

ANNUAL REPORT

2018-2019

Human
Services
Campus



Dear Friends:

Nothing marks time like the end of a fiscal year. At the **Human Services Campus (HSC)**, we are taking a few moments to reflect on our Fiscal Year 2019 accomplishments and to look ahead at key objectives for FY 2020.

Changes bookended FY19. In August 2018, Amy Schwabenlender was named Executive Director. In June 2019, Mike McQuaid ended his distinguished tenure as Board President. Mike will remain on the Board and continue to champion our Campus work.

The months in-between were full of self-assessment, inquiry, human-centered design and program evaluation. Most importantly, we renewed our focus on our purpose: the people we serve.

The **HSC** is a busy place. Driven by a spirit of collective impact, every day more than 800 people access coordinated, unduplicated services from nearly 20 different programs. For FY20 we will increase our attention on shared measurement systems and our emphasis on a common agenda that puts our clients first.

We are excited to share this annual report which shows our financial condition and programmatic results. We continue to rely on a healthy mix of public and private investments and, in the coming year, will refresh our focus on building sustainable revenues.

Overall, as we look ahead we are particularly optimistic and inspired by a promising partnership with ASU to create the next iteration of the Campus, **HSC 2.0**, which will improve services, the Campus environment and, most importantly, client outcomes. We expect the **HSC 2.0** vision to attract major philanthropic investment.

Thank you all for your support of the **HSC** and our collaborators. **We would not be successful without you.**

Here is to a transformational year,



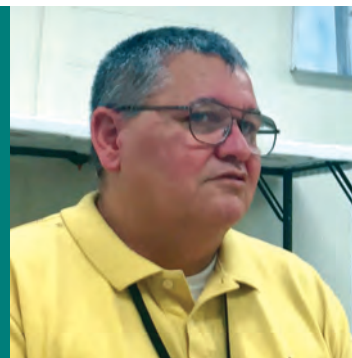
Amy Schwabenlender
Executive Director



Jonathan Koppell
FY20 Board President

*After finding stable, permanent housing and going back to school:
“I have weekends off. I have health benefits, I’m earning money and I
have some spending money,” he says. “I’m leading a pretty nice life.”*

— Joe Martin | U.S. Military Veteran



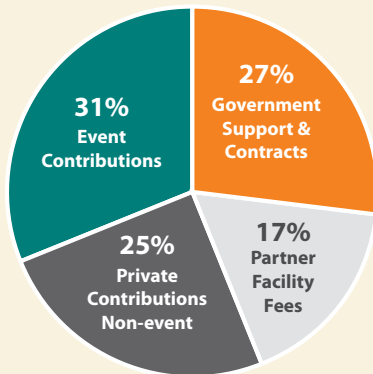


*“For years, I had no bed, no kitchen, no walls.
God is good. I feel like a millionaire. I got a place!”*

— Zakariah Lug | South Sudan “Lost Boy”

Fiscal 2019 Financial Summary

Revenue by Source



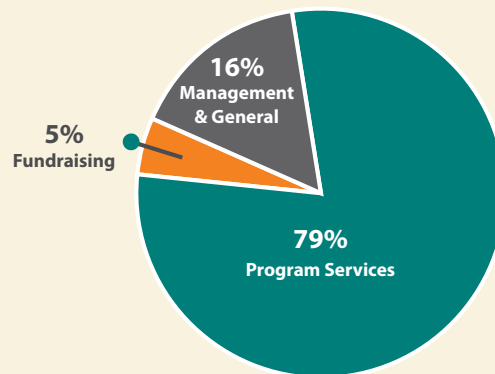
In November 2005, an unprecedented solution to the valleywide problem of homelessness took shape when the **Human Services Campus (HSC)** opened its doors to individuals experiencing homelessness.

This collaboration of faith-based, non-profit, government, private and community organizations came together to form what is now a national model. Campus partners share a combined history of over **100** years of service to individuals in our community. By combining efforts, we are better able to serve a truly vulnerable community which all too often remains hidden in our society and whose chronic needs are often unmet.

Approximately 6,000 homeless men, women and children live in shelters, cars, unsafe buildings or on the streets in Maricopa County. (2018 Point In Time Count)

The **HSC** mission is to use the power of collaboration to provide solutions to end homelessness. Our vision is a community without homelessness and our legacy is a model for collaborative community solutions.

Expenses by Function



Human Services Campus, Inc. FY2019 Results:

- Served **6,736** unduplicated individuals in the **Brian Garcia Welcome Center**
- **4,583** individuals were assessed for housing
- Over **5,000** individuals accessed services at the Campus Post Office
- Nearly **4,000** individuals accessed services at the Lodestar Day Resource Center
- **643** individuals utilized secure bag storage services at Store to Explore
- **404** individuals were reunited with family or friends, preventing the need to enter into the homeless services system; **84%** did not return to homelessness in a one-year period
- **112** “hardest-to-serve” chronically homeless individuals were placed in housing

Human Services Campus, Inc. FY2019 Partner Results:

A New Leaf

Provided Rapid Rehousing for **160** individuals.

AZ Dept. of Economic Security

5,750 clients assisted by Division of Benefits and Medical Eligibility.

Brighter Way Dental Center

3,004 patients received **\$9,369,168** worth of care.

Catholic Charities

Contacted **4,296** Veteran guests with an average of **10** visits per guest for services such as meals and housing referrals.

Central Arizona Shelter Services (CASS)

Sheltered and served **4,363** unduplicated single adults at the CASS downtown shelter.

Chaplaincy for the Homeless

Reached **3,900** guests, providing hope and encouragement on their journey toward self-sufficiency.

Circle the City

Provided **6,512** medical encounters for Medical Respite and **10,142** medical encounters for Health Center.

Community Bridges

CBI PATH Outreach contacted **725** individuals, completed **160** SMI evaluations and connected **54** individuals to permanent supportive housing.

CBI Phoenix Rise helped **234** individuals to have positive exits to supportive services off Campus.

Elaine

Delivered **790** hours of health navigation, and **336** transports to medical appointments, to **181** patients since her launch in February 2019.

Homeless Court of Maricopa County Superior Court

285 cases resolved, **\$131,106** fines resolved, **28,725** community restitution hours.

Homeless ID Project

Provided more than **7,500** documents in the last 12 months.

St. Joseph the Worker

Assisted **3,681** clients in gaining quality employment (all locations).

St. Vincent de Paul

Provided over **300,000** meals on the Campus.

Collectively, 2,268 individuals were housed through campus engagement and partner programs!

Board of Directors

Jonathan Koppell, PhD

President

Arizona State University

TJ Swearengin, Vice-President

Lee & Associates

Brent Downs, Secretary

St. Joseph the Worker

Jeff McMullin, CPA, Treasurer

Mansperger, Patterson & McMullin

Allison Davis

Snell & Wilmer

Lisa Glow

Central Arizona Shelter Services

William Hardin

Osborn Maledon

Kendra Lee

Arizona Public Service

Mike McQuaid

JM Management Company

Guy Mikkelsen

Community Volunteer

Linda Mushkatel

Community Volunteer

Commander Dennis Orender

Phoenix Police Department

Joe Riley

Community Volunteer

Linda Ross

Circle the City

Kris Volcheck, DDS

Brighter Way Institute

Brandi Whisler

Circle the City

Holly Zoe

Dickinson Wright

