

Be Like Mike

Celebrating Mike McQuaid's
Vision Three Years Later

Human
Services
Campus



Annual Report 2022-2023

WILL WALK TO END

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Human
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#HSCWALKS

Human
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Campus

HOMELESSNESS

“Homelessness is a solvable problem.” – Mike McQuaid

Three years ago this past July our community lost its most vocal advocate for ending homelessness, Mike McQuaid. At the time we didn't know that we were in the first year of a three-year pandemic that would affect **Human Services Campus, Inc. (HSC)** in a variety of ways.



Before Mike's passing, we were working on a new vision for **HSC**, a sort of VISION 2.0 with big goals. Those goals included adding emergency shelter beds, outreaching to the hardest to serve, and lifting up regional strategies.

Through the pandemic, **HSC** worked on these goals and, while the efforts are not complete, we look back at Fiscal Year 2022/2023 with a sense of accomplishment in all areas.

Additional shelter capacity was added at the **HSC**, both in the CASS Single Adult Shelter and with the new Respiro Shelter (Sprung Structure). **HSC** also operates an overflow shelter, initially specific to COVID relief, with a capacity of **280** people nightly. The total shelter capacity is now **900** every single night.



HSC launched a street outreach team in July of 2021 and continues to expand the multi-disciplinary approach by partnering with other organizations, such as Community Bridges and Brighter Way Dental Institute. In the last Fiscal Year this team made **91,666** connections or contacts with unsheltered people and moved **319** people into permanent housing.

Regionally, **HSC** has partnered with ASU on the Action Nexus on Housing and Homelessness for three years, creating additional capacity at the direct services and systems levels. **HSC** is also leading Project Connect events across the entire Valley and operating Bridge Housing programs in geographically diverse locations. **Mike would be proud.** The centering theme for this year's annual report reminds us of the possibilities we have to reduce homelessness and to stay positive and focused: **Be Like Mike.**

With a new Board of Directors (back cover), **HSC** will embark on new strategic goal setting in Fiscal Year 2023/2024. A guiding focus will be aligning efforts to achieve functional zero on homelessness in Maricopa County.

What is functional zero?

It is the point when a community's homeless response system is able to prevent homelessness whenever possible, and ensure that when homelessness does occur, it is rare, brief and one-time. With the recognition that the rapid growth of the organization presents immense opportunities and sustainability challenges, **HSC** will emerge with refreshed goals for a VISION 3.0. **All the while remembering that homelessness is a solvable problem.**

Thank you for your support and for being a part of the solution.

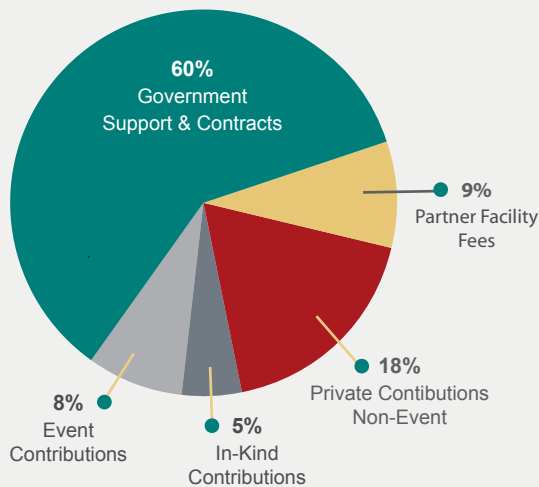
Myron Hammes | Board Chair

Amy Schwabenlender | CEO

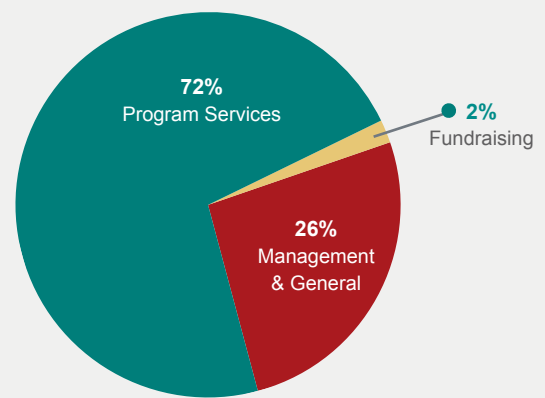


Fiscal Year 2023 Financial Summary

Revenue by Source



Expenses by Function



Key Accomplishments and Happenings:

HSC IMPACT:

Total number of unduplicated individuals who visited the **Human Services Campus**:

FY 19/20: 12,168	FY 21/22: 12,180
FY 20/21: 12,047	FY 22/23: 13,957

FY 2023 HSC, Inc. PROGRAMMATIC RESULTS (unique individuals):

Total Served:	13,957
Welcome Center Intakes:	10,924

PREVENTION NUMBER SERVED:

Diversions:	842
Flex Fund:	1,146

INTERVENTION NUMBER SERVED:

Mail Room:	83,952 pieces of mail delivered to 6,221 clients
Day Room:	5,956
Safe Storage Program:	607
Shower Program:	2,351
Respiro Shelter:	424 and 83 moved to permanent housing

COVID Relief/Overflow

Shelter:	4,818
SOAR Specialists Served:	1,802
Street Outreach Team:	319 people housed; 91,666 service connections
Project Connect:	782 over seven events

HOUSING NUMBER SERVED:

Behavioral Health Coordinators:	272 people housed
Housing Navigators:	1,963
Youth (25 years old and under)	
Outreach Clients Navigated:	436
Justice Opioid/ Freedom Navigated:	91
Project 8 (bridge housing):	192

HSC continued to serve more people over the course of **FY 2023** as compared to **FY 2022**. There was no slowing down in providing services across the areas of prevention, intervention, and connection to housing. As our partners (see data on page six) on the Campus at 12th Avenue and Madison offer a holistic set of services, **HSC** staff operate the “front door” of the **Brian Garcia Welcome Center** with prevention programs, critical programs for those who are awaiting housing, and navigation and support to move into permanent housing. It takes all of us working together to reduce the length of time people experience homelessness and to reduce returns to homelessness.



Key HSC Accomplishments:

In April of 2023 we removed the requirement of wearing a face mask as national and local health agencies announced the pandemic was now an endemic. After three long years of “pandemic mode,” all clients, employees, and volunteers released a collective sigh of relief that was likely felt through the region.

Respiro reached its one-year anniversary and successfully served **424** people in the 24-hour shelter environment. Clients advocated for themselves to add vending machines as they support one another in their journey to housing.

The **HSC Street Outreach Team** expanded and dove into engaging unsheltered in the neighborhood around the Campus seven days a week. Through a brutal Phoenix summer they coaxed people indoors, distributed water, connected people with medical care, and more. This Team assisted **319** people move into housing.

Through **Project Connect**, in partnership with dozens of organizations – including Valley of the Sun United Way – **HSC** expanded the number of events to seven in **FY 2023**. From the far East Valley, through Central Phoenix, and in to the West Valley, **380** volunteers provided over **1,200** hours of service alongside dozens of staff. These one-day events connected **782** people at risk of or experiencing homelessness with nearly **2,000** service interactions. Most frequently accessed services included housing assessments, replacement identification and vital records, and AZ Department of Economic Security applications.

All too often as social services organizations we talk about and describe the demand and need for services. While those data points are true and relevant, it is easy to lose sight of the successes and solutions. **HSC** is in the middle of the need and in the middle and leading on solutions. Next year at this time we will be able to report on the success of additional Bridge Housing programs that are moving people from the streets and emergency shelters into non-congregate (individual room) properties. Bridge Housing gives people individualized support while they have a private space to live with less restriction and more freedom as they prepare to move into permanent housing. And, we will be able to report out on the expansion of regional street outreach programming as our commitment remains to regionalize services and solutions to homelessness.

Mike was **right**, **homelessness** is **solvable**.

ASU Action Nexus on Homelessness

(<https://publicservice.asu.edu/nexus/aboutnexus>)

HSC provides support via the **Garcia Family Foundation** to the **ASU Action Nexus on Homelessness**, which resides in the ASU Watts College. Through this unique partnership, **HSC** and its community partners benefit from ASU lending its expertise and resources at a regional level to build collaborations and providing direct capacity to **HSC** and partners. **Action Nexus** accomplishments in **FY 23** include:

Shared Housing: A Shared Housing Coordinator was hired and began housing individuals. The initiative brings together two or more unrelated people who have recently experienced homelessness and choose to share a common housing unit.

Evaluation: At the request of community partners, an Evaluator was hired to work with community organizations and governmental entities. The position provides input on programs and helps define measurable objectives aligned with the organization’s mission and vision.

Faculty: **Three** ASU faculty members received summer stipends through the **Action Nexus** to conduct research on homelessness and housing. With assistance from interns at the **HSC**, **one** faculty member conducted research on identifying seasonal variations in determinants of health among homeless young adults. And **two** faculty conducted research on housing support for formerly incarcerated people.

Interns: Eight interns completed over **3,800** hours of service to **HSC**. Internship responsibilities were designed to contribute to the collective impact occurring at the **HSC** while providing quality-learning opportunities. Completed projects include drafting an orientation for Campus employee on-boarding, developing resources, conducting surveys and focus groups, and data analysis.

Lived Experience Advisory Council (LEAC):

The **Action Nexus** leads the LEAC and hired a graduate assistant in FY23 to help further the Council’s work. LEAC actively engages in advocacy efforts that promote justice, equity, diversity, and inclusion. LEAC has a website and is able to accept requests for consultations on community programs that are seeking a lived-experience perspective.

Be Like Mike



Mike McQuaid, one of the Campus founders, helped shape the HSC Board's vision of ending homelessness. He firmly believed that we could end homelessness in two ways:

- 1) Through HSC programs and our collective work with partners for people every day at the Campus.
- 2) By reaching functional zero at a community level. Functional zero is the point when a community's homeless response system can prevent homelessness whenever possible, and ensure that when homelessness does occur, it is rare, brief and one-time. It essentially means having enough resources to assist people in a housing crisis to keep their episode of homelessness short. It requires a community to have aligned prevention efforts to keep people housed and enough housing choice to help everyone find permanent housing quickly.

To carry out **Mike's** vision, HSC incorporates the mantra of "**Be Like Mike**" in everything we do. So what does it mean to "**Be Like Mike**" in 2023?

It means we continue to meet people where they are and engage them in life-changing services. We work with our 15 partners to provide transformational programs that address their immediate needs and establish pathways to permanent homes.

It also means we have an increased focus on preventing homelessness. Primary HSC prevention programs include Diversion and Flex Funding, which assist people before they enter the homeless services system. These are low-dollar interventions with high success rates.

And it means providing bridge housing solutions: physical locations that allow for non-congregate temporary shelter, a critical element between an emergency shelter stay and permanent housing.

The Mike McQuaid Legacy Fund, with support from Garcia Family Foundation, Maricopa County IDA and other donors, has provided significant funding resources to make these solutions a reality. With continued support from our community, HSC will build on these solutions and collaborate with partners to end homelessness for people every day and systemically toward the goal of functional zero.

*Working Together.
Ending homelessness.*

Be Like Mike.



FY2023

Valued Supporters at \$50,000 +

Garcia Family Foundation
Arizona Department of
Administration American
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Maricopa County
Thunderbirds Charities
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Virginia G. Piper
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Economic Security
Moreno Family Foundation
Nina Mason Pulliam
Charitable Trust
Anonymous

These lists reflect our best effort at identifying all donors at these levels. We apologize deeply for any oversights or omissions.

Human Services Campus, Inc.

FY2023 Partner Results:

A New Leaf

Served **84** single adult men and women with **Rapid Rehousing Services**, an effective housing strategy to provide permanent housing.

Arizona Department of Economic Security

Completed **15,299** client visits for assistance with **Benefits and Medical Eligibility**, connecting individuals with State benefits and SNAP (Supplemental Nutrition Assistance Program) cards.

Brighter Way Institute

Provided **17,027** services to **2,951** unique patients. This includes a total of **5,447** services to **944** veterans.

Catholic Charities – Veteran Outreach Center (VOC)

The VOC had **600** interactions with **126** veterans, including triage for veterans to services for obtaining permanent housing, providing clothing and hygiene items, and referrals to services related to the veteran's health and well-being.

Central Arizona Shelter Services (CASS)

Sheltered and provided services to **5,071** unduplicated single adults. **1,587** individuals were able to obtain safe and stable housing through Rapid Rehousing, eviction prevention and financial assistance support services.

Chaplaincy for the Homeless

Served **92,667** individuals valleywide, providing hope and encouragement on their journey toward self-sufficiency.

Circle the City

The Health Clinic completed **16,620** patient visits and the **Medical Respite Program** completed **16,867** patient visits. In addition, Circle the City completed **1,497** COVID-19 tests and continued COVID-19 vaccinations on the Campus.

Community Bridges, Inc. (CBI)

The Phoenix Rise program completed **657 Outpatient Enrollments** for ongoing behavioral health and substance abuse services to members on the Human Services Campus. And there were **3,122 Navigator Enrollments** for interim services related to the connection to ongoing services, community resources, diversion, housing and positive transitions off the campus into community.

EMTs provided a total of **3,381 responses** to calls on Campus. Of those, **2,258** were **EMT Campus Response Team (Crisis)** and **1,123** were **CBI Campus Response (Non-Crisis)**.

The **PATH Outreach** program managed the cases for **1258 individuals**; completed **70 evaluations** for serious mental illness, connected **162 clients** to emergency shelter and **diverted 78** clients out of homelessness.

ELAINE

Provided **3,093** rides provided, **619** unduplicated people served, and transported to **2,134** locations that address the Social Determinants of Health.

Homeless Court

HSC's Court Advocate resolved **247** cases; **\$140,457** in fines were resolved, and **27,173** community restitution hours were completed.

Homeless I.D. Project

Provided clients with **14,577** replacement **identification documents** needed for employment, housing, and basic benefits. Of that number, **7,877** were provided in the first six months of 2023. Documents include Arizona state IDs and Birth Certificates from all **50** states.

St. Joseph the Worker

Served **1,204** individuals with intakes and employment support services at the Campus, and assisted **580** clients in gaining quality employment. Average pay was **\$16.89/hour** with **77%** of people eligible for benefits.

St. Vincent de Paul

Served **448,571** meals and grew **1,300** pounds of produce in the urban farm on the Campus, which was accomplished with the help of **48,500** hours of volunteer service.

Board of Directors

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