

Keys to Change Community Outreach Meeting Minutes – February 3, 2026

Human Services Campus, Inc. dba Keys to Change hosted a Quarterly Community Outreach Meeting on Tuesday, February 3, 2026, at 6:00 pm via ZOOM. This report is submitted per Ordinance G-6799.

Invitations were emailed to 550 people, and hard copy/ postcard mailed to 459 people. Approximately 12 individuals participated.

The following is a report of the meeting:

CALL TO ORDER AND INTRODUCTIONS

KEYS TO CHANGE UPDATE

Amy Schwabenlender provided a Key Campus update regarding recent renovations and current construction activity.

- The administrative team has relocated into the fully renovated office space at 1218 W. Madison, and the new space is available for community meetings and tours upon request.
- The campus plaza completed last year replaced the former campus lawn.
- Construction is underway to add a second story to the Brian Garcia Welcome Center, creating more program, meeting, and training space.
- During construction, Welcome Center functions are temporarily operating out of the red brick building at 204 S. 12th Avenue, with temporary security and check-in at 12th Avenue and Madison.
- Construction on the Welcome Center expansion is expected to be complete in June 2026.
- Once that phase is complete, attention will turn to renovations at the Lodestar Day Resource Center to create a more client-centered, trauma-informed space.
- It was also noted that the campus must file for its two-year special permit review with the City of Phoenix Planning Department in March pursuant to permit stipulation requirements.

Central Arizona Shelter Services (CASS) Update

Nathan Smith provided an update on CASS operations, particularly the single adult shelter.

- CASS operates:
 - the 600-bed single adult shelter on Key Campus,
 - The Haven, a 130-bed non-congregate shelter for adults 55 and older,
 - and Vista Colina, a family shelter utilizing 30 converted apartment units.
- Over the past year and a half, CASS has focused on strengthening organizational infrastructure, including:
 - rebuilding the fundraising function,
 - restructuring the finance department,
 - hiring a new CFO,
 - and establishing a compliance department.
- Current focus has shifted toward improving the client experience and outcomes at the single adult shelter.
- Pulse surveys are being used to collect feedback from clients and staff on conditions and operations.

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- Eleven domains of improvement have been identified, including cleanliness, personal belongings storage, safety, privacy, access to services, supplies, and medical response.
- Early operational changes include:
 - allowing clients to have two sheets instead of one,
 - making special accommodations such as warming blankets,
 - and adding a daytime custodian focused on restroom cleanliness.
- CASS reported positive early feedback from clients regarding improved conditions and stated that its current emphasis is on both shelter experience and pathways to permanent housing.

PHOENIX CITY COUNCIL DISTRICTS 7 & 8 UPDATE

None.

CITY OF PHOENIX UPDATE

Phoenix Police Department Update

Lieutenant Brandon Cozad provided a law enforcement update for the area surrounding the shelter.

- Since August 1, Central City Precinct has taken over responsibility for the shelter area from the Downtown Operations Unit.
- During the transition, precinct staff received training, rode alongside the prior unit, and met with stakeholders including Madison Pioneers.
- A new Community Action Officer, Officer Espino, was added to serve as a liaison.
- The area is now supported by:
 - 24/7 patrol response through Crime Stop/911,
 - a dedicated Walking Beat team operating Tuesday through Friday,
 - an overtime car covering later hours and weekends,
 - and an added weekend enforcement car.
- Walking Beat officers also support OHS and Neighborhood Services cleanups on Monday, Wednesday, and Friday mornings.

Railroad Cleanup

Approximately two weeks prior to the meeting, the City completed a successful cleanup of encampments along the railroad corridor from approximately 3rd Avenue to 21st Avenue, including the area around the shelter and Safe Outdoor Space.

Enforcement and Referral Statistics

Since August 1, Central City Precinct reported:

- nearly 3,800 total contacts
- 71 felony arrests
- 203 misdemeanor arrests
- 186 city code citations
- approximately 1,900 referrals to services
- 658 calls for service
- 220 citations for misdemeanor or civil infractions

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For the most recent month, the precinct reported:

- 488 contacts
- 22 felony arrests
- 86 misdemeanor arrests
- 93 city code violations
- 182 referrals
- 103 calls for service
- 108 citations

Office of Homeless Solutions Update – Safe Outdoor Space

Rachel Milne provided an update on the City's Safe Outdoor Space (SOS) at 1537 W. Jackson Street.

- The site is a structured, voluntary outdoor sleeping location with:
 - 200 tent spaces
 - 40 non-congregate shelter units
 - indoor respite space for heat and cold until 11:00 p.m.
- The City owns the site; Keys to Change operates it.
- Community Bridges provides case management, St. Vincent de Paul provides meals, and the City provides weekly medical services along with other partner supports.
- The site opened in November 2023 at limited capacity and has been fully operational since May 2024.
- It was created as a safe alternative for individuals displaced from street camping around the campus and now primarily serves people experiencing homelessness in the downtown area.
- Entry is by referral only through campus partners or outreach teams; there are no walk-up services.
- Site operations include a code of conduct, hygiene facilities, restrooms, showers, three meals daily, private security, and coordination with Phoenix Police.
- The site also operates under a Good Neighbor Agreement.

Special Permit Extension

- The current special permit expires in October 2026.
- The City is beginning the zoning and public engagement process now to seek an extension.
- Community outreach is underway, and the Community Advisory Committee has expressed support.
- The City stated the site fills a critical need and that losing the 210 shelter/tent spaces and 40 units would negatively affect the surrounding community.
- The anticipated process includes neighborhood engagement, village planning committee review, central city planning review, Planning Commission review, and ultimately City Council action in September 2026.

MADISON PIONEERS COALITION UPDATE

Bill Morlan provided an update on behalf of the Madison Pioneers Coalition.

- He expressed strong support for the Safe Outdoor Space, noting that:

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- outcomes appear strong,
- people who have stayed there have spoken positively about it,
- and it has proven to be a meaningful resource for the community.
- Bill stated that although he had originally supported including a time limit in the SOS stipulations, he now intends to support extending the site and expanding similar facilities elsewhere in the city.
- He also praised Lieutenant Cozad and his team for their work, specifically noting their professionalism, empathy, and consistent enforcement and outreach efforts.
- Additional neighborhood improvements noted included the planting of trees along Madison and side streets, which he said will improve walkability and neighborhood appearance.
- Bill also observed an increase in the number of people on Madison and adjacent streets during the Welcome Center renovation period and expressed hope that this would ease once indoor space is restored.
- He noted one unrelated neighborhood concern: A nearby project to renovate a building into an event space. He reported that BNSF was opposing the project and requested help connecting with Councilwoman Hernandez’s office ahead of an upcoming Board of Adjustment hearing.

COMMUNITY QUESTIONS AND RECAP

Question from Woodland Historic District:

John Saccoman of the Woodland Historic District asked whether increased police presence and cleanup efforts extend north of Adams into Woodland and surrounding neighborhoods, citing:

- a recent murder near 13th Avenue and Woodland,
- recurring camping in Woodland Park and nearby alleys,
- and trash migrating from the campus area into the neighborhood.

Lieutenant Cozad responded that:

- While shelter-dedicated resources focus primarily on the immediate campus area, Central City Precinct and the Community Action Team also respond in Woodland and Oakland Park neighborhoods.
- Residents are encouraged to call Crime Stop/911 for immediate issues and to contact Sergeant Rosky for chronic concerns and longer-term coordination.
- He acknowledged the desire for more proactive patrol but stated that staffing capacity requires community reports to help direct limited resources.

Rachel Milne added that she would follow up directly regarding:

- street and alley cleanup concerns, and
- possible eligibility for the City’s small private property cleanup program through Neighborhood Services.

ADJOURNMENT

It was announced that the next meeting will be held in six months, on Tuesday, August 4.