

## **Keys to Change Community Outreach Meeting Minutes – February 6, 2024**

Human Services Campus, Inc. dba Keys to Change hosted a Quarterly Community Outreach Meeting on Tuesday, February 6, 2024 at 6:00 pm via ZOOM. This report is submitted per Ordinance G-6799.

Invitations were emailed to 566 people, and hard copy, postcard mailed to 496 people. Approximately 25 individuals participated.

The following is a report of the meeting:

### **CALL TO ORDER AND INTRODUCTIONS**

#### **KEYS TO CHANGE UPDATE**

Lisa Glow provided updates from CASS:

- At the adult shelter located on the Key Campus, the beds were scaled up to 600. The average bed count is up to 620.
- The bathrooms have been fully renovated and there is more privacy in both the men's and women's restrooms.
- People are able to stay inside 24/7.
- Recreational and therapeutic day programming has ramped up.
- 60 seniors were placed into a hotel when camping was closed.

Amy Schwabenlender provided updates from Key Campus:

- The Human Services Campus, Inc. is now called Keys to Change, and the facilities at 12<sup>th</sup> Avenue and Madison are now named Key Campus. This change came from a year long process that included focus group and stakeholder input.
- Once the signage at the campus is updated to reflect the name, there will be a small open house event.
- There will be some exterior painting and renovations at the campus coming soon.
- A "Notice of Action Taken" was received electronically from the Planning Hearing Officer and the document is currently under review.
- Per the stipulations, the quarterly meetings will now happen on a bi-annual basis.

#### **PHOENIX CITY COUNCIL DISTRICTS 7 & 8 UPDATE**

No update

#### **CITY OF PHOENIX UPDATE**

Rachel Milne gave an update from the Office of Homeless Solutions:

- Currently there are 47 individuals staying at the Safe Outdoor Space. The space is operated by several campus partners and meals are also provided three times per day.

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- Since opening on November 1, 2023, 127 individuals have been served and 47 have moved to an indoor location.
- The space will soon operate underneath a canopy and the capacity of the space will increase.
- The City continues to do outreach around the campus to ensure individuals are not camping and are aware of the services available.

Commander Brian Freudenthal gave an update on behalf of the Police Department:

- 50 arrests, 274 reports, and 45 citations have been made in the last quarter in the neighborhood around the Campus.
- Staffing of officers has increased in the area.
- In 2023, the department averaged 550-600 calls per month from the area around the campus so there has been a decrease in calls received January 2024.

Fernando Felix gave an update on behalf of Neighborhood Services Department:

- A second lighting audit was conducted by the Streets Department and some work orders were created to address some lights that were out.
- The department is working to address an issue with drainage in the area.

### **MADISON PIONEERS COALITION UPDATE**

Bill Morlan gave an update on behalf of the Madison Pioneers Coalition:

- He commented on the improvements made in the area and expressed his appreciation for the continued efforts made in the neighborhood.
- He noted that there have still been individuals camping and loitering around the neighborhood, so he emphasized the importance of creating more shelter opportunities.

### **COMMUNITY QUESTIONS AND RECAP**

Silverio Ontiveros: Are there similar campuses in other MAG cities? If so, how are they operated?

David Schwartz: There are not.

Laurel Langmade: Are more structured camping areas for homeless to live in tents on the books?

Rachel Milne: There are no other Safe Outdoor Spaces planned. The City is focusing on running the one space and getting it to full capacity. There are other shelters and indoor spaces that are in various stages of construction around the city.

Laurel Langmade: What is the average cost per occupant at CASS, St. Vincent de Paul, UMOM, etc.? Who is the most efficient at housing the homeless?

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David Schwartz: We are unable to give an answer to the cost per occupant for each partner but each partner provides different types of services to individuals experiencing homelessness.

Bill Morlan: When the Campus was originally established, there were plans for two other similar Campuses to be built in other parts of the region. Does anybody have any information on that?

Amy Schwabenlender: There was a document that stated that it would be great if similar campuses could exist in the region but no commitment was ever made by any organization or government entity.

Jessica Berg confirmed Amy's answer.

Terry Araman: You mentioned that in the Safe Outdoor Space, there is room for up to 300 people, and I remember a time where there were up to 1000 people camped outside of the campus. Does the City have a plan to make sure that the Safe Outdoor Space is utilized and also address the additional folks that are outside of the campus?

Rachel Milne: Yes there is a plan to get up to 200 spaces at the Safe Outdoor Space. The City, however, has been committed to helping people find indoor shelter spaces over the past year. 600 individuals were connected to an indoor space during this outreach. 790 new beds will open up in 2024 at various shelter locations.

Racelle Escolar (comment): The results from the Planning Hearing Officer are that it was approved with modifications and it is now entering an appeal period.

Laurel Langmade: My concern for the HSC name change was trying to avoid the obligations the HSC has under the stipulations. Will the new name will be obligated or just trying to update their image?

Amy Schwabenlender: The stipulations are to the entity and the name change does not impact this.

Laurel Langmade: Can Amy update her statement that the people who sued DID NOT get any money from the judge's decision. It is only to pay legal fees and the unsure of the City's position on paying these legal fees.

Amy Schwabenlender: I have not made any statement on the lawsuit settlement