



April 2, 2023

Josh Bednarek  
Planning and Development Director  
City of Phoenix  
200 W Washington Street, Second Floor  
Phoenix, AZ 85003

Dear Mr. Bednarek:

Per Stipulation No. 16 on Z-SP-2-19-7, the below is submitted: "An annual report shall be provided to the Planning and Development Department, to include the following items:

- a. Number of people served by each organization.
- b. Number of positive exits for each organization.
- c. If permitted, number of beds contracted to entities other than the City of Phoenix.
- d. Meeting summaries as detailed in stipulation 15f.
- e. Summary of efforts to identify, pursue and implement regional solutions to homelessness that will reduce the service demand on providers and facilities within and near the Special Permit boundaries."

a. Number of people served by each organization:

In Calendar Year 2022, the Human Services Campus, Inc. and its partner organizations served 13,034 unduplicated individuals.

b. Number of positive exits for each organization:

In Calendar Year 2022, Human Services Campus, Inc. had 2,294 positive exits. Positive exits include permanent housing, rental by client with no ongoing housing subsidy, rental by client with other ongoing housing subsidy, and rental by client with Rapid Rehousing or equivalent subsidy. The number does not include diversions/reunification with family/friends/or other support network. The number also does not include positive exits out of other HSC partner organizations.

In addition, the CASS shelter has 1,502 positive exits from shelter to housing in the Calendar Year 2022.

c. If permitted, number of beds contracted to entities other than the City of Phoenix:

Central Arizona Shelter Services (CASS) has the following contracts for emergency shelter beds in the Single Adult Shelter at the Human Services Campus:

- Peoria two (2) beds
- Dignity Health hospital drop off beds, 8 beds
- Valleywise hospital drop off beds, 14 beds (8 for women; 6 for men)

*Creating Solutions to End Homelessness*

Human Services Campus  
204 S 12<sup>th</sup> Avenue | Phoenix, AZ 85007 | (602) 282-0853 | [www.hsc-az.org](http://www.hsc-az.org)

- d. Meeting summaries:
- Each meeting summary shall include date, time, location; number of participants, questions or concerns that arose; and how the questions or concerns were addressed.
  - See the meeting summaries as attached as Addendums for the quarterly community outreach meetings held February 1, 2022; May 3, 2022; August 2, 2022; November 15, 2022.
- e. Summary of efforts to identify, pursue and implement regional solutions to homelessness that will reduce the service demand on providers and facilities within and near the Special Permit boundaries:

In the 12 months, calendar year 2022, HSC has taken the following steps and actions pursuant to the efforts requested.

- Participated in and supported the MAG Regional Plan, including representation on the Continuum of Care Committee and multiple sub committees and work groups.
- Participate in and contributed to the Home Matters Arizona development of a campaign to change the narrative related to affordable housing. The campaign “Home is Where it All Starts” is launching in spring of 2023.
- Held seven Project Connect events in various cities including Tempe, Surprise, Glendale, Avondale, and Apache Junction. More than 700 individuals at risk of or experiencing homelessness were served. Over 60 partner agencies provided services across these events.
- The HSC multi-disciplinary street outreach team provided engagement services in the immediate area on a daily basis and conducted a weekly count of the unsheltered. In Calendar Year 2022, the outreach team completed 5,310 hours of outreach services, made 69,436 connections to services, and engaged 6,304 duplicated clients. The outreach team also supports the City of Phoenix during the enhanced street cleaning activities in the neighborhood around the HSC.
- Funded and supported the ASU Action Nexus to Address Homelessness, which provides invaluable contributions through internships at HSC as well as leadership on a regional shared housing initiative and other strategies to address the shortage of housing in Maricopa County.
- In Calendar Year 2022 HSC onboard nine new access for the single adult coordinated entry network across Maricopa County with 8,547 unduplicated individuals served. HSC also provided funding to be utilized for diversions at those access points. Through HSC’s Flex Fund program with Maricopa County that makes financial assistance available through the family and single adult services system across the county to help people stay housed more than 600 households were served. HSC also facilitated the prioritization and housing match process for 428 Emergency Housing Vouchers across Maricopa County.
- In December 2022, HSC received news of an award of \$10M from the State of Arizona to implement services for unsheltered individuals in locations other than the Campus at 12<sup>th</sup> Avenue and Madison. HSC is developing plans for Bridge Housing to serve 100 to 200 individuals and for four outreach teams to cover the geography across Maricopa County.

### **Addendums**

- Meeting Summaries of Quarterly community outreach meetings
- Addendum 1 meeting of February 1, 2022
- Addendum 2 meeting of May 3, 2022
- Addendum 3 meeting of August 2, 2022
- Addendum 4 meeting of November 15, 2022

## **Addendum 1**

**Human Services Campus, Inc. hosted a Quarterly Community Outreach Meeting on Tuesday, February 1, 2022 at 6:00 pm via ZOOM. This report is submitted per Ordinance G-6799.**

**Invitations were emailed to 517 people, and hard copy, postcard mailed to 720 people.**

**More than 57 individuals participated.**

**The following is a report of the meeting:**

### **CALL TO ORDER AND INTRODUCTIONS**

#### **HUMAN SERVICES CAMPUS UPDATE**

Amy Schwabenlender provided a few updates from the Human Services Campus.

- The construction of the Sprung Structure, funded by the City of Phoenix, is expected to wrap up in February. Front-line staff and security will be hired to work in and around the structure. It will be open for respite during the day and overnight shelter, there will be showers and restrooms available, and there will be access to other services. A gate at 11<sup>th</sup> Ave and Jackson will be opened for client foot traffic so that they can easily access the structure from the campus. A ribbon-cutting event will be held prior to the structure's opening.
- The City of Phoenix recently conducted a streetlight assessment and identified some areas where new streetlights could be installed. The campus is looking forward to seeing that through with City staff.
- The Brian Garcia Welcome Center became a 24/7 facility on December 6, 2021. Signage was put up for public restrooms and these signs are also available to others in the immediate neighborhood to post on their properties.
- A Safe Storage program was implemented on December 6, 2021, using bins donated by the City of Phoenix as storage for clients.
- 200 trash bags were donated to Angela Ojile at the request of the Madison Pioneers Coalition. Twice-per-day cleanings have continued in the stipulated area. The Clean Zone volunteer program with Andre House continues on Tuesdays and Thursdays – from September through January, there have been 55 unduplicated volunteers participating in the program and they have collected 276 bags of trash. The HSC continues to work with the City of Phoenix's homelessness task force to discuss the twice weekly cleanups.
- HSC is working with a team at Arizona State University to plan a landscaping project.
- There are around 60 security cameras on the campus, and HSC staff continues to work with the police to improve security and safety.

Lisa Glow provided updates from CASS.

- CASS is a low-barrier shelter provider with 470 beds and a daytime program. The current capacity of the shelter is 520, with additional mats provided. CASS is working to improve the accessibility for hospital drop-offs.

- Architectural drawings were received this week for the 600 beds and CASS is moving into the City permitting process. Much of the funding will be used to upgrade the restrooms in the shelter. There is no confirmed plan for where to move people while the renovations are taking place.

- More bunks beds have been ordered.

- CASS is in the process of renovating the Phoenix Inn hotel for use as a shelter for seniors.

### **CITY OF PHOENIX UPDATE**

Scott Hall introduced himself and gave an update on behalf of the City of Phoenix.

- Four additional dumpsters have been added to the area, totaling ten dumpsters.

- The City is partnering with some of the service providers to implement an intensive data program to target individuals and provide resources for housing.

### **GOOD OF THE ORDER**

Ian Francis provided an update on behalf of the Madison Pioneers Coalition. He commended the City of Phoenix for stepping up and putting these issues at the forefront on their agenda. He also commended Lisa Glow, Pam Morrison, Amy Schwabenlender, and Goodman Schwartz Public Affairs for the opened lines of communications. He cited the increase in people on the streets from 400 to 700. He expressed concerns about the City of Phoenix's twice weekly cleanings being halted.

Scott Hall stated that these cleanings are needed and the City has been working with the community to educate on the importance of these cleanings and how they should be implemented going forward.

### **COMMUNITY QUESTIONS, COMMENTS, AND FOLLOW-UP ITEMS**

Laurel Langmade: I sent a summary of the crime in the area to Melissa at Goodman Schwartz. Can you please share with all during this meeting and have the HSC address the Prevention of

Crime? You always list it last in the agenda and really don't even address the topic. If you need me to resend during this meeting I will.

Commander Freudenthal corrected the crime statistics - the Maricopa County Jail and Phoenix Police Headquarters are included and many of the crimes reported are occurring in the jail and not on the streets. There is a midnight team in the area now and the presence alone has greatly impacted crime. Video camera footage provided by the HSC has also been helpful. Even though the population has increased, the call volume increase has not been as high.

Stacey Champion: Has the city considered paying unsheltered folks to clean - could be with grocery store gift cards, etc., as well as pass out cleaning supplies directly to the people on the street? I mentioned this to Scott last week. Brooms, dust pans, garbage bags, rakes, spray cleaner...

Scott Hall stated that the City is considering every feasible and reasonable opportunity.

Angela Ojile: Made a comment regarding how helpful the police officers have been during the City of Phoenix cleanings because they have saved people who had overdosed. She would like to see more cleanings by the City of Phoenix.

Bill Morlan: Do the police officers participate in the clean ups and throw away possessions?

Commander Freudenthal confirmed that the police officers do not participate in the clean ups and are only there for security purposes.

Arthur Franco III: What are the results from services provided to individuals? Are these services helping to end homelessness for individuals?

Amy Schwabenlender stated that 20% of individuals can resolve their homelessness on their own after a couple of nights in the shelter. 10% require diversion and can resolve their homelessness after being connected with a family member or support group. Those experiencing chronic homeless may take longer to be connected to services and stable housing. More affordable housing units are needed in the County to keep up with the increasing population. The County is working to create more housing opportunities. She offered to follow up with Arthur offline.

Lisa Glow discussed CASS's preliminary housing plan they do with all individuals who check into the shelter.

Stacey Champion: Have you considered re-opening the county lots (with added shade & amenities) since the chains & poles have created a cramped situation that is in total violation of CDC COVID guidelines for unsheltered encampments and makes it difficult to keep clean?

Rachel Milne stated that this has not been considered. Two of the lots are under construction and there is a concern about heat.

Jeff Spellman: The neighborhood surrounding the HSC has been impacted more so than any other neighborhood in the City. Affordable housing and workforce housing is necessary to end homelessness but right now, shelters need more beds. The homelessness task force has been working to plan more shelters in the County.

Scott Hall outlined some of the plans introduced by the homelessness task force including eviction prevention, neighborhood strategies, and encampment strategies.

Anne Ender: Who are the activists that are discouraging street cleaning? What are the overdose rates?

Commander Freudenthal stated that overdose rates are not readily available, but the crisis surrounding opioid usage is a national problem experienced by those who are not necessarily homeless.

Scott Hall stated that these activists have good intentions, but they have also created some unnecessary conflict which has been unproductive in getting things done.

Jessica Spencer: Why are tents allowed in the “zone” but nowhere else? What are the County projects on the lots?

Commander Freudenthal clarified that tents are permitted in public areas, but not private lots. There will naturally be a higher population of unsheltered individuals around the shelter because that is where they are receiving services.

Councilmember Carlos Garcia confirmed that tents are permitted in public areas, but not private lots due to a Supreme Court decision. He recommended that encampments being taken down in public areas be reported. He also clarified that the chains were placed up by the City due to the requests made by the councilmember who served that area at the time.

Rachel Milne stated that the County lots will be used for underground lines, but offered to follow up for confirmation.

Laurel Langmade: Is there an update on the Pioneer Cemetery being cleaned?

Amy Schwabenlender stated that the daily cleanings and twice weekly Clean Zone cleanings are occurring in the public easement. Part of the reduction of the cleanings is due to the City's reduced cleanings.

Arthur Franco III: How many individuals serving on the various Boards, committees, and task forces are formerly homeless? Activists are helpful in filling in the gaps that these organized groups miss. Street feeding should not be discouraged because individuals experiencing homelessness are likely struggling with food insecurity.

Lisa Glow stated that CASS has four formerly homeless individuals serving on their Board. Scott Hall stated that he is formerly homeless and is happy to share his story with anybody who asks and there are many formerly homeless individuals serving on these various groups.

Jessica Spencer: Why are we discussing the messes and filth created before discussing the general lack of bathrooms?

Scott Hall stated that restrooms have been made more accessible and there are plans to create more restroom accessibility.

Stacey Champion: The chains and poles should be removed, shade structures and cooling tents should be placed on County lots, and people should lead with more compassion.

Joel Coplin: Why is there not more discussion on smaller, more efficient shelters across the County?

Scott Hall stated that smaller shelters throughout the County are still part of the larger conversation and there are some plans in place.

Councilmember Carlos Garcia discussed the final allotment of federal funds that will be used to help create smaller shelters away from the HSC. He emphasized the importance of coming together to encourage other communities to accept shelters.

## **Addendum 2**

Human Services Campus, Inc. hosted a Quarterly Community Outreach Meeting on Tuesday, May 3, 2022 at 6:00 pm via ZOOM. This report is submitted per Ordinance G-6799.

Invitations were emailed to 539 people, and hard copy, postcard mailed to 565 people.

More than 38 individuals participated.

The following is a report of the meeting:

### **CALL TO ORDER AND INTRODUCTIONS**

#### **HUMAN SERVICES CAMPUS UPDATE**

Alisa Chatinsky gave an update from CASS.

The shelter is expanding from 470 beds to 600 beds and the expansion is being funded by the City of Phoenix. Renovations are currently underway and are expected to be complete by June 1. There are currently an additional 50 beds being funded by Maricopa County. Bathrooms are also being expanded and built to be more trauma informed. CASS is also working on specialized and regional shelters. The Arizona Department of Housing and the City of Phoenix have supported Project Haven, which is specialized for people over the age of 55.

Amy Schwabenlender gave an update from HSC.

The Sprung Structure named "Respiro" officially opened for shelter on Saturday with a temporary certificate of occupancy. The current occupancy is 25 and it is being ramped up to 100. In partnership with the City of Phoenix, there is now a mobile bathroom facility on Jackson & 9<sup>th</sup> Ave. Temperatures are increasing and there are plans underway to create more shade structures. ASU has received a grant to do some landscaping and tree-planting around the campus along Madison Ave, the corner of 11<sup>th</sup> Ave and Jackson, and along Jackson to 9<sup>th</sup> Ave. She the shared some data as requested at previous meetings on a slideshow.

#### **CITY OF PHOENIX UPDATE**

Councilwoman Yassamin Ansari stated that the City is in the middle of the 2022-2023 budget-planning process and there have been many strides made to address issues surrounding homelessness. The City is looking to hire various positions dedicated to tackling homelessness and blight issues specifically surrounding the campus. She recognized the Homelessness Task Force for all of their work to establishing long-term plans. The City is looking to dedicate \$9 million to mental health support. A good chunk of the second tranche of ARPA dollars will be dedicated to addressing issues surrounding homelessness. Heat relief has been a focus of the Councilwoman's team, with effort towards water accessibility and cooling stations.



Councilmember Carlos Garcia discussed the 20<sup>th</sup> St and Washington project regarding heat respite and shelter space. He emphasized the importance of investment toward issues surrounding homelessness and mental health in the general fund, especially when the ARPA funds are no longer available.

### **GOOD OF THE ORDER**

Bill Morlan provided an update on behalf of the Madison Pioneers Coalition. He commended the resources being dedicated toward these issues but stated that the increase in unsheltered people in the area paired with the lack of cleanings by the City of Phoenix has taken a toll on the neighborhood. He will be doing a ride-along through the neighborhood with provider CBI.

Angela Ojile commented on the increase in unsheltered people in the area. She asked about what HSC is doing to combat the violence and crime in the neighborhood.

Ian Francis thanked some of the service providers for their partnership in discussing plans for the future. He appreciates the resources going toward mental health. He commented on the need for large cleanings due to the waste build-up. He expressed concerns for the health and safety of the neighborhood.

Scott Hall stated that the City has held some town hall meetings with some of the unsheltered folks in the area to discuss how to reimplement the City's cleanings.

Commander Freudenthal stated that the Police Department is focused on follow through on prosecution and is working on a project to identify those who frequent the area and prey on unsheltered individuals, such as drug dealers and violent offenders.

### **COMMUNITY QUESTIONS, COMMENTS, AND FOLLOW-UP ITEMS**

Annie Ender: These homeowners and business owners have been around longer than the campus – why do issues surrounding homelessness trump the issues that business and homeowners in the area are facing? Homeless people often decline resources and engage in crime.

David Schwartz stated that by helping those experiencing homelessness, this will alleviate the issues being experienced by others in the neighborhood.

Melanie Harmann: Will they stop the street sweeps? Are more shade structures being built in the zone? Will the police harassment of community-based support stop? How exactly is the city increasing access to affordable housing for these folks? Can't they share a few million for shelter beds?

David Schwartz stated that these questions were addressed during the presentation.

Sophia Elicia: How come there is no other space proposed besides the dirt? Why isn't there more discussion around providing other space for unsheltered people to go other than the dirt? There is a shaded grassy area available across the street – why is that not being used?

Scott Hall stated that all options are on the table.

John Trautman: A lot of money and pride has been put into the assets owned in the neighborhood around the campus. What is the crime increase in this area? Taxes continue to increase in the area – why does that continue to happen when things are worse? What is the City doing to offset this?

Scott Hall stated that the City is focused on addressing the issue of getting folks off the street.

Sophia Elicia: How come lack of bike lights is being enforced? People are being arrested every day for petty crimes in the area.

Commander Freudenthal asked for specific incidents where this is occurring and welcomed the meeting attendees for follow up directly with him.

Cynthia Graber: The least that the City and County could do is provide waivers for property taxes for people who own property in the neighborhood.

Scott Hall stated that he will make sure that this is discussed at the City.

Sophia Elicia: Why haven't these meetings been made accessible to the unsheltered individuals who live in the neighborhood.

David Schwartz stated that anybody is welcome to join these meetings and we are open to any effort made to give them better accessibility.

Kat Eglezos: Is anyone able to explain the dramatic increase from 400 - 1100 people unhoused in this area within the last few months? I'm newer to this group so was just wondering, thank you.

Scott Hall explained that it is a compilation of inflation, increased rent, and the housing inventory. The problem is being seen across the City, County, State, and the Nation.

Sophia Elicia: Where are people allowed to have a tent without risking arrest in the City of Phoenix?

Scott Hall emphasized the efforts to get people out of tents and into shelters, where it is safe and cool.

Commander Freudenthal stated that people are living in tents all around Phoenix and are not being arrested. He reiterated the need for specific instances where people are being arrested for being on public property.

Spencer Self emphasized that this meeting is meant for the HSC and the neighborhoods surrounding the campus.

Stacey Champion: Has water been made available? How much and where? Are water bottles being passed out?

Scott Hall stated that water was available at the Brian Garcia Welcome Center and near the restrooms on 9<sup>th</sup> Ave and Jackson available 24/7. The Office of Heat Mitigation is working on an effort to pass out hydro flasks.

Amy Schwabenlender added that there are drinking fountains and water bottles are passed out. Outreach teams are also out every day handing out water.

Kat Eglezos : We aren't part of the HSC but we do offer bottled water to all who ask (over the summer) at NourishPHX on 9th and Buchanan if anyone needs.

Stacey Champion: How many 24/7 restrooms are there?

Amy Schwabenlender stated that there are 10 in the trailer and 2 in the Welcome Center.

Stacey Champion: How many unsheltered individuals are outside of the campus now?

Amy Schwabenlender stated that there were 1085 this morning.

Stacey Champion: Does the City believe that there are enough restrooms to support over 1000 people? How many are ADA accessible?

Scott Hall stated that there are other restrooms available during operating hours for anybody to use.

Amy Schwabenlender stated that the campus never anticipated to have over 1000 people unsheltered outside and has no way to add more restrooms quickly at the moment, but is open to ideas. She offered to follow up with Stacey regarding ADA accessible restrooms.

David Schwartz reiterated that these restrooms were recently added and are an improvement to the number of restrooms available last year.

Ian Francis discussed some projects that he had been working on with the community and the City of Phoenix.

### **Addendum 3**

Human Services Campus, Inc. hosted a Quarterly Community Outreach Meeting on Tuesday, August 2, 2022 at 6:00 pm via ZOOM. This report is submitted per Ordinance G-6799.

Invitations were emailed to 576 people, and hard copy, postcard mailed to 576 people.

More than 38 individuals participated.

The following is a report of the meeting:

### **CALL TO ORDER AND INTRODUCTIONS**

#### **HUMAN SERVICES CAMPUS UPDATE**

Amy Schwabenlender provided a few updates from the Human Services Campus.

- Heat relief efforts in public spaces continue at 12<sup>th</sup> Ave and Madison. Additional canopies have also been placed on the Campus lawn. The City is operating a heat relief space at 9<sup>th</sup> Ave and Jackson.
- Public toilets and handwashing station near Respiro continue to be open 24/7 other than when repairs and cleanings are needed.
- The Respiro sprung structure shelters up to 100 people and is open during the day for clients to stay indoors. 95 beds are currently occupied with the unoccupied beds being top bunks since many of the clients served have medical issues and are unable to get to the top bunks. HSC continues to work to fill these spaces.
- HSC has relaxed some of the parameters surrounding COVID-19, however maintains others such as the requirement to wear masks indoors.

Mary Glennon provided a few updates from CASS.

- As of June 1, CASS is at 600 beds. The next stage of the renovations is bathrooms and the focus is to make them more trauma informed.
- The next priority is to update the indoor and outdoor client spaces to include canopies and improved furnishings.
- CASS is looking to raise more dollars for case management and housing programs.
- In 2023, CASS is hoping to open a specialized shelter for seniors in North Phoenix.
- In 2024, CASS is hoping to open a 54-bed SMI shelter in partnership with Copa Health.

#### **PHOENIX CITY COUNCIL DISTRICTS 7 & 8 UPDATE**

Councilwoman Yassamin Ansari gave an update on behalf of Phoenix City Council District 7

- This past year, nine new positions were added to the homelessness division. Outreach capacity has also been increased and a position has been added to address blight on private property near the HSC.
- From the American Rescue Plan, \$70,000,000 has been allocated to add new shelters.

- Councilwoman Ansari shared a story about a woman who had fallen into homelessness during the pandemic that volunteers had helped get into a shelter that night and she had a positive experience.
- The City is actively looking to finalize more sights for shelters and knows that the long-term solution is affordable housing.
- Last year, the City Council established the Office of Heat Response and Mitigation, which has been a tremendous help. \$600,000 was secured to purchase cooling supplies in bulk. Heat relief outreach has been done across the entire City using volunteers to distribute these items.
- Some specialized outreach has been done in Laveen each week. A few weeks ago, several individuals were able to get into detox centers.
- Some misinformation has been spread regarding bathrooms and water - bathrooms and handwashing stations are available outside of the Campus, but sometimes need to close for repairs and cleaning due to vandalism.

Adriana Garcia Maximiliano gave an update on behalf of Phoenix City Council District 8.

- She offered stakeholders to schedule tours at the 27<sup>th</sup> St and Washington shelter. Business leaders have been providing great feedback.
- The City is looking at other options for heat relief centers in District 8.
- The City is working with Public Works to commit to a gated alleyway program south of the HSC.
- Prevention of eviction has been a large focus; the City is currently working with various organizations to help individuals that are at risk of eviction find other housing options.

## **CITY OF PHOENIX UPDATE**

Scott Hall gave an update on behalf of the City of Phoenix.

- Scott thanked the HSC for consistently taking on the work needed to address homelessness and heat relief.
- The City has continued to do clean ups on Monday, Wednesday, and Friday. Several town halls have been hosted with the unsheltered population around the Campus to help ensure that the clean ups are beneficial to everyone. Cleanings will be more enhanced with more equipment and dumpsters.
- Maricopa County has a construction project on 9<sup>th</sup> Ave and Madison. This will be a fuel station for County vehicles. The County has been in close communication with HSC regarding this project.

Rachel Milne gave an update regarding the various shelters opening throughout the City.

- The Washington Relief Center at 27<sup>th</sup> St and Washington opened earlier this summer and serves 200 individuals.
- Project Haven, a new senior shelter, will be opening in the Summer of 2023 for 170 individuals.

- North Mountain Healing Center in partnership with CBI will be opening in the Sunnyslope area in the Summer of 2023 for 100 individuals.
- St. Vincent de Paul will open a new shelter, Ozanam Manor 2, near their Watkins campus for 100 individuals.
- The City is working with Lutheran Social Services to get an I-Help program up and running. I-Help is a mobile shelter that works with various congregations and faith groups throughout the City to shelter individuals every night.
- The City is working with a nonprofit partner to lease a hotel this summer to offer temporary bridge housing for the next two years to help with the immediate need to shelter people.

### **MADISON PIONEERS COALITION UPDATE**

Bill Morlan gave an update on behalf of Madison Pioneers Coalition

- The call for service report for the area has increased by 50% since 2019.
- 11 dead bodies have been found in this area in 2022 alone.
- He commended the amount of effort being put into establishing other shelters around the City.
- He noted that he had some neighbors that moved in across the street try to establish a coworking site and were not able to successfully launch their business due to the state of the neighborhood.
- He commended the hard work from the City to address homelessness.

### **COMMUNITY QUESTIONS AND RECAP**

**Question** - Laurel Langmade: What is the protocol to move the tents structures from the easement so a property owner can gain access to the outside of the fence to do maintenance (i.e. painting)? Then going forward, what is the law regarding maintaining access for an owner on an easement that is blocked by tents living on the street. Please advise.

**Answer** - Scott Hall: The City can perform an assessment of the situation and work with Neighborhood Services to give access to the property.

**Question** – Laurel Langmade: Any update when the street lights are going to be repaired and the new ones going to be installed? We had (33) out recently and not all have been repaired.

**Answer** – Fernando Felix: In working with the Streets Department and Madison Pioneers Coalition, several lights have been reported. A few of the lights have not been repaired due to parts being out of stock. Several are not working due to an issue with APS that is being addressed.

**Question** – Kristy McCann: It was mentioned during the Council update that there are new shelters planned for District 8. How many and where will they be located?

**Answer** – Adriana Garcia-Maximiliano: Different locations are being considered, but nothing has been confirmed.

**Question** – Ryan Winkle: Regarding heat related deaths:

<https://www.maricopa.gov/ArchiveCenter/ViewFile/Item/5456>. Confirmed 38 Under Investigation 256. What is the cities position on how a heat related death is classified? are there better numbers that specifically count “the zone”?

**Answer** – Scott Hall: The County determines cause of death, not the City. Heat related issues continue to be a priority for the City.

**Question** – Ryan Winkle: What is HSC's position on that same classification? and how that data is used to allocate funding?

**Answer** – Amy Schwabenlender: The HSC does not have an opinion on this classification and uses the data provided by Maricopa County.

At the request of several participants, Spencer Self with the Neighborhood Services Department shared some additional information about the gated alleyway program.

**Question** – Melanie Harmann: So how exactly is the city reducing heat related deaths? If the numbers have been rising shouldn't more funding get allocated based on that data?

**Answer** – Scott Hall: The City continues to increase its efforts regarding heat mitigation. He highlighted the equipment being used at the heat relief stations. Efforts have also been made to provide cool water for individuals who need it. The City also funds the EMTs in and around the Campus.

Amy Schwabenlender: The number of people experiencing homelessness has increased across the County, so naturally the numbers for heat related deaths and crime will be higher.

**Question** – Laurel Langmade: Is the City still funding the street cleaning with professional street sweeper machines/vehicles?

**Answer** – Scott Hall: Yes, the City is still doing street cleanings with the equipment and plans to enhance these cleanings.

Meeting adjourned.

## **Addendum 4**

**Human Services Campus, Inc. hosted a Quarterly Community Outreach Meeting on Tuesday, November 15, 2022 at 6:00 pm via ZOOM. This report is submitted per Ordinance G-6799.**

**Invitations were emailed to 522 people, and hard copy, postcard mailed to 569 people.**

**More than 38 individuals participated.**

**The following is a report of the meeting:**

### **CALL TO ORDER AND INTRODUCTIONS**

#### **HUMAN SERVICES CAMPUS UPDATE**

Lisa Glow provided a few updates from CASS:

- Since June, the number of beds has increased from 470 to 600. The low barrier shelter is at capacity every day.
- The two primary purposes are safe emergency shelter and case management/housing resources.
- There are still plans to renovate the restrooms in the shelter at a reduced bid amount.

Amy Schwabenlender provided updates from the HSC, Inc.:

- Specific heat relief services were ended on September 30. Shade structures, tables, and chairs were purchased with the help of the City as a permanent amenity at the campus.
- On October 25, Home Depot brought over 300 volunteers to the campus to work on various improvement projects such as building gazebos, planting trees, and installing benches.
- The week of October 25, the number of unsheltered people was 937. The week of November 2, it was 906. The week of November 10, 764. This morning, it was back up to 876.
- Circle the City has started to take its mobile medical unit out into the neighborhood to assist with outreach and providing services.
- More fires have been reported in the area, so HSC is working with Police and Fire to figure out solutions.
- The Respiro sprung structure is averaging 90 people a night. The Lodestar Day Resource Center is averaging 70 women a night and St. Vincent de Paul is averaging 200 men a night.
- HSC has relaunched Project Connect events. The August event connected 200 people to services. In September there was an event in Avondale and in October there was an event in North Phoenix. In November there will be an event in Apache Junction.



## **PHOENIX CITY COUNCIL DISTRICTS 7 & 8 UPDATE**

None

## **CITY OF PHOENIX UPDATE**

Commander Brian Freudenthal provided an update on behalf of the Phoenix Police Department

- Commander Freudenthal explained the most recent situations surrounding the campus involving a blanket fire and a miscarried fetus, a warning fire that spread, and the campus lockdown.

Scott Hall provided an update on behalf of the City of Phoenix

- Clean ups are taking place on Monday, Wednesday, and Friday. The intention is to get back to a more thorough cleaning and the City is partnering with the HSC to figure out the most efficient and effective way to implement this.

Rachel Milne provided a few updates as well

- The City of Phoenix has created a new office of Homeless Solutions.
- Funding has increased across the Board including in and around the campus. This funding supports outreach staff, EMTs, case conferencing, and shelters such as Respiro and the Washington Relief Center. Two additional shelters are in the works.

## **MADISON PIONEERS COALITION UPDATE**

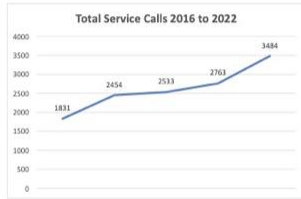
Bill Morlan gave an update on behalf of Madison Pioneers Coalition

- Some new neighbors have moved into the community and some buildings are being developed.
- The neighborhood is still seeing the issues that come from having 900 unsheltered people on the street, including fires.
- Bill stated that more has to be done, quickly.

## **COMMUNITY QUESTIONS AND RECAP**

Question - Laurel Langmade: Please see the attached crime data. Will the HSC ever share their Crime Plan that is required per the stipulations? When asked in a previous meeting, they said they would not.

| Year | Jan | Feb | Mar | April | May | June | July | Aug | Sep | Oct | Nov       | Dec | Total | AV/Day |
|------|-----|-----|-----|-------|-----|------|------|-----|-----|-----|-----------|-----|-------|--------|
| 2018 | 178 | 167 | 190 | 189   | 189 | 142  | 136  | 122 | 142 | 124 | 132       | 120 | 1831  | 5      |
| 2019 | 126 | 161 | 216 | 230   | 209 | 187  | 234  | 209 | 193 | 245 | 232       | 212 | 2454  | 7      |
| 2020 | 251 | 228 | 255 | 214   | 213 | 225  | 167  | 195 | 183 | 200 | 184       | 218 | 2533  | 7      |
| 2021 | 230 | 250 | 273 | 260   | 229 | 215  | 184  | 248 | 174 | 220 | 232       | 248 | 2763  | 8      |
| 2022 | 255 | 235 | 332 | 453   | 313 | 282  | 280  | 256 | 246 | 253 | estimated |     | 3484  | 10     |



Source: <https://www.phoenixopendata.com/dataset/calls-for-service>

| Crime               | Code      | Quantity |
|---------------------|-----------|----------|
| Armed Robbery       | 210 & 211 | 25       |
| Fight or Assault    | 239 & 240 | 573      |
| Aggravated Assault  | 245       | 49       |
| Sexual assault      | 261       | 13       |
| Theft               | 487       | 140      |
| Injured/Sick Person | 901       | 1097     |
| Insane              | 918       | 33       |
| Shots Fired         | 415G      | 28       |
| Trespassing         | 418T      | 236      |
| Dead body           | 901H      | 14       |

(5) in July

Answer – Commander Freudenthal: Each week, these numbers are reviewed and analyzed. The increase in crime can be explained by an increase in population as well as a policy change that occurred in March 2022. 901 calls are now corresponded with the Fire Department. 901 is a radio code that was always on the books, however it was not in use until March 2022. The numbers are inflated over past years for that reason. Monthly the number of calls with the 901 code has been about 153 per month. Crime is anticipated to decrease from 2021 levels.

Amy Schwabenlender: The stipulations do not require HSC to have a plan for crime mitigation, only a security masterplan that is reviewed by the Police Department and is not intended to be a public facing document as it has sensitive information about security staffing and the location of security cameras.

Question – Brandi Ryan-Cabot: Hi Melissa, can we get the name of the new Homelessness Office again, and can we ask them if they have started working particularly with the different Phoenix Districts on additional shelters as designated in the Phoenix Homelessness Strategies?

Answer – Rachel Milne: The name of the office is the Office of Homeless Solutions. There is a comprehensive plan that encapsulates what has been done over the past six months. 769 new shelter beds are coming on board that will be part of shelters around the region.

Question – Chelsea Friday: Is the Office of Homeless Solutions working adjacent to the Homelessness Task Force?

Answer – Rachel Milne: The Office of Homeless Solutions used to be a function of the Human Services department and it now functions independently, reporting directly to the City Manager’s Office. The Homelessness Task Force sunset when it completed its work in February 2022.

Question – Angela Ojile: Is there any type of immediate emergency plan for what is happening in the neighborhood?

Answer – Scott Hall: Every day is an urgent issue and the City is working as fast as it possibly can to get people the services they need.

Question – Laurel Langmade: Whomever is helping with individual that need help with being injured or sick (1097) so far this year. So what are you all doing to help these people? If someone has a mis-carriage and leaves the fetus in the street, maybe that is a message you are not doing your job.

Answer – Commander Freudenthal: These calls are fire calls from people who are feeling sick. Unfortunately, many unsheltered people do not have the resources to access medical care so they will call the fire department for issues such as stomach pain.

David Schwartz: Circle the City plans to have a mobile unit out on the street to provide medical services to those who are unsheltered.

Question – Laurel Langmade: Why aren't streets being patrolled by HSC to prevent fires? The stipulations don't allow for meals to be served off campus, so why are people allowed to cook meals off campus?

Answer – Amy Schwabenlender: The HSC is not providing meals off campus, only in dining rooms. The HSC does not have the resources or authority to prevent people from cooking meals or having fires outside of the campus.

Scott Hall: The City is continually messaging out to the community that meals are available on the campus. There is a plan for increased messaging around the holidays.

Commander Freudenthal: Many of these fires are not for cooking, but for warming. When it is cold at night, the police and fire departments are hesitant to put warming fires out if they are under control, as people may freeze without them.

Amy Schwabenlender announced that the next community meeting will be the first Tuesday of February, February 7, 2023. She reiterated that the HSC's security plan is only for the campus and the HSC has no authority over crime or security issues that happen within spaces outside of the campus. Circle the City is a federal qualified healthcare center that is open 8:00 a.m. – 8:00 p.m. 7 days a week and are intended for walk-ins and appointments.