

Keys to Change Community Outreach Meeting Minutes – August 13, 2024

Human Services Campus, Inc. dba Keys to Change hosted a Quarterly Community Outreach Meeting on Tuesday, August 13, 2024 at 6:00 pm via ZOOM. This report is submitted per Ordinance G-6799.

Invitations were emailed to 510 people, and hard copy, postcard mailed to 507 people. Approximately 20 individuals participated.

The following is a report of the meeting:

CALL TO ORDER AND INTRODUCTIONS

KEYS TO CHANGE UPDATE

Amy Schwabenlender provided updates from Key Campus:

- Brian Garcia Welcome Center was open 24/7 but hours of operation were reduced to 6am – 11:30pm because the costs of keeping the center open 24/7 outweighed the actual benefit to clients
- The main gate and the 11th avenue gate were open until 10pm but are now open until 7pm.
- All campus partners are working to keep people inside during the day for heat relief.
- Volunteers on campus are handing out water and other heat relief items like hats, lip balm, and cool towels and giving people information on where they can go inside.
- CASS remains full at 600 people a night.
- Keys to Change is still operating weather relief and overflow shelter for 280 people.
- Respiro sprung structure remains full at 95 people.
- Maricopa IDA granted Keys to Change dollars at the end of 2021 to do renovations in several spaces and much of that work is currently underway to make buildings safer and more accessible.
- A cooling tower will be added to the campus lawn, which is now being referred to as the campus plaza.
- In July, St. Joseph the Worker took their employment programs off campus and now Keys to Change is working with a variety of organizations to do a broader array of workforce development.

Phillip Scharf provided updates from CASS:

- Phillip is serving as the interim CEO.
- Served just over 4000 unique individuals at the downtown shelter in the last fiscal year (July 1 – June 30), with approximately 220,000 bed nights.
- Programming is being offered in CASS's day rooms 5 days a week.

PHOENIX CITY COUNCIL DISTRICTS 7 & 8 UPDATE

No update

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CITY OF PHOENIX UPDATE

Rachel Milne shared a presentation on behalf of the City of Phoenix:

- Phase 1 of Phoenix Navigation Center was opened last week.
- This temporary structure provides 100 beds of congregate shelter.
- There will also be 80 units of non-congregate shelter beds in addition.
- Phase 2 will be a closed campus, have intensive support services, host up to 300 people, have a workforce/employment focus, will allow pets, property, and partners and will have space for RV parking.
- Five extended hour cooling centers have been opened throughout Phoenix.
- There have been close to 20,000 visits to these cooling centers (duplicated) and 88% are experiencing homelessness.
- Burton Barr is the most frequented cooling center and 460 placements have come from Burton Barr alone.
- Some enhancements added to the Burton Barr cooling center are a CoolTainer, city staff oversight, CBI and private security, off-duty police, and maintenance for Hance Park.
- Safe Outdoor Space has been operating. It has 10x10ft outdoor sleeping areas with uniform tents and x-wings, indoor space for weather respite, has 200 sites for up to 300 guests, a low barrier for entry, 24/7 private security, and focused supportive services.

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

- Commended the City's efforts for issues surrounding homelessness.
- In a YTD comparison to 2023, violent crime around the campus is down 37%.
- Police has increased their presence in the area around the campus.
- In the last 3 months, there have been 77 felony arrests, 97 misdemeanor arrests, and 181 citations issued.

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.

COMMUNITY QUESTIONS AND RECAP

No questions or comments.

The next meeting will be February 4, 2025.