

WHO IS EXPERIENCING HOMELESSNESS IN MARICOPA COUNTY?



MARICOPA REGIONAL CONTINUUM OF CARE

The Maricopa Regional Continuum of Care (MRCoC) is the largest of Arizona's three Continua of Care and is managed by a board and committee staffed by the Maricopa Association of Governments (MAG). The MRCoC Board and Committee, along with many community partners, organizes and delivers housing and services to meet the specific needs of people experiencing homelessness as they move to stable housing and maximum self-sufficiency.

The Continuum of Care (CoC) process, which also includes the Tucson/Pima County Continuum of Care as well as the Arizona Balance of State Continuum of Care, was established by the U.S. Department of Housing and Urban Development (HUD) to enable localities to apply to the federal government for McKinney-Vento Homeless Assistance Act competitive grant programs while developing local solutions to end homelessness.

For more information regarding MRCoC and work being done to prevent and end homelessness in Maricopa County and the Phoenix area, please visit: WWW.AZMAG.GOV and search for Continuum of Care Committee.

HOW DO WE KNOW THESE NUMBERS?

Each January, communities across the country utilize homeless service workers and thousands of volunteers to count the individuals experiencing homelessness, both in shelters and on the streets, in what is called a Point-In-Time (PIT) Count. This data is used at the local level to help inform and fund a variety of housing programs and supportive services to aid in each person or family's housing stability.

VOLUNTEER OPPORTUNITY

YOU can volunteer for the next PIT Count!
Watch for more info as 2018 nears
AZMAG.GOV/HOMELESSCOUNT



WHAT ARE THESE INDIVIDUALS EXPERIENCING?

- ➔ There is a **HIGH PREVALENCE OF DISABILITIES** among adults experiencing homelessness in Phoenix with 29% reporting having a **SERIOUS BRAIN INJURY OR PAST HEAD TRAUMA**, while 27% had been told in the past of a **LEARNING OR DEVELOPMENTAL DISABILITY**.
- ➔ In 2016, just over 20% of those experiencing homelessness in Maricopa County **WERE WITHOUT A HOME DUE TO DOMESTIC VIOLENCE**, which is unfortunately often underreported due to fear and intimidation.
- ➔ Just over 32% of those experiencing homelessness in Maricopa County in 2016 were also dealing with a **SERIOUS MENTAL ILLNESS** or **SUBSTANCE USE DISORDER**, necessitating complex case management and supportive services in order to attain and maintain stable housing.

WHERE CAN I REFER THOSE EXPERIENCING HOMELESSNESS?

In order to better utilize community resources and create equal opportunity access to a vast array of services, anyone experiencing homelessness in Maricopa County can access a wide range of service providers and supportive services by calling or visiting the following locations:

ADULTS EXPERIENCING HOMELESSNESS



Brian Garcia Welcome Center at Human Services Campus, Inc.

206 S. 12th Avenue, Phoenix, AZ 85007 • (602) 229-1241

OR CONTACT: Community Bridges PATH Team at 877-931-9142 (24/7)



HUMAN SERVICES
CAMPUS



CBI
COMMUNITY BRIDGES, INC.
CELEBRATE BELIEVE INSPIRE

VETERANS EXPERIENCING HOMELESSNESS



VA Community Resource & Referral Center

1500 E. Thomas Road, Suite #106, Phoenix, AZ 85014 • (602) 248-6040

OR CONTACT: Homeless Veterans Resource at (877) 4AID-VET (24/7)



Catholic
Charities

FAMILIES WITH CHILDREN EXPERIENCING HOMELESSNESS



FOR ACCESS TO ALL EMERGENCY FAMILY SHELTERS & FAMILY SERVICE PROVIDERS

call the Family Housing Hub (FHH) at (602) 595-8700 for a pre-screen and next steps

FHH is located at U MOM New Day Centers • 3307 E. Van Buren, #108, Phoenix, AZ 85008



YOUTH EXPERIENCING HOMELESSNESS (UP TO AGE 24)



Tumbleweed (a service of UMOM) 24-hour crisis hotline: (602) 841-5799 • (866) SAFE703

one-n-ten (LGBTQ): 3660 N. 3rd Street, Phoenix, AZ • Open M-F from 4-8PM • (602) 279-0894

Native American Connections: Call (602) 263-7773 to check availability (24/7)



WHAT IF SOMEONE IS IN CRISIS?

CALL THE MERCY MARICOPA
24/7 CRISIS LINE

(602) 222-9444

TOLL FREE: (800) 631-1314

(Managed by Crisis Response Network)

ADDITIONAL 24/7 MENTAL HEALTH CRISIS LINES

EMPACT Suicide Prevention Center Crisis Line: (480) 784-1500 or (800) 273-8255

Community Bridges, Inc. (CBI) Access Point & Transition: (877) 931-9142

24/7 HOTLINE FOR ALCOHOL & SUBSTANCE ABUSE

Community Bridges, Inc. (CBI) Access Point & Transition: (877) 931-9142

24/7 HOTLINE FOR DOMESTIC VIOLENCE

Immediate danger? Call 911! • National Domestic Violence Hotline: (800) 799-7233

24/7 HOTLINE FOR SEX & HUMAN TRAFFICKING

Immediate danger? Call 911! • National Human Trafficking Hotline: (888) 373-7888

HOW CAN I BEST ENGAGE WITH THOSE EXPERIENCING HOMELESSNESS?

The only difference between you and the individual experiencing homelessness is that you have a safe place to call home and they currently do not. So why not treat them as you are treated and as you treat others?

- First and foremost, **BE HUMAN AND TREAT OTHERS LIKE HUMANS!**
- Smile, be courteous, respect boundaries, have a conversation -- it really IS that simple!
- **SAFETY IS TOP PRIORITY!** Never offer rides in your car to someone you don't know, and never stand with anyone in a poorly lit or deserted area. If you feel unsafe, don't worry about being rude. Just leave the situation. ***YOUR SAFETY IS TOP PRIORITY ALWAYS!***
- **RESPECTFULLY OFFER WHATEVER YOU'RE COMFORTABLE GIVING** -- the ways in which you can help can and will vary as each individual,

their situation, and their needs are unique.

Many are comfortable with giving money, while many more are not for a variety of reasons. No matter, there are still ways to help:

"I don't have money, but is there another way I can help you?"

- "I don't have money, but is there another way I can help you?" (*Tips on page 4.*)
- Be aware of housing and homeless services in Phoenix and where to refer (*See page 2.*)
- **BE THE KIND FACE TO BRIGHTEN THEIR DAY.**

THINGS TO REMEMBER WHEN ENGAGING WITH THOSE WITH SERIOUS MENTAL ILLNESS

BE RESPECTFUL TO THE PERSON

When someone feels respected and heard, they are more likely to not only return respect, but more open to considering what you have to say and taking the suggested or desired action.

ACKNOWLEDGE THEIR EXPERIENCE WITH HALLUCINATIONS OR DELUSIONS

If they are experiencing events like hallucinations, be aware that the hallucinations or the delusions they experience are their reality. You will not be able to talk them out of their reality. They experience the hallucinations or delusional thoughts as real and are motivated by them. Communicate that you understand that they experience those events, but do not pretend that you also experience them.

PARANOIA MAY BE PROMINENT, AND THAT'S OKAY

Some people with paranoia may be frightened, so be aware that they may need more body space than you to feel safe and comfortable.

AVOID MAKING DAMAGING ASSUMPTIONS

Do not assume they are not smart and will believe anything you tell them. Mental illness has nothing to do with level of intelligence.

DO NOT LIE OR MISLEAD

Do not lie to them, as it will usually break any rapport you might want to establish. If needed, set limits with the person as you would others. For example, "I only have five minutes to talk with you."

PANHANDLING ≠ HOMELESSNESS

There is often a perception that when someone is panhandling, that means they are homeless, though this is not always the case. Unfortunately, "professional" panhandling by those who have a home far too often further perpetuates many of the negative stereotypes of begging and homelessness. For this reason, we highly encourage substantive engagement and service referrals (*See pg. 2*), as well as non-monetary ways to assist those experiencing homelessness, such as toiletries, socks & underwear, water bottles, non-perishable snack items, etc. (*See page 4 for more tips.*)



WHAT ASSISTANCE CAN I OFFER BEYOND MONEY?

To end homelessness, we as a society must work together to resolve the complex issues which contribute to the root causes of homelessness -- behavioral and mental health; substance use and abuse; cycles of poverty; unaffordable, unsafe housing; criminalizing of activities rather than access to critical services. For maximum impact, we suggest meaningful engagement and service referral (*see pages 2-3*), as well as the following:

IN-KIND DONATION OPTIONS FOR INDIVIDUALS AND/OR LOCAL SHELTERS

Emergency shelters often rely on in-kind donations to provide basic hygiene products to those experiencing homelessness. Here are some other in-kind donations you can consider for shelters and those on the streets:

DID YOU KNOW?
Socks & underwear are often the most needed items

YEAR-ROUND

Socks & underwear
Toiletries (toothbrush & paste, deodorant, shampoo & conditioner, razors & shave creme/gel)
Feminine hygiene products
Non-perishable snack items
Bus & lightrail passes

SPRING & SUMMER

WATER, WATER, & MORE WATER
Reusable water bottles
Gatorade/Powerade
Chapstick & moisturizer
Sun protection (hats, sunglasses, sunscreen, compact umbrella)

FALL & WINTER

All-weather coats & jackets
Waterproof outer gear
Warming gear (hats, gloves & scarves, hand warmers, etc.)
Wool socks & thermals
Blankets & sleeping bags
Hot food gift cards

GET TO KNOW THOSE EXPERIENCING HOMELESSNESS THROUGH VOLUNTEERING

It goes without saying that the best thing you can give is your time, attention, and talent. Learn more about the obstacles faced in obtaining housing stability by volunteering at a local shelter or service agency.

Visit AZCEH.ORG/MEMBERS for a list of local agencies, or start here:

VALLEY OF THE SUN UNITED WAY

Working with and serving nearly all agencies working to end hunger and homelessness, VSUW is a leader in volunteer coordination in the Valley.

VOLUNTEER.VSUW.ORG

HANDS ON GREATER PHOENIX

Partnering with hundreds of local nonprofits, many homeless service agencies rely on HandsOn to recruit and manage volunteers.

HANDSONPHOENIX.ORG

VOLUNTEER MATCH

Acting as another volunteer recruitment platform, VolunteerMatch lists a number of opportunities with local agencies.

VOLUNTEERMATCH.ORG



BE AN ADVOCATE FOR THOSE EXPERIENCING HOMELESSNESS

If you are passionate about ending homelessness, share that passion with your family, friends, and most importantly, your elected officials. If you have a favorite local nonprofit working to end poverty, hunger, and homelessness, share their social media pages with your social networks, and don't be shy about letting that nonprofit know how you feel about their hard work. The power of human connection is what truly brings about lasting change.

Learn more and get involved by subscribing to AZCEH updates at AZCEH.ORG/SUBSCRIBE.

THIS INFORMATION BROUGHT TO YOU IN PARTNERSHIP BY:



141 E. Palm Lane, #105 • Phoenix, AZ 85004
(602) 340-9393 • AZCEH.ORG



HUMAN SERVICES
CAMPUS

1125 W. Jackson Street • Phoenix, AZ 85007
(602) 229-1241 • HSC-AZ.ORG