

Follow-up Information for the Phoenix Planning Commission from the 11/5/20 Meeting:

At the November 5th, 2020 Phoenix Planning Commission meeting, the Human Services Campus (HSC) requested, and the Planning Commission unanimously approved a one-month continuance of Z-SP-2-19-7. This request by HSC was made in deference to a request made by Phoenix City Councilmember Michael Nowakowski. Councilmember Nowakowski requested this continuance to allow time for additional community input and for City staff to host two neighborhood listening sessions with the goal of finding a solution that allows the HSC additional shelter beds, while working to address concerns raised by some of the neighbors.

During the Planning Commission members' deliberation on the request, a few Commissioners raised some questions about the case, so this document is intended to provide additional information and attempt to answer those questions.

About the Human Services Campus:

The Human Services Campus (HSC) and its constituent agencies are a group of nonprofit organizations dedicated to addressing the needs of our most vulnerable neighbors and residents. By working with individuals experiencing homelessness, we provide not only a safe shelter space we also help people take steps to a healthier future across over a dozen additional services. We tackle many complex issues that require deep understanding and continuous learning, and we are continuously striving to improve our practices as we endeavor to work collaboratively to better our entire community.

While the HSC works tirelessly to serve the homeless population, we are equally committed to addressing undesirable conditions in the neighborhoods near the campus and this will require continuous collaboration with stakeholders - community organizations, city and county officials, business owners, and individuals.

Answering Questions and Addressing Concerns Raised by Commissioners:

1. Question: How does this request align with the recently approved "Strategies to Address Homelessness Plan?" (as requested by Commissioner, Emilio Gaynor)

Answer: On Tuesday October 27, 2020, the Phoenix City Council unanimously approved the "Strategies to Address Homelessness Plan," which provides an overview of gaps in homeless services, strategies to address those gaps, and both short and long-term goals.

The plan identifies several gaps within our City, which we believe are in part addressed by our request to add shelter beds at the HSC.

The document identifies:

- Need for specialized shelters and/or transitional housing in order to address the distinctive needs for each of these populations.
- Need for pet foster care and/or shelters that accept pets outside of registered service animals
 - The City of Phoenix has set a 1-year goal to create shelter opportunities for individuals with pets and service animals and assist individuals with obtaining service animal and emotional support animal certification, as needed.
- A chronic shortage of beds and a need for additional capacity that should be met with smaller and specialized scatter site shelter facilities. Furthermore, there is a need for more low barrier facilities that accept partners, pets, and possessions.

Part of the HSC proposal is the inclusion of 100 extremely "low-barrier shelter beds" at Andre House. This innovative shelter program would address all of the previously mentioned gaps in homeless service delivery. The shelter program will allow shelter guests who have many of the barriers which prevent them from accessing other shelter programs.

It should also be mentioned that Andre House is aware of the concerns about not being experienced shelter providers. Since 2019, Andre House has visited diverse shelter providers throughout the country and conducted research with people labeled “service-resistant”. They have identified some excellent local partners in mental health and substance abuse treatment, and look forward to partnering with them in the operations of the shelter.

The document also calls for:

- a “regional solution that provides shelters throughout Maricopa County so that no one city or neighborhood bears the brunt of providing shelter services for individuals experiencing homelessness.”

HSC agrees with the City’s goals for Shelters. The strategies identified are a good starting point, however no timing for completion is included, nor is there reference to funding for capital costs to build or adapt space for usage. A regional solution will take more time than what we have for the unhoused people in our community.

Approving additional beds at the HSC helps to alleviate a crisis that exists right now in Downtown Phoenix where several hundred people are currently turned away on a daily basis due to a lack of beds. The HSC’s request is not meant to bring in homeless individuals from outside areas; rather, it is to address an immediate need. And the HSC request does not solve for the total unmet need in Maricopa County. The solution requires both beds at the Campus and in other locations.

To provide further context, as of the beginning of 2020, approximately 7400 individuals were experiencing homelessness in Maricopa County. The HSC serves approximately 800 clients per day, accounting for only 11% of the total number of homeless individuals in the county.

The City document does include a section called “Human Services Campus and other highly impacted areas,” and it calls for providing additional tools for much needed relief for residents of impacted areas. We look forward to working with the City and neighborhood to bring such tools to our area.

2. Concern: Won’t this saturate homelessness in the area? Isn’t it time for other parts of the Valley to contribute their “fair share”? (as expressed by Commissioner, Emilio Gaynor)

Answer: The fact is, based on recent point-in-time counts, the area surrounding the HSC already has between 800 and 1,000 individuals experiencing homelessness every day. Half of these individuals have no shelter, are already “living” in the area, and are using the services provided by the 20 programs sharing the 13-acre HSC campus and surrounding areas. The HSC is simply trying to offer these people a safe place to sleep at night. This, in turn, will help to eliminate the need for these individuals to sleep in the public right of ways, parking lots, and residents’ yards.

For some history and context, it should be also noted that an Overflow Shelter was reduced in 2015, and then completely phased out in 2018 the number of homeless in the area increased because they had nowhere to sleep at night. Many of them never left the area and still have no shelter.

There are various other facilities and shelters providing services to people experiencing homelessness throughout Maricopa County. Currently, there are 29 emergency shelter programs across the Valley with 2,394 beds. Of these facilities throughout the region, 19 programs have beds for single adults (this includes CASS) with a total of 1,026 beds. These programs are located in Phoenix, Mesa, Tempe, and Chandler. In addition, there are 17 coordinated entry access points for single adults across the Valley (this is in addition to the lead site at the Human Services Campus). Over 4,000 individuals accessed services at those 17 access points in 2018.

We are aware of the growing need for regional solutions to homelessness, and all of the organizations at the Human Services Campus are already providing services in other parts of the Valley. Additionally,

executive leadership at the Human Services Campus and at Andre House are active members in regional efforts led by Maricopa Association of Governments (MAG) and Governor Doug Ducey. We are committed to expanding our collaborative efforts with stakeholders, elected officials, and community leaders and to our advocacy for a regional response to homelessness.

3. Question: How is this going to be funded? (as requested by Commissioner, Pete Gorraiz)

Answer: The request to the City of Phoenix, does not include a request for money. Funding for the additional beds will be provided through ongoing and additional fundraising efforts conducted by the Human Services Campus, a 501c3 non-profit agency that owns and manages the property, As well as Central Arizona Shelter Services (CASS) for the additional beds at CASS. The new program at Andre House will be privately funded and will not require an extensive capital campaign to secure funding before construction. Operating dollars will be raised through a variety of sources.

Addressing Questions/Concerns Raised by the Public When Addressing Request for Continuance:

Regarding concerns that surrounding neighborhoods were not involved in providing input for the stipulations - we would like to succinctly highlight the steps taken to ensure that neighborhood input and concerns were solicited and incorporated as part of this process.

Over the past year and a half, we have been working closely with the City of Phoenix Planning and Development Department (PDD) on draft stipulations. PDD has been working closely with Neighborhood Services, Human Services, and the Police Department on those stipulations and it goes without saying that each one of these City Departments crafted stipulations to address concerns they have heard directly from stakeholders, area residents, and local business owners.

After the three formal meetings held as a requirement of our application, the HSC followed up with the neighborhood leaders who expressed interest in becoming involved. We held several additional small-group meetings with leadership from these neighborhoods and worked through a document called "Addressing Community Concerns." This document followed a similar structure to the stipulations and was created to help keep the Executive Director of the HSC accountable to the surrounding neighborhoods. We presented this to leaders from the following neighborhood associations for feedback and comments:

- Capitol Mall Neighborhood Association (Shannon Dubasik and Louisa Stark)
- Oakland and Woodland Neighborhood Associations (Jessica Bueno and Beatrice Moore)
- Phoenix Revitalization Corporation (PRC) (Eva Olivas)
- Grand Ave Member's Association (Robert Graham)

We met with these individuals on 9/5/2019 and 9/11/2019. Amy Schwabenlender of the HSC personally followed up with this group two times (9/15 and 9/19) and received no responses.

To review the most recent document as discussed with the neighborhood leaders please reference Appendix A: Addressing Community Concerns.

Following the CCVPC informational meeting held on July 13, 2020, the City finalized a draft set of stipulations that we could agree to and sent them to all the individuals that spoke at the CCVPC informational meeting.

Accordingly, the Planning and Development Department considered the community's input and developed an extensive set of stipulations that were even more strict than HSC had initially agreed. However, in an effort to build a more collaborative approach with the community and the City, HSC has agreed to these stipulations.

Regarding concerns about our efforts to address trash or blight - in July of 2019, the HSC began a pilot clean-up program in order to ensure that we could provide a long-term way to address the concerns raised by

neighbors. On October 10, 2019, Amy Schwabenlender of the HSC accompanied Eva Olivas of PRC on a drive through of the neighborhood to learn more about specific locations of concern.

The purpose of the pilot project was to develop infrastructure for a program that can be sustained for many years. The goal of the pilot project was to develop a programmatic overview, troubleshoot obstacles, create an understanding of the financial resources necessary to maintain the program, and test whether or not we could sustain client volunteers. *To date, we've spent over \$12,000 of private donations on the pilot project and have collected over 140,000 gallons of trash.*

As next steps, we've secured a full-time AmeriCorps Vista to assist with the development and expansion of the program and to help manage partnerships with the City of Phoenix. To review a complete summary of year one of the pilot program, please reference Appendix B: Overview of Clean Zone Pilot Program.

Lastly, beginning on October 1, 2020, HSC retained a paid cleaning company that will does a clean-up seven days per week around the HSC property line, approximately 25 feet out from each border. This includes sidewalks and streets.

This is in addition to the twice weekly Clean Zone team of client volunteers that picks up trash on streets and sidewalks from 9th avenue to 13th Avenue, Jackson to Jefferson.

Additional information which may be helpful when reviewing the details of our proposal:

Here is a breakdown of our supporters to date:

Support for this project continues to grow daily. At last count, there were **16,552 total signatures (paper petitions and [change.org](https://www.change.org) petitions)**. It should also be noted that **1,325 of those supporters come from zip codes in or surrounding District 7** (see map)

In addition to those who signed petitions, there are 365 letters of support (including Bishop Thomas J. Olmsted from the Roman Catholic Diocese of Phoenix, several businesses and three neighborhood associations). These letters continue to come in as we maintain and continue our outreach efforts.

Here is a breakdown of where the beds will be located and in what quantities:

The amendment would allow an **additional 575** beds on the Human Services Campus through a range of options including low and no-barrier shelter and emergency weather relief.

CASS current maximum = 425 -----> Certificate of Occupancy and request maximum = 700

Andre House current = 0 -----> Request maximum = 100

Total maximum nightly capacity request = 800 people in shelter 365 nights per year

Additionally, request would allow for up to 200 people to sleep inside during extreme weather in St. Vincent de Paul dining room or Lodestar Day Resource Center day room.

Total maximum requested = 1,000 people less than 365 nights per year