

2016 CONFERENCE SESSION SCHEDULE

DAY ONE: WEDNESDAY, SEPTEMBER 21ST

BREAKOUT SESSION #1 – WEDNESDAY, SEPTEMBER 21ST – 10:30 AM to 12:00 PM

Direct-Service
Arizona Room (85)

Crisis Services, Recovery & Peer Involvement
Dr. Karen Chaney (RI International)

Recovery Response Centers are a new generation of crisis programs that reduce hospitalizations, emergency room visits, as well as jail time for our seriously mentally ill, while improving treatment and care for those who come in with acute issues. In addition, the training and employment of Peers for the Crisis programs assists in feelings of connectedness and demonstrates for those individuals admitted to the RRC's that recovery is possible. Peer coaches also work with individuals after discharge to reintegrate into the community and get additional services needed. Data shows that Peer coaches decrease recidivism and hospital ED visits.

Direct-Service
Boulder Room (85)

When Stories Shared Require Care: Utilizing Mental Health First Aid to Support Permanent Housing
Beth Malterud & Shelby Graves (Crisis Response Network)

Sharing stories can be an emotional, traumatic, or healing experience; often the experience depends on the role of the listener. This session will aid providers and administrators in equipping their teams with the tools to assist and support individuals who have experienced or are experiencing homelessness. This session will provide participants with an introduction to Mental Health First Aid, which is the help offered to a person developing a mental health problem or experiencing a mental health crisis. The first aid is given until appropriate treatment and supports are received or until the crisis resolves. MHFA was developed for community members to recognize signs and symptoms of mental health problems and support an individual in crisis. Participants will learn the five-step action plan of how to assist an individual in crisis and get a glimpse of the eight-hour certification course. Participants will engage in activities aimed to reduce stigma around mental illness and work together to provide support to individuals in presented scenarios. MHFA is included in SAMHSA's National Registry of Evidence-based Programs and Practices. MHFA is a wonderful option for housing providers to learn foundational skills to assist someone in a mental health crisis. Early intervention can eliminate the need for inpatient stabilization and increase chances of success in permanent housing.

Management
Coyote Room (45)

Funders & Providers – Essential Collaboration
Director Bruce Liggett (Maricopa County Human Services Department)

The presenter, drawing on 40 years' experience in direct service, public administration, advocacy, and now a member of the Homeless Funders Collaborative, will discuss the inherent differences in roles and perspectives of funders and service providers that can create tension and innovation. The factors that strengthen these relationships and lead to successful collaborations will be reviewed and guiding "Partnership Principles" will be presented. The session will include an informal discussion with designated provider responders and other workshop participants. The challenges involving ending homelessness require systems solutions. No one individual, organization, or agency can do it alone. Partnerships are essential for success and success is dependent on implementation. A great vision, ambitious goals, and innovative strategies must be converted to specific actions, agreements, and

contracts. In addition to meeting legal requirements, the nature of the relationship between the parties often determines success.

**Connection to Benefits
Desert Sky (45)**

YES! All AHCCCS Members Are Eligible for Medicaid-Covered Support Services

Joann Hatton & Adam Robson (AHCCCS)

All AHCCCS eligible adults that are not determined SMI (often referred to as GMH/SA) can receive Medicaid covered support services. What services are available? Who can bill? Our goal is to help end the rumors and old beliefs that non-SMI persons cannot receive services and to ensure that providers are billing medicaid for available services rather than using their Housing funds for that purpose. This helps free up more funds for actual housing rather than paying for services needed to help keep them housed.

**Statewide Work
Echo Room (55)**

Arizona's CoCs Working to End Homelessness

Pam Moseley (Pima County), Karia Basta (ADOH), and Anne Scott (MAG)

How are communities addressing homelessness statewide through the work of the Continuums of Care? Learn what the data says and how each community coordinates and collaborates while striving to reach federal benchmarks and HUD system performance measures. This session tells the story of ending homelessness across Arizona through data.

**Social Justice
Flagstone Room (45)**

People Experiencing Homelessness Deserve Social Justice, Too!

Warren Stewart Jr. & Channel Powe (Arizona Black Lives Matter) and Michael Soto (AZCAA)

This panel discussion will include experts on many social justice issues including racial, gender, and economic equity. The panel will discuss why people experiencing homelessness need access to social justice organizations and solutions for the real life obstacles they are facing. Social services are focused on meeting urgent needs for people experiencing great obstacles. While this work is vital, it's always easy to leave out consideration for greater access to services and social justice for marginalized people. This panel will make the case that access to social justice is critical to social services, for both providers and clients.

**Youth & Families
Gold Dust Room (45)**

Creating a Forever Network

Robert Luft & Adi Shakti Khalsa (Tumbleweed)

The Forever Network model identifies relatives and supportive adults, estranged from or unknown to the homeless young adult. Keeping safety at the forefront and using a client-driven process, families, friends, and acquaintances are empowered to formulate realistic and sustainable plans to meet the long-term needs of the young adult. Upon completion of the process, young adults have a range of commitments from adults who are able to provide permanent, sustainable relationships and support through their transition to adulthood.

This session will educate the participants on how Kevin Campbell's international model of Family Finding has been adapted to work with homeless young adults. The storytelling will explain the journey that staff and young adult, from three agencies, undertook to adapt this model of engagement highlighting how this innovative model empowers homeless youth and young adults to create a supportive network of caring adults to help resolve their homelessness.

**Rural & Frontier AZ
Horseshoe Room (45)**

Juniper House Re-Entry Housing in Northern Arizona

Camie Rasband & Lauren Randel (Catholic Charities)

Juniper House is a re-entry house in Flagstaff Arizona, specifically housing women exiting the Coconino County Jail Exodus program. This is collaboration with the Jail, and the community to decrease recidivism as well as provide a safe stable home for the women. The house allows 8 unrelated women to live independently based on a model of empowerment to create their own fresh start. Women have the opportunity to complete the Exodus program, which is the 90 day substance abuse program, and then exit the jail with this positive momentum to create a safe and stable life for themselves. They have

the freedom to find a job and work the hours assigned, and pay \$325.00 a month for rent and utilities. There is not any recovery requirements placed on them, they participate in the services they choose. Catholic Charities works closely with Adult Probation Services as well as the DUI Drug Court Team to provide wrap around services and support for the women. The goal of Juniper House is to provide safe housing with enough support to allow the women to create a new story of stability after incarceration.

Management
Joshua Tree Room (45)

Permanent Supportive Housing from a Development Perspective
Brian Swanton (Gorman & Company)

STORYTELLING!
Library Room (45)

VIDEO STORYTELLING BOOTH

Homeless School Liaisons
Sonoran Ballroom (160)

Day in the Life of....Roles & Responsibilities of Liaisons
Jessica Mickish (Yuma Union HS District), Sean Schubert (Peoria Unified School District), Alexis Torrence (Phoenix Union HS District), and Dorothy Watkins (Washington Elementary School District)

BREAKOUT SESSION #2 – WEDNESDAY, SEPTEMBER 22nd – 1:45 PM to 3:15 PM

Direct-Service
Arizona Room (85)

Verbal De-Escalation & Effective Communication
Denise Beagley (ASU-CABHP)

Verbal De-Escalation and Effective Communication is a type of communication intervention. It can be used for people who may be at risk for aggressive or emotional behaviors. By using a calm language, along with other communication techniques, to diffuse, re-direct, or de-escalate a conflict situation. It is important for the helper to have good communication skills and strong sense of self-awareness to manage any personal provocation, emotional challenges and professional deprecation that often accompany such emotional charged encounters. Verbal De-Escalation and Effective Communication can help minimizing the use of force against individuals who are homeless. Treating people with respect and allowing the person to be understood and listened to when their emotions are at a heightened level. It boils down to good customer service by a skilled communicator.

Direct-Service
Boulder Room (85)

Beyond CIT: Collaborative Strategies for Improving Crisis Care & Public Safety
Margie Balfour (Connections AZ), Jason Winsky (Tucson PD), and Polly Knape (Cenpatico Integrated Care)

Effective collaboration between law enforcement and crisis systems can result in better treatment for persons with mental illness and positive impacts on public safety. For example, increasing awareness of the prevalence of mental illness in officer-involved shootings has led to the adoption of programs such as Crisis Intervention Training to provide officers with the skills to deescalate people in crisis, and increased focus on the overrepresentation of persons with mental illness in the criminal justice system has led to the development of crisis programs that receive referrals from law enforcement as an alternative to jail. This presentation describes strategies for preventing or mitigating criminal justice involvement for people with mental illness, many of whom are homeless. Success stories related to homeless individuals will be shared.

Management
Coyote Room (45)

Advocacy: Where Stories Matter Most
Joan Serviss (AZCEH), Kellie MacDonald-Evoy and Alona Del Rosario (ACESDV), Zaida Dedolph and Sam Richard (PAFCO)

The most effective way to advocate for yourself, your organization or your community is to translate facts into stories. Come learn how you can become an active participant in the electoral process - and why participation matters for your clients and stakeholders. Ending homelessness requires the active participation of a broad and diverse set of voices that together cast a singular vision of the future. Storytelling is an essential part of the human experience, and storytelling is an essential part of the advocacy experience. Arizona's policymakers at every level of government depend on community input before moving forward on any given policy or funding request. As a community of stakeholders that

cares deeply about ending homelessness, leveraging the power of story to clearly define our vision of a future where everyone has stable housing and a chance at the American Dream is an indispensable part of a robust advocacy portfolio.

**Connection to Benefits
Desert Sky (45)**

Accessing Arizona's Mainstream Benefits

Rosalva Zimmerman, Barbara Diese, and Barbara Ruddy (Arizona Department of Economic Security)

**Statewide Work
Echo Room (55)**

It Takes a Village

Jessica Flowers & Ruth Sager (Free Arts of Arizona)

Using power point and interactive brainstorming, this workshop will present best practices in community partnership and allow participants to begin to brainstorm partnership possibilities in their own area and create a plan for engagement and implementation.

OBJECTIVES:

1. Workshop attendees will see concrete and creative examples of effective community partnership.
2. Attendees will learn how to effectively choose partners, create and uphold partnership expectations, evolve partnerships and thank partners.
3. Attendees will begin to develop a plan for engaging potential community partners in their area.

We can only change the story of homelessness when we collaborate to meet the needs of every individual. This session addresses the need for collaboration and encourages participants explore unique collaborations with other community organizations and service providers.

**Social Justice
Flagstone Room (45)**

Ban the Box: Barriers to Housing & Employment

Ellen Sue Katz (William E. Morrison Institute for Justice)

People of color and the formerly incarcerated continue to be disproportionately affected by discrimination in rental housing and employment hiring practices. Removing barriers, such as "ban the box" campaigns, are gaining traction around the country. Come hear from a local advocate about "ban the box" initiatives across the state and steps employers can take to ensure fair housing and hiring. One in four adults in the U.S. has a conviction history. That's a significant number of individuals whose stories may be negatively affected by discriminatory practices in housing and employment. Impact stories have changed with the adoption locally of ban the box efforts, especially in Tucson. Additionally, President Obama's executive action to direct federal agencies to ban-the-box, the President also announced HUD's 'arrest guidance' for public housing authorities regarding the analysis of arrests in determining who can live in in HUD-assisted properties.

**Youth & Families
Gold Dust Room (45)**

The Rainbow Connection: How to Support & Serve Transgender Individuals in Homeless Provider Settings

Stacey Jay Cavaliere, Eva Siler, Sarah Kent, David Garrett, and Robbie Fields (one•n•ten)

This training identifies policies, gaps in services, and systemic barriers facing the Transgender and Gender Nonconforming community in homeless service provider settings. Participants will examine and brainstorm ways to more effectively serve, support, and celebrate Trans individuals in general service settings in interactive, tangible, and unique ways. The workshop will also focus on efforts to challenge transphobia and to foster environments that are inclusive of gender identity and gender expression, and the intersections within those identities. People who identify as trans or gender nonconforming often experience barriers to accessing necessary services due to discrimination or harassment based on their gender identity and gender expression. This workshop explores the experiences and challenges faced by trans people and promotes practices within organizations and individuals to develop approaches to fostering a trans inclusive environment.

**Rural & Frontier AZ
Horseshoe Room (45)**

Balance of State Continuum of Care meeting

Karia Basta (Arizona Department of Housing) and the BOSCO Board

Management

Positively Impacting Homelessness through Inter-Agency Collaboration

Joshua Tree Room (45) *Stephen Baines (SBH), Nathan Smith (PRM), Jeff Howell (Phoenix PD), David Moffit (Phoenix FD), Riann Balch and Roberto Frietz (City of Phx), and Jessica Breedlove (City Prosecutor's Ofc)*

This session will expound on the ways in which homelessness affects the entire community. Instead of solutions that focus on one part of the problem while ignoring others, the Phoenix Task Force on Ending Homelessness combines the efforts of many agencies to deal with all parts of the homeless problem simultaneously. The goal of this effort is to assist homeless people in permanently transitioning out of homelessness, reduce the economic impact of homelessness, reduce crime, and make neighborhoods cleaner. The presentation will have two main focal points: Demonstrating the broad scope of the homeless problem & Explaining how several agencies in Phoenix are collaborating around this problem. The first half of the discussion will be a PowerPoint presentation on the broad scope of homelessness and the agencies that are collaborating to solve the problem in creative ways. The second half of the presentation will be a panel discussion featuring a representative from 7 different agencies.

STORYTELLING!
Library Room (45)

VIDEO STORYTELLING BOOTH

Homeless School Liaisons McKinney Vento 101
Sonoran Ballroom (160) *Barbara Duffield (National Association for the Education of Homeless Children & Youth)*

BREAKOUT SESSION #3 – WEDNESDAY, SEPTEMBER 22nd – 3:30 PM to 5:00 PM

Direct-Service
Arizona Room (85)

Eviction Prevention for Persons with Serious Mental Illness
Stan Silas and Anna Maria Gulotta (Community Legal Services of Arizona)

This workshop will focus on ending homelessness by preventing evictions of the seriously mentally ill. CLS has developed a program to assist community members in preventing eviction of the seriously mentally ill. Each story of homelessness differs but for many members it includes some treatment for mental illness. The mentally ill are one of the most vulnerable populations in our society and this program seeks to prevent evictions in order to provide this community with long term solutions.

Direct-Service
Boulder Room (85)

Recovery Support Technologies: Pioneering New Models of Substance Abuse Recovery Services
Dr. Jana Spalding (ASU-CABHP)

Recovery Supports Technologies: Are you disheartened by the fact that 85% of people in residential substance use disorder treatment relapse within one year, 80% in just 90 days?* Do you wish there was a better way of helping bridge the transition from treatment to recovery support in the community? In this training participants will become familiar with technologies used to access recovery support and will learn how to use this knowledge to assist individuals and programs to develop a robust toolbox for supporting and maintaining recovery. This training provides a comprehensive review of current technologies, with demonstration and activities so that you can immediately use them with your clients. Recovery Supports Technologies was developed by the National Frontier and Rural Addictions Technology Transfer Center, University of Nevada, Reno. The Center for Applied Behavioral Health Policy is the Arizona representative of the Southwest Addictions Technology Transfer Center.

Management
Coyote Room (45)

Advocacy: Policy Listening
Joan Serviss (AZCEH), Kellie MacDonald-Evoy and Alona Del Rosario (ACESDV), Zaida Dedolph and Sam Richard (PAFCO), and Bahney Dedolph (AZ Council of Human Service Providers)

Connection to Benefits
Desert Sky (45)

Medical Respite for the Homeless
Donna Zazworsky (Catholic Charities)

**Statewide Work
Echo Room (55)**

Better Bucks: A Compassionate Response to Panhandling

Sandi Flores (Catholic Charities), Vicki Burton (Shadow's Fdn) & Paul Lasiewicki (Flagstaff PD)

In an attempt to discourage panhandling by individuals who use the cash they receive from donors to feed substance abuse problems while at the same time remaining compassionate to those with legitimate needs, participating businesses have joined together the Flagstaff Police Department and the Shadows Foundation to develop a system that allows donors to buy vouchers for non-alcoholic and non-tobacco related goods at participating businesses. Vouchers allow donors to express their compassion free from concerns that their charity will be used by panhandlers to engage in self-destruction, and vouchers benefit participating retailers by providing increased business. Panhandling is a concern in many of our communities and just one of those related to the issue of homelessness. The data shown by Better Bucks demonstrates the real need for a more compassionate solution to help those in need while mobilizing a community against criminalizing homelessness.

**Social Justice
Flagstone Room (45)**

Building Wealth for Everyone

Michael Soto (Arizona Community Action Association)

Wealth and income inequality are serious problems facing our state and nation. This workshop focuses on the historic and systemic causes of wealth and income equality, discussion of the long-term societal problems that these inequalities create, and strategies for developing and using wealth accelerators for low-income and other vulnerable communities to end poverty. We cannot end poverty by replicating and reinforcing the injustices of our society that cause poverty. Wealth is a tool that can be used to liberate or oppress. Before we can understand how to use this tool to end poverty, we must understand how it has been and is used to oppress. After we develop this understanding we can develop strategies that use wealth for liberation, with the ultimate goal being access for all people to the promises of United States – government by the people and inter-generational economic opportunity.

This workshop relies on stories and experience to develop the audiences understanding of poverty and wealth. We use historical stories, present day stories, and stories of audience members to teach about these concepts. The workshop also includes a brief poverty/wealth simulation that is vital to the audience's ability to reflect on their own life experiences with poverty and wealth.

**Youth & Families
Gold Dust Room (45)**

Fostering Advocates Arizona

Meghan Arrigo and Andrea Kappas (Children's Action Alliance)

Fostering Advocates Arizona is a Jim Casey Youth Opportunities Initiative site, and specializes in youth engagement, advocacy, prevention, and youth-adult partnerships. With community support, we provide information and resources to aid youth who have experienced foster care and their families in building and maintaining permanency, stability, health, and opportunity. Our goal is for all youth to become thriving, healthy, educated, and independent adults. We will provide insight into the "Reasonable and Prudent Parent Standard" and what it means for foster parents to make careful and sensible parental decisions while supporting normal adolescent experiences for youth. Activities and discussions will provoke greater understanding into best practices for fostering deep connections between youth and their caring allies.

Our presentation will explore the need of permanency and placement (including housing) stability for youth in foster care from the experts themselves, young adults who have lived foster care.

**Rural & Frontier AZ
Horseshoe Room (45)**

Balance of State Continuum of Care meeting

Karia Basta (Arizona Department of Housing) and the BOSCO Board

**Management
Joshua Tree Room (45)**

Questions & Answers About Arizona's State Budget

Karen McLaughlin (Children's Action Alliance)

**STORYTELLING!
Library Room (45)**

VIDEO STORYTELLING BOOTH

2016 CONFERENCE SESSION SCHEDULE

DAY TWO: THURSDAY, SEPTEMBER 22nd

BREAKOUT SESSION #4 – THURSDAY, SEPTEMBER 22nd – 9:00 AM to 10:30 AM

Direct-Service
Boulder Room (85) **Storytelling As Advocacy**
Michael Soto (Arizona Community Action Association)

Stories tell us who we are, where we have come from, and what's possible for us to achieve. As children stories, from fairy tales to family history, shaped how we understood the whole and by extension shaped our dreams for our futures, our understanding of societal norms, and our understanding of ourselves. We know that stories are powerful – this workshop is designed to teach individuals how to use that powerful tool while advocating for economic equity and to end poverty. The storytelling as advocacy workshop addresses the conference theme by developing the stories of participants to be used as advocacy strategies to work to end homelessness.

Black Canyon
Ballroom **MOVIE SCREENING & PANEL DISCUSSION**

Rural & Frontier AZ
Horseshoe Room (45) **Arizona Department of Veterans' Services Statewide Plan to End Veteran Homelessness**
Bryan Durham (AZDVS) and Shane Groen (AZCEH/AVSA)

Management
Joshua Tree Room (45) **AZCEH Open Board Meeting**
AZCEH Staff, Board of Directors, and open to all conference attendees

STORYTELLING!
Library Room (45) **VIDEO STORYTELLING BOOTH**

Homeless School Liaisons **Creating Healing Environments**
Sonoran Ballroom (160) *Andi Fetzner (Arizona Trauma Institute)*

BREAKOUT SESSION #5 – THURSDAY, SEPTEMBER 22nd – 10:45 AM to 12:00 PM

Direct-Service
Arizona Room (85) **Hoarding Behaviors & Neighborhood Living**
Denise Beagley & Vicki Staples (ASU-CABHP)

The DSM 5 describes it as a pattern of behavior that is characterized by excessive acquisition and an inability or unwillingness to discard or to part with possessions. In 2013, the DSM 5 defined compulsive hoarding a mental disorder and a possible symptom of OCD. These behaviors have been associated with health risks, impaired functioning, stress, anxiety, trauma, economic burden, homelessness, and adverse effects on friends and family members. Hoarding Behaviors can cause a person to become homeless and it is important to provide support and understanding to individuals we serve in our community.

**Direct-Service
Boulder Room (85)**

Our Stories of Inspiring Hope on the Crisis Line
Vanessa Williams and Faith Glick (Crisis Response Network)

Presenters will share their lived experience about moving from homelessness to inspiring hope in others that are now facing their own personal crisis. Lived experience allows us the ability to truly empathize with what the person is going through. Using an example of a success story, the presenters will provide an overview of how crisis telephonic services can provide support to those experiencing homelessness. The crisis line offers assistance with crisis resolution, crisis mobile teams, shelter placement, crisis transportation, referrals to crisis mental health or substance abuse facilities in addition to a peer staffed warm line. This session addresses the theme of the conference by sharing personal stories of overcoming the challenges of experiencing homelessness. The presenters will also share a success story that illustrates the challenges, barriers and the success of helping others move from homelessness to hopefulness. The presenters will also demonstrate how sharing lived experience allows one to connect with others through building and maintaining positive relationships, and by using empathy and facilitating change; they inspire hope for the community and find fulfillment in their work.

**Management
Coyote Room (45)**

Strategies for Becoming a Trauma-Sensitive Organization
Andi Fetzner (Arizona Trauma Institute)

This training for organizational leadership will explore the financial, ethical, and cultural benefits of integrating trauma sensitive practices into the fabric of operations and explain the reasons behind why agencies would start this transition process. With a focus on understanding what makes a practice trauma informed and an application of where to start, attendees will leave with practical tools to use these ways of relating to both clients and employees as an addition to policies already in place. If the goal is to increase the sharing of stories, organizations must integrate the pillars of Trauma Sensitive Practices into their framework. The safety that is felt both emotionally and physically in the environment starts with leadership setting the tone. This session will discuss how agencies can identify where they are at in the process of integrating these pillars into their organizational practices.

**Connection to Benefits
Desert Sky (45)**

SOAR Works....In Arizona
Adam Robson (AHCCCS), Loren Gallegly (LDRC), Amber Allery (SSA), Cristina Benitez (Cenpatico), and Jacqueline Nairn (Catholic Charities)

SSI/SSDI Outreach, Access and Recovery (SOAR) is an approach that helps states and communities increase access to the Social Security Administration's (SSA) disability programs, Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI), for people who are homeless or at risk of homelessness, have a serious mental illness (or exhibit symptoms), and/or have serious physical illnesses that affect their ability to work at a substantial gainful level. Learn about Arizona outcomes, as well as outcomes around the nation, on how the SOAR process really works!! Learn how to become SOAR-trained. Learn all about the application process, from completing applications with an applicant to when SSA notifies the applicant on the decision. The SOAR process is gaining steam in Arizona, so don't miss your chance to go along on this ride.

**Statewide Work
Echo Room (55)**

The Art of Outreach
Mia Dominguez & Sonia Camacho (El Rio Community Health Center) and Kelly Denman & Theresa James (City of Tempe)

This interactive session will give attendees an understanding of the components of effective homeless outreach within a city government structure. Participants will gain knowledge of techniques and resources and will have opportunities to practice outreach skills. Success stories, challenges and barriers will be shared throughout the session, including tips for addressing homelessness and outreach at the local level.

El Rio Community Health Center the Broadway location provides medical services to the Homeless Population of Tucson in clinic and at several Outreach sites that are visited on a regular basis by two different Outreach teams and clinical staff. While much of the homeless population seem to have a heavy burden of both medical and psychiatric illness that exist, El Rio Community Health Center strives to provide a one stop shop approach throughout our 17 locations in town in order to best assist our

patients. Providing all patients with Eligibility workers & Community Health Advisors (CHA's) that assist with AHCCCS applications at each of our 16 locations.

**Social Justice
Flagstone Room (45)**

People E Transition from Jail to Community and the Intersection Between Homelessness, SMI, and Criminal Justice System Involvement

Dawn Noggle (Maricopa County Correctional Health Services), and Ryan Cotter & Marisol Cortez (Maricopa County Justice System Planning & Information)

For a portion of the homeless population, being homeless also involves encounters with the police, courts, and spending time in jail or prison (USICH, 2016). The United States Interagency Council on Homelessness (USICH) estimates that as many as 15% of the 11 million individuals booked to jail each year were homeless at the time of entry (USICH, 2016). Some of the most at-risk populations to experience criminal justice system involvement and homelessness are individuals with unmet or undertreated mental health and substance abuse issues. Exploring the intersection between criminal justice system involvement and homelessness among the jail population in Maricopa County, the presenters will provide context of the prevalence of this issue among individuals booked to jail as well as present on initiatives and efforts to address the needs of those returning to the community upon release.

Each year over one-hundred thousand individuals get booked into a Maricopa County jail. Understanding the prevalence of homelessness among the local jail population is crucial to understanding the prevalence of the issue in the community as often there is an intersection between being homeless and being involved in the criminal justice system. This session addresses the conference theme, because it will provide the audience with a sense of understanding of the prevalence of the issue as well as provide context into some of the efforts being done to address it within the largest and most populated county in the state.

**Youth & Families
Gold Dust Room (45)**

Ending Family Homelessness

Mattie Lord and Chela Schuster (UMOM New Day Centers)

Standing Strong for Families has been working together to end family homelessness in Maricopa County. In 2015, Standing Strong for Families hired a consultant and developed a strategic plan to end Family Homelessness by 2020. This session will discuss the strategies and goals around this plan, what we have accomplished to date and where we are headed

This session is critical to the theme. This is the story of how SSFF has worked together to address the needs of families experiencing homelessness in our community.

**Rural & Frontier AZ
Horseshoe Room (45)**

Boosting Income: The Basics of Unemployment & Access to Benefits

Ruth Szanto & Nina Targovnik (Community Legal Services of Arizona)

Persons experiencing homelessness and those on the verge of homelessness may benefit from a variety of public benefits and programs that act as income supports and stabilizers. For example, veterans benefits and programs, or Social Security and unemployment insurance, are often overlooked sources of support. Ending homelessness is a complex issue that cannot be solved overnight. An essential part of ending homelessness is supporting and stabilizing an individual by providing a source of income. Basics of Unemployment Insurance so service providers can assist their clients with this important state/federal program.

**Management
Joshua Tree Room (45)**

Collaboration & Alignment: Engaging Behavioral Health in Housing

Brian Margaret Kilman (Maricopa County Human Services Department), Jessa Johnson (Mercy Maricopa Integrated Care), and Charlene Flaherty (CSH)

**STORYTELLING!
Library Room (45)**

VIDEO STORYTELLING BOOTH

Homeless School Liaisons Educating the Whole MV Chile: Multi-Tiered Systems of Support (MTSS) and Data-Driven Services
Sonoran Ballroom (160) *Marisel Schweitzer (Arizona Department of Education) and Sara Sims (Phoenix Elementary School District #1)*

BREAKOUT SESSION #6 – THURSDAY, SEPTEMBER 22nd – 1:45 PM to 3:15 PM

Direct-Service **LGBTQ+ Adults Seeking Services**
Arizona Room (85) *Jason Vail Cruz and Isaac Akapnitis (Terros)*

Direct-Service **Grass Roots and Homegrown: The Story of Deep Within Recovery**
Boulder Room (85) *Jeremy Pottle (TheJPProjects)*

This session will share the story of Deep Within Recovery a small family owned grass roots recovery home that has been making a big difference in the valley for over 15 years. The session will discuss and explore some of the different challenges and lessons learned from a grass roots organization who helps the homeless, addicted, unemployed and justice involved get back on their feet. This session would do exactly what the mission of this year's conference is to, "tell the story about the work that is done by direct-service workers and service providers to prevent and end homelessness, and how the lives of those we serve impact the narrative about all individuals struggling to achieve the American dream. The presentation of personal stories about our work – the successes, the challenges, the barriers, etc."

Management **Multifamily Industry Helping to End Homelessness**
Coyote Room (45) *Libby Ekre and Lisa Troy (MEB Management Services)*

A round-table discussion focused on how the multi-family industry can assist those who are experiencing homelessness. There are two areas that we feel we can assist the most.

1. Drives and Volunteer Efforts - Several property management companies / industry organization have internal programs in place to do food, clothing, water drives and / or volunteer efforts with organizations who work directly with those who are homeless. This would be an opportunity to hear from those who work directly with the homeless on what their donations and volunteers needs are and what can we do more to help them with these needs.

2. Housing - We want to brainstorm on ideas of how we can work together with service providers and organizations that provide housing assistance to help place those who are homeless in a home. There are many apartment owners and multifamily management companies that would like to assist those who are experiencing homelessness in finding housing at one of their apartment communities. The biggest obstacle for management companies / apartment owners in placing those who are homeless, in an apartment, is the required qualifications every adult prospect must meet in order to be approved to live at the apartment community - income 2 to 3 times the monthly rent, prior rental / home ownership history, credit score, eviction history, criminal background. Far too many people who are homeless cannot meet these qualifications and we cannot approve them to live at our apartment communities. Are there other options to help the homeless find housing if we cannot place them at our apartment communities?

Connection to Benefits **Circle the City: Innovation through Collaboration**
Desert Sky (45) *Kim Despres (Circle the City) and Andrea Bell (CTC and Parsons Family Health Center)*

Circle the City sees its role in the community not only as a healthcare provider for the homeless population but as an organization that provides healthcare and supportive services to end homelessness altogether. Circle the City has created an integrated homeless-specific continuum of care that weaves together a primary care, behavioral care, and case management services.

Nearly 80% of the homeless individuals served were discharged to living situations other than the streets or emergency shelter system. The organization's homeless continuum of care is one-of-a-kind in the state and one of the only models of its type in the nation. CTC's innovative programs include:

- Medical Respite Center (MRC)—This state-of-the-art medically-monitored freestanding shelter is the first and only respite facility in Arizona for men and women experiencing homelessness while ill or injured. Along with 24/7 medical care, the respite program also offers behavioral health and case management services to patients during their recuperations.
- The Parsons Family Health Center —Provides a full range of primary care, behavioral health, and case management services

**Statewide Work
Echo Room (55)**

Nuisance Laws and Homelessness: The New Exclusionary Zoning

Melissa Kovacs (FirstEval, LLC), and Joanna Lucio & Leonor Camarena (Arizona State University)

Many local governments are making zoning decisions that can be protective for them, but are argued as harmful for those experiencing homelessness. While localities are doing it for their own protection and to limit their liability, activists argue that it is discriminatory against those experiencing homelessness, and can even increase homelessness.

In this session, we'll expand on the players and their perspectives on this issue – residents, business-owners, and those experiencing homelessness. We'll discuss a lack of affordable housing and the opposition that keeps safe, affordable, quality housing from getting developed, along with a need for permanent housing initiatives. We'll discuss a common ground solution of permanent affordable housing.

**Social Justice
Flagstone Room (45)**

Breaking Barriers to Employment: Setting Aside Criminal Records

Amanda Caldwell, Justin Hernandez, Nina Targovnik, and Zach Dorn (Community Legal Services of Arizona)

1 in 4 American adults have a criminal record yet many employers refuse to hire individuals with criminal records. These Americans face homelessness and poverty without the opportunity to earn a living and provide housing. This workshop will discuss the remedies for Arizona residents seeking to set aside their background and will cover the current legal remedies available for housing and employment discrimination based on criminal records. Criminal record is one of the many factors that can lead to homelessness and underemployment in our community. It's a problem afflicting nearly a quarter of American adults creating a vulnerable population of adults with criminal record who are in need of rehabilitative services. By fighting discrimination against this population and providing services to this community we can start to chip away at one of the many causes of homelessness.

**Youth & Families
Gold Dust Room (45)**

Strategies for Providing Affirming Trauma-informed Services for Unstably Housed LGBTQ+ Young Adults

Courtney Waters (University of Arizona, Southwest Institute for Research on Women)

The ANCHOR Project is a community-based collaboration that currently serves over 100 unstably housed LGBTQ+ young adults. The stories of our participants are complex; mental illness, trauma history, housing instability, and issues related to LGBTQ+ identity are compounded to create challenges, as well as opportunities for resilience. This presentation will outline strategies for meeting the multifaceted needs of LGBTQ+ young adults, starting with affirming services. The presentation will be divided into two parts. In the first part, we will paint a picture of our program participants through a data presentation focusing on mental health and trauma experiences, housing instability, and LGBTQ+ identity. Particular emphasis will be placed on the ANCHOR Project Supplemental Questionnaire, a LGBTQ+ affirming survey developed by ANCHOR Project staff that includes "coming out" stories as well as stories of housing instability. These stories will offer a foundation for understanding the importance of affirming service provision. The presentation will then outline three branches through which services can be made affirming; physical space and procedures, allyship, and client engagement. Direct service providers will come away from this presentation with tangible strategies to use in their own work with LGBTQ+ young adults.

The stories of our participants, of their challenges and their resilience, are what make the work we do so meaningful. These stories also shed light on the need for LGBTQ+ affirming services. A participant voice, through stories, data, and testimonials will give life, heart, and inspiration to this presentation.

**Rural & Frontier AZ
Horseshoe Room (45)**

Rural Collaboration: Engaging Unlikely Partners

Carole Benedict (U.S. Vets), Eliza Loudon (Catholic Charities), and Haley Hyatt (Coalition for Compassion and Justice)

Collective Impact is a framework to tackle deeply entrenched and complex social problems. It is an innovative and structured approach to making collaboration work across government, business, philanthropy, non-profit organizations and citizens to achieve significant and lasting social change. This workshop will address navigating the barriers to engaging community partners in coalition building for local continuum's. Topics will include utilizing the collective impact model and different means for educating and engaging the community at large. Finally, the workshop will discuss creating a path for coalitions to take the "next steps" and move from a networking collaborative focus toward an action oriented focus. We will discuss the unique challenges in rural communities for implementing concepts such as housing first, coordinated entry, case conferencing, decriminalization, etc.

**Management
Joshua Tree Room (45)**

Rapid Re-Housing: Working Together as a Continuum

Chela Schuster (UMOM New Day Centers) and Nicky Stevens (Save the Family Foundation)

In effort to provide the highest quality Rapid Re-housing to those experience homelessness providers and funders in Maricopa County have come together to agree upon financial standards and standards of care for RRH programs. In this session we will review the financial standards and progress this group is making in providing quality Rapid Re-Housing. Rapid Re-Housing is a critical tool in ending homelessness for many individuals and families. Providers and funders working together to create excellent programs is critical to success. Our story of collaboration is essential to meeting our goal of ending homelessness.

**STORYTELLING!
Library Room (45)**

VIDEO STORYTELLING BOOTH

Homeless School Liaisons Join Us at the Table

Sonoran Ballroom (160) *Kresta Horn (UMOM New Day Centers) and Ronda Sharp (Concho Elementary School District #6)*