



March 18, 2022

Alan Stephenson
Deputy City Manager and
Planning and Development Director
City of Phoenix
200 W Washington Street, 2nd Floor
Phoenix, AZ 85003

Dear Mr. Stephenson:

Per Stipulation No. 16 on Z-SP-2-19-7, the below is submitted: "An annual report shall be provided to the Planning and Development Department, to include the following items:

- a. Number of people served by each organization.
- b. Number of positive exits for each organization.
- c. If permitted, number of beds contracted to entities other than the City of Phoenix.
- d. Meeting summaries as detailed above.
- e. Summary of efforts to identify, pursue and implement regional solutions to homelessness that will reduce the service demand on providers and facilities within and near the Special Permit boundaries."

a. Number of people served by each organization:

In Calendar Year 2021, the Human Services Campus, Inc. and its partner organizations served 10,704 unduplicated individuals.

b. Number of positive exits for each organization:

In Calendar Year 2021, Human Services Campus, Inc. has 1,591 positive exits. Positive exits include permanent housing, rental by client with no ongoing housing subsidy, rental by client with other ongoing housing subsidy, and rental by client with Rapid Rehousing or equivalent subsidy. The number does not include diversions/reunification with family/friends/or other support network. The number also does not include positive exits out of other HSC partner organizations.

In addition, the CASS shelter has 1,303 positive exits from shelter to housing in the Calendar Year 2021.

c. If permitted, number of beds contracted to entities other than the City of Phoenix:

Central Arizona Shelter Services (CASS) has the following contracts for emergency shelter beds in the Single Adult Shelter at the Human Services Campus:

- Peoria two (2) beds
- Glendale three (3) beds (only through September 2022)
- Valleywise hospital drop off beds 14 beds (8 for women; 6 for men)

Creating Solutions to End Homelessness

Human Services Campus

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- d. Meeting summaries as detailed above:
- See the meeting summaries as attached as Addendums for the quarterly community outreach meetings held May 4, 2021; August 3, 2021; November 2, 2021; February 1, 2022.
- e. Summary of efforts to identify, pursue and implement regional solutions to homelessness that will reduce the service demand on providers and facilities within and near the Special Permit boundaries:

In the 12 months since the Phoenix City Council vote on February 3, 2021, HSC has taken the following steps and actions pursuant to the efforts requested.

- a. Participated in and supported the MAG Regional Plan.
- b. Started regular Project Connect events around the Valley; we are ramping these up to occur every six to eight weeks. One event was held in Calendar Year 2021 in North Phoenix. One event was held in Tempe in January 2022. The next event is March 22 in Surprise.
- c. Implemented a multi-disciplinary street outreach team to engage individuals in the immediate area for services and to create a housing plan
- d. Funded and supported the ASU Action Nexus to Address Homelessness.
- e. Led coordinated entry network of 29 access points across Maricopa County; 3,557 individuals were assessed for housing at locations other than HSC; these individuals did not have to come to HSC to receive housing assistance. HSC also provided funding to be utilized for diversions at those access points. And in March 2022 launched a new Flex Fund program with Maricopa County that makes financial assistance available through the family and single adult services system across the county to help people stay housed.
- f. HSC partners CASS, Community Bridges, and St. Vincent de Paul have all applied for funding to add emergency shelter beds at other locations in the Valley. St. Joseph the Worker applied for funding to open more bridge housing units to assist people who are employed to move from the street/shelter to permanent housing.

Addendums

Meeting Summaries of Quarterly community outreach meetings held May 4, 2021; August 3, 2021; November 2, 2021; February 1, 2022.

Addendum 1

Human Services Campus, Inc. hosted a Quarterly Community Outreach Meeting on Tuesday, May 4, 2021 at 6:00 pm via ZOOM.

More than 90 individuals participated.

The questions/ concerns that arose and how they were addressed:

Question from Laurel Langemede:

Rachel from the county mentioned how she was they were closing down all the tent parking lots. But I noticed that there's still an awful lot of tents that are in the easements or you know, you know, the sides of the streets. We're not going to get rid of those? I mean, they're the firemen don't want to go in there without police protection. And the police I you know, there was one policeman that went in there for some kind of arrest, and he stumbled around because they're three deep. So please advise what you're going to do about all those tents.

Responses:

Amy Schwabenlender: Yes, there are still unsheltered people. And there is no other direction, we can provide them at the moment because there are no shelter spaces for them to relocate or move into. That is the goal, though, is to help each person find a safe indoor space, we're starting with the people that the county has been working with us on in those parking lots. I don't think I mentioned Human Services Campus recently received a grant to allow us to hire two staff to start a multi-disciplinary street outreach team. And our attention intention is to staff that up by June 1. And that'll give us the bandwidth to have staff just dedicated to outreach and engagement. The multi-disciplinary part means that we're work with our partners Circle the City Community Bridges, really anyone who wants to be part of it. The way this works in other communities is that you don't rely on one set of skills or expertise to do outreach and engagement. You have a team so that as people are being approached, the team is having a conversation about who would be best to outreach with this person. Or if I've already talked to someone five times that I can't get them to talk to me or build a rapport, then maybe it's someone else's turn to try to have that conversation.

Rachel Milne: I think we're sort of setting a precedent and we have more federal funds to help in this type of situation right now than we ever have previously. And so, yes, our shelter capacity is down due to COVID. But hopefully, this we can take advantage of this opportunity where we do have federal funds to assist in this area specifically.

Alan Stephenson: So the one thing I would add is that the city does have its home taskforce that continues to meet to work on implementing the plan, including using some federal monies to try and address this issue as well. And so those are our ongoing efforts where there's a substantial amount of staff work that is going into trying to move the needle as it relates to providing places for people experiencing homelessness to receive some services.

Question from Michael Rogers:

I have a question regarding the stipulation for the police department having beds reserved on the campus. In my conversations with law enforcement over the years regarding this issue of transient camps and contact with homelessness, or people experiencing homelessness, oftentimes, those encampments don't even begin to develop until midnight or later, and that police officers have expressed to me that it would be quite valuable to have beds available, basically 24/7. My question is, how late are those beds available that are set aside for police and other uses? And I think Amy mentioned that the you're trying to hire for 24-hour service at the at the Welcome Center, I believe. Could this if those beds aren't available 24/7, could they be made available 24/7, as part of that planning?

Responses:

Amy Schwabenlender: I'll let Alan chime in or back me up on this when we met with the city to go through all of the stipulations. Some of the sub-bullets related to the additional permit shelter beds, permanent shelter beds, can't really go into effect until there's more shelter capacity. So especially in COVID mode, there haven't been a lot of open beds available. And we've been prioritizing people out of that Safe Outdoor Space, the parking lot. So Alan, correct me if I'm wrong, but my understanding was a lot of those sub bullets about police bed reservation, or some of the other really specific things to the CASS shelter. We need some time and we need the additional bed capacity before we can implement them.

Alan Stephenson: Amy, you're correct. You know, the City enforces stipulations once you know things are built and constructed to do things. And right now you're in the process of adding the capacity for the additional beds. And once that is up and going after COVID times where we have the social distancing requirements, we'd be looking at how that stipulation would get applied under normal operation. So right now, there's really kind of two things. There's one the COVID protocols that are you know we're approved by Council in separate action. And then the second one is, you know, this the stipulation that really wouldn't get implemented until the campus expands pursuant to the special permit allowance for the additional beds.

Lisa Glow: And can I added to this as well, it CASS, you know, taking people up into 11, as we open up more beds above the 400, you know, should be able to happen sooner rather than later. It just all depends on how many from the tents are coming in. So as we scale back up with safety, and even pre construction, you know, up until 11, is what the stipulations are saying we are a 24/7 provider and do take calls 24 seven as well. But I think it's really important to have that kind of responsiveness that we grow into even more.

Question from Ian Francis:

This question ties back into the first one that was asked. So there's sort of the white elephant that we're all anybody that's down here all day, or every day or even a couple times a week and talks to some of these people and I've actually reached out and I've spoken to some of these people that sometimes they'll congregate in front of the buildings out here, and I just have a civil discussion with them and ask them, you know, "What would it take for them to get off the streets?". And a lot of the responses I get are, they have really no intent to do that, because it's sort of a lifestyle that they want to live, they choose to live that way. And I'm not saying everybody, but I'm saying there are a vast number that are out there that really don't want services. There was talk a couple of months ago about this is on a state level about coming up with an area that's not in a residential neighborhood or a business neighborhood, that could be allocated for people that want to remain out, not be sheltered, that want to continue to sleep in tents, or however they will want to live. That wouldn't be in a residential or neighborhood that would affect businesses. My question is, what is the HSC's opinion on that? Would they be in support of having that area? a safe area with showers, restrooms, facilities and security, and is the county in support of that? And is the city in in support of that concept?

Responses:

Amy Schwabenlender: There was a bill proposed at the legislature. I think there's a comment or question in the chat box. Related to that as well. An outside group that came in with this proposed legislation. And so the way that bill is written the HSC does not support that bill. It handcuffs cities and towns on how they spend their public safety grants. It's, it could actually jeopardize HUD funding that comes into our community, because it's really against housing first. And all of us who participate in the continuum of care have said that we support and we operate in a housing first and the harm reduction model. So I as the as the way the bill was proposed, we would not be supportive of it. We've voiced that. The Arizona Housing Coalition has convened lots of direct service providers and other people in the housing space to potentially work with the state legislature on other options to that bill, to come up with solutions.

Alan Stephenson: The only thing I would add is the city had significant concerns about that bill, as well. It was something that an out of state group had had proposed, but they didn't really have any discussions with providers and folks that are working in this area. And I think that was the biggest concern. You know about that proposal.

Lisa Glow: We know there are a lot of people who need oftentimes it takes a lot of cajoling and street outreach to get people off the streets because we hear the same thing. But there are some models, definitely not the model that this group from outside came in and proposed without thinking through, but there's got to be a better solution because there are going to be people who take a long time to get off the streets.

The next question is from the chat box. What is being done to ensure that people, the unsheltered population that are staying in the shelters or otherwise receiving services are getting their COVID vaccinations?

Response:

Amy Schwabenlender: Circle the City has made available COVID testing and the vaccine in the clinic here on the campus. Clients can receive their COVID vaccine at the clinic; Circle the City has also gone into CASS at different hours, different days of the week into our Lodestar Day Resource Center all day on Thursdays to offer the vaccine. A couple of weeks ago, the week of April 12. Circle the City did a five-day outdoor event hoping that of creating a different atmosphere with tents and business would bring more people in for their vaccine. It's been 1000s of people that have received the vaccine, they have been out with their mobile medical unit to the safe outdoor space. They've been around to lots of other partner sites across Maricopa County, St. Vincent DePaul, dining rooms, other shelters to offer the vaccine. And so we continue to do that encourage that there's no slowing down on offering people the vaccine.

Question from Angela Ojile:

I'm speaking for a large group of the community here. We've got text going. And I think we're trying to understand if the neighborhood is also a priority, why are we still in there. And CASS is CASS not CASS, HSC everyone is concerned about getting the neighborhood cleaned up getting things moving on why they're not allowing the change in front of their area, and Andre House. It really puts people that are homeless at risk they've gotten to be so crime addled and drug ridden that it's, you know, we had three shooting three people shot and one murdered about seven days before that on 11th Avenue. And, you know, 12th Avenue now after a lot of to do with the HSC, and is now becoming just a mess again, I mean, it's just, it's starting to just overflow into the whole neighborhood. And, and I think what the neighborhood wants to see and hope to see, after all this back and forth is to see some major improvements, not just on

your time, but on our time and in our lifetime too. You know, we feel like, I've been there eight years, and I'm a newbie, so many people have been there's so much longer, they feel like give some of this money, let them try the overflow, you know, this new model? Because what's been done for so many years isn't working, it's getting worse. And we think that is an answer. So, you know, we would like to like to see a more open minded approach and share some of those funds. I think, you know, if that works, then we can all raise more money, and we'll be, you know, be able to secure more money. But I think we spread the wealth, we could help more people because, you know, there is the elephant in the room that nobody wants to say there's a lot of people that are never ever going to go in anybody shelter. So, you know, you can't just let them live in the easement on you know, for an undetermined amount of time. Thank you.

Responses:

David Schwartz: I think it kind of goes without saying, but I'll say it, I don't think anybody really wants anybody sleeping in the easements. But what we are trying to do, and especially with Lisa mentioned from CASS, we've got some beds coming on by the summer. And then so we're going to work on that.

Amy Schwabenlender: We are all for people not living, camping, sleeping in easements. We know there is no place for people to go, which is why we've not asked the city to put up more posts and chains. As part of our effort with ASU Action Nexus to address homelessness regionally, we've had an ASU landscaping class, I think, Angela, and many of you met with them. We would rather improve the aesthetic of the neighborhood to create shade, to have environmental justice in our neighborhood to have it look like other neighborhoods. And so we want to pursue that path of having landscaping that improves the look in the atmosphere and the environment of the neighborhood while we work on finding shelter and housing for every person.

Question from Angela Ojile:

I guess we just don't seem to the group doesn't feel like we're getting to the point on this. I mean, the landscaping is great. I think that's a whole other movie. But yeah, we think that's wonderful. We all want that. But I don't think that's got to do much with what we're talking about here.

Response:

David Schwartz: Alright. Well, so like we said, like I mentioned to you yesterday, we're going to be working on some of this stuff, you won't see it all happen overnight. Like we said, it's going to take some time for the beds to get put in. We're going to work to try to get as many of the folks off the streets as we can. And we will continue to have the dialogue as we go.

From one of the comments from the meeting registration. This comment reads, "they would love to see a gated alley program implemented in downtown Phoenix, like other cities, and Arizona are starting to do" Do you have anything that you would like to address on that?

Response:

Alan Stephenson: The Mayor and Council did authorize an additional gated alley pilot program area around the campus for 10 additional gates to look at being able to close off some alleys within that area. That is over and above each council district got 10 that they could designate within, you know, their council district and working with their neighborhood groups. And so that larger city wide one is in its second phase, and that one will be going forward here to have the gates constructed. You know, later this summer and done in the fall. We will start the discussions with Council District seven and eight, regarding the additional pilot allowance for the gates around the campus here. But we needed to get through the zoning case first, which happened in February to see what happened there. And then also, we obviously had an election that we had to get through as well. So now that we have those things all solidified, we'll be working with council district seven and eight to identify exactly, you know what alleys might be good for this pilot program. To really, the idea behind the pilot program is to study whether or not it does have an impact, and what happens in those areas, there is concern that I've heard from some neighbors that are very supportive of it and want to see it happen. Other ones have concerns that it will become an area that if there's no trash collection, that's going back there, and there's not some kind of regular eyes on it that other, you know, nefarious things may happen back in there. So the idea behind the pilot program is to do some gates, study those over, you know, a one to two-year time period, report back to the council about the success that that may or may not have had in terms of reducing crime, reducing, you know, blight for either dumping calls is alleys need to be cleaned up graffiti, you know, those types of things. We'll be collecting that data, not only around the campus, but the city as a whole so that we can report to the Council on the success of that pilot program. But it is something that the City is very much interested in at the direction of, of, you know, Vice Mayor Garcia. Yeah, he was very instrumental in trying to get some additional, you know, gating monies for this area around the campus.

The areas have not been picked for the additional allotment of gates around the Human Services Campus area.

Question from Bill Morlan:

You know, the fact that there are not enough beds available for, for people, that is true, the city is actually doing quite a bit to try to increase the number of beds, we appreciate that I'm on the task force working on that, as a matter of fact, and trying to think of, you know, better ways to do it. Question is with people who are outside right now, is there any kind of tracking? Or is there any way that there's any record kept of people who are given the opportunity to move to housing, but refuse it? Or is there any way that there is any kind of tracking of people who have the opportunity to take advantage of services, but choose not to, because it almost seems like that gets in the way of the people who are actually trying to take advantage of services? You know, if, if people, excuse me, if people are down there who don't wish to take advantage of the services to you know, help them get off the streets, and find an opportunity to move into more permanent housing, is there some kind of different approach that needs to be taken with those people? You know, with the people who refuse to take the services when they are offered into people try to think of what are the different models that anyone tries to think of to approach that, because, you know, there are a lot of people that are down there looking for services, and that are very interested in taking advantage of what HSC and CASS and everyone else does. But there are people who are not interested in taking advantage of those services. And is there anything different. You know, this is maybe a little outside the scope of, you know, the community meeting, but I mean, is there something different or some way that we're keeping track of, you know, people who don't who are don't want services?

David Schwartz clarification:

Alright, Bill, thank you for the question. I want to clarify one thing you asked when you said if they're refusing housing, or do you mean shelter, or services, or all three of those?

Question from Bill Morlan:

I guess I don't know enough to, okay, services are a place to go, someone who has the opportunity, as beds become available, which they are going to become available, if there are open beds and people choosing not to move to them. You know, are there any repercussions for people, other than the obvious repercussion of it would suck to live in a tent, but I mean, are there any other repercussions for people for choosing to not accept services? Or is it, are we are we struggling to find a different model to approach those people or a different way to deal with that, other than the stuff that hasn't gotten a certain segment of the population off the streets for years?

Responses:

Amy Schwabenlender: That's really complicated Bill, and maybe it's something we can keep talking about over time. We all operate in this harm reduction and housing first model, which is about meeting people where they are at. At the same time, yes, we have case managers, navigators, people having service interactions can capture in the Homeless Management Information System, or HMIS are some of the things you asked about Bill. So again, we got we've had this intense housing focus, we work through By-Name List of people to refer them to housing. And so if someone's up next on the housing list, and a housing navigator is engaging them to offer them the chance to move into an apartment, then, essentially, in a way every answer they have is tracks because I think the, the thing our teams here all do is to continue to meet people where they're at. So, some people it takes lots of, Lisa mentioned this, it takes lots of engagement. It can take lots of different people having that conversation with an individual to offer them shelter or housing. And so in some ways, it's as if we as service providers don't give up on people. We kind of take their, "No" as "No, not right now". And we will continue to outreach, engage and work with them until we can move them to a, "Yes". So it's like you know one of the hardest sales jobs because some people don't believe That's true, they don't believe it's going to happen. They're dealing with significant mental health issues. But it takes a lot of time it could take treatment first, to have someone feel more comfortable having a conversation about shelter housing. So I know that's like a really long answer. And maybe it is something that it would help as we go through these series of meetings or have other conversations about different models of service delivery, and how we use that harm reduction approach to help people over whatever amount of time it takes them to end their homelessness.

Lisa Glow: It often takes 25 outreach attempts, before someone who's chronically homeless will choose to accept services. But once we get them into shelter, we really work on the engagement. And we have case managers with lower caseloads to work specifically with the chronic, the chronically homeless, about 30% of our population at CASS out of the 4800 we serve every year are chronically homeless, as measured by the intake tools. So the intensive engagement is critical. But so are the outreach attempts. And kind of going back to what Ian was saying, no, what is what are we going to do about those until they are willing to engage? So I think that is definitely a worthy conversation that, that it's bubbling with all the planning going on at Phoenix, through MAG, they're coming out with their regional plan this month. Because it's, it's not just downtown, it's throughout every community where there are encampments and people who are not coming off the streets.

Question from Bill Morlan:

And I appreciate that. And they were, as you said, Amy, you know, a relatively long answer, but it was a very long question. So I understand that. And, you know, I, I guess the thing I would just follow up, my follow up question to that would be, you know, after the 20, if it takes 25 engagements, I mean, is there anything, we could be doing differently to shorten the number of engagements, and I am not talking about, you know, like, arresting people for being homeless, I'm not talking about, you know, criminalizing homelessness or anything like that. But, you know, if our history shows us that certain individuals just will not accept the opportunity when it is given, is there some other approach we should be taking some other thing we could be doing? even going back to what Ian was talking about, like having a place where people who just do not want to engage in services, you know, but if they have a place that they can go, where they do have more very consistent interaction with people who are offering to help, but that they also, you know, have someplace it's safer for them, and safer for the community, then, you know, in a tent? And yes, it is a much longer term conversation, and I think we're going to get to, we're going to finish tonight. But I mean, I do think it is an important thing, we have to keep in mind the huge percentage of people who are looking for help. But we also have to keep in mind the very small percentage of people who are going to keep resisting.

Response:

Amy Schwabenlender: Sure. And, yeah, there's a lot of food for thought, and I have a couple ideas. For the next meeting, I do think it would be helpful to hear maybe directly from Community Bridges, a couple of other partners to talk about those different service delivery approaches. And we could also show you a picture of data, like the last 12 months of everyone who's come to the campus and what we know about them, and how many people like you just sort of ended with it's not everyone who's not engaging in services, by and large, most people are engaging in services, and we work to help them end their homelessness. So I think there's lots of future conversation topics in that question.

Question from Bill Morlan:

And I think by and large, the majority of people are engaging in services. You know, the, the unfortunate thing is that people who are not are the ones who then are dangerous to the community and dangerous to the people who are down there looking for help.

Question from the chat box. Is there a targeted date in which the tents are expected to go away? And is it possible to extend the use of the county parking lots and move all the tents into those lots?

Responses:

Amy Schwabenlender: If it's tents outside in the parking lot safe outdoor space, there's no, there's no firm date where we can say we will have found shelter and housing for everyone. And then, and part of that does tie to the rest of the question that Rachel can address.

Rachel Milne: Sure, and the date for the, we hope to have that Safe Outdoor Space phased out prior to June 30. But June 30th, is our target for closing that. And really, I there would not be an option for additional tents to come on the lot. Because really, the Safe Outdoor Space is not safe in the summer. And so really, that's the, you know, the County has not is not in a position to allow people to have a tent on an asphalt parking lot during the hot summer months.

Question from Laurel Langemede:

Hope you address crime. I think somebody earlier mentioned that, you know, there was somebody was killed by gunshot. And there were some other shots fired. If you look on the map, that area around the Andre House is always red the highest crime rate in the in the, you know, probably that Nation. So what are you doing about the crime? You know, I heard one time where somebody got accosted for somebody because they thought he was old. And he had it, he got his Social Security check so they want the money. And then somebody had their car window bashed in. So what are you doing about the crime? And it goes along to Bill Morlan? I mean, you've got people there that want services and need services, but you have that criminal element that is there selling drugs and doing prostitution and killing each other. So what are you doing about the crime?

Responses:

Alan Stephenson: There is a stipulation number 13 that requires them to develop a Security Master Plan, and to work with the Police Department on an annual basis for review of that, to ensure the safe environment and that they're coordinating with Police Department on issues. Within the larger area, there is, you know, a dedicated police, Sergeant and team that works on issues around the campus. Lt. Moeller has been an integral part of the City process in reviewing the stipulations and the proposals that the Campus has come forward as it relates to trying to address some of the crime and other issues that are happening within that area. And so that is something that the Campus has worked on and continues to work on in conjunction with the Police Department. Amy do you want to add anything more specific on that?

Amy Schwabenlender: First we can do what we can on our property. The safety and security plan includes registering for virtual block watch, which we've started that process, it has to be done by security camera, so that's underway with Lieutenant Moeller. There's authority to arrest by each property owner. Those are all current. And yes, Lieutenant Miller's been great to sit with us over the last three years to talk about security, what we can do, what our boundaries are for our paid security staff. And I really think this is a topic of conversation that all of us need to work on addressing together, including the city staff and, and PD to figure out how we prevent more crime.

Question from Laurel Langemede:

I bet if you were to move the people that are in the tents that are in the easement, and maybe to someplace like 24th Street in Van Buren at the State Hospital, which is a grassy area, that the crime would go way down. So why not add that to part of your plan?

Responses:

Amy Schwabenlender: I think property owners that owned that land would have to be willing and want to be part of a conversation about what can be done on those other properties.

Amy Schwabenlender:

The question was also in the Q&A box that I answered. So stipulation 29. I talked about briefly that there are eight strategies of the city and where we can support and advocate. And that response document was sent. We will post it on the HSC Website in the community section.

This next question is in the Q&A. "So the City, so in the City budget, there is money allocated for street cleanup? Is it possible to hold individuals accountable? For the trash that they leave on the streets?"

Response:

Alan Stephenson: You know, in the chat question, I think there's a little bit more on that question, which is really more about making someone clean up that whatever they're leaving behind, so that you're not having to spend public monies to clean that up. And I think the reality of that is that it's very difficult to enforce something like that. I mean, certainly, if the police catch someone littering in the process I think they can tell them, "Hey, you know, clean

that stuff up", they could, under the threat of some type of arrest or something if they're not complying with those requirements. But if, if there isn't anyone around, you can't just walk down the street and say, everyone's got to clean this stuff up, because there's trash here. Police have to actually see something happening in order to do anything. The idea with the stipulations is to have additional trash containers that are out there that are available for the public that are more convenient, so that trash can be easier to throw away as opposed to a few of them that get overflowing and then people just say, well just leave it here or pile it up on the side. And so that's why we have the stipulations that we're working with the Campus on for the additional trash receptacles. So it'll be easier for people to throw away their trash.

Addendum 2

Human Services Campus, Inc. hosted a Quarterly Community Outreach Meeting on Tuesday, August 3, 2021 at 6:00 pm via ZOOM. This report is submitted per Ordinance G-6799.

Invitations were emailed to 513 people, and hard copy, postcard mailed to 914 people.

More than 50 individuals participated.

The following is a transcript of the meeting:

David Schwartz, of Goodman Schwartz called the meeting to order:

Welcome all of you to the August quarterly community meeting.

After my comments conclude I will turn it over to Amy Schwabenlender who is the Executive Director for the Human Services Campus. And she will give you a few updates from the Campus' perspective. We also have Lisa Glow with CASS here and also John Hogeboom and Liz DaCosta with Community Bridges, who will be providing you some updates as well. Both CASS and Community Bridges are key partners in delivering services to the homeless community. After these three groups have a chance to update you, we will then turn it over to our partners at the City of Phoenix to provide you some updates. We have Joshua Bednarek and Racelle Escolar with the Planning and Development Department. We also have Lieutenant Mike Moller and commander Brian Freudenthal with the Police Department. Following them we'll have Tamyra Spendley with the Human Service Department who will give you an update on the City of Phoenix Homeless Taskforce. Following Tamyra, we are hoping to hear from our District 7 Councilwoman Yassamin Ansari. After our city partners speak, we will then turn it over to a new portion of the community of this agenda that we call for the good of the order. And that is set up to provide all of the different Neighborhood Association Community Leaders if you have any updates. So that will be separate from the main part of the agenda, where we turn it over for questions and answers or any concerns you might have. We will so as we said we will capture all of those questions and comments and then we will sit and submit them to the City as we are required. If for some reason we don't have an answer to your specific question we will get that answer for you and then we will follow up with you directly.

Amy Schwabenlender, Human Services Campus

Thanks everyone for calling in joining tonight. There's already a question in the chat. So the slides and any presentation materials will be saved on the HSC website in the community section after the meeting either tonight or tomorrow. So yes, we will make those available. Really briefly, some new things continued things since the May meeting that I wanted to share from the Human Services Campus overall, we do continue to operate in what we've been calling

COVID mode. So our adapted practices, policies and procedures to ensure the greatest health safety for our clients, our employees and volunteers. We continue to wear face coverings and masks indoors in any buildings on the campus for clients, employees, volunteers. Circle, the City continues to do regular COVID testing and vaccination. We still have hand washing stations, reduced numbers of people in dayroom spaces, and continue to follow the guidance of the CDC and the Maricopa County Public Health Department. We've also been in heat relief mode. We have additional indoor space during daytime hours in the St. Vincent DePaul dining room in the CASS day rooms and our Lodestar Day Resource Center day room. Thanks to the city of Phoenix, we have a shade structure over the campus lawn with tables and chairs and evaporative coolers and misting system that's been extremely popular and helpful for people who would prefer to sit outside. Because of limitations we can't have everyone indoors. We're handing out 1000s of bottles of water every single day, and really looking to continue to provide as much respite as we can for people who come to the campus. The Brian Garcia Welcome Center is still open until 11pm, seven days per week. We are hiring staff, offers are in in motion, to hire staff so that the Welcome Center will be open 24 hours a day, seven days a week, by the end of August. That building, again, is public facing. People aren't required to do anything or show anything. That's where there are public restrooms, access to staff, and emergency shower, and it is the entry point to the campus. We're excited to be able to expand the hours and be more of the safety net here 24-hours a day. The last bit that's new is HSC with a grant has hired staff to start a multidisciplinary street outreach team. And we will be the lead and coordinate with partners who are on the Campus and beyond. Will do outreach and engagement beginning right here around the Human Services Campus, then expanding over time and probably in concentric circles or working with the Phoenix Community Alliance to be doing more outreach downtown around ASU downtown and would specifically like to work with neighbors to identify spots where people are congregating who are unsheltered. I will be typing my email address in the chat box. And if you would like to connect, if you have specific places where you suggest we do outreach and engagement would really like to have specific information from as many people as possible so that we can be responsive and go to those areas.

Lisa Glow, Central Arizona Shelter Services (CASS)

During COVID we our numbers were kept lower for social distancing, well, COVID is still happening. We are following protocols but we are slowly increasing to get back up to 470 of course with safety measures in place. It's been really tremendous how much great collaboration has happened among the partners the campus and Amy and her leadership. They hold a lot of collaborative meetings continuing where we coordinate I would say the best I've ever seen since I've been in this role for four years, and I think that's a silver lining that is going to continue to help us to keep our services strong and also build our partnership with all of the neighbors. So we will eventually get back up to that for 470. We are doing summer relief in the daytime as well. The plans to expand to 600 are what I'm going to tell you about next. We've hired an architect to do the design; we should soon have our contract from the city of Phoenix, then we can get moving on that design. Importantly, we've talked about the need for a Trauma Informed Care environment. And that means that it's a place where people feel safe they come into and there's dignity. And it helps in the healing journey, if you think about it, for any of us really to

have a dignified space, and the support and safety helps people who've been on the streets or newly homeless. We are also undertaking training starting at the executive level staff to become a Trauma Informed Institute. I've been in training and started coaching, it's a 15-month process to become Trauma Informed and I'll update you at the next quarterly on that since we just began. Thanks to the city of Phoenix, we are able to hire more housing and case management staff for the expansion. And that's really important because we know when we can help people one to one, the more we can help them, the more quickly we can help them get back into housing. And we've had additional housing dollars during the pandemic and have gotten a lot of people housed quickly as have I know other partners on this call. I want to mention just one last thing, and that is Project Haven hotel. And thanks to the city of Phoenix last June of 2020, we were able to open a temporary hotel shelter for senior citizens and medically vulnerable people. The vast majority were people over the age of 55, and a huge percentage over 62, who had vulnerabilities and were very susceptible to a bad outcome from the pandemic. We're getting our year end numbers and we close all those beds at the end of August, the funding is through at the end of August. So far we've served 227 individuals and 70% have been housed; had a lot of great partners, especially the city of Phoenix and other housing partners. So it's going to be open through the end of August. If you do want to come and take a tour and see what it's like I'll put my name in the chat. It's in a neighborhood where people haven't realized we're there. And the next step for CASS is we're working on opening a smaller regional shelter in the West Valley for just the seniors 55 and plus, so stay tuned for more on that, and I'll be happy to answer questions later.

John Hogeboom, Community Bridges, Inc.

We've been a longtime partner down there at the Campus since the inception. But wanted to give just a general overview of what Community Bridges is in the community in the state of Arizona. Our mission is to maintain the dignity of human life. As we go through this this evening, you'll hear from Liz de Costa, you might understand why that has been our mission since 1982, since the organization was founded. And our guarantee and our promise is that we will always be agents of positive change in our communities recognizing that change is slow. We don't leave until we are able to create that change with our partners. We were founded in 1982. And one of the unique things about Community Bridges is that our organization was founded by a neighborhood group. It was partnered with a group of members of Alcoholics Anonymous, who were concerned citizens about the effects of homelessness in the streets of Mesa specifically around intoxicated individuals. So they partnered, bought a van and drove around the streets of Mesa and picked up individuals and brought them down to the former addiction recover center in Phoenix. A few years went by they figured out that that was kidnapping. They couldn't do that any longer. So they partnered again with the city of Mesa. They had licensed to be able to provide that service called an outreach partner with health care for the homeless in fact, and then got a grant to open up our first detox, which was the east valley alcoholism council known as EVAC. I got there 26 years ago, 27 years ago and was one of 20 employees. Important to note that Community Bridges has never lost that grassroots belief that this is a company that although today, we're over 36 programs across the state of Arizona with 1700 employees, the majority of those employees are individuals with lived experience, whether that be folks who have substance use issues and are in recovery mental health, formerly homeless. This is a

company that has grown over the years by the passion of individuals who have lived experience. And then just to give you a general idea of the programs that we operate across the state of Arizona, we do everything from crisis, an inpatient, detox and psychiatric services to rural services and frontier in rural Arizona, we operate patient centered medical homes of those 1700 staff, about 200 are medical practitioners that are able to operate 24/7. Whether it be through telemed, across the state of Arizona, or patient centered medical homes, and are able to provide anything from primary care, to Addiction Medicine services to psychiatric care. The unique thing about our organization is the architects of these programs have been individuals with passion about specific areas. So nothing that we've done within the organization and nothing that we've grown into that hasn't been a passion of somebody who has worked for us, or somebody with that lived experience. And at this point, I'd like to turn it over to Liz DaCosta, our Senior Director of Housing and Community Integration.

Liz DaCosta, Community Bridges, Inc.

It's a pleasure to talk about what the work that we do on the Human Services Campus and with the various partners that are also here. So one of the most important things that we do is help with accessing the front door. So a lot of the people that we serve in our community in the Human Services Campus and other areas, they actually sit on those front steps right in front of that beautiful door. Our job is to make sure that we've got the right community based services to be able to meet them on those front steps, it's a multitude of reasons why they're there. Maybe there is a mistrust for the what could be behind the door, or they become accustomed to living on the streets to where they feel as if making a change would be much more detrimental than the current predicament that they're in. So our outreach teams are responsible for doing discernment and trying to decide, okay, who do I need to target these resources to? How do I go out there and connect with these individuals, establish relationships with them develop rapport? How does Community Bridges begin to know that person by name so that we can understand what the reason is why they're not entering into these services, and then walk with them through it? We focused very heavily on connecting people to housing. So how are we helping them move off the streets into shelter into bridge housing, and then connect into the coordinated entry system to be targeted for various housing referrals should the need arise. And then also working to develop effective strategies. So if there's somebody on the on the front step who we've been providing multitude of outreach services to, and they're not necessarily engaging, then how are we coming back and implementing clinical services into the methods so that we can help them enter into the door and get connected to these resources? Community Bridge has over 600 individuals who are peer navigators who perform these community based services. And a peer navigator is somebody who is in recovery for a year or more for mental health issues, substance use issues or also homelessness. And then CBI also is a bit of a workforce development agency where if you are operating as an excellent peer, you treat members with dignity and respect, you represent the agency well, and you interact with our different community partners in a very efficient way that's very supportive, you can promote up into some of these management positions or director positions within the organization. So increasing individual's opportunities, who maybe at one time experienced chronic homelessness, to increase their economic status and improve their outcomes for generations. So initially, that those peer navigators they interact with individuals experiencing homelessness,

or accessing services through our different crisis units. And first and foremost, we're focusing on that housing search and stabilization in that first kind of honeycomb. And then from there, immediately, we're looking at the physical wellness and trying to help them connect to preventative care. From there addressing substance use and mental health issues within the continuum at Community Bridges. So helping those individuals access our various patient centered medical homes, so that they can receive individualized counseling, get connected to employment specialists engage in medicated assisted treatment, if there is a substance use issue that an addictionologist feels the best course of action would be medicated assisted treatment. And then the final piece to that honeycomb really what we're aiming for is that connection to community and social support because once we're able to stabilize the individual's physical health, mental health and substance use, then really that connection to the community, helping them find a source of kind of partnership and influence within that community is really what helps them stabilize for years to come. I thought it was really important for the neighborhood to kind of see what it looks like in the Homeless Management Information System when we talk about this. So there was a couple that was outside the Human Services Campus. When I, when we walked by it, I was actually with my team, and it was some of the greatest human suffering I had seen in a very long time. They were elderly, the gentleman was with a walker, and when we approached them, they had three cats with them. So it was those three cats that they had taken from their apartment when they were evicted two days ago, that prevented them from moving into the shelter, because at that time, their cats did not have the necessary documents to be able to come in. So through the county assisted funds that they put up in COVID response, you can see that first entry on the bottom, our team, our path team enrolled them on March 8, that same day, we were able to help that couple move into one of the county hotels. Throughout their treatment, that peer navigator was able to identify that the gentleman was actually a veteran. And so they were able to get them connected over to our Veteran Connection Program. You can see that happened on April 30. And then the Veteran Connection Program was able to help get them connected to the SSVF Rapid Rehousing program. And that program is designed where we can pay the rental assistance and ongoing rental assistance for them to live in their apartment and provide ongoing case management services to help them stabilize and housing, regain employment and be able to take over the rent on their own. You can see that started on May 19. And they are still in that program right now. This is what it looks like in the Homeless Management Information System. And it took about two months to help them move from the hotel and into their own apartment. And these are the services that we currently have on the Human Services Campus. When we talked about accessing that front door, it was really important that Community Bridges worked with the Human Services Campus and partners to bring the Patient Centered Medical Home Services to the campus. And so that's through our Phoenix Rise program. We offer crisis navigation assistance. If there's a crisis that occurs on the campus, the campus can contact on the radio, an EMT and a peer support specialist will respond. They're trained in crisis de-escalation, the EMT is medically trained. So we're able to reduce the amount of emergency medical calls that come to the Campus because that EMT can triage the situation, get him over to preventative care necessary or often sometimes save a life by administering Narcan or all kinds of different things. We do full bio psychosocial assessments and treatment plans. There is a psychiatric nurse practitioner that is stationed on the Campus Monday through Friday. So we talk about

those people that are at that front step, maybe it's due to significant mental health issues or concerns. And we found that a lot of that population is willing to engage in this nurse practitioner because she's on that campus Monday through Friday, and really getting to know them. We've got licensed counselors also stationed there, individuals who are considered SOAR specialists. So if somebody has a disabling condition and is not yet connected to social security disability, then those SOAR specialists are specially trained to help navigate that process with the individual. We provide those case management services, and the program operates just like CBI, all of CBI programs as a No Wrong Door program. So we're not looking at the individual's insurance, we're not looking at their benefit type, when they come into the front door, we're saying thank you, welcome, and then we figured out on the back end and help them get connected. A part of the way that we're able to do that is we also have a PATH outreach program that is stationed at the Human Services Campus. And they are focused on individuals who have underlying mental health conditions. And their job is to help connect that individual either back to their existing SMI clinic for people who have serious mental illness, so connect them back to that clinic, or we have a counselor who works on that program who can help with those evaluations to help get a person who connected who may not be connected. We talked about all these great services that we offer, when you think about, the details of that one situation that I went over, imagine each of those lives that you see down there in and around the campus, just what that kind of case management entails when we're navigating them from the streets into their own housing. So we see that there's a need, the city of Phoenix sees that there's a need. So we have been awarded recently additional funds to expand our outreach services in and around the campus and within a one-mile radius. So a part of that is going to be connecting with Amy and her team on that multidisciplinary outreach, making sure that there's always a Community Bridges EMT or Community Bridges navigator with those outreach teams when we go and respond to the neighborhood. Another part of it is also the shelter expansion in areas outside of Downtown Phoenix. Community Bridges was recently awarded funds through the city of Phoenix to help identify a location to put another shelter in the north Phoenix area just to be able to expand shelter services. Also, we're looking at other shelter options for high density areas. And then using data driven decisions to drive our outreach services in bridge housing services. So people who may be considered high utilizers of the system, understanding who those individuals are, and then targeting our outreach efforts to go try to find those individuals. Give them a name of the organization work with our various providers to help move them from unsheltered situations and into housing.

Margaret Chesney asked "is residency status, legal or undocumented criteria for acceptance into the CBI program?"

Liz DaCosta answered:

It is not criteria. We would work with various providers who are able to assist with things even like medication and things like that. But no, it is not criteria. We would enroll the individual likely in one of our grant programs, and then work to help them get connected.

Bill Morlan asked, "What is meant by shelter options in high density areas?"

Liz DaCosta answered:

That applies back to the data driven decisions. What we're doing through our street outreach teams, actually, we do something in partnership with the Maricopa Association of Governments where our outreach teams track latitude and longitude of the location where they interact with individuals. And then from there, we have an interactive map that tells us where our high density areas are. So where we're at with it right now, I think, Bill, is we're trying to understand where those high density areas are, what are the needs of the individuals in those high density areas? What are the needs of the neighborhood, so that we can figure out what shelter options would be best to invest in to try to help meet both the needs of the neighborhood and then also of the individuals in and around the area.

Councilwoman Yassamin Ansari, Phoenix District 7

Thanks for having me on the call tonight. Firstly, I'd very much like to thank our nonprofit partners, Human Services Campus, CASS, Community Bridges, city staff and county staff who are on the call that have been so steadfastly committed to making sure that we fast track solutions to heat related deaths. This has been a significant issue for many years, but one that's been at the forefront since I started a couple months ago. I've personally walked and helped to deliver water to our unsheltered neighbors a couple of times, including today, when we went out with the district eight and the district five office and just seeing the circumstances and just seeing the effects that just one hour of being out in the sun has on a person really made me realize that it's urgent that we do more. I'm grateful to city staff who worked with us to very quickly get a cooling bus out to the Campus that's just parked right by Madison and 11th. And it's been a huge help. I think we just got updated statistics today that showed that in the month of July alone, about 2238, people were able to utilize the bus, they can just go inside, spend several hours there have air conditioning, and receive water. 160 people just yesterday, used the bus. And it was cool today when I went again, to hand out some of these waters, I spoke with a few gentlemen and asked them about it, and they had mentioned that it was incredibly helpful to have the bus there. And just the fact that they were able to receive cold water and as much cold water as they needed on the bus was a huge help. So huge thanks to Tamyra who's on the call and will be speaking after me. She has been leading efforts from the city side and helping to notify neighbors and leaders like Amy at Human Services Campus. Father Dan at Andre house, so huge props to her. We also, as was mentioned, placed a shade structure on the campus with misters and 120 chairs as well as 12 tables so that folks can stay cool. And then next up, we're now working to hopefully get a cooling center on ninth Avenue in Jackson. This will have shade structure with tables, chairs, bathrooms, hand washing facility and water bottles, there will be security on the lots locked at night and bathrooms cleaned twice a day. And the Hours of operation would be from 7am to 4pm. And again, huge shout out to Tamyra who's been working with Amy and others in the county to hopefully bring this make this a reality. The plans with a cooling bus are to have it there until the end of the month, August 31.

Ian Francis Question:

I want to thank, first of all, everybody that's here on the meeting tonight, and thank the partners that have come forward and have been involved in this issue most recently, and over the last few years that we've been involved in it. I'm glad to see that there's improvement, I'm glad to

see that we're starting to recognize the mental illness and the substance abuse part of this equation that wasn't even talked about two years ago, or is prevalently. I'm going to speak on a couple of things. And I don't know if you want me to hit all these at once and then come back or do one at a time what works best for you? I have about five different points.

Melissa Oister Answered:

Ian, what we were hoping to do just for the kind of the flow of the show, if you will to make sure we get all the presentations in, we're going to the last part of the meeting is going to be strictly for questions, comments and concerns. So if it is something that can wait on that what we're trying to do is if you had a question about any of the presentations, we're trying to kind of make sure that goes well.

Ian Francis Question:

Sure. Then I guess on point of what Yassamin had just mentioned, what area are you going to turn into a cooling shelter? And how is that going to operate? specifically?

Councilwoman Yassamin Ansari Answered:

I'm not sure are you referring to the you're not referring to the cooling bus right? Are you referring to the center? Yeah, Ninth Avenue and Jackson. And I believe Tamyra will be speaking further to that. She's speaking next I understand.

Ian Francis Question:

Okay, also really quick the neighbors a few of them have reached out Yassamin to meet you. I know you've been busy getting acclimated during the first couple of months. Could we just have a meeting for the next week or two here. We'd love to get together and put our heads together.

Councilwoman Yassamin Ansari Answered:

Absolutely. I don't know what email you've been reaching out to, the staff is very responsive. Our email is council.district.seven@phoenix.gov. For anyone who wants to reach out, we'd be more than happy to set up a meeting. Thank you. And I'll make sure to put that in the chat for everyone else who might need it.

Melissa Oister of Goodman Schwartz:

So before I turn it over to the city of Phoenix, what we would like to do now is ask you all a question as part of a poll, which I have just launched, everybody should be able to see it on their screen now. The question is, "What is your number one concern in the community regarding the Human Services Campus?" The options are trash and debris, safety and crime, and street access and crowding. Please select one of the three answer options that best aligns with your thoughts. As we stated before, we will be asking a couple more questions throughout the meeting as part of this poll. And this poll is meant to help the Human Services Campus understand where to focus their community improvement efforts. If you are interested in partnering with the Human Services Campus on any of these issues, please reach out to me directly. My contact information is available in the agenda that was sent out via email and postcard. Now I'm going to go ahead and turn it over to the city of Phoenix for their updates.

Starting with planning and development department, then we'll have Lieutenant Mike Moeller and Commander Brian Freudenthal, with the police department and then we will have Tamyra Spendley with Human Services Department.

Joshua Bednarek, City of Phoenix Planning Department:

Josh Bednarek, City of Phoenix Planning Department, Deputy Director of the department's planning division and with me tonight is Racelle Escolar. Our team worked together with our director Alan Stephenson, and many of you, especially for the application. I'm happy to be here tonight answering questions as needed to give a brief update on the stipulations. I know Alan was here last time we all got together and gave a pretty comprehensive update on the 29 stipulations Racelle is here tonight to give an update on a few of those. And then we're happy to dive into some questions as the conversation proceeds.

Racelle Escolar, City of Phoenix Planning Department:

This is Racelle Escolar. I'm a planner with the zoning section in the planning and development department with the city. And I've assisted with the review of this the special permit application on this site and was involved with the coordination and development of the stipulations related to the special permit. Several of the stipulations have deadlines associated with them. So these are those stipulations. So I'll just give a brief overview. The first deadline was in April, and that was to submit a written plan identifying how regional efforts will be supported. So that was submitted in April and was completed. The next deadline is basically this quarterly meeting. The first quarterly meeting was in May. So that was held and then we have several meetings that are scheduled upcoming for the quarterly meetings. There was a 90-day deadline, which required a waste receptacle plan to be submitted to the planning hearing officer. So that was submitted in April. We did do a review of that plan and have provided sort of first review comments for that and we'll we just provided those comments in July. So we are just waiting for a revised submittal on that. And then upcoming we have an annual report. That will be due in February. And then two years, there's a two-year review of this special permit that will go through a hearing public hearing process. So there will be the opportunity to provide input, you know, additional input on the special permit and how that has been enforced as far as stipulations. And there'll be an opportunity to modify any stipulations or and add additional stipulations. And then again, there's a three-year review as well, that will be for the headcount. So that's what we have as far as an overview and update and Josh, and I will be happy to answer any questions during the Q & A portion. Actually, we do have I have one more slide to go over. This was kind of an outcome of the review of the waste receptacle plan. And it's related to stipulation number six, which requires this cleanup area. So we developed this map that delineates the cleanup area, that's from Seventh Avenue to 15th Avenue, Madison to Harrison Street and 11th Avenue to 12th Avenue between Jefferson and Madison. So that's the stipulated cleanup area that is required to be cleaned twice a day. And so that kind of just establishes where the cleanup area is, and will become part of that case file. portion of the meeting.

Commander Brian Freudenthal, Phoenix Police Department:

I was just recently assigned to the central city precinct in the downtown operations unit. I've had the opportunity to work with some of you that are part of this meeting. And in the past, because

I've spent the majority of my career working within your community. I just wanted to take an opportunity to introduce myself now and I'll let Lieutenant Moeller cover some of the things that we've been doing. I started as an officer, work in this area, and then went on to be a sergeant and covered the Human Services Campus and the community surrounding which it encompasses and then I also had the opportunity to as a lieutenant. So now, I'm fortunate enough to get reassigned here as a commander, and continue those efforts. So with that, I've had the opportunity to see the evolution of the of the campus from day one, and to where we're at now. And we've made a lot of strides, yet, I know, we still have a lot of concerns that we have to address. What I appreciate about this meeting and these meetings moving forward is in the past, I always felt like within the police department, we were that middle person that we were always we were going to all the community meetings, and we were meeting with all the businesses and the community members surrounding a campus and we were hearing your concerns. And then we were working with the campus to try to come up with solutions and come try to come up with ideas. And we were always at, in between back and forth. And now we have the opportunity to all partner together and come up with ideas and solutions. And we can make your community safer, the community safer for these individuals that are experiencing homelessness, and for the members of the campus safer. So I appreciate this opportunity. I look forward to being a part of these meetings and being a part of this community again, and I'm going to let Lieutenant Moeller and take it from here and go over some of the things that we've been dealing doing since the last meeting.

Lieutenant Mike Moeller, Phoenix Police Department

Good evening, everybody. It's Mike Moeller downtown operations unit. I'm going to I'll keep it brief with our updates, as I'd like to kind of just open it up to any questions to be easier to address those specifically that just to kind of see everything that's going on, it could be a little more appropriate to pinpoint some of the major concerns that everybody has on their mind. So right now we have seven days a week coverage 19 hours a day from our shelter squad. I also supplement that with some of our patrol daytime patrol operations downtown operations unit officers as well as some second shift officers. I also have a street enforcement unit that covers the whole downtown area, which includes the shelter area, or we refer to as the zone, most of you know that they are continually working together with the campus, staff, and clients, we get to know everybody down there by name, so it makes that relationship even better. So we're able to pinpoint certain issues, contact people that we need to provide additional outreach and get them into the services they need. By also, by building those relationships, we can continue to keep that area as safe as possible. One thing we'd like we continue to do is we are out there every day. For the bus heat relief, I have two officers assigned to that daily. So whenever there is a bus parked there 12th Avenue in Madison, you also see another two officers in that area, in addition to the two officers assigned at any given time, throughout the day, so they can help provide a little bit of support not only to the bus, but to that immediate area as well, because everybody who knows the zone knows that 12th Avenue Madison was very, very dense population, for those experiencing homelessness. We're also, you know, targeting those that are out there just to hurt other people we're looking for the criminals that are being the predators are going out there, they're harming those most vulnerable in our community. And those are going to be those experiencing homelessness, so suspects in any crimes, my team does a great

job, doing extensive follow up, reaching out to witnesses and victims, using any kind of video surveillance that is available and shared with us to help pinpoint those that are out there trying to hurt others. So once they're identified, team does the follow up. And we try to locate those individuals, and we make the arrests where necessary. And then we work with our misdemeanor repeat offender program, or our repeat offender program for felony side to make sure that those that are out there with extensive criminal history that are continuing to hurt others, that we're working with the courts to make sure that they're, they're getting those people off the street as long as possible, obviously, within the law, so they don't, they're not out there, again, we're out we're working with our gang or drug enforcement Bureau, targeting those out there that are really out there, not because of the homeless situation will be out there, again, target those that are experiencing homelessness, if it's if it's the gang activity or drug. And a lot of times, I know it may not look like it, but there's a lot of things happening behind the scenes that we don't really share with the community. But the results hopefully will be there. And we'll be happy to share crime statistics, public records, requests, things like that, to help point that out. We're working so close with security personnel on campus to were part of their security operations, team meetings. So we can make sure that you know, they are provided with all the support they need. And they are also sharing information with us that can help us do our jobs better as well. So I'll leave it at that for the area. Oh, and one other thing that three days a week cleaning, we're also part of the security and safety for everybody out there, clients and city staff that's out there doing cleaning. So if anybody has any questions, I'd be more than happy to answer those.

Tamyra Spendley, City of Phoenix Human Services Department

Human Services, Deputy Director of our homeless division. And again, due to time constraints, I know a lot of you have a lot of questions. I'm just going to give a high level overview of the human services homeless Task Force. Again back in March of 2020, the mayor and city council directed staff to come up with and develop a comprehensive strategic to strategies to address homeless plan. And again, it's a complex issue with homelessness and affects not only those experiencing homelessness affects the neighborhood. Part of the recommendation was that we have a task force assigned through the city manager's office. We did do the taskforce that started late in 2020. It consists of 18 community members which includes business leaders, neighborhood leaders, non and nonprofits. So in January of this year, the taskforce began meeting it first started on a monthly basis, just kind of looking at the plan prioritizing the plan, what we realize is there's a lot of work that needs to be done. And it is a big plan. So we started meeting now bi-monthly. So when we this has only been seven months now we've had a lot of work done. So the task force has really taken an in depth look and starting to prioritize, we have the short term goal, which now are almost up to a year that we've accomplished them, they're looking at, the one to three months and long term. And what are we missing on the plan, what needs to be there and what is important to the community. So part of that was we developed a website. So if any of you want to see the plan, see some of the stuff we have accomplished, see different resources that's on phoenix.gov homeless health. That was one thing that was created out of this plan. They also gave some feedback on some of the funding that we receive and gave suggestions. And one of them was kind of what Lisa Glow and Liz DaCosta talked about, is, again, having different shelter opportunities throughout the city of Phoenix, not located just

one in downtown Phoenix. So that was something that was important for the task force to. Moving forward, the task force, again, is looking at the goals prioritizing them, and then we're going to come back to the council with an updated plan in the fall. So we will be presenting on that. And then the updates and all the things I've been we've been working on will be on again, that website that you can go to, to see kind of what all the accomplished and where we're going to be moving forward. I will stop now because I'm sure you guys have many questions that I can answer.

Melissa Oister, Goodman Schwartz

Thank you. So on the screen now, you all should see two questions. The first question is, "What community improvement efforts have you seen the Human Services Campus do well in?" The answer options are as follows neighborhood cleanings, security, community engagement, and partnership and services for individuals experiencing homelessness. Please select all that you think apply. You may select more than one answer for this question for both of these questions, and the next question is, "What community improvement efforts? Would you like to see the Human Services Campus focus on more?" This question has the same answer options as the first question. And again, please select all that you think apply. So jumping right into our questions, comments and follow up items, I wanted to quickly go over some of our zoom functionality, instructions and ground rules one more time. For those who have questions or comments, you're welcome to post them in the Q & A or chat feature located at the bottom of your zoom screen. If you'd like to ask your question or state your comment verbally, you may use the raise hand function which is also located at the bottom of your screen. When it's your turn, we will call your name and allow you to unmute yourself. We will do our best to take questions and comments in the order that they're received. And we will also do our best to prioritize those that have not participated in past meetings. As previously mentioned, we ask that dialogue remain civil and disrespectful or otherwise inflammatory language will not be tolerated. So pulling up our questions. So the first one I see from Laurel. "Tamyra, do you have anybody from Madison Pioneer Coalition on the homeless task force?"

Tamyra Spendley answered:

Yes, we do have representation Bill Morlan.

Ian Francis Question:

This was really quick for Tamyra, Yassamin had mentioned there was a plan earlier for a cooling station or shelter on Jackson and ninth Avenue. Tamyra, can you give more detail on that please?

Tamyra Spendley answered:

We're still working through the details on it. So and again, this was the councilwoman's idea. So I really want to give her credit and then you know, we just do the work that we get asked. So she gave me a lot of kudos but it's really comes from our council direction. So what it is, is again, we noticed we hurry up and we put the cooling bus out there because the temperatures are getting hot. One of the things that she requested is once the lots from the county closed down, we noticed a lot of the restrooms and hand washing stations moved away to which were

very close by that and Jackson. So we're working with the Human Services Campus to put it on their lot. So again, it's on private property, it's fenced off. It'll be open from 7am to 4pm. There'll be restrooms, hand washing stations, security. There'll be shade structures with a table for tents. So people can just sit out there, there will be water bottles that they can drink, that we're not going to be serving food or anything. That's why we're doing it from seven to four. So the expectations people go back onto the campus to get some breakfast dinners and then get shelter during the evening. It's just another way for individuals to be cool during that time there'll be security on there like Lt. Moeller said there'll be police that's aware of it, we will go ahead and put a trash bin outside the area.

Community Member Question:

"Is this coalition advocating and partnering with the state of state and city in getting eviction funds released for use by apartment dwellers? And are their special outreach services for these folks?"

Tamyra Spendley answered:

So if she's talking about the task force itself, that's really dealing with our strategies to address homeless plan, which again, back then we didn't have the eviction part of it. So that's a small piece that the city has \$50 million that was given out. They've already allocated over half of that. So we have a whole team that is working day and night trying to get that money out. And then we do work with providers. There's weekly calls with state officials of different cities all trying to work this is a priority for the city.

Lisa Glow answered:

There is a state Task Force and intergovernmental group working on getting the eviction dollars out there. The Arizona Department of Housing Director Tom Simplot is on that. So there is an effort. And so I know there's a major push, I don't have the website or the best place to go to, but I think it would be good to follow up with people to let them know as they see folks who could use those resources.

Melissa Oister:

Thank you, Lisa. Does anybody else, any of our attendees have any questions for any of the presenters? Lisa, and Tamyra. I don't know if you saw this in the chat. Margaret says, "Thank you. Her concern is that evicted folks will add to the homeless population."

Lisa Glow answered:

We share that concern, all of us and I put in the chat, one of the positive things going forward right now both through Phoenix as well as the state, and I believe also through the county is there's a real push to open more emergency and transitional shelter beds outside of Downtown Phoenix. There's a workgroup I'm on every week talking about that the facility we're going to open is outside of Phoenix, and it's supported by the neighborhood where we're going and it will be for seniors and as Tamyra mentioned, CBI is working on something but they're not the only one. So there's a huge push to open more places for people because more people are going to be getting evicted is what we all believe.

Melissa Oister

This next question is from Laurel L. "Last time there was no contract offer a 24/7-bathroom facility. Are there any updates on the implementation of a 24/7-bathroom facility?"

Amy Schwabenlender answered:

Melissa, this is Amy. So that would be the Brian Garcia Welcome Center. Per stipulation, we have to have bathroom access to 11pm. But we believe it's in the best interest of everyone to have a 24/7 center. We will have staff in place to do that by the end of August.

Ian Francis Question:

Bill Morlan is out of town. So a couple of these things I'm trying to gather for some of the other members of the community here. But a couple of quick things. First of all, I just wanted to make no note, and I wasn't sure who to send it to. But I'll just mention it now that I'm in the front of my buildings here between ninth and Seventh Avenue on Madison. I'd like to ask that if we can follow through with the cleaning. I know there have been four or five days at a time where there's no cleaners, the trash does collect up and we have to go out there and scoop it and clean it ourselves. So I know that area is part of that. So I just like to remind them give them a friendly reminder to please clean between ninth Avenue and Seventh Avenue as per the stipulations. The other concern I've had that that goes with that is we had talked about at one point having meal served inside of boundaries, and just driving back and through I come through the neighborhood many times a day, I'm here every single day that the Andre House is still handing meals out there side garage door to people on the street, it winds up over here in front of my buildings, they like to sit on the porch and eat and they leave leftovers that sit there for days and then overnight is when they use, they're still continuing to use my buildings as a toilet. So, is there anything that we can do to prevent that from happening? Part of the cleanup question. Number three is as for the last six months, we've got a few police reports that we filed, we've seen a spike in vandalism. Several of the buildings that I both own and lease have had break ins. We're up to probably the insurance claims are somewhere near \$30,000. If it's possible, we'd like to see if there's some sort of resolution to get 24 hour police in the area because a lot of these break ins have been happening somewhere between midnight and six in the morning. It seems like and there's been a lot of damage and a lot of vandalism that's been happening and I can count six specific occasions, it's continued to happen. They're cutting our fences and stealing the copper out of our air conditioners. And I'd like to see if we can do something to increase the security during those hours. And the last while the fourth thing here is we've been meeting with partners in the community service providers and also the police department. It's been brought to us that the majority of the shelters in the valley all have open beds. Which brings me to the question of the approximately 150 to 200 people that are still on the streets. I would assume that those people are probably going to be classified as the service resistant people seeing that all the shelters have open beds. And I wanted to know what is the plan for that if there is any. And if we could take a regional approach to those people that are service resistant and come up with a couple of different options because it seems like that the service resistant people tend to be the ones that are causing a lot of the waste and debris and health issues and maybe the safety issues in the neighborhood. So that is a concern. I

mean, we've gotten people in the hotels, that's great. I hope it lasts longer than the summer. But what are we going to do about those last people that are camping on the curbs the service resistant people seeing that there are open beds, and just about all the shelters. And the last is I just like to request a copy of the minutes for the group so that people that aren't able to attend today can go over what we discussed and some of these solutions and comments. That's all.

David Schwartz:

Alright, so that was quite a few. So let's try to take them one at a time because those all deserve question. So you mentioned on the cleaning from ninth avenue to Seventh Avenue, and it seems to be missing. Amy, I'll let you take that, because I know you do have a programming stuff. There's areas of being this trend, make sure we focus in take it away.

Amy Schwabenlender answered?

Yes. So I put an email address in the chat box, if you could please, email me when you see that cleaning hasn't happened, the crew is going out twice a day in the area that Racelle showed on a map. So I need to know when it's not happening. If you notice that it's not happening. Andre House is still serving through that garage door because of COVID and public health restrictions; they're working to reopen on the inside by the end of August. But because of COVID everyone's been restricted to how many people can be indoors and how close to each other. The shelter capacity if you could also email me who you're who you're meeting with who has open beds because CASS is the largest single adult shelter in the valley. Family providers may have open beds; we cannot refer single adults to those Family Programs. And we believe that everyone here in our immediate area is engageable. And it's incumbent upon us to outreach and engage folks who are still unsheltered. CASS is full every night. So we can't just invite everyone who's outdoors here in our neighborhood into a shelter bed. But understanding from you what other providers are giving you as far as information, especially if they're single adult shelters, we could make referrals to those programs.

Lieutenant Mike Moeller answered:

So just for everybody's knowledge. So when I said we have, you know, 19 hours seven days a week, cut with I didn't mean that those non-hours of about 1am till 5am, that doesn't mean there aren't any officers on duty. That just means I have a dedicated eight officers squad that provides that 19-hour coverage outside of those areas, and including those times. There are other precinct resources available to assist any calls for service general patrolling just like any other neighborhood in the city. I just wanted to emphasize the 19 hours a day seven days a week that we have a dedicated team just for that specific area. And there is no other neighborhood in the city of Phoenix that has that many officers dedicated to almost like a four block area. So that's just answering that question. We are working on staffing models to look at 24/7 dedicated teams for the downtown area to include the shelter area. Those are always things that we look at. And that's why it's always important that we get those calls for service. So please continue to do so. We don't want anybody to feel like their calls aren't going on answered officers will respond we will take the reports and we will work with you on trying to figure out the best way to address those issues. If there's anything we can do. CITED, the crime intervention through environmental design on how to make your property less appealing to the criminal mind with

lighting and landscaping and fencing and things like that. So those are all the things that we're looking at. Set up a date and time where we can come out and meet with you, so can you discuss your property. I have a Community Action officer assigned to this area that can definitely take some more time to really get down to the root of what's causing all these issues in your area.

Ian Francis Question:

I appreciate that. We're just you know, we do it. We're out there fixing the fence every other week, and we're trying to keep up with what's going on out there. The most recent incidents, we had somebody breaking through the fence, on the corner of ninth Avenue Jackson set the palm tree on fire, which there and set up the building on fire. So, I mean, it's trying to keep up with that sort of thing. Constantly. And, yeah, you're right, it's, it's going to take a lot of money and some thought to protect those properties other than having somebody be out there. You know, 24/7. It's just a daunting task for us, like you guys, it's dealing with, the issue constantly. We're just trying to do the same thing from our perspective. So I appreciate all you guys have done, I support you very much. I've had to call you guys a lot of times, I think the 911 lady knows me by now. And I appreciate all the help that you guys do. And I can't thank you enough.

David Schwartz:

I saw a chat from Angela Ojile, about making sure Madison Pioneer community had a chance to weigh in with some of the questions. I know, Ian has had raised some of that. So Angela, want to make sure we address that. Have you gotten their questions answered that you were looking for? Or was that more just a broad statement? And then I guess I would, you could even put it in the chat, if there's any specific or the Q & A.

Angela Ojile Question:

I think the neighborhood Madison Pioneers Coalition neighborhood would like to have more frequent meetings and more effective meetings. We appreciate everything you're doing. But a lot of this doesn't apply to us. And it's a busy group of people. So I think we were under the feeling that we were these meetings were going to be geared towards the neighborhood towards the HSC. And the neighborhood and what we needed to do to stay on track with this. So I'd like to suggest that maybe we can gear things in that direction. As far as I've got some cameras out there, I'm glad to show pictures I've gotten and video of the cleaning crew not coming by. And if they do maybe picking up something out in the street and leaving the other thing there for the next three days, big pieces of trash. I've gone out when I'm smelling, they're standing out there smoking cigarettes, and it's all blown on my property. And they're not really doing anything too effective. So we've got other neighbors saying they're not even coming over into their neighborhood, what he described, he's dealing with as far as being used for it in one place to sit and eat and leave trash and a bathroom. You know, we all deal with, I'm dealing with it a great deal because of my location. So I think what rather than take all these other services, time and energy, just like spending hours listening to all this stuff that doesn't really apply to us, it would be really great if we could set up some meetings that are more geared directly with the neighborhood in the campus.

David Schwartz:

Thank you. I love that idea. So just as a little background reference. So first of all, I'd love to get together with you guys on Madison Pioneers. We kind of mentioned it, because I think it's right, there are some specific questions or concerns that you have, that maybe are not specifically relevant to some of the others. However, just as a reminder, on this community meeting, when it was a stipulation, there was specifically about parameters of people that are even beyond Madison Pioneers, and also some of the neighborhood groups. So when in some of our discussions, we've heard some people say, hey, it'd be good to have some of the updates and information on this other stuff as well. So there's no precluding us from getting together. And I love that idea. And so I have just reached out to Bill Morlan and then, so let's, let's do it. I would love to get together with you. And we can have a more focused meeting on that. But I do think on these Human Services on these community meetings, we have heard from some that say, "Hey, what's going on with the Homeless Task Force?" because that was such a major discussion. So we're trying to kind of balance that and trying to make sure we're addressing a lot of other people's concerns as well. But to your point, I love the idea of some additional communication.

Melissa Oister:

Laurel is asking "Where are the minutes from the last meeting?"

Amy Schwabenlender answered:

I'll put it in the chat box again. The invitation and agenda is ready goes on there (web site). We're not sending or posting a whole transcript of the meeting. We're sharing a report out per the request of the city and that document is shared online. And Christy I'm not sure I understand your question in the chat. If you're talking about the safe outdoor space, that was the county parking lot. We do have Rachel Milne on the call from Maricopa County who maybe could speak to that if that's what you're referring to.

Rachel Milne. Maricopa County Human Services Department answered:

The Safe Outdoor Space was county operated lots that were opened in April of 2020, a place to offer safe distancing for people who are camping outside. We used chalk to mark off 12 by 12 squares. So it opened in April of 2020. Had a really rough summer last summer. Were able to provide hand washing stations, water, restrooms, etc. But really did not want to keep that open this summer. We made a goal to close it down by June 30 of this year, and it closed actually on June ninth. So it actually closed several weeks early. And everyone who was in the Safe Outdoor Space, when we announced that we would be phasing it out was offered an indoor place to sleep. So everyone, I think there were around 200 residents when we announced it was closing in March announced we were phasing it out and everyone was either offered a shelter bed on campus or other community resources.

Ian Francis Question:

This question is for Rachel with Maricopa County. Are there any plans on opening a similar situation that that same type of overflow shelter or relief shelter at those locations in the future at any point?

Rachel Milne answered:

We are not looking at opening up the parking lots again. That was a response to COVID-19. The county does have plans for all of those lots. We were able to do that really because there wasn't anything happening on those lots, but I believe you'll see there are construction vehicles now in those lots. But we have worked with other community partners to open overflow. Currently, we're working with St. Vincent DePaul, whose Watkins facility just a few miles from the campus is open every night for heat relief for up to 200 people although in the last few weeks, it's exceeded 200 people and we're also providing transportation with partners, Phoenix Rescue Mission and CBI are both helping us with transportation to and from the campus so that unsheltered individuals can access an indoor place to sleep if there's not a place on the campus. But that there isn't, there's no plans to reopen the lots again, no. And the second part of that question, would the county be at this time open to discussion with service providers and looking at different county owned properties from a regional approach to use those properties for people that for whatever reasons choose not to go into shelter or that might be classified as service resistant? Is that something that the county is open to? So I can't speak to county owned facilities specifically but the county similar to what the city and the state have done the county is issuing requests for proposals for nonprofit service providers to propose new locations. High Density areas where we could open new shelter beds, transitional beds, bridge beds throughout Maricopa County. Yes, it is definitely, coming soon.

Joel Coplin Question:

"Are the three times a week cleaning with the trucks and police going to continue indefinitely?"

Tamyra Spendley answered:

We don't know, part of the zoning was that the Human Services Campus, and we had some funding with COVID, that was able to cover the expenses for three days a week. So again, we kind of just take a look at what is the need out in the community and then make the assessments the city manager does from there. So I cannot guarantee it will be ongoing.

David Schwartz:

I know we had talked about trying to do it was a great suggestion based on the last meeting is kind of a for the good of the order, you have a lot of neighborhood and community groups. And sometimes they may not be able to get together, especially with COVID. So are there any of our neighborhood or community partners that just have any announcements for anything, maybe that's going on in your particular neck of the woods, if you will from the area? And so I think if you do have anything, whether it be Oakland neighborhood, or downtown voices or pick a group, if any of you have any quick announcements that would be good to share with everybody we'd love to hear. And I'd say if you do just hit the raise hand function, and then Melissa will pull that up. And I don't see any we'll go to a couple more minutes. I just realized, Melissa, John Westerdale had a quick question as well.

John Westerdale Question:

Something that keeps coming up in and it's really difficult to hear what you know, what's happening at you know the tent encampments that are persisting throughout the neighborhood. And you know, how unhealthy and dangerous these are for the homeless, it is going to be 114 degrees tomorrow. We see how quickly Maricopa County was able to get folks that were in those lots, shelter beds, and housing or, and services that they need. So I guess my question is, are the folks that are that are camping in these encampments in the neighborhood, are, are they being offered services? Is this or are they being neglected? So that's my question.

Amy Schwabenlender answered:

Sure. So John, no. No, people are not being neglected they're outreached, they're engaged. A lot of folks come on campus for services, they eat meals. Again, we can't shelter everyone. Yes, we made a lot of progress with the county and phasing down that Safe Outdoor Space, really, because there are these onetime CARES act COVID funded programs. And so we're all advocating, Rachel, Tamyra, as service providers, we're all advocating to find ways to continue some of these temporary programs that have provided alternative housing paths for people. It's really incumbent on everyone though, to keep speaking up for affordable housing and bridge housing and programs to bring people inside so they don't have to live in tents. And again, as we start our street outreach team, there'll be even more people going out in a very coordinated way to engage people in those types of conversations, I would say no one's being ignored.

John Westerdale Question:

I have a follow up question then for Rachel from the county. Considering how quickly the county was able to get folks shelter you can they do the same thing for the people that are living in these tents encampments? It sounds like from Amy, that there's still an issue of bed space. And, you know, again, it's just really disturbing. It's going to be 114 degrees tomorrow. And that's, that's crazy. You can't live in a tent in that. So, you know, I we believe we'd like to see some progress on that. That's, it's just not acceptable. Thank you.

Rachel Milne answered:

And to answer your question, so yes, we definitely saw a great partnership, especially when we started to phase out that the camp, the Safe Outdoor Space and working with not only Amy and her team at Human Services Campus, CBI, CASS all kinds of partners came in to really, really address those people who were staying in the in the lots during that time. And then we've carried that on, as I mentioned, we are now funding St. Vincent DePaul overflow, where we're seeing over 200 people per night at that location, and really ramping up the staff through St. Vincent DePaul, as well to make sure that these people do have a place to go when heat relief is over. As Amy mentioned, we've got more, COVID funding ARPA funding now than, than we've ever seen before. So we really have this opportunity to work with people to continue working with unsheltered individuals. The county right now has five different hotel locations where we're partnering with nonprofit providers, and really seeing a lot of success and moving people into those hotel rooms, getting them stable, stabilized, and then moving them on to a permanent housing solution. So it's definitely something that the county has been investing in the last year and a half. And we'll continue to do so as we have those funds available, because we're definitely seeing the benefits.

Lieutenant Mike Moeller answered:

I saw in the comments that he was asking about 15th Avenue and Grand specifically. So that's what Phoenix Cares is for, its reporting tool. If you're familiar with that, you can go on to the city of Phoenix website, look for Phoenix Cares portion. Or you can call the 262-6251 number, and report a homeless encampment in your neighborhood or anywhere that you see it. It's not a crime reporting tool. Still, but it is to report a homeless encampment. So that's something to consider as well. But also, I think I think it's good to remember is that when we see people out in tents, or people living in alleys or sleeping, you can always call us, that doesn't mean people are going to jail. But we always lead with services, the first thing we do is try to get them into some sort of services. And we worked so well with Liz's team from CBI, we have a great working relationship with them throughout the whole city, and especially down in this neck of the woods here that we can call them and they can come out and really start providing and offer service with everybody. But another thing I think is a note that just because we see people out there in tents doesn't mean that the city or the county is not doing enough, we can't force somebody to go into services, we can't force them to get on that cooling bus or go to the overnight heat relief or do something. That bus is out there. And we're looking at about eight to 10 people a day that will get on that bus and hang out and cool off. But there's, you know, 50, 60, 70 or more people that are out there that don't take advantage of that. And they are offered those services, but they just don't want it. So we will always try and if somebody tells us no 100 times, we'll try 101 times, but we're going to keep going at them until they give up and just, you know, take something from us and that's what we'll continue to do. But I think that's an important thing to note is we can't force somebody to take services, but the city and the county are doing everything they can to work with all these private service providers to do what we can to help those out there on the streets.

David Schwartz:

In the chat, you saw a number of email addresses. You can reach Amy executivedirector@hsc-az.org, a number of you have reached out to either me or Melissa, I know you have that from the meeting invite. If there were any questions you had that we couldn't get to feel free to reach out to us. The next meeting will be November 2, we will send you information as we have, as we get a little bit closer to that. And then I know I'll be reaching out to some of you touching base. And we want to try to make these meetings as effective as possible and efficient. And again, we want to try to kind of thread that balance of finding a little bit for a lot of people have a lot of different questions and concerns

Amy Schwabenlender:

Thanks, everyone, for joining. Thanks for the city staff, partners, representatives that were available tonight. This is obviously an iterative process. And we look forward to continuing the conversations. I've been putting in the chat, please email me when you see something or you don't see something that you want to have happening, so we can provide an immediate response. The reason for the executive director email address is so that for some reason, if I'm not in or available, then it goes automatically to other people so that we can get you a response as quickly as possible. I can't say that enough, please reach out so that we can have a

conversation and address your concerns as quickly as possible. So thank you. Thanks, David and Melissa for facilitating.

Addendum 3

Human Services Campus, Inc. hosted a Quarterly Community Outreach Meeting on Tuesday, November 2, 2021 at 6:00 pm via ZOOM. This report is submitted per Ordinance G-6799.

Invitations were emailed to 513 people, and hard copy/ postcard mailed to 914 people.

Approximately 70 individuals participated.

The following is a report of the meeting:

CALL TO ORDER AND INTRODUCTIONS

HUMAN SERVICES CAMPUS UPDATE

Amy Schwabenlender provided a few updates from the Human Services Campus.

- Restrooms in the Brian Garcia Welcome Center are not yet 24/7 due to staffing and are currently open until 11:00 p.m. They will be open 24/7 as soon as there is enough staffing to maintain the operation.
- Funding has been approved by the Phoenix City Council for CASS to begin the process of adding shelter beds. Today the contracts necessary for the added shelter beds were signed, which means that CASS can begin the process of hiring an architect and designing the space for added beds. A sprung structure was also approved to shelter 100 people, which will place the campus at its maximum capacity of 700 shelter beds.
- A recent news article regarding street cleanings was released that left out much context and has been gaining a lot of attention. Amy clarified the intentions of her statements were to express sensitivity to unsheltered individuals during street cleanings.

CITY OF PHOENIX UPDATE

Tamyra Spendley with the Human Services Department gave an update about street cleanings, stating that they have expanded to three days a week and switched their start times to an hour later. The tonnage of debris being picked up is increasing due to the Holiday season. Signage is being worked on to be put up, so that individuals in the area are aware of when the cleanings are happening.

Tamyra discussed the City's partnership with the Healthy Giving Council to do proactive outreach to the community to discourage street feeding and encourage better ways of giving such as volunteering or donating to an organization.

Alan Stephenson with the Planning and Development Department discussed the sprung structure. It is currently in the review process and it is expected to have 100 shelter beds. It will be located east of the St. Vincent de Paul building. It will have restrooms and showers and will be able to be moved if necessary. The target date for opening is January 2022.

Commander Brian Freudenthal gave an update on behalf of the Police Department. Violent crime is up in the area surrounding the campus, as it is nationally and in the state. Property crime, however, is down. He summarized some serious incidents in the area and stated that the majority of these crimes have resulted in arrests. He clarified a few incidents in a neighborhood nearby were not related to the campus or those receiving services at the campus. 20 beds at CASS have been reserved for police department use.

GOOD OF THE ORDER

Bill Morlan provided an update on behalf of the Madison Pioneers Coalition. He commended the Human Services Campus for improved cooperation and communication but expressed disappointment at the lack of tangible improvements in the neighborhood. He stated that he is hopeful due to increase focus from the City. He expressed disappointment in the campus for stating their intention to continue the process to include Andre House as part of the campus.

Angela Ojile echoed that the neighborhood has not seen a lot of tangible change and is concerned about violent crime.

COMMUNITY QUESTIONS, COMMENTS, AND FOLLOW-UP ITEMS

Patty Gault - Pertaining to street cleaning. Our facility is still having a large problem with people using our back fence along Madison between 13th Avenue to 15th Avenue as a toilet. Especially at our gates midway down the street. Does the cleaning address that issue? They are also still coming into our parking lot along Jefferson causing the same problem. Thanks.

Answer – The City and HSC only clean public rights of way, not private property. The City intends to explore this area in particular to create some cleaning solutions.

Patty Gault – Cemetery on 14th Ave is public property – could it be part of the street cleaning?

Answer – Parks will follow up since this is their facility.

Ian Francis – How big is the Sprung Structure and where will it be?

Answer – East of the St. Vincent de Paul dining hall. 60 x 113, about 15000 square feet including the space around the structure.

Ian Francis – Neighbors are concerned about HSC seeking 100 additional beds at Andre House. What is the city doing right now to pursue other low barrier shelters?

Answer – City of Phoenix put out a \$14 million RFP last Spring to encourage additional shelter beds using Community Development Block Grant funds. The first award was for CASS to acquire Project Haven 2 and the second was for CBI to create a shelter in the Sunny Slope area. \$6 million is still available within this RFP. Maricopa County put out a \$10 million RFP last month to expand shelters in the region.

Bill Morlan – Are HSC’s intentions to include more shelter beds at Andre House a violation to the stipulations?

Answer – No, it is “legal” for HSC to revisit the stipulations within the subject site and make amendments to the permit.

Laurel Langmade – Are there plans to compensate business owners whose businesses are blocked due to street cleanings?

Answer – Businesses are not blocked during street cleanings.

Angela Ojile – Why are criminals allowed to stay in the neighborhood if they are not receiving services?

Answer – Everybody have the same rights to exist in spaces and law enforcement is bound by those rights.

Angela Ojile – Can there be drug dogs available in the neighborhood?

Answer – No, that is a violation of the 4th Amendment. Cannot use a dog to sniff a person’s private property unless there is probable cause.

Jessica Bueno – Why has the city been selective about which stipulations they have been abiding by? There needs to be a designated team of resources for the neighbor to contact.

Answer – Budget for this was included in the current fiscal year and includes one neighborhood specialist (Fernando Felix) and a CAO is also designated to this area (Brandon McCombs). Public Works hired a supervisor designated to this area.

Laurel Langmade – What is the average monthly usage of beds?

Answer – Bed usage is charted every day and shared with City staff. The campus will release a public report. Beds are consistently full.

Laurel Langmade – Can you give a quick update on the expanded toilet facilities available, and hours of operation?

Answer – Restrooms will be 24/7 as soon as staffing is available.

Laurel Langmade – Give an update on how much of the population using the HSC are fully vaccinated, and what is being done to get this group of people to over 80% fully vaccinated?

Answer – The campus does not track COVID vaccinations. Circle the City still does regular testing and vaccinations. High turnover makes vaccine tracking very difficult.

Laurel Langmade - Can you give us an update of what work Vice Mayor Garcia is doing to put a low barrier shelter in his district per the City of Phoenix Homeless Plan? Remember, one neighborhood is NOT to bear the brunt of having the bulk of the homeless in the Madison Pioneer Neighborhood.

Answer – No discussions have been had with Vice Mayor Garcia regarding putting a low barrier shelter in his district.

Laurel Langmade – What is the campus doing to help prevent crime?

Answer – Cameras on the campus has been a huge asset to the Police Department.

Brandy Ryan-Cabot – Is there anybody I can share my information with to help with efforts in District 4?

Answer – Reach out to providers to help advocate for additional shelter beds and watch Council meetings for updates.

Laurel Langmade – Why can't the HSC hire unsheltered individuals in order to make restrooms available 24/7?

Answer – HSC operates as a Housing First model and is dedicated to helping individuals end their homelessness. There are ethical issues with asking an individual to work in a location where they are also receiving services. Clients serving other clients is shown to create issues of conflicts of interest. St. Joseph the Worker is having a hiring event on November 20 for any Campus partner organizations that need to hire employees.

Barbara Lewkowitz – What is the status of weather relief beds?

Answer – COVID relief beds have been available since April and will be available indefinitely (until the pandemic ends). Sprung Structure will put the total number beds over the 700 maximum so work will be done to decrease beds in St. Vincent de Paul and Lodestar Day Resource Center.

Aaron Lotten – Is there a plan for addressing the issue of unsheltered individuals using public places as toilets that go beyond the HSC, such as public restrooms or businesses providing restroom access?

Answer – City of Phoenix included a strategy to add more restrooms that will be available for unsheltered individuals to use.

Addendum 4

Human Services Campus, Inc. hosted a Quarterly Community Outreach Meeting on Tuesday, February 1, 2022 at 6:00 pm via ZOOM. This report is submitted per Ordinance G-6799.

Invitations were emailed to 517 people, and hard copy, postcard mailed to 720 people.

More than 57 individuals participated.

The following is a report of the meeting:

CALL TO ORDER AND INTRODUCTIONS

HUMAN SERVICES CAMPUS UPDATE

Amy Schwabenlender provided a few updates from the Human Services Campus.

- The construction of the Sprung Structure, funded by the City of Phoenix, is expected to wrap up in February. Front-line staff and security will be hired to work in and around the structure. It will be open for respite during the day and overnight shelter, there will be showers and restrooms available, and there will be access to other services. A gate at 11th Ave and Jackson will be opened for client foot traffic so that they can easily access the structure from the campus. A ribbon-cutting event will be held prior to the structure's opening.
- The City of Phoenix recently conducted a streetlight assessment and identified some areas where new streetlights could be installed. The campus is looking forward to seeing that through with City staff.
- The Brian Garcia Welcome Center became a 24/7 facility on December 6, 2021. Signage was put up for public restrooms and these signs are also available to others in the immediate neighborhood to post on their properties.
- A Safe Storage program was implemented on December 6, 2021, using bins donated by the City of Phoenix as storage for clients.
- 200 trash bags were donated to Angela Ojile at the request of the Madison Pioneers Coalition. Twice-per-day cleanings have continued in the stipulated area. The Clean Zone volunteer program with Andre House continues on Tuesdays and Thursdays – from September through January, there have been 55 unduplicated volunteers participating in the program and they have collected 276 bags of trash. The HSC continues to work with the City of Phoenix's homelessness task force to discuss the twice weekly cleanups.

- HSC is working with a team at Arizona State University to plan a landscaping project.
- There are around 60 security cameras on the campus, and HSC staff continues to work with the police to improve security and safety.

Lisa Glow provided updates from CASS.

- CASS is a low-barrier shelter provider with 470 beds and a daytime program. The current capacity of the shelter is 520, with additional mats provided. CASS is working to improve the accessibility for hospital drop-offs.
- Architectural drawings were received this week for the 600 beds and CASS is moving into the City permitting process. Much of the funding will be used to upgrade the restrooms in the shelter. There is no confirmed plan for where to move people while the renovations are taking place.
- More bunks beds have been ordered.
- CASS is in the process of renovating the Phoenix Inn hotel for use as a shelter for seniors.

CITY OF PHOENIX UPDATE

Scott Hall introduced himself and gave an update on behalf of the City of Phoenix.

- Four additional dumpsters have been added to the area, totaling ten dumpsters.
- The City is partnering with some of the service providers to implement an intensive data program to target individuals and provide resources for housing.

GOOD OF THE ORDER

Ian Francis provided an update on behalf of the Madison Pioneers Coalition. He commended the City of Phoenix for stepping up and putting these issues at the forefront on their agenda. He also commended Lisa Glow, Pam Morrison, Amy Schwabenlender, and Goodman Schwartz Public Affairs for the opened lines of communications. He cited the increase in people on the streets from 400 to 700. He expressed concerns about the City of Phoenix's twice weekly cleanings being halted.

Scott Hall stated that these cleanings are needed and the City has been working with the community to educate on the importance of these cleanings and how they should be implemented going forward.

COMMUNITY QUESTIONS, COMMENTS, AND FOLLOW-UP ITEMS

Laurel Langmade: I sent a summary of the crime in the area to Melissa at Goodman Schwartz. Can you please share with all during this meeting and have the HSC address the Prevention of Crime? You always list it last in the agenda and really don't even address the topic. If you need me to resend during this meeting I will.

Commander Freudenthal corrected the crime statistics - the Maricopa County Jail and Phoenix Police Headquarters are included and many of the crimes reported are occurring in the jail and not on the streets. There is a midnight team in the area now and the presence alone has greatly impacted crime. Video camera footage provided by the HSC has also been helpful. Even though the population has increased, the call volume increase has not been as high.

Stacey Champion: Has the city considered paying unsheltered folks to clean - could be with grocery store gift cards, etc., as well as pass out cleaning supplies directly to the people on the street? I mentioned this to Scott last week. Brooms, dust pans, garbage bags, rakes, spray cleaner...

Scott Hall stated that the City is considering every feasible and reasonable opportunity.

Angela Ojile: Made a comment regarding how helpful the police officers have been during the City of Phoenix cleanings because they have saved people who had overdosed. She would like to see more cleanings by the City of Phoenix.

Bill Morlan: Do the police officers participate in the clean ups and throw away possessions?

Commander Freudenthal confirmed that the police officers do not participate in the clean ups and are only there for security purposes.

Arthur Franco III: What are the results from services provided to individuals? Are these services helping to end homelessness for individuals?

Amy Schwabenlender stated that 20% of individuals can resolve their homelessness on their own after a couple of nights in the shelter. 10% require diversion and can resolve their homelessness after being connected with a family member or support group. Those experiencing chronic homeless may take longer to be connected to services and stable housing. More affordable housing units are needed in the County to keep up with the increasing population. The County is working to create more housing opportunities. She offered to follow up with Arthur offline.

Lisa Glow discussed CASS's preliminary housing plan they do with all individuals who check into the shelter.

Stacey Champion: Have you considered re-opening the county lots (with added shade & amenities) since the chains & poles have created a cramped situation that is in total violation of CDC COVID guidelines for unsheltered encampments and makes it difficult to keep clean?

Rachel Milne stated that this has not been considered. Two of the lots are under construction and there is a concern about heat.

Jeff Spellman: The neighborhood surrounding the HSC has been impacted more so than any other neighborhood in the City. Affordable housing and workforce housing is necessary to end homelessness but right now, shelters need more beds. The homelessness task force has been working to plan more shelters in the County.

Scott Hall outlined some of the plans introduced by the homelessness task force including eviction prevention, neighborhood strategies, and encampment strategies.

Anne Ender: Who are the activists that are discouraging street cleaning? What are the overdose rates?

Commander Freudenthal stated that overdose rates are not readily available, but the crisis surrounding opioid usage is a national problem experienced by those who are not necessarily homeless.

Scott Hall stated that these activists have good intentions, but they have also created some unnecessary conflict which has been unproductive in getting things done.

Jessica Spencer: Why are tents allowed in the “zone” but nowhere else? What are the County projects on the lots?

Commander Freudenthal clarified that tents are permitted in public areas, but not private lots. There will naturally be a higher population of unsheltered individuals around the shelter because that is where they are receiving services.

Councilmember Carlos Garcia confirmed that tents are permitted in public areas, but not private lots due to a Supreme Court decision. He recommended that encampments being taken down in public areas be reported. He also clarified that the chains were placed up by the City due to the requests made by the councilmember who served that area at the time.

Rachel Milne stated that the County lots will be used for underground lines, but offered to follow up for confirmation.

Laurel Langmade: Is there an update on the Pioneer Cemetery being cleaned?

Amy Schwabenlender stated that the daily cleanings and twice weekly Clean Zone cleanings are occurring in the public easement. Part of the reduction of the cleanings is due to the City’s reduced cleanings.

Arthur Franco III: How many individuals serving on the various Boards, committees, and task forces are formerly homeless? Activists are helpful in filling in the gaps that these organized groups miss. Street feeding should not be discouraged because individuals experiencing homelessness are likely struggling with food insecurity.

Lisa Glow stated that CASS has four formerly homeless individuals serving on their Board. Scott Hall stated that he is formerly homeless and is happy to share his story with anybody who asks and there are many formerly homeless individuals serving on these various groups.

Jessica Spencer: Why are we discussing the messes and filth created before discussing the general lack of bathrooms?

Scott Hall stated that restrooms have been made more accessible and there are plans to create more restroom accessibility.

Stacey Champion: The chains and poles should be removed, shade structures and cooling tents should be placed on County lots, and people should lead with more compassion.

Joel Coplin: Why is there not more discussion on smaller, more efficient shelters across the County?

Scott Hall stated that smaller shelters throughout the County are still part of the larger conversation and there are some plans in place.

Councilmember Carlos Garcia discussed the final allotment of federal funds that will be used to help create smaller shelters away from the HSC. He emphasized the importance of coming together to encourage other communities to accept shelters.