



CENTER FOR HOUSING FIRST



Opening doors to
housing and recovery

IMPACT REPORT
2023 -2024



ENDING HOMELESSNESS

ABOUT OPCS

Old Pueblo Community Services is a Tucson-based nonprofit organization committed to serving our community since 1996. We provide housing, counseling, and support services to individuals and families experiencing homelessness in Pima County. We follow a Housing First model, an evidence-based approach, which centers on quickly transitioning people from homelessness into permanent housing. Once stably housed, individuals can access wrap-around services designed to support housing stability, employment, and recovery.

MISSION

Our mission is to end homelessness. We do this by providing housing first and support services, and by fostering community empathy for people who experience homelessness.

VISION

We envision a world where homelessness is rare and brief. A world where Housing First is the standard, and safe, accessible, dignified housing is available to all.

TO OUR COMMUNITY PARTNERS

Homelessness continues to be a pressing challenge in our community. A historic rise in rental costs and evictions has led to a staggering 164% increase in homelessness over the last three years. An estimated 10,000 households experienced homelessness in Pima County last year, with over 4,000 people forced to live in emergency shelters, in their cars, or on the streets.

Fortunately, there is a path forward. With more accessible shelters, supportive services, and affordable permanent housing, we can address this crisis. Unfortunately, many of Tucson's shelters maintain high entry barriers—such as restrictions based on pet ownership, mental illness, a physical health condition, or gender identity. Because of those barriers, more than 300 people were denied entry last year and died on the streets despite available beds at high-barrier shelters.

Shelter alone, however, is not enough to solve homelessness. Tucson needs more supportive services to help individuals transition into permanent housing and remain housed. With your support, we opened the city's first Center for Housing First, expanding our capacity by 40% to provide housing navigation, employment assistance, outpatient behavioral health care, and community referral services. Guided by our 2022 Strategic Plan, we plan to increase our ownership of affordable housing to better serve households often excluded due to incarceration or eviction histories—issues frequently tied to a history of mental health and addiction.

I am deeply grateful for your support in 2024. Because of your generosity, we served over 2,659 individuals, including 57 families with children. Your support has been transformative, helping 348 people escape the dangers and dehumanization of homelessness and move into homes of their own.

Thank you for being part of the solution to homelessness!



Tom Litwicki, CEO



Executive Leadership

Tom Litwicki

Chief Executive Officer

Katy Scoblink

Chief Clinical Officer

Monica Durand

Chief Development Officer

Jeanie Pike

Human Resources Director

Lyndsay Eulberg

Director of Quality
Management and
Government Grant
Acquisition

Deirdra Goethe

Shelter Director

Mary Elizabeth Pitts

Director of Finance

Raul Ramirez

Director of IT

"OPCS got me off the street. They helped me with housing and my recovery. They showed me love and care, and that's why I call them my angels."

-Jennifer Martin, Client



2024

OUR IMPACT

OPCS provides comprehensive housing, counseling, and support services to people experiencing homelessness in Pima County. We serve families, youth, veterans, individuals living with severe mental illness and substance use disorders, and those reentering our community after incarceration.

PROGRAMS:

- Street Outreach
- Homeless Work Program
- Low-Barrier Shelter
- Veteran Programs
- Reentry Programs
- Youth Programs
- Permanent Supportive Housing
- Intensive Outpatient Program



2,659

TOTAL CLIENTS
SERVED

94%

ADULT-ONLY
HOUSEHOLDS

6%

HOUSEHOLD WITH
CHILDREN <18



45,515

SHELTER
BED NIGHTS



348

EXITED TO
PERMANENT HOUSING



513

TOTAL CLIENTS
IN PERMANENT
SUPPORTIVE HOUSING



26,355

SUPPORT SERVICE
HOURS PROVIDED



34%

REPORTED
INCOME AT EXIT



1710

HOUSING
ASSESSMENTS

CLIENT-CENTERED SUPPORT SERVICES

- Case Management
- Navigation into Permanent Housing
- Counseling
- Recovery
- Substance Use Intensive Outpatient Services
- Peer Support
- Life Skills
- Employment Coaching
- Housing Assessments
- Community Referrals



THOSE WE SERVE



CONDITIONS PRIOR TO RECEIVING SERVICES



HOUSING SITUATION

65% Homeless
21% Institutions
14% Other Locations



WELLNESS

60% Mental Illness
28% Chronic Health Conditions
7% Developmental Disability
23% Physical Disability



SUBSTANCE USE

41% Reported Alcohol or Drug Use



INCOME

65% Reported No Income at Entry



DEMOGRAPHICS



Gender



39%
Female

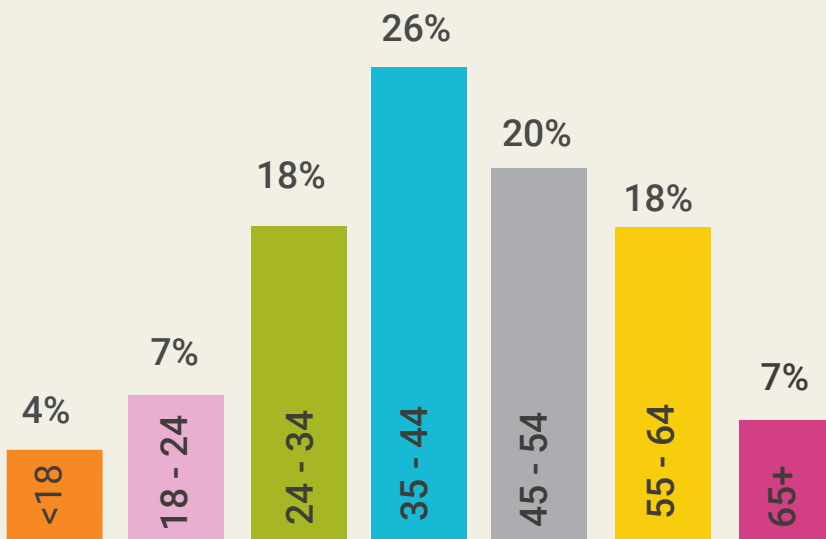


60%
Male

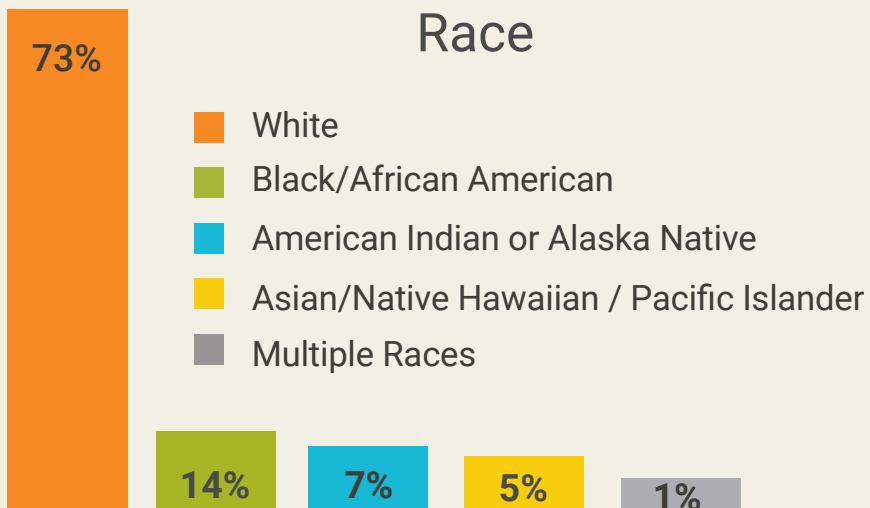


1%
Transgender/
Non-Binary

Age Distribution



Race



Veterans



16%

Chronically Homeless



31%

Hispanic | Latinx



33%



PETS ARE WELCOME TOO!

Keeping People and Pets Together

OPCS low-barrier shelters are proud to be pet-friendly, recognizing that for many individuals experiencing homelessness, pets are more than companions—they are lifelines that offer emotional support, a sense of purpose, and unconditional love. We provide pets with food and connect them to essential veterinary care.



31

Clients Sheltered
with Their Pets



44

Pets
Served

THE HOMELESS WORK PROGRAM

Cleaning Our City and Changing Lives

The Homeless Work Program (HWP) is an initiative that offers day labor and temporary employment opportunities to people experiencing homelessness, while also addressing municipal clean-up needs. Led by OPCS, this program was launched eight years ago and has achieved impressive results. To date, it has helped 4,000 participants earn money and get back on their feet, with nearly 20% of those who exited the program now housed.

The HWP not only improves lives, but also beautifies our city's public spaces and positively changes how people view the unhoused in our community. This program is made possible with the support of the City of Tucson, Pima County, Caridad Community Kitchen, Tucson Change Movement, and many other community partners.



COMMUNITY IMPACT 2017 - 2024



3,982

Participants



1,351

Sites Cleaned



1,724,252 lbs.

Trash Collected



GOALS

Increase our capacity to serve 40% more clients

Centralize all support services under one roof

Promote community engagement through volunteerism

Provide evidence-based training to better serve the unhoused population

Offer a collaborative space for nonprofits

A Hub to End Homelessness

The Center for Housing First is now open! Located at 2323 S. Park Avenue, our 21,000 sq. ft. campus features two buildings: a human services hub and a training and resource center. The remodeling of the south building, which houses the services hub and operations, was completed first. Having this larger space will help us increase our service capacity by 40% and offer additional wrap-around services designed to support long-term housing stability. On-site services include case management, housing navigation, employment services, an outpatient behavioral health clinic, and referral services, among other critical supports.

Renovation of the north building will be completed by Fall 2025. This space will feature the Housing First Training Center, a kitchen and pantry to support food distribution to our shelters, and a dedicated donation and volunteer center. Our training center will offer evidence-based courses such as Housing First, Peer Support Certification, Trauma-Informed Care, and Motivational Interviewing. OPCS will also provide shared workspace to small, grassroots nonprofits that serve the unhoused population, strengthening our collective impact across the community.



“This center will serve as an anchor for growing the Housing First movement in our community: a movement with a solid, evidence-based plan to end homelessness.”

Tom Litwicky
CEO, OPCS

The Center for Housing First was made possible with the support of these and other community partners:

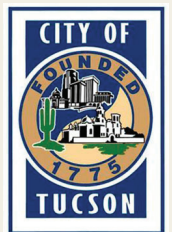
Connie Hillman
Family Foundation

HERRICK
Foundation
Est. 1949



THE DIANE & BRUCE HALLE
FOUNDATION

 **arizona**
complete health™



JIM AND VICKI CLICK



MARSHALL
FOUNDATION

DIAMOND FOUNDATION

 **RECOVERY**
IN MOTION
TREATMENT CENTER

JIM AND FRANCIS PETRUS

 **TEP**
Tucson Electric Power



WAYS YOU CAN HELP

Arizona Charitable Tax Credit

OPCS is a designated Qualifying Charitable Organization (QCO #20380). Contributions to OPCS are eligible for a dollar-for-dollar tax credit of up to \$470 for individuals and \$938 for married couples filing jointly.

Donate online at: helptucson.org

Donor-Advised Fund Contributions

Support OPCS by recommending a grant from your Donor Advised Fund. With immediate tax benefits and long-term impact, your DAF contribution can help us end homelessness.

Include OPCS in Your Estate Plan

By making a gift through your will or trust, you can leave a legacy of hope, housing, and healing for unhoused families and individuals for years to come.

Amplify Your Impact

Increase the impact of your donation through your employer's matching contribution program. Check with your HR department to see if your employer participates in this program.

Volunteer

Volunteer opportunities include sorting donations, packaging meals, helping at our low-barrier shelters, mentoring, and assisting at events and special projects. Internships for college students are also available.

Contact: volunteer@helptucson.org

Hire a Job Seeker

Hire one of our motivated, qualified clients who are working to build brighter futures.

Become a Landlord Leader

Rent your apartment to one of our clients, and give a second chance to a responsible tenant.

Advocate for Affordable Housing

The need for safe, affordable housing in our community has never been more critical. Every day, individuals and families face homelessness and instability. Your voice can help change that.

Take a Tour

Learn about our work and mission, and see how your generous partnership helps change lives! Email us at: info@helptucson.org

Conduct a Drive

Organize a drive to collect hygiene products, cleaning supplies, socks, and undergarments. Drives are perfect for office team building, church and civic group activities, and even birthday parties!

Women's Items

- New and gently used clothing and shoes
- New socks and underwear (sizes S to XXL)
- Toiletries and feminine hygiene products
- Grooming & beauty products, combs/ brushes

Men's Items

- Toiletries and grooming products
- New or gently used clothing sizes S to XXL
- New socks and underwear (M to XXL)
- Belts and shoes

Street Outreach:

- Travel size toiletries, sunscreen, chapstick
- Hand sanitizer
- Water bottles, protein bars
- Hats, sunglasses, and cooling towels

Move-in Items:

- Small sofas, recliners, and chairs
- Upright chests with drawers
- Small kitchen tables and chairs
- Kitchenware
- Bed linens, blankets, and towels

Board Games, Puzzles, Books, and DVDs

For more information on ways to help contact: Monica Durand at (520) 445-7080 or mdurand@helptucson.org.



Left to Right – Top to Bottom: Grace Temple Baptist Church Women's Ministry donated tote bags filled with toiletries for shelter guests; Long Realty conducted a spring drive, collecting over 4,000 pair of new socks; Volunteer Isabel making Thrive Causemetics kits for women in our programs; Our holiday drive helped spread joy to 130+ children and youth in our programs; Lead Volunteer Nancy Arenas preparing holiday gift packages for case managers to distribute; Tucson Family Volunteer participants assembling summer boredom buster kits for the children we serve.

FY 2024

Financial Reporting

REVENUE

Government Grants and Contracts	\$ 9,453,809
Client Services	\$ 1,195,509
Community Support	\$ 918,348
In-Kind Contributions	\$ 151,171
Other Income	\$ 155,724

TOTAL REVENUES & GAINS

\$ 11,874,562

EXPENSES

Program and Services	\$ 6,520,525
Operations	\$ 2,926,276
Fundraising	\$ 225,622
Depreciation	\$ 463,884
Mortgage Interest	\$ 168,891

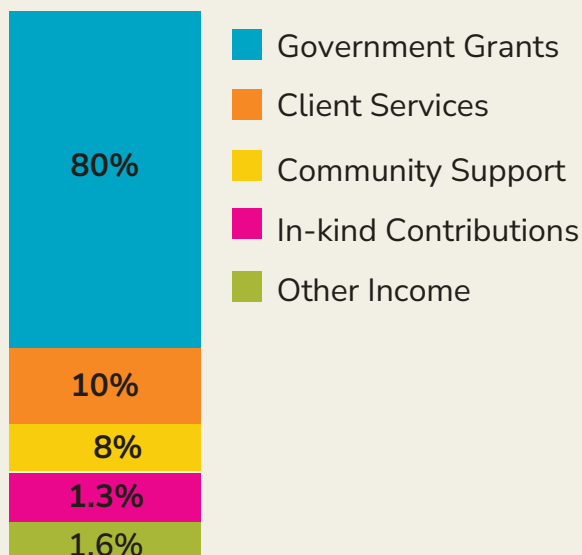
TOTAL EXPENSES

\$ 10,305,198

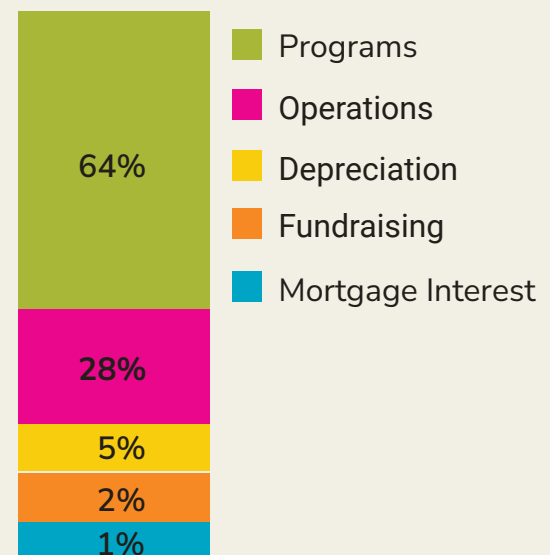
NET ASSETS, END OF YEAR

\$10,504,202

REVENUE



EXPENSES





THE OPCS HOME FUND

The Home Fund was established in 2015 to pay for the cost of shelter bed nights for clients not covered by government-funded programs. The program has since expanded to help individuals and families exit from our shelters into permanent housing. It pays for Section 8 HUD housing move-in fees including deposit, application fees, and utilities -costs not covered by government funding. The Home Fund also prevents the eviction of clients who fall behind on their HUD rent payment portion due to illness or job loss. In addition, it pays for beds, kitchenware, and basic furnishings, so clients do not move into an empty home.

Beyond housing, the fund helps remove barriers to employment by covering the cost of IDs, work clothing, tools, and other job-related items. These supports are crucial in helping individuals regain stability and independence.

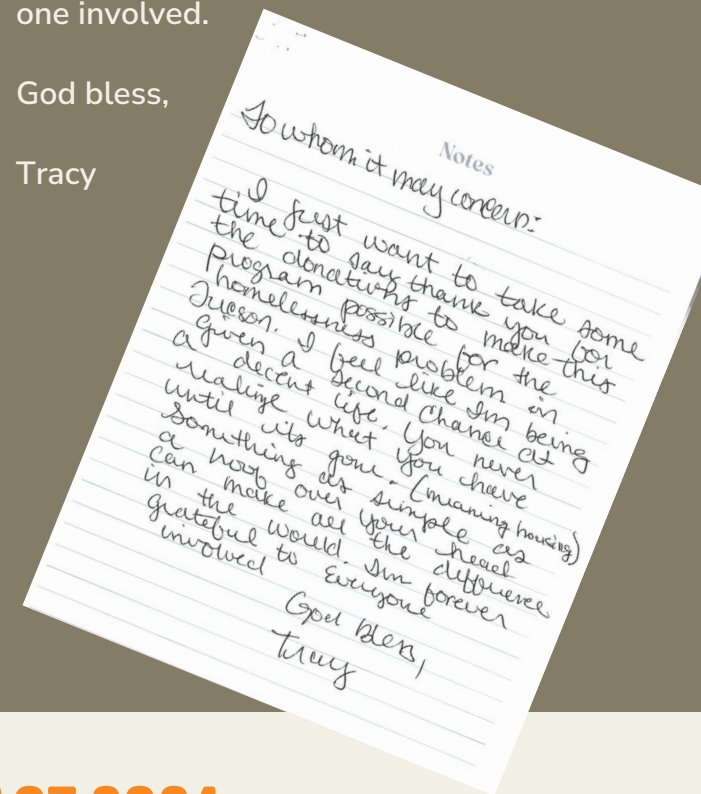
The Home Fund is powered by community grants and community donations. Contributions to the homefund are eligible for the Arizona Charitable Tax Credit.

To whom it may concern:

I just want to take some time to say thank you for the donations to make this program possible for the homelessness problem in Tucson. I feel like I'm being given a second chance at a decent life. You never realize what you have until it's gone (meaning housing). Something as simple as a roof over your head can make all the difference in the world. I'm forever grateful to everyone involved.

God bless,

Tracy



HOME FUND IMPACT 2024

Funds Issued: \$288,000

Number of People Impacted: 370



55%

Permanent Housing
Move-In Costs



40%

Occupancy Cost
Shelter Bed Nights



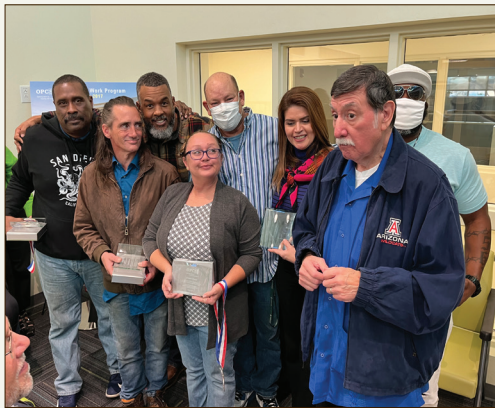
5%

Removing Employment
Barriers

MEMORIES & MILESTONES



CIRCA 1996: Our first housing & recovery facility



2023 - 2024 HIGHLIGHTS

Left to Right – Top to Bottom: Honoring Ward 5 Council Member, Richard Fimbres, a champion of the Homeless Work Program; United Way Days of Caring volunteers beautifying our low-barrier shelter; CEO Tom Litwicki and City of Tucson Mayor Regina Romero at the ground-breaking event for the Center for Housing First; Receiving a grant award from The Empower Coalition to renovate our Veterans Center transitional housing facility; OPCS Shelter Director Deirdra Goeth being honored by Arizona Complete Health as a Community Hero; OPCS staff delivering holiday gifts to children and youth in our programs.





2024: Front entrance to our new headquarters



“OPCS has led in the unbelievable effort to think outside the box to eliminate homelessness. If we approach this in a smart and unified way, we can accomplish that goal.”

Tucson Mayor Regina Romero

GRAND
Opening!
Fiesta

CENTER FOR HOUSING FIRST
October 27, 2024

Left to Right – Top to Bottom: OPCS CEO Tom Litwicki opening the evening program; Special remarks from Ward 1 Council Member Lane Santa Cruz; More than 100 guests attended the event; Our capital campaign consultant Laura Alexander with Helaine Levy of the Diamond Foundation; Greg Taylor from Arizona Complete Health and Tom Litwicki touring the new facility; City of Tucson HCD Deputy Director Jason Thorpe and colleague Brandi Champion; Folklorico Halcon dancers from Holladay Elementary School added flavor and fun to the fiesta!



STORIES OF HOPE & TRANSFORMATION



“When my OPCS case manager told me I was approved for housing, I was so excited I literally yelled at work and began crying because I didn’t think I could do it.”

Dakota Armstrong
Youth Program

“I don’t know where I’d be without OPCS, probably in prison ... They laid the foundation for me to be where I am today.”

Phillip Bernard, Xena, and Harmonia
Pima County Housing First Program



OPCS stepped up and really helped me in many ways. I wouldn't be here right now without their help. I am so very grateful. They are a blessing to a lot of people."

Janet Scheckel
Permanent Supportive Housing Program



OPCS is so much more than a safe place to sleep and a warm meal. They are the true definition of hope."

Ronnesia, daughter Peyton,
son Jaden, and dog Bella
Low Demand Shelter Program



I can't thank OPCS enough. I would be out on the streets and dead right now if it wasn't for OPCS and how great they've been to me."

Lloyd Christian
Veteran Program



Board of Directors

Alex Winkelman
Chair
Alex Winkelman Law

Kabrina Lee
Vice Chair
Palo Verde Behavioral Health

Barbara Smith
Secretary
Retired Professional

Members

Nancy Hennessey
Long Real Estate

Miguel Cruz
Tucson Federal Credit Union

Trica Cassidy-Vincent
ADP

Gary Becker, M.D.
Retired Physician

Kathleen Crowley
WikiEducation

Shannon Murphy
CBRE

Aaron Rottenstein
UBS Financial Services, Inc.

Charles Weaver
Veterans Administration

Shirley Riley
Tucson Electric Power

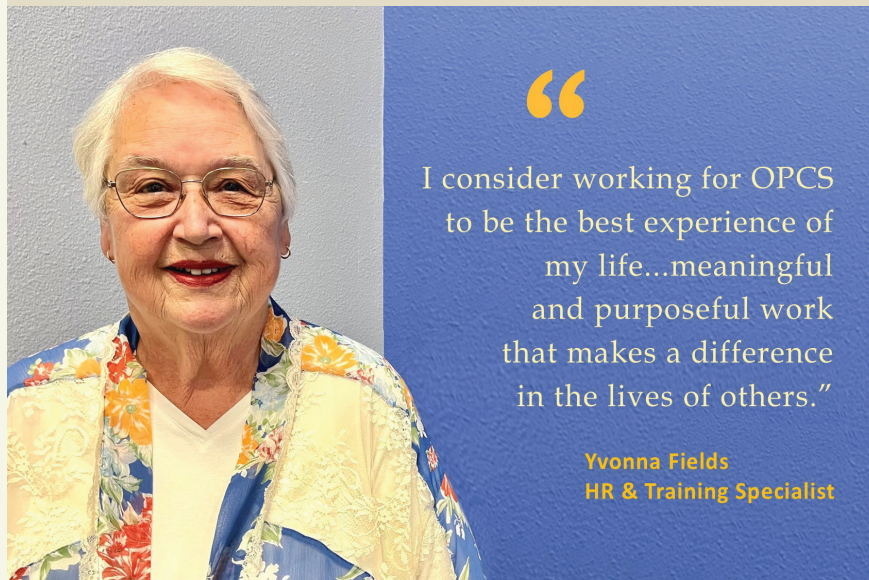
Great Place to Work



“

I love OPCS because we work together to improve the lives of our clients, and that is extremely rewarding.”

Lois Hockersmith
Case Manager



“

I consider working for OPCS to be the best experience of my life...meaningful and purposeful work that makes a difference in the lives of others.”

Yvonna Fields
HR & Training Specialist



“

I love being here. I'm growing, I'm learning, and everything's going to get better.”

George Machado
Maintenance Technician

Our Values

Empathy

We have a deep compassion for people experiencing homelessness in our community. We do not judge or blame people for their current condition. Under similar conditions, any one of us could find ourselves without a home and in need of help.

Choice

We honor each person's right to choose their own path to wellness. Because of this, we offer both housing and recovery support based on client choice.

Optimism

We believe in the potential for all people to achieve their goals. We find our work meaningful and enjoyable because we know we make a difference. We believe that we can solve the problem of chronic homelessness facing our community.

Integrity

We act in an honest and transparent manner. We hold each other accountable to high performance standards that lead to the best outcomes for our clients. We encourage each employee and team to reach their highest potential.

Quality

We believe that our clients deserve the best housing, therapy and support services we can offer. We provide housing that is safe, clean, inviting and supportive. Our counseling services are innovative and proven to increase wellness and housing stability.

Diversity Statement

OPCS is intentionally working toward a culture of inclusion, diversity, equity, and access. We acknowledge that forms of systemic discrimination (such as sexism, racism, homophobia, transphobia, classism/ poverty, able-ism, and anti-immigrant sentiment), has marginalized persons in our community, and negatively impacted their access to housing, employment, and healthcare. Because of this, we aspire to greater inclusion and access throughout our organization, including those in need of housing and services, as well as our staff, Board of Directors, and volunteers. We oppose discrimination and racism by working to remove stereotypes and negative attitudes that affect all our interactions and stand in the way of our vision of ending homelessness in Pima County.



Connect with OPCS

Visit us online at helptucson.org

Read about the latest news, events, and inspirational stories.

Take a Tour of OPCS and see first-hand the impact of our programs!

Connect on Social Media

Donate online at: helptucson.org



For more information contact us at:
info@helptucson.org
(520) 546-0122



Opening doors to
housing and recovery

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