

WHAT

ASSISTANCE CAN I OFFER BEYOND MONEY?

To end homelessness, we must work together to resolve the complex issues that lead to homelessness -- behavioral and mental health; substance use and abuse; cycles of poverty; unaffordable, unsafe housing; criminalizing of survival 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 rely on in-kind donations to provide basic hygiene products. Here are some other in-kind donations you can consider for shelters and those on the streets:

YEAR-ROUND

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

SPRING & SUMMER

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

FALL & WINTER

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

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

GET TO KNOW THOSE EXPERIENCING HOMELESSNESS BY VOLUNTEERING

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

VISIT AZHOUSINGCOALITION.ORG/MEMBERS FOR A LIST, OR START HERE:

VALLEY OF THE SUN UNITED WAY

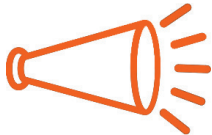
Working with & serving agencies working to end hunger and homelessness, VSUW is a leader in volunteer coordination in the Valley.
VOLUNTEER.VSUW.ORG

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 WITHOUT HOMES

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 VISITING AZHOUSINGCOALITION.ORG

THIS INFORMATION BROUGHT TO YOU IN PARTNERSHIP BY:

Arizona Housing Coalition
Speaking up for home and hope

Proud Home of the Arizona Veterans StandDown Alliance

141 E. PALM LANE #105 • PHOENIX, AZ
(602) 340-9393 • AZHOUSINGCOALITION.ORG



1125 W. JACKSON STREET • PHOENIX, AZ
(602) 229-1241 • HSC-AZ.ORG

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 about work being done in Maricopa County 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 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)



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)



FAMILIES WITH CHILDREN



TO ACCESS TO ALL EMERGENCY FAMILY SHELTERS & FAMILY SERVICE PROVIDERS
call the Family Housing Hub (FHH) at (602) 595-8700 for pre-screen & next steps
Located at UMOM New Day Centers • 3307 E. Van Buren, #108, Phoenix, AZ 85008



YOUTH EXPERIENCING HOMELESSNESS



Tumbleweed (a service of UMOM) 24-hour crisis line: (602) 841-5799 • (866) SAFE703
one•n•ten (LGBTQ): 1101 N. Central, #202, Phoenix, AZ • (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

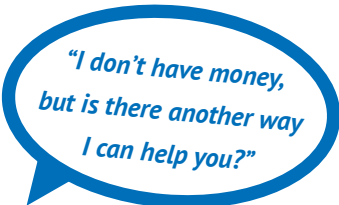
24/7 HOTLINE FOR SEX & HUMAN TRAFFICKING

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

HOW CAN I BEST HELP THOSE EXPERIENCING HOMELESSNESS?

The only difference between you and them 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 THE HUMANS THEY ARE.
- Smile, be courteous, respect boundaries, have a simple conversation -- it really IS that easy!
- 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 people are comfortable giving money, while many 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?" (*Tips on page 4*)
- Be aware of housing & homeless services in Phoenix and where to refer (*See page 2*)
- **BE THE KIND FACE TO BRIGHTEN THEIR DAY.**

THINGS TO REMEMBER FOR THOSE WITH SERIOUS MENTAL ILLNESS

BE RESPECTFUL TO THE PERSON

When someone feels respected and heard, they are more likely to return respect, and are more open to what you have to say and taking the suggested or desired action.

ACKNOWLEDGE THEIR EXPERIENCE WITH HALLUCINATIONS OR DELUSIONS

If they are experiencing hallucinations, be aware that those hallucinations or delusions are their reality -- you will not likely talk them out of this perceived reality. Communicate that you understand they are seeing or hearing something, but **do not** pretend that you are experiencing the same as this could have very serious unintended consequences.

PARANOIA MAY BE PROMINENT, AND THAT'S OKAY

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

AVOID MAKING DAMAGING ASSUMPTIONS

Never 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 -- it will usually break any rapport you might want to establish. If needed, set limits with the person. For example, "I only have five minutes to talk with you."

PANHANDLING ≠ HOMELESSNESS

There is often a perception that panhandlers must be homeless, though this is not always the case. Unfortunately, "professional" panhandling by those who have a home often further perpetuates many 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.*)

