeless service providers
Task Four: Establish an internet-based information site to provide resources for the region. Conduct brown-bag training to inform the community about the resource.	Community Information and Referral	Not determined.	Community Information and Referral, Social Security Administration, AZ Department of Economic Security, Central Arizona Shelter Services, MAG Continuum of Care Regional Committee on Homelessness.

Implementation Plan: Services (Continued)

Goal: Increase the number, availability, and coordination of permanent supportive housing, affordable housing and services to individuals and families who are experiencing homelessness.

Action Step #26: Create five new regional interdisciplinary outreach teams.

Tasks (Activities needed to complete the action step.)	Person Responsible	Expected Completion Date	Suggested Partners for Resources
Task One: Research Stimulus funding to see if it can be used to create new regional interdisciplinary outreach teams.	Theresa James, CoC Planning Subcommittee	June 15, 2009	HPRP Grantees, Ben Zachariah, David Bridge, Joe Razo, St. Vincent de Paul
Task Two: Through the CoC Planning Subcommittee, reconvene the Homeless Outreach Working Group to plan for increased community outreach.	Theresa James, CoC Planning Subcommittee and the Outreach Team Working Group	To be determined by the CoC Planning Subcommittee.	Central Arizona Shelter Services, Valley of the Sun United Way, Magellan, Community Bridges, Tumbleweed, Food Banks, Open Table, HomeBase Youth Services, existing homeless outreach teams, St. Vincent de Paul , Phoenix Police Department, CoC Planning Subcommittee
Task Three: Contact the ASU School of Social Work and Phoenix Police Department to see if they would be interested in partnering to create new outreach teams.	Homeless Outreach Working Group	Not determined.	ASU School of Social Work, Phoenix Police Department, Valley of the Sun United Way, Existing Homeless Outreach teams

Implementation Plan: Services (Continued)

Goal: Increase the number, availability, and coordination of permanent supportive housing, affordable housing and services to individuals and families who are experiencing homelessness.

Action Step #27: Create follow-up and support services teams (ratio of 1 case manager to 20 families or individuals) to provide services to those in permanent supportive housing programs.

Tasks (Activities needed to complete the action step.)	Person Responsible	Expected Completion Date	Suggested Partners for Resources
Task One: Research Stimulus funding to see if it can be used to create support teams or supportive services to those in permanent supportive housing programs.	Theresa James, CoC Planning Subcommittee	June 15, 2009	HPRP Grantees, Ben Zachariah, Community Bridges, David Bridge, Central Arizona Shelter Services, Joe Razo, St. Vincent de Paul
Task One: CoC Planning Subcommittee to develop strategies for expanding homeless outreach to continue once people are placed in permanent supportive housing. This would be a continuation of action step # 26.	Theresa James, CoC Planning Subcommittee and the Outreach Team Working Group	To be determined by the Working Group.	Central Arizona Shelter Services, Valley of the Sun United Way, Magellan, Community Bridges, Tumbleweed, Food Banks, Open Table, HomeBase Youth Services, existing homeless outreach teams, St. Vincent de Paul , cities and towns in Maricopa County, Phoenix Police Department, CoC Planning Subcommittee

Implementation Plan: Prevention

Goal: Coordinate an effective information network to prevent people from becoming homeless.

Action Step #13: Develop recommendations for local prevention strategies based on an assessment of best practices.

Tasks (Activities needed to complete the action step.)	Person Responsible	Expected Completion Date	Suggested Partners for Resources
Task One: Identify a partner agency to conduct an assessment of best practices in the region.	Jacki Taylor, Arizona Coalition to End Homelessness and Brande Mead, Maricopa Association of Governments	August 2009	Arizona Coalition to End Homelessness, MAG, Arizona State University
Task Two: Develop or identify a tool to be used for the assessment and conduct research of successful prevention strategies.	Person/agency identified to do research (ASU Intern)	September-December 2009	Arizona State University
Task Three: Develop recommendations based on assessment and research of best practices.	Jacki Taylor, Arizona Coalition to End Homelessness and Brande Mead, Maricopa Association of Governments	Not determined.	Will be determined through the assessment process.

Implementation Plan: Prevention (Continued)

Goal: Coordinate an effective information network to prevent people from becoming homeless.

Action Step #14: Develop a resource sheet that offers information about eviction prevention resources within the community and provide the sheet to property managers along with eviction notices.

Tasks (Activities needed to complete the action step.)	Person Responsible	Expected Completion Date	Suggested Partners for Resources
Task One: Identify eviction prevention resources that already exist in the region, i.e., the People’s Information Guide and Community Information and Referral.	Marge Leyvas, Maricopa County and Prevention Task Force (members from the Implementation Summit Prevention Focus Group)	Not determined.	Arizona Community Action Association and Community Information and Referral.
Task Two: Develop resource listing of eviction prevention resources in the community to be added to the People’s Information Guide.	Marge Leyvas, Maricopa County and Prevention Task Force (members from the Implementation Summit Prevention Focus Group)	Not determined.	Arizona Community Action Association and Community Information and Referral.
Task Three: Distribute resource listing of eviction prevention resources: <ol style="list-style-type: none"> 1. Seek funding for distribution of resources. 2. Develop a distribution list and process for distributing. 3. Distribute the list of resources. 	Marge Leyvas, Maricopa County, Prevention Task Force	Not determined.	Arizona Community Action Association

Implementation Plan: Prevention (Continued)

Goal: Coordinate an effective information network to prevent people from becoming homeless.

Action Step #15: Hold housing stability and financial management trainings.

Tasks (Activities needed to complete the action step.)	Person Responsible	Expected Completion Date	Suggested Partners for Resources
Task One: Identify providers that offer housing stability and financial management resources and training.	Marge Leyvas, Maricopa County, Prevention Task Force	July 31, 2009	Arizona Department of Housing, U.S. Department of Housing and Urban Development, Central Arizona Shelter Services, School Districts, Community Legal Services, Arizona Community Action Association
Task Two: Develop a resource list of housing stability programs and financial management resources and training opportunities to be added to the People’s Information Guide.	Marge Leyvas, Maricopa County, Prevention Task Force	September 1, 2009	Will be determined in task one.
Task Three: Distribute resource listing of housing stability programs and financial management trainings: <ul style="list-style-type: none"> • Seek funding for distribution of resources. • Develop a distribution list and process for distributing. • Distribute the list of resources. 	Marge Leyvas, Maricopa County, Prevention Task Force	Not determined.	Arizona Community Action Association

Implementation Plan: Prevention (Continued)

Goal: Coordinate an effective information network to prevent people from becoming homeless.

Action Step #16: Develop an interagency and community discharge planning model to eliminate the number of people being released from prisons and jails to homelessness.

Tasks (Activities needed to complete the action step.)	Person Responsible	Expected Completion Date	Suggested Partners for Resources
Task One: Make contact with the Arizona Interagency and Community Council on Homelessness lead to find out the status of their discharge planning work. Determine next steps based on the status of the work of the Interagency and Community Council on Homelessness.	Jacki Taylor, Arizona Coalition to End Homelessness	June 2009	Mattie Lord, Arizona Department of Economic Security and Arizona Interagency and Community Council on Homelessness lead

