

Annual Report 2019-2020

Human  
Services  
Campus



Solving Homelessness For 15 Years



15  
YEARS

Dear Friends:

None of us expected the crises and rapidly evolving changes that have dramatically altered our personal and professional lives. At the local, national and global levels, the last four months seem like they were experienced in a different world than the first eight months of Fiscal Year 2020.



In July 2019, we were focused on developing our implementation plan for a shared vision of a seamless, service delivery system that is holistic, client-centric and data-informed in every client interaction. We had a record-breaking **I am Home Breakfast** in December. In January, we were actively pursuing the request to amend our special permit for shelter beds. In March, we were ready to mark our 15-year anniversary event and stage our second annual **Walk to End Homelessness**.

**And then, COVID-19 entered our lives.**

Like many of you, we had to change or cancel plans. We moved into crisis management mode and adapted services to keep our clients and employees as safe and healthy as possible while tending to essential needs.

Financially, we are grateful for corporate and philanthropic support that helped us to provide physically distanced services and open additional spaces for shelter of highly vulnerable individuals and then for summer relief.

The terrible meaning of the crisis hit home when our champion, **Mike McQuaid**, unexpectedly passed away in July due to complications of **COVID-19**. We still cannot believe that he will never physically grace the Campus with his energetic presence. His legacy will be our inspiration but his absence is constant.

So the transition to Fiscal Year 2021 holds uncertainty and sadness but our determination is, if anything, bolstered. We keep going because our clients depend on us. Because Mike would want us to (and be furious if we wavered for even a moment). Because our mission to end homelessness through collaboration is more important than ever with financial dislocation threatening to bring us more people in need.

**Thank you for supporting us through these challenging times.** We are here 365 days per year to deliver a strong return on your investment. We look forward to seeing you all in person soon. Until then, stay safe and healthy.

Handwritten signature of Amy Schwableneder in black ink.

Amy **Schwableneder**  
Executive Director

Handwritten signature of Jonathan Koppell in black ink.

Jonathan **Koppell**  
FY20 Board President



# Remembering

## Mike McQuaid

***Champion of the Human Services Campus and Advocate for People Experiencing Homelessness***

Husband, father, grandfather, brother, son, uncle. Friend, mentor, coach, "Big Mo," leader, advocate. Since his passing in July, stories flow through the community of the roles Mike McQuaid played, always out of kindness and striving to be of service to other people. One of the most ego-less people we shall ever have the opportunity to know.

Mike was instrumental in helping to bring the Campus to life. He was a rock steady champion and advocate, spending hours working to improve the outcomes of the people we serve. As an insistent voice in community meetings, at every level of government, his plea to collaborate and coordinate will echo through our minds.

Mike remembered the names of employees, volunteers, and clients. He frequently "stopped by" to visit with people he wanted to help. His guidance is etched in our memories, his fingerprints embedded in our work. His community involvement and accomplishments are being celebrated and recognized, and we are honored to be included in the accolades.

Mike was never about the accolades, though. He was about doing the work. We are more than fortunate to have benefited from his leadership, personal investment, and kindness. We thank his family for sharing him with all of us. And we send continued thoughts of peace and love to his wife Molly.

We walk in his footsteps and carry on to ensure all Arizonans have access to safe, affordable, permanent homes. And we dare ourselves every day to **Be Like Mike.**

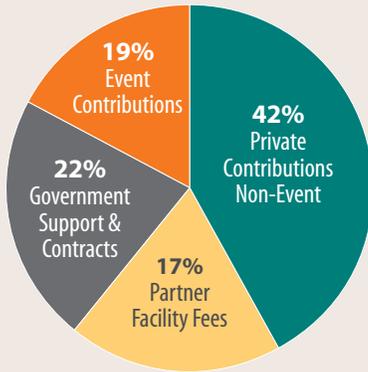


*"The very first time I came to volunteer, what really struck me the most was how vulnerable somebody is if they don't have family, and if they don't have a place to go, they don't have a home."*

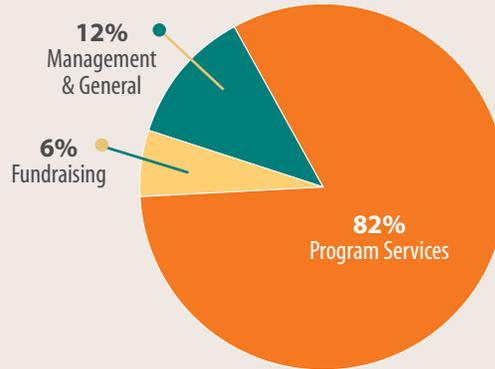
— **Mike McQuaid**

# Fiscal Year 2020 Financial Summary

## Revenue by Source



## Expenses by Function



Now in its 15th year of operating, the Human Services Campus has weathered numerous changes. From program design to the names of nonprofits operating here, from employees to Board leadership, and in ownership. The Campus was owned by Maricopa County until October of 2017. Now at the three-year mark of ownership, HSC Inc. is diversifying revenue sources and building a foundation for sustainability.

HSC not only provides transformational services, it maintains the safety and surroundings of the facilities. Our annual maintenance costs remain stable, while we seek to expand services through more hours and more outreach and navigation, all to rapidly end each person's homelessness. During this next fiscal year we strive to raise funding to improve access to toilet facilities and client intake and de-escalation for more hours seven days per week. And we are still working with our partners to add shelter beds at Andre House and CASS.

All of this to fulfill our mission of using the power of collaboration to provide solutions to end homelessness.

## Human Services Campus, Inc. Fiscal Year 2020 Results:

- **4,467** unduplicated clients accessed services in **FY 2020**.
- Exactly **100,000** scans through the greeter station onto the Campus.
- In **FY 2020** the Brian Garcia Welcome Center assessed **2,879** clients; of those, the team diverted **501** to friends and family, preventing their entering into the homeless services system. Overall through diversions, **83%** of people did not return to homelessness within a year in Maricopa County.
- **150** unduplicated clients served in the Lodestar Day Resource Center High Risk Shelter with **24/7** shelter and support services. Only nine individuals tested positive for COVID-19, a **94%** protection rate from Coronavirus.
- **470** unduplicated clients socially distanced via the Safe Outdoor Space for people who are unsheltered.
- **3,487** unduplicated individuals accessed mailroom services, receiving items critical to moving out of homelessness.





## COVID Response

Homelessness doesn't take a break, even during a global pandemic. Given all of its challenges and the losses it has caused, COVID-19 also brought HSC and its partners closer together. Driven by ensuring the greatest safety for those we serve, our employees and volunteers, we swiftly moved into action in March 2020. By focusing on partner strengths we followed the medical and healthcare lead of Campus partner Circle the City. A COVID screening tool was created and our clients were triaged for care and appropriate shelter. The CASS shelter reduced capacity to create physical distancing between beds. Screening stations were set up in various locations across the Campus. And the HSC team converted the Lodestar Day Resource Center Day Room into a shelter for high-risk, vulnerable adults – those identified as being the most likely to not survive if they contracted COVID.

Staffing a 24/7 operation took help from partners, including Maricopa County Human Services and Public Health Departments, Community Bridges, St. Vincent de Paul, and Andre House. For 150 days we operated the high-risk shelter, providing three meals a day, showers, hygiene items, and support to find housing placements. With other options opening in the community, we turned the Day Room back into a Day Room in July to offer day-time heat respite, with socially distanced chairs. And we began offering overnight summer weather relief shelter in the Day Room and the St. Vincent de Paul Dining Room.

The positivity rate for COVID across the Campus remains lower than the positivity rate for the general population in Maricopa County. We attribute this to the above steps, as well as increased cleaning of surfaces and bathrooms, the addition of sneeze guards, the mandatory wearing of PPE for employees, and mandatory mask-wearing for our clients. Staying diligent in these efforts is challenging, yet when we see the results we know that we must continue them.

Thank you to all of the individuals and organizations that are supporting us through this once-in-a-lifetime crisis. We appreciate all of you, and our clients do, too!

### Valued Supporters at \$50,000 or more in Fiscal Year 2020 :

Garcia Family Foundation  
US Department of Housing and Urban Development  
Maricopa County  
Thunderbirds Charities  
Avondale Toyota  
Valley of the Sun United Way  
Arizona Department of Housing  
City of Phoenix – CDBG  
Jean and Curt Feuer  
Nina Mason Pulliam Charitable Trust  
Thurston Family Foundation  
Arizona Lottery

### COVID-19 Support in Fiscal Year 2020 at \$5,000 or more

AZ Together Relief Fund  
Maricopa County  
Arizona Department of Housing  
Virginia G. Piper Charitable Trust  
Thunderbirds Charities  
Arizona Diamondbacks  
Valley of the Sun United Way  
Garcia Family Foundation  
Arizona Community Foundation  
United Healthcare Community Plan  
Wells Fargo  
City of Phoenix CDBG Cares Act  
Pakis Family Foundation  
LBA Realty  
Quicken Loans/AZ Housing Coalition

*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. FY2020 Partner Results:

### A New Leaf

Served **110** single adult men and women with Rapid Rehousing services.

### AZ Dept. of Economic Security

Completed **11,442** client visits for assistance with Benefits and Medical Eligibility, connecting individuals with state benefits and EBT cards.

### Brighter Way Dental

**2,653** patients received **\$8,439,903** worth of dental care.

### Catholic Charities

Connected with **4,890** Veteran guests with an average of 12 visits per guest for services such as housing referrals, bus passes, computer usage and volunteer meals.

### CBI

Phoenix Rise Outpatient enrolled **457** clients for ongoing behavioral health and substance abuse services.

PATH Outreach managed the cases for **1,266** individuals; completed **167** evaluations for serious mental illness, connecting **287** clients to emergency shelter and diverting **50** clients out of homelessness.

### Central Arizona Shelter Services (CASS)

Sheltered and served **4,736** unduplicated single adults on the Campus.

### Chaplaincy for the Homeless

Served **6,100** individuals Valleywide, providing hope and encouragement on their journey toward self-sufficiency.

### Circle the City

Provided **10,066** medical encounters, **2,026** behavioral health encounters, and **738** case management/social services encounters at the Health Center; and **10,276** medical encounters, **778** behavioral health encounters, and **1,183** case management/social services encounters at the Medical Respite Center. **Provided 261** COVID-19 testing encounters on campus and **858** COVID-19 medical encounters for HSC clients at local motels.

### ELAINE

Provided **1,549** hours of health navigation to **222** patients.

### Homeless Court

**304** cases resolved, **\$146,401** fines resolved, **27,025** community restitution hours.

### St. Joseph the Worker

Served **1,334** individuals with intakes and employment support services at the Campus and assisted **934** clients in gaining quality employment. Average pay was \$13.50/hr. with **85%** eligible for benefits.

### St. Vincent de Paul

Provided **335,690** meals at the HSC dining room, and harvested over **5,000** pounds of fresh, pesticide-free produce through our urban farm. The produce went directly into our meals at the campus.

**Collectively, 2,480 individuals were housed through campus engagement and partner programs!**

## Board of Directors

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Vice-President

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