

About HSC

The Human Services Campus owns, operates, and collaborates with partner-tenants to provide complementary, holistic services, all located on our campus.

Partner Organizations

Physical, Mental, and Dental Health

Brighter Way Dental Center: This is the dental clinic on Campus. Services include everything from comprehensive exams and basic dental hygiene to dentures and implants.

Circle the City: Provider of Healthcare for the Homeless Clinic offering primary care healthcare as well as medical respite in two buildings on the Campus.

Community Bridges, Inc.: (CBI) provides the following services for Campus Clients: Substance Abuse and Mental Health Services, Housing Coordination and Connection, Community Integration, Navigation, Case Management, Crisis Medical Services, Crisis Transition Navigators, PATH Outreach, and EMTs

ELAINE: Elaine is Arizona's first health navigation and transportation system for individuals experiencing homelessness. Elaine provides round trip transportation to offsite appointments.

Legal

Community Legal Services: CLS is a nonprofit law firm committed to increasing fairness in the civil justice system by advocating, litigating, and educating on behalf of Arizona's most underserved communities.

Homeless Court: The Maricopa County Regional Homeless Court was established to resolve outstanding misdemeanor warrants for homeless individuals demonstrating a significant commitment to ending their homeless lifestyle. Individuals who owe fines for victimless crimes such as "camping" can use their time in transitional programs as community service in exchange for having their fines waived. Very often it is this burden that can keep an individual homeless. After their fines have been waived they can start fresh on their path to self-sufficiency.

Maricopa County Adult Probation: Probation officers spend time at the HSC in order to facilitate probationers remaining in compliance. Any individual who is on probation or who has questions about probation has easy access to the answers they need. Officers are not here to arrest people, but rather to help them move forward with their reintegration back into the community.

Identification

Homeless ID Project: Provides the critical replacement identification services to empower people to rebuild their lives and end their homelessness. These services include acquiring: Arizona ID's, driver's licenses, birth certificates, social security cards and replacement legal immigration documents.

Post Office Services

Post Office: The HSC Post Office is the only Post Office in the U.S. designated for people experiencing homelessness. Having an actual address (rather than for “General Delivery”) is a significant and often crucial benefit in helping our clients to obtain employment and get into housing.

Employment

St. Joseph The Worker: Provides client services that fall into three main categories: Job readiness, job search, and employment support. St. Joseph the Worker recognizes that not everyone needs all services. Clients work closely with their Job Developer or Employment Specialist to determine what level of service is right for them. Services are available in the downtown Phoenix office, at satellite locations hosted by partner agencies, and on the Mobile Success Unit.

Housing

Catholic Charities Veteran’s Outreach Center: Nearly 10% of the individuals experiencing homelessness who arrive at the Human Services Campus are US Military Veterans. Catholic Charities engaged 4,890 individuals in 2020.

A New Leaf: On the HSC, A New Leaf provides Rapid Rehousing, which is a short term rental assistance program and when combined with Housing Case Management, individuals are more likely to maintain their housing long term. The program assists individuals with locating affordable apartments, obtaining employment, connection with community resources and benefits, understanding their rights and responsibilities as a tenant.

Meals

The Society of St. Vincent de Paul: One of the five St. Vincent de Paul Dining Rooms in the Valley is located at the Human Services Campus, in addition to one of their three Urban Farms (providing pesticide-free food for the meals). On the HSC, St. Vincent de Paul serves two meals per day Monday through Thursday, Saturday and Sunday, and three meals on Fridays.

Shelter

Central Arizona Shelter Services (CASS): CASS empowers individuals with diverse needs to end their homelessness by providing shelter and supportive services. CASS provides beds and facilities for 470 guests every night on the HSC Campus.

Other Services

AZ Department of Economic Security: Over 700 individuals per month have applications processed at the Campus for food stamps and medical services (AHCCCS).

Chaplaincy for the Homeless: Over 6,100 individuals experiencing homelessness received worship and counseling services in 2020.

The Phoenix Symphony: B-Sharp Music Wellness, a W.O.N.D.E.R. Project Homeless Initiative: A multi-faceted music wellness experience for the Campus and other healthcare and community facilities that serve the homeless, this unique initiative uses music as a catalyst for joy and self-expression for individuals who often feel powerless and marginalized.

Lodestar Day Resource Center

The HSC operates the Lodestar Day Resource Center (LDRC) on the Campus, a central hub of services including HSC Navigation, Housing Match, and Case Conferencing. The LDRC also has a Day Room for clients to access restrooms, basic hygiene items, showers, phone charging stations, and respite.

What can HSC do for those who refuse services or a shelter bed? Why can't those individuals be moved to a location away from the campus?

People who come to the Campus are not refusing services or shelter. People have choice as to where to go. Other shelter facilities are consistently full and there is no other Campus environment in the Valley. Transportation becomes a barrier to access shelter in other locations, when there are no other services and/or there is a lack of employment and affordable housing.

Shelter Beds

How many additional shelters beds will be added? Why not the full 700 allotted per the Special Permit?

275 shelter beds will be added to total 600 shelter beds. Architect and engineer reviews of the CASS shelter recommend a redesign for 600 beds, to be safe, accessible, and sustainable within the existing facilities.

Why is there a need for additional shelter beds?

Best practices show that access to a shelter bed leads to additional services, creating a path toward permanent housing. More than 400 individuals reside in unsheltered spaces surrounding the campus. This street population introduces concerns regarding blight, safety, and sanitation. With the added shelter beds, we will be able to help those individuals get off the streets, providing them with the first step toward better futures.

When will the additional shelter beds be ready?

The additional shelter beds are expected to be ready by the end of 2021.

What is a low barrier shelter? Is CASS considered a low barrier shelter?

A low-barrier shelter is a shelter whose requirements for entry are limited or minimal. These shelters accept people looking for a safe place as they are with few or no restrictions. Common

barriers include sobriety, strict curfews, mandatory program participation, background checks, and rules regarding pets and service animals.

CASS is considered a traditional shelter and not a low barrier shelter. Traditional shelters may apply requirements for possessions, pets and behavior. Traditional shelters also may not allow couples to stay together and separate men and women.

Why do we need to expand this shelter rather than investing in smaller, specialized shelters throughout the region?

In Maricopa County, there are specialized shelters for veterans, families, youth, victims of domestic violence and older and/or disabled individuals but specialization doesn't go much beyond those parameters.

There are no evidence-based best practices indicating that smaller shelters are more effective than larger shelters. What's important is having enough shelters – and shelter beds – to address the issue and provide services to as many individuals experiencing homelessness looking for shelter as possible. Our community needs both. More beds at the Campus and in other locations across the region.

What criteria must individuals meet to reserve a bed at CASS? (intoxication, background checks, etc.)

- Clients do not need to be clean or sober upon entry, but they may not bring drugs or alcohol into the shelter.
- Clients do not have to have an income.
- Clients do not have to accept services; however, service engagement is core to the model and clients are encouraged to enroll in case management.
- Clients do not have to have identification, other than a HSC-provided identification card.
- No weapons are allowed in the shelter and clients go through a metal detector.
- Current sex offenders are not allowed.

Cleanliness & Environment

What areas are being frequently cleaned outside of the campus?

The area being frequently cleaned outside of the campus is the areas between 7th Avenue to 15th Avenue, Madison to Harrison Street; and 11th Avenue to 12th Avenue between Jefferson Street to Madison Street.

How often are those areas being cleaned?

The HSC cleans this area two times daily.

Where are the dumpsters and trash receptacles located around the campus?

See maps on this web page.

How many public restroom facilities are there and between what times are they available for use?



There are restrooms in each of the eight buildings on the Campus. The Brian Garcia Welcome Center is open to the public from 7:00 a.m. to 11:00 p.m.

What are the efforts being done by the campus to discourage street feeding?

The HSC frequently participates in the Healthy Giving Council, works with the Police Department, and communicates with groups directly when it is safe to do so to discourage street feeding.

Who is responsible for maintaining public rights-of-way, such as sidewalks and alleys?

Per the City of Phoenix staff approved stipulations, property owners and operators within the area shall maintain all public rights-of-way including sidewalks, alleys, easements, and streets from any hazards or accumulation of garbage, debris, rubble, hazardous waste, litter, rubbish, refuse, waste material, or blight within the following boundaries – 7th Avenue to 15th Avenue, between Madison Street to Harrison Street; and 11th Avenue to 12th Avenue, between Jefferson Street to Madison Street.

Safety

What does the Security Master Plan entail?

The Security Master Plan includes: a central point of contact for security matters, coordination of security personnel with the Police Department, required number of security personnel, provisions for security cameras and lighting, procedures for storing and handling the disposal of controlled substances and weapons, procedures for screening and monitoring of clients.

General Homelessness Issues

What is the HSC doing to push for a more regional approach to issues surrounding homelessness?

As lead for the single adult coordinated entry system in Maricopa County, we know that a regional homelessness solution is an absolute necessity and we are actively engaged in efforts to bring all parties together to make it happen. HSC leads and coordinates 20 access points across the Valley; nearly 4,000 people per year access services and end their homelessness without coming to the HSC. The HSC also invests in the [ASU Action Nexus to Address Homelessness](#) financially; the Action Nexus is a lead entity in the Regional Collaborative To End Homelessness.

For more information, [please reference our response in support of the City of Phoenix's Strategies to address homelessness.](#)