

Human
Services
Campus



Annual Report 2021-2022





Dear Friends of the Human Services Campus,

Another fiscal year has come to a close. As with any other year, there were endings and new beginnings. We welcomed the ending of the “pandemic” and transition to “endemic” mode. The Human Services Campus (HSC) and our partners carried out the operations of “COVID mode” through June 2022. We continue to follow appropriate guidelines to ensure the health and safety of as many people as possible. Our duty is to create an environment that supports people through the most vulnerable and trying episodes of their lives and, with the help of our Campus partners, make the move into permanent housing.

We felt all sorts of emotions with the ending of the term of Dr. Jonathan Koppell, our immediate past Board Chair. Jonathan served in his role even after moving to New Jersey to be the President of Montclair State University. His commitment to the HSC mission and managing meetings via Zoom was inspiring. We will never be able to thank him enough for his service. We said “thank you” to several other long-standing members of the Board as well. We look forward to recognizing them at the December **I am Home Breakfast**.

New beginnings for the HSC Board include new Officers: TJ Swearengin, Chair; Myron Hammes, Vice Chair; Robin Romano, Treasurer; and Kelly Mills, Secretary. They bring a mix of career experience, life perspective, talents, and treasures to HSC. We welcomed new Members, as well. Check out the roster on page 6.

Sadly, we also see new beginnings in the population we serve with increasing rates of people experiencing homelessness for the first time. The numbers of people seeking services increased dramatically over the last 12 months. The pandemic, now turned endemic, lack of affordable housing, increasing evictions, inflation combined with stagnant wages, astronomical rent increases, and an opioid crisis have led us here. More details are in the following pages.

There will always be endings to celebrate and to mourn. We are stronger now than we were in January 2020. People are depending on us. We remain steadfast in our focus on ending homelessness at the individual and systems levels. **Thank you for being a part of our mission and work.**

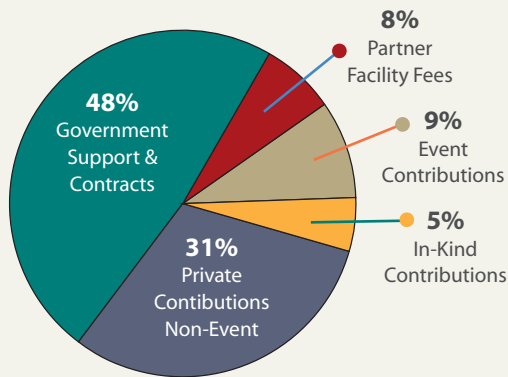

Amy **Schwabendlender**
Executive Director


TJ **Swearengin**
FY22 Board Chair

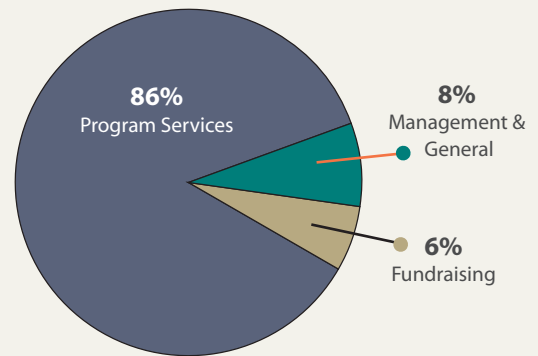


Fiscal Year 2022 Financial Summary

Revenue by Source



Expenses by Function



After a second year of COVID-mode and the extension of several contracts via CARES Act and American Rescue Plan funding, HSC continued operating programs specific to ensuring the health of as many people as possible.

HSC exhausted CARES Act funding and the impending expiration of American Rescue Plan funding within FY23 leads us to continual scenario planning. While media over the last two years has been gracious enough to cover the investment of these Federal pass-through funds, all of the related contracts are structured on a reimbursement basis, meaning HSC does not receive the cash in advance. In addition, they are all restricted to specific expense line items. There is no flexibility in the funding, and the administration of these contracts is intensive due to the level of detail required for invoicing and monitoring.

Revenues in FY22 were positively impacted by the investment by the City of Phoenix to purchase the Sprung Structure.

Inflation is affecting the people we serve and our organization, our partners, vendors and sub-contractors. Everything from landscaping to security, maintenance and repairs. With more people coming through our spaces for services, for more hours per day, the wear and tear is real and ongoing.

Moreover, with the demand for services and the cost of doing business on the rise, we continue to seek diversified funding across public and private sources in order to continue the services that are mission critical and provide movement for people from the street to home.

HSC Impact:

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

FY 18/19: 12,690 **FY 20/21: 12,047**
FY 19/20: 12,168 **FY 21/22: 12,180**

FY 22 HSC, Inc. Programmatic Results (all unduplicated individuals):

Total Served: 12,180
Welcome Center Intakes: 10,447
Assessments: 8,905

PREVENTION NUMBER SERVED

Diversions: 741
 Flex Fund/Green Light: 221

INTERVENTION NUMBER SERVED

Mail Room: 5,495
 Day Room: 8,968
 Safe Storage Program: 453
 Shower Program: 2,058
 Respiro (Sprung Structure shelter): 132
 COVID Relief Shelter: 3,121
 SOAR Specialists: 200
 Street Outreach Team: 2,615
 Project Connect: 471+

HOUSING NUMBER SERVED

Behavioral Health Coordinators: 355
 Housing Navigators: 53
 Project 8 (bridge housing): 162
 Housed through HSC Navigation: 400

HSC programs work across a continuum of assisting people before they lose their housing or as quickly as possible as they fall into homelessness, which helps to reduce the "inflow" of new households into homelessness. For people who are experiencing homelessness, HSC operates the Campus with partners that provide a holistic array of services; HSC tends to fill in the gaps by offering the amenities that support

people through their time unhoused and unsheltered. HSC operates programs that assist people with moving out of homelessness into safe, permanent, affordable housing, which contributes to the “outflow” of people from homelessness to housing: from prevention, through interventions for people without housing and shelter, to housing assistance.

Key Accomplishments and Happenings:

- Across Campus partners, we collectively maintained low COVID positive rates amongst clients. Some guidelines remain in place to maintain the health and safety of clients and employees.
- In response to the increasing number of unsheltered individuals around the Campus, HSC launched a Multi-Disciplinary Street Outreach Team. This team is engaging with individuals daily to provide basic support and to connect people with any of the services they need to move from the streets to shelter, or to bridge housing, or to recovery programs.
- HSC relaunched Project Connect, an event previously led by Valley of the Sun United Way (VSUW). Project Connect is a one-day event that rotates around the county to essentially take the Campus on the road, meeting people where they are with life changing services. HSC held four events in FY22, serving more than **470** who received over **1,400** service connections including: shelter placement, vital records, employment services, legal support, Veterans services, DES, medical care, spiritual support, mental health and services, showers, haircuts, clothing, bike repair, and more. Over **325** volunteers provided more than **1,300** hours of service.
- After significant challenges in hiring, HSC extended hours in the Brian Garcia Welcome Center in December 2021 to **24 hours a day, 365 days a year**. People are now able to arrive at any time of day or night, when they can be connected with caring staff, start an intake, complete a diversion, simply use a restroom, or begin their planning for housing.
- SOAR stands for Social Security Income/Social Security Disability Income (SSI/SSDI) Outreach, Access and Recovery. This national program is proven to reduce the amount of time and the number of application attempts at receiving SSI/SSDI. HSC focused efforts to hire a SOAR team for individuals at the Campus in order to help them receive income to afford independent housing.
- With the number of people continuing to request shelter, HSC acquired a Sprung Structure. In partnership with St. Vincent de Paul to share land, a long-time dream became reality in March 2022. HSC opened a **24-hour shelter** for up to **100** individuals in **Respiro**, named to convey the sense of respite we want clients to feel in this space.

ASU Action Nexus on Homelessness

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

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 community partners benefit from ASU lending its expertise and resources at a regional level to build collaborations and provide direct capacity to the HSC and partners. A few of the Action Nexus accomplishments in FY 22:

COVID Testing: The Action Nexus and ASU BioDesign administered over **750 tests** for HSC employees from **June 2020** through **January 2022**.

Intern Hours/Projects in Academic Year 2021-22

- **12** interns, **19** unduplicated semesters
- **4,670** hours

Internship responsibilities were designed to contribute to the collective impact occurring at the HSC while providing quality-learning opportunities. Tasks include completing assessments, developing resources, conducting surveys and focus groups, and analyzing data. Two of these projects were the Safety Report and the Unexpected Journey.

Safety Report: A report on the client’s perspective of safety on the Campus was created in response to a request to support the HSC partners in evaluating client needs regarding safety and security. The students developed and administered a survey to 100 clients, conducted four focus groups, analyzed the data, and authored a report of the findings. One example of a recommendation in the report that was implemented is increased client storage space.

Unexpected Journey: The students designed and conducted an interactive, on-site event designed to gather feedback from clients focused on their interaction with service providers. Sixty-four people participated and generated over 1,000 data points regarding what people were seeking when they arrived at the HSC, what they actually received, suggestions for changes, and overall satisfaction with the services.

Shared Housing: In partnership with Maricopa County and HOM, Inc., the Action Nexus co-launched a new Shared Housing Initiative. This Initiative brings together two or more unrelated people who choose to share a common housing unit. This makes housing more affordable, and decreases loneliness and isolation, and builds natural support systems. The Action Nexus helped secure funding for a full-time position to begin in July to oversee this program.



Mike McQuaid Legacy Fund Update

Before Mike passed in July 2020, he helped create the HSC Board of Directors' vision of ending homelessness for the future. In March 2021, we launched the **Mike McQuaid Legacy Fund**, a **\$25M** campaign to make this vision a reality. Primary outcomes of this vision include:

- 1) Increase number of shelter beds so no one is living on the streets surrounding the Campus.
- 2) Expand Street Outreach with a focus on mental health of unsheltered individuals.
- 3) Renovate Campus buildings to serve more clients more efficiently.
- 4) Expand Campus resources regionally, leveraging collaborative services.

As of August 2022, we have raised **\$19.1M** towards our goal. A portion of these funds are allocated for ongoing operations of **Respiro**, the new 100-bed emergency shelter on Campus, as well as architectural designs and planning for building renovations.

Thank you to Garcia Family Foundation, Maricopa County IDA and numerous individual donors for their funding support to move us closer to our goal. Our goal is to complete the fundraising for the **Legacy Fund in Fiscal Year 2023**.



Mike McQuaid

Valued Supporters at \$50,000 and More FY22:

Garcia Family Foundation
Maricopa County
City of Phoenix
Virginia G. Piper Charitable Trust
David and Weezie Reese
US Department of Housing and Urban Development
Valley of the Sun United Way
Avondale Toyota
McCafferty Living Trust
Mercy Care
Pakis Family Foundation
The Moreno Family Foundation
Jim Chafoulias
Tang Household
Molina Healthcare Charitable Foundation
Anonymous

COVID-19 Specific Assistance \$75,000 and More

- City of Phoenix **\$1.7M** in capital funding for the **Sprung Structure** (home to the **Respiro** program).
- Arizona Department of Economic Security **\$451,000** for **Emergency Day Shelter**.
- Maricopa County **\$1.6M** for **Overnight COVID-Relief Shelter and Bridge Housing Hotel Program**.
- Virginia G. Piper Charitable Trust **\$75,000** as part of a three-year **\$225,000** - grant for continuing COVID challenges.

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.

FY22 Partner Results:

A New Leaf

Served **169** individuals with Rapid Rehousing Services, a specific housing strategy that provides short-term assistance.

Arizona Department of Economic Security

Connected **18,453** individuals with assistance to State Benefits and Medical Eligibility.

Brighter Way Institute

Dental services were provided to **2,501 unduplicated individuals** with a total of **10,701** procedures performed. Of those served **875** were Veterans who received **3,745** procedures.

Catholic Charities – Veteran Outreach Center

Served **231** clients with essential items, such as computer lab access to search for jobs and housing, referrals to VA services, backpacks/hygiene items/clothing.

Central Arizona Shelter Services (CASS)

Sheltered and provided housing and case management services to **4,669** unduplicated single adults on the HSC, as well as assisted an additional **2,094** individuals and families with supportive services, including housing support and eviction prevention.

Chaplaincy for the Homeless

Led **78 Worship Services** attended by **3,425 worshipers**, with **676 Bible Studies** and other groups attended by **6,902** individuals. Over **1,200 Bibles** distributed and more than **3,500** hygiene kits distributed.

Circle the City

The Health Clinic completed **10,197** medical visits, **1,590** behavioral health visits, and **1,574** social services/ case management visits, for a total of **13,359**.

The Medical Respite Center completed **10,417** medical visits, **1,170** behavioral health visits, **620** physical therapy, and **1,639** social services/ case management for a total of **13,847**.

Circle the City also completed **2,863** COVID-19 tests and administered **778** vaccines.

Community Bridges, Inc. (CBI)

Phoenix Rise:

Enrolled **439** individuals in ongoing behavioral health and substance abuse services. And enrolled **1,849** individuals with Navigators for interim services related to the connection to ongoing services, community resources, diversion, housing and positive transitions off the Campus into community. Provided **3,422** total responses to calls for medical assistance: **2,083** EMT Campus Response Team and **1,339** CBI Navigator Response.

PATH Outreach:

Managed the cases for **1,209** individuals; enrolled **660** individuals, completed **61** evaluations for a serious mental illness, connected **482** people to emergency shelter, and diverted **48** people out of homelessness.

ELAINE

Provided **3,985** rides to **820** people in connection to **2,619** critical resources and services through compassionate and timely transportation. These trips to Social Determinants of Health locations include medical appointments, job and housing interviews, the grocery store and food boxes, the bank, MVD and other necessary errands.

Homeless Court

134 cases resolved, \$152,996 fines resolved, and **27,739** community restitution hours were provided through the HSC Homeless Court Advocate.

Homeless I.D. Project

Provided clients with **8,276** replacement identification documents needed for employment, housing, and basic benefits. Provided safe document storage for more than **4,000** clients. Documents include Arizona State IDs and Birth Certificates from all **50** states, **3** of **5** U.S. Territories and several Consular Reports of Birth Abroad. Advocated for our mission with the State Legislature, passing a bill allowing homeless and foster youth to access vital documents.

St. Joseph the Worker

Served **7,312** individuals with intakes and employment support services at the Campus and our satellite offices and assisted **5,399** clients in gaining and maintaining quality employment. Average pay was **\$15.94/hour** with **68%** of people eligible for benefits.

St. Vincent de Paul

Served **303,000** meals, harvested and served **4,800** pounds of produce, and accomplished this with **29,000** volunteer hours.

Board of Directors

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Lee & Associates

Myron Hammes

Vice Chair

Community Volunteer

Robin Romano

Treasurer

MariSol Federal Credit Union, CEO

Kelly Mills

Secretary

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Guy Inzalaco

Olympia Companies

Deanna Jonovich

Central Arizona Shelter Services Representative

Kendra Lee

Arizona Public Service

Jeff Lowe

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Homeless ID Project Representative

Bill Morlan

Central Arizona Shelter Services Representative

Patrick Paul, Esq.

St. Joseph the Worker Representative

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St. Vincent de Paul Representative

