



**North Mountain Healing Center (NMHC)
Community Advisory Committee (CAC)
Meeting Minutes
April 19, 2023**

MEETING DETAILS

The first NMHC CAC Meeting took place on Wednesday, April 19, 2023, at 6 pm, in person at the Adelante Healthcare. 9610 N Metro Pkwy West. Suite E. Phoenix, AZ, 85051.

MEMBERS PRESENT

Rob Neely, Seven Summits Consulting, CAC Meeting Lead
Pam Horton, Washington Elementary School District
Steve Pamperin, Ocotillo Hills Block Watch
Par Shahpar, Ocotillo Hills Block Watch
Michelle Pabis, Honor Health

Robert Best, The Barbell Saves Proj.
David Perez, The Barbell Saves Proj.

MEMBERS ABSENT

Jeff Tisot, East Sunnyslope Neighb. Assoc.+ Block Watch
Natalie Veidmark, North Mountain Business Alliance
Marcia Veidmark, North Mountain Business Alliance

CBI STAFF PRESENT

Vicki Phillips, Chief Clinical & Development Officer
Dan Hines, Director of Facilities & Procurement
Anne Marie Johnston, Senior Director of Shelters & Outreach
Ollie Nyman, Associate Dir. of Housing & Community Integration
Jaclyn Breidt, Ass. Dir. of Housing & Community Integration
Tanner Toot, IT Sys. Support Analyst II
Horacio Rodriguez, Project Manager

MEETING GUESTS

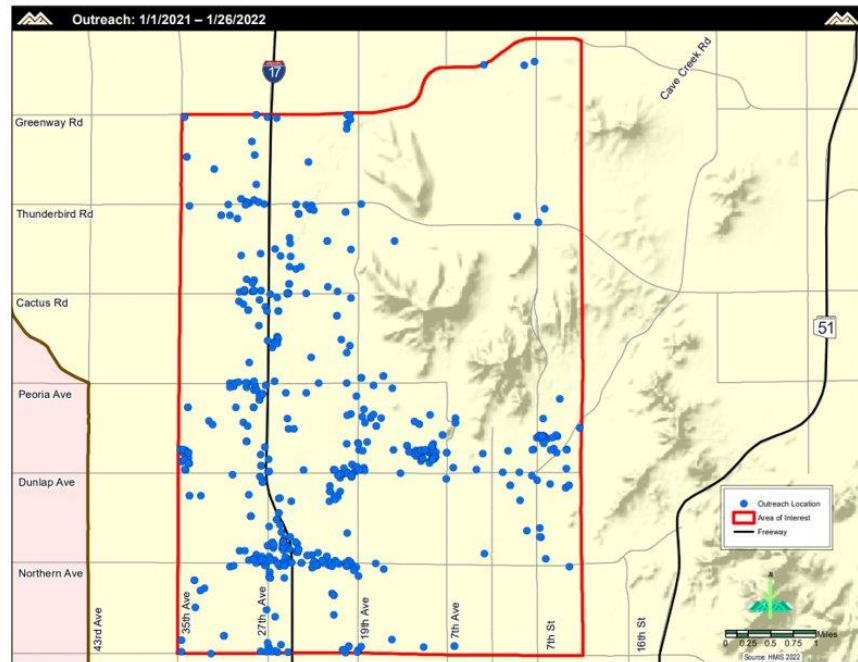
Melissa Farling, Multistudio
Jim Miller, Multistudio
Joey Gamblin, Multistudio
Lisa Huggins, City of Phoenix
Matt Utyro, City of Phoenix

MINUTES

- Welcome and Introductions
 - Rob Neely, NMHC CAC Lead started the meeting with attendee introductions, including confirmation of CAC Members. A recommendation was made for C. Lewis as a potential committee member.
- NMHC Overview
 - Anne Marie Johnston, CBI Senior Director of Shelters & Outreach, provided the following overview of the North Mountain Healing Center:
 - 9400 block, N. 25th Ave.; 100 beds in closed campus.
 - Individuals convicted of a sexual offense are not eligible.
 - Placements by referral only; no “walk ups” permitted.
 - Security on-site 24-7-365; EMT on-site 24-7-365
 - Around-the-clock staff will include a manager, supervisor and 4 or more behavioral health technicians.
 - Prioritized for individuals identified to be experiencing street homelessness in the Outreach Area of Interest
 - Phoenix Police precinct prioritization
 - Local Business prioritization
 - Mental Health Treatment, Substance Use Treatment, Physical Health Services, Peer Support, Groups, Counseling
 - Garden, Recreation Center, Workforce Development

- Roles and Responsibilities of the CAC
 - Rob Neely, provided the following updates regarding CAC roles and expectations:
 - Give advice & support, not administrative authority.
 - Advice to CBI about achieving goals of NMHC and best interests of the community and the population served.
 - Provide feedback & recommendations.
 - Provide feedback on community impact.
- Community Education
 - Lisa Huggins, City of Phoenix Neighborhood Services, reviewed the attached PHX CARES presentation.
 - CAC members provided the following feedback regarding encampments in bus stops: often they close the case without resolving the problem because they didn't "see what we reported".
 - Lisa The City of Phoenix advised CBI to outreach an representative from the CARES team to assist in resolving cases.
- NMHC Timeline
 - Dan Hines, CBI Director of Facilities & Procurement, provided the following updates regarding the NMHC timeline, including a soft open estimated for Summer 2023.
 - Jan 2023-Aug 2023– Design Procurement and Design Process
 - Aug 2023-Oct 2023 – Plan Review/Permitting & Construction Procurement
 - Nov 2023-June 2024 – Construction
 - June 1-25, 2024 – Certificate of Occupancy
 - June 25-30, 2024 – Install Furnishings and Closeout
- Dashboard Introduction
 - Anne Marie Johnston, CBI Senior Director of Shelters & Outreach, introduced the draft dashboard tracking the following NMHC metrics:
 - Total Number of Police Departments Calls to the Rose Mofford Sports Complex
 - Total Number of Park Ranger contacts with people experiencing homelessness in the Rose Mofford Sports Complex
 - Upcoming Events at the Rose Mofford Sports Complex
 - Total Number of Encampments Identified within the 1 Mile Radius of the NMHC
 - Total Number of People Served at the NMHC
 - Average Length of Stay
 - Percentage of Exits to Positive Housing Destinations
 - CAC Members provided the following feedback and questions:
 - If a client gets placed in positive housing, do you still follow them for the 2 years from date placed? Do you track that information?
 - Does the outreach team have different tiers? Referrals vs. outreach boundaries
- Meeting Frequency/Format
 - The CAC agreed to the following format for future meetings for consistent member participation: in-person with a virtual option for those unable to physically attend.
 - Rob Neely will work with CBI to:
 - Identify the next CAC Meeting Date
 - Identification of next meeting venue
 - Outreach CAC Members for agenda topic requests.
- Additional Items:
 - The CAC members agreed to the proposal made to have CAC members participate in the cleaning of "hot spots" areas around the areas of interest.

- The CBI Outreach Teams will be operating within a 1-mile radius of the Healing Center, however, local businesses will be able to refer clients within the larger area of interest (see below image).



Outreach area of interest in which local businesses can refer clients to the NMHC

ADJOURNMENT

The meeting was adjourned at 7:30 pm. The next meeting date is TBD for next quarter in July 2023.



COMMUNITY BRIDGES^{INC}

NORTH MOUNTAIN HEALING CENTER
COMMUNITY ADVISORY COMMITTEE
APRIL 19, 2023





APRIL 19, 2023, AGENDA

- Welcome
- Team Introductions
- NMHC Overview
- Roles and Responsibilities of the Committee
- Community Education. Phoenix Cares
 - Scott Hall
 - Lisa Huggins
- Healing Center Timeline
- Dashboard Introduction
- Meeting Frequency/ Format

WHAT IS THE NORTH MOUNTAIN HEALING CENTER?

- 9400 block, N. 25th Ave.
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WHAT IS THE NORTH MOUNTAIN HEALING CENTER?

- Prioritized for individuals identified to be experiencing street homelessness in the Outreach Area of Interest
- Phoenix Police precinct prioritization
- Local Business prioritization
- Mental Health Treatment, Substance Use Treatment, Physical Health Services, Peer Support, Groups, Counseling
- Garden, Recreation Center, Workforce Development

Roles & Responsibilities of the Committee

- Give advice & support, not administrative authority
- Advice to CBI about achieving goals of NMHC and best interests of the community and the population served
- Provide feedback & recommendations
- Provide feedback on community impact

Community Education

- Scott Hall, City of Phoenix, Deputy Director Office of Homeless Solutions
- Lisa Huggins, City of Phoenix, Economic Development Program Manager

HEALING CENTER TIMELINE

- Jan 2023-Aug 2023– Design Procurement and Design Process
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Dashboard Introduction

A hand in a dark sleeve is pointing with a pen at a diagram on a whiteboard. The diagram shows a central point with lines radiating outwards to various nodes, some of which are labeled with text like 'S1', 'S2', 'S3', 'S4', 'S5', 'S6', 'S7', 'S8', 'S9', 'S10', 'S11', 'S12', 'S13', 'S14', 'S15', 'S16', 'S17', 'S18', 'S19', 'S20'. The whiteboard is part of a larger room with other whiteboards and a person standing in the background.

CAC Meeting Next Steps

- Format- in-person/Virtual
- Future Agenda Items
- <https://northmountainhealingcenter.com/>
- Contact Anne Marie Johnston, Sr. Director of Housing and Community Integration at AJohnston@cbridges.com





The PHX C.A.R.E.S. program
helps employees,
business owners and
community members report
encampments.

Show your care at

602.262.6251

or

 **PHX** AT YOUR
SERVICE





PHX C.A.R.E.S. provides
a comprehensive,
coordinated response
to homeless
encampments through
one centralized location.

Here is how you can

HELP



How It Works

Persons who are experiencing homelessness lack a fixed, regular and adequate residence.

“Unsheltered” refers to individuals not currently residing in a publicly or privately operated shelter and residing in a place not meant for human habitation.

“Encampments” take a variety of forms including makeshift shelters outdoors such as a lean-to, tent, cardboard box, etc., housing one or more persons; that habitually sleep with or without shelter structures in a public space.



What is an Encampment?





How It Works

LEADING
WITH
SERVICES



1

The city receives information about unsheltered individuals through the customer service line or online at PHX At Your Service (PAYS). The Neighborhood Services Department initiates the case

2

Human Services department staff coordinates outreach and engagement for persons living unsheltered with the goal of connecting them to housing and supportive services.



3

Human Services and Community Bridges, Inc. (CBI) outreach teams respond 7 days a week from 5 a.m. to 11 p.m.

4

Outreach teams seek to respond within 24-48 hours of receiving the referral.



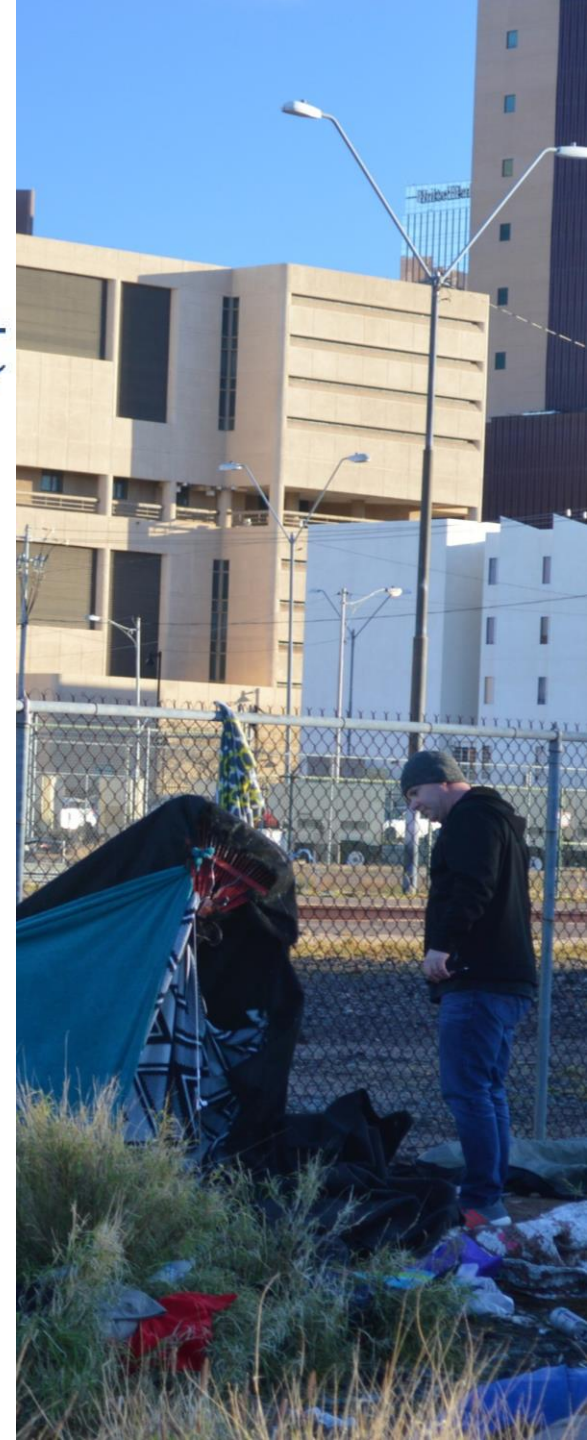


How It Works

THE CITY'S RESPONSE

Human Services Department

- CBI outreach teams initiate contact at reported encampments.
- Individuals are identified, assessed and offered services.
- CBI transports individuals who accept services to their service destinations.





How It Works

THE CITY'S RESPONSE

Assessing Encampments

- The NSD & Human Services Departments identify the property type and initiate appropriate cleanup response.
- Public Works, Parks and Street Transportation departments assess cleanup needs in public spaces.
- Private property cleanups follow existing city code enforcement processes through the Neighborhood Services Dept.





How It Works

THE CITY'S RESPONSE

Determining Type of Property

Public Property

- Right of way
 - Alleys, Streets, Sidewalks
- Parks
- Washes

Private Property

- Commercial
- Residential
- Open & vacant structures
- Vacant lots





How It Works

THE CITY'S RESPONSE

Assessing Encampments

- Safety precautions
 - Bio Hazard waste
 - Personal safety
- Personal belongings
 - Shopping Carts
- Location (private vs public)
- Role of department liaison
 - Reporting
 - Case Resolution





How It Works

THE CITY'S RESPONSE

Police Response

- Any “in-progress” crimes report to 9-1-1 or if they've already occurred to Crime Stop.
- Repeat Offender Program (ROP) Sergeant will receive referral from HSD/NSD on encampment concerns and will disseminate to precinct CAOs for follow-up.
- Assist Neighborhood Services with establishing ATAs, as needed.
- Enforcement of criminal laws is a final option. Homelessness is not a crime.

NO TRESPASSING

VIOLATORS

BE PROSECUTED

IN ACCORDANCE

WITH

A.R.S. 13-1502

PRIVATE PROPERTY



How It Works

CLEANUPS





How It Works

CLEANUPS





CLEANUPS

Public Property

- Streets Dept.
 - Sidewalks
 - Streets
 - Bridges
 - Washes
- Public Works
 - Alleys
 - Shopping Carts
- Parks
- Other City Property

Private Property – to be addressed by Owners

- Commercial & Residential
- Open & vacant structures
- Vacant lots