To end homelessness, we must work together to resolve the complex issues that lead to homelessness -- behavioral and mental health; substance use and abuse; cycles of poverty; unaffordable, unsafe housing; criminalizing of survival activities rather than access to critical services. For maximum impact, we suggest meaningful engagement and service referral (see pages 2-3), as well as the following:

IN-KIND DONATION OPTIONS FOR INDIVIDUALS AND/OR LOCAL SHELTERS

Emergency shelters rely on in-kind donations to provide basic hygiene products. Here are some other in-kind donations you can consider for shelters and those on the streets:

DID YOU KNOW? Socks & underwear are often the most needed items

YEAR-ROUND
- Socks & underwear
- Toiletries (toothbrush & paste, deodorant, shampoo & conditioner, razors & shave cream, body/lip moisturizer)
- Feminine hygiene products
- Non-perishable snack items
- Bus & lighttrail passes

SPRING & SUMMER
- WATER, WATER, & MORE WATER
- Reuseable water bottles
- Gatorade/Powderade
- Chapstick & moisturizer
- Sun protection (hats, sunglasses, sunscreen, compact umbrella)

FALL & WINTER
- All-weather coats
- Waterproof outer gear
- Gatorade/Powerade
- Reuseable water bottles
- Compact umbrella
- Sunglasses, sunscreen, chapstick & moisturizer
- Hot food gift cards

TUCSON/PIMA COUNTY CONTINUUM OF CARE

The Tucson/Pima County Continuum of Care is one of Arizona’s three Continua of Care and is managed by the Tucson Pima Collaboration to End Homelessness (TPCH), which is a coalition of community and faith-based organizations, government entities, businesses, and individuals, including formerly homeless persons, committed to the mission of ending homelessness and addressing the issues related to homelessness in our community.

The Continuum of Care (CoC) process, which also includes the Maricopa Regional Continuum of Care as well as the Arizona Balance of State Continuum of Care, was established by the U.S. Department of Housing and Urban Development (HUD) to enable localities to apply to the federal government for McKinney-Vento Homeless Assistance Act competitive grant programs while developing local solutions to end homelessness.

For more information regarding the Tucson/Pima County CoC and work being done to prevent and end homelessness in Pima County, please visit: WWW.TPCH.NET

HOW DO WE KNOW THESE NUMBERS?

Each January, communities across the country utilize homeless service workers and hundreds of volunteers to count the individuals experiencing homelessness, both in shelters and on the streets, in what is called a Point-In-Time (PIT) Count. This data is used at the local level to help inform and fund a variety of housing programs and supportive services to aid in each person or family’s housing stability.

WHAT ARE THESE INDIVIDUALS EXPERIENCING?

At least 39% of those experiencing homelessness in 2016 in Tucson/Pima County REPORT HAVING AN INCOME. But the 2017 fair market rate for a one-bedroom apartment in Pima County is $652, still making stable housing unattainable for many low-income residents.

Over 24% of those experiencing homelessness in January 2017 in Tucson/Pima County attributed their homelessness to DOMESTIC VIOLENCE, requiring individuals to engage and interact with multiple services and systems of care to attain and maintain safe, affordable housing.

Exactly 50% of those experiencing homelessness in Tucson/Pima County are also dealing with a SERIOUS MENTAL ILLNESS or SUBSTANCE USE DISORDER, necessitating complex case management and supportive services in order to attain and maintain stable housing.
**WHERE CAN I REFER THOSE EXPERIENCING HOMELESSNESS?**

In order to better utilize community resources and create equal opportunity access to a vast array of services, anyone experiencing homelessness in Tucson/Pima County can access a wide range of service providers and supportive services by calling or visiting the following locations:

- **LA FRONTERA • RAPP**
  1101 E. Broadway Boulevard, Suite 130, Tucson, AZ 85719
  OPEN: M-F; 8AM to 4PM

- **LA FRONTERA ARIZONA • SONORA HOUSE**
  2940 N. Flowing Wells Road, Tucson, AZ 85705
  OPEN: M-F; 8AM to 5PM

- **OLD PUEBLO COMMUNITY SERVICES**
  MAIN OFFICE: 4501 E. 5th Street, Tucson, AZ 85711
  OPEN: M-F; 8AM to 5PM

- **OUR FAMILY SERVICES**
  2590 N. Alvernon Way, Tucson, AZ 85712
  OPEN: Tues. 10AM to 1PM; Wed. 1PM to 4PM; Thurs. 10AM to 1PM
  BY APPOINTMENT: Call (520) 323-1708, ext. 295, M-F between 10AM and 1PM

- **PRIMAVERA FOUNDATION**
  702 S. 6th Avenue, Tucson, AZ 85701
  OPEN: Mon, Wed, Thurs, & Fri; 9AM to 12PM

- **SALVATION ARMY**
  1002 N. Main Avenue, Tucson, AZ 85705
  OPEN: Tues. & Thurs.; 2PM to 5PM

- **SULLIVAN JACKSON EMPLOYMENT CENTER (PIMA COUNTY)**
  400 E. 26th Street, Tucson, AZ 85713
  OPEN: M-F; 8AM to 5PM

- **YOUTH AGES 18-24: 24/7 SHELTER ACCESS & SAFETY**
  CALL SAFE PLACE: (520) 320-5122

**ADDITIONAL 24/7 MENTAL HEALTH CRISIS LINES**

CODAC Community-Wide Crisis Line: (520) 622-6000

Cenpatico Crisis Intervention Peer-Operated Warm Line: (888) 404-5530

**24/7 HOTLINE FOR ALCOHOL & SUBSTANCE ABUSE**

Community Bridges, Inc. (CBI) Access Point & Transition: (877) 931-9142

**24/7 HOTLINE FOR DOMESTIC VIOLENCE**

Immediate danger? Call 911! • National Domestic Violence Hotline: (800) 799-7233

**24/7 HOTLINE FOR SEX & HUMAN TRAFFICKING**

Immediate danger? Call 911! • National Human Trafficking Hotline: (888) 373-7888

**WHAT IF SOMEONE IS IN CRISIS?**

**CALL NurseWise 24/7 CRISIS LINE**

(Managed by Cenpatico Integrated Care)

(866) 495-6735

**I don’t have money, but is there another way I can help you?**

“I don’t have money, but is there another way I can help you?” (Tips on page 4)

**THINGS TO REMEMBER FOR THOSE WITH SERIOUS MENTAL ILLNESS**

**BE RESPECTFUL TO THE PERSON**

When someone feels respected and heard, they are more likely to return respect, and are more open to what you have to say and taking the suggested or desired action.

**ACKNOWLEDGE THEIR EXPERIENCE WITH HALLUCINATIONS OR DELUSIONS**

If they are experiencing hallucinations, be aware that those hallucinations or delusions are their reality -- you will not likely talk them out of this perceived reality. Communicate that you understand they are seeing or hearing something, but do not pretend that you are experiencing the same as this could have very serious unintended consequences.

**PARANOIA MAY BE PROMINENT, AND THAT’S OKAY**

Some people with paranoia may be frightened, so be aware that they may need more personal body space than you to feel safe and comfortable.

**AVOID MAKING DAMAGING ASSUMPTIONS**

Never assume they are not smart and will believe anything you tell them. Mental illness has nothing to do with level of intelligence.

**DO NOT LIE OR MISLEAD**

Do not lie -- it will usually break any rapport you might want to establish. If needed, set limits with the person. For example, "I only have five minutes to talk with you."

**PANHANDLING ≠ HOMELESSNESS**

There is often a perception that panhandlers must be homeless, though this is not always the case. Unfortunately, “professional” panhandling by those who have a home often further perpetuates many stereotypes of begging and homelessness. For this reason, we highly encourage substantive engagement and service referrals (See pg. 2), as well as non-monetary ways to assist those experiencing homelessness, such as toiletries, socks & underwear, water bottles, non-perishable snack items, etc. (See page 4 for more tips).