

Keys to Change Community Outreach Meeting Minutes – August 5, 2025

Human Services Campus, Inc. dba Keys to Change hosted a Quarterly Community Outreach Meeting on Tuesday, August 5, 2025, at 6:00 pm via ZOOM. This report is submitted per Ordinance G-6799.

Invitations were emailed to 490 people, and hard copy/ postcard mailed to 460 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:

- Renovations nearly complete at 1218 W. Madison (former Men's Overflow Shelter):
 - Administrative staff moving in early September after inspections.
 - New meeting room for in-person gatherings.
- Former campus lawn now renovated plaza with shade, cooling tower, new walkways, and wayfinding signage.
- Funded by Maricopa County Industrial Development Authority; next project: adding second story to Brian Garcia Welcome Center.
- Overflow shelter capacity reduced to 170 mats (St. Vincent de Paul dining room) through Sept. 30 due to funding changes.
- Welcome Center open 24/7 for heat relief.
- Collecting summer relief items (water, supplies).
- November 7, 2025: 20th anniversary celebration of campus opening.

Nathan Smith provided updates from CASS:

- Goal: Increase shelter inflow, reduce long stays.
- From ~130 individuals in shelter >180 days in March → reduced to ~65 by end of last month.
- Positive exits targeted toward permanent housing, residential programs, or Senior Haven (non-congregate shelter for 55+).
- Senior Haven: Two locations (downtown & I-17/Northern).

PHOENIX CITY COUNCIL DISTRICTS 7 & 8 UPDATE

District 7 Representative Betsy Villacina:

- New staff member; role in community engagement.
- Shared contact info; will attend future meetings.

District 8 Representative Kalia Moore:

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- New Chief of Staff; shared contact info and willingness to assist.

CITY OF PHOENIX UPDATE

Office of Homeless Solutions Rachel Milne:

- Shelter capacity expanded citywide; focus on geographic distribution.
- Phoenix Navigation Center (71st Ave & Van Buren) open; 240 capacity + 40 more units planned.
- Safe Outdoor Space continues with ~250 individuals, limit of 300.
- Heat relief efforts:
 - 20 W. Jackson open daily with health/navigation services.
 - Harmon, Choya, Yucca libraries open 7 days/week with full services & navigation.
- Strategies to Address Homelessness plan being refreshed; public feedback encouraged (survey + public hearings Aug. 15 & Aug. 19).

Police Department Update Commander David Seitter/Commander Rachel Warren:

- August 11: Central City Precinct assumes responsibility for shelter area from Downtown Operations Unit.
- Adds 24/7 coverage via three shifts and a dedicated resource team.
- Recent activity (Aug. 1–5): 116 contacts, 13 felony arrests, 42 misdemeanor arrests, 30 citations, 30 calls for service.

City Streets/Neighborhood Lisa Hubbard-Huggins:

- Irrigation lines being laid for new trees to be planted in fall near campus.
- Coordinate with Street Transportation for any issues.

MADISON PIONEERS COALITION UPDATE

Laurel Langmade gave an update on behalf of the Madison Pioneers Coalition

- Meeting with District 7 Councilwoman Hernandez to discuss neighborhood concerns:
 - Property development challenges, insurance issues, zoning.
 - Crime concerns may be more linked to gangs than unhoused individuals.
- Request for meeting with Cmdr. Warren to discuss crime sources and needed advocacy.
- Amy offered campus meeting space in September for MPC gatherings.

COMMUNITY QUESTIONS AND RECAP

- No questions submitted during meeting.
- Next community meeting: Feb. 3, 2026, 6:00 PM.
- Contact organizers for follow-up questions or to arrange a campus tour.