

Insights from Providers:

Enhancing Arizona's Homeless Service System to Understand Client Needs and Utilization

Methods:

- 25 statewide focus groups in 2022 and 2023 with 58 homeless service providers and administrators; More information on the methodology is available [here](#).
- Homelessness system stakeholders responded to questions about:
 - 1. Who is under/served by the homeless service system?
 - 2. How adequately do services address needs?
 - 3. How can the system improve to meet the needs of all populations?

The Need/Use Framework

The "needs" and "uses" of the homeless service system varies across populations.

1. High Need, Low Use

Those with **high needs** but **low use** access services less than their needs require and may rely heavily on other systems for services.

2. High Need, High Use

High need/high use populations may frequently use services without resolving homelessness, contributing to high costs.

Low need/low use groups use services minimally and can represent a match between need and use *if* appropriate services are provided.

Low need/high use groups may continue to use services despite being housed due to other unmet needs; providers did not highlight the prevalence of this group.

3. Low Need, Low Use

4. Low Need, High Use

Takeaway: System redesign is needed to 1) identify levels & types of need, with attention to socially and structurally disadvantaged populations; 2) expand services; and 3) match services to needs.