

Demographics:

Number of Veterans Served: 1293 (Male: 1,202 – 93% Female: 91 – 7%)

Participation was a 23% increase over last year

Homeless Veterans Served: 563 (44%): The number of homeless veterans declined by 12% from 2011 and by 28% as a percentage of the total population. This is a sign of real progress in regards to the recent increase in housing and services for veterans since 2008 in Maricopa County. There were less than 200 units of housing available pre-2008 targeting vets and at the close of 2012 we anticipate almost 1,000 units in place.

156 Living on Streets (27%); 84 Emergency Shelter (15%); 292 Transitional Housing (52%); 31 Other Non-Permanent Housing (6%); 730 Permanent Housing (56%)

Chronically Homeless Veterans: 222 (39%)

Vulnerable Homeless Veterans: 158 (28%)

Race:

60% White; 34% Black; 10% Hispanic; 4% American Indian; Other 2%

Employment:

21% No Income (40% decrease); 12% Employed; 22% VA Pension/Disability Benefits (15% decrease); 24% SSI/SSDI (14% increase); 22% Food Stamps; 4% Other

Decrease in “No Income” is actually related to including Food Stamps as an income source this year. Since Food Stamps can’t be spent on rent, excusing this source, we actually saw a 23% increase in the percentage of veterans without income supports to afford rent (from 35% in 2011 to 43% in 2012).

Self-Reported Conditions:

56% Substance Abuse; 44% Mental Illness (42% increase); 36% PTSD; 33% Physical Disability; 72% Behavioral Health Issue; 50% Serious Physical Health Condition; 20% Traumatic Brain Injury

Health Related Conditions:

10% Asthma; 7% Cancer; 14% Diabetes; 16% Hepatitis C; 5% Kidney Disease; 6% History of Frostbite; 1% HIV/AIDS; 11% Liver Disease; 15% Heart Condition; 3% Tuberculosis; 7% Emphysema; 13% Heat Stroke

Behavioral/Environmental Concerns:

16% History of IV Drug Use; 8% Alcohol use every day for past 30 days; 9% Treated for mental health against their will; 22% Victim of a Violent Attack; 43% Treated for Substance Abuse; 44% Treated for Mental Health; 42% Jail; 20% Prison; 5% Foster Care; 18% Inpatient Hospital Stay; 18% Emergency Room in Prior 3 months

City of Residence:

77% Phoenix; 5% Mesa; 3% Tempe; 3% Glendale; 1% Scottsdale; 9% Other

Housing:

37 Housing Placements: 7 Transitional; 30 Permanent (HUD VASH)

VA Health Care Needs Self-Identified within Top 4 Priorities: 363 (35%)

VA Health Services Rendered: 167 as follows

Medical (VA Nurses and Doctors): 16

Dental (Va Dental led 7 students from the Arizona School of Dentistry & Oral Health): 150

VA Psychiatric Care: 1

Courts (City of Phoenix, City of Glendale, Maricopa County Justice, Superior):

Self-Identified Legal Issues within Top 4 Priorities: 551 (53%)

Requests for Legal Assistance 313

Files/Cases Processed 360

Defendants Appearing 153

Defendants Completing Service 203

Warrants Quashed 24

The expansion of the participating courts form around Maricopa Country gave veterans the opportunity to have their legal issues addressed on a broader scale. The courts processed 360 cases; this was an increase of 64% from 2010. Allowing 203 veterans to complete community service to clear over \$45,000 in accrued fines.

Social Security: Self-Identified Top 4 Priority: 249 (24%; 5% increase)

Arizona Public Affair Specialist, Kari Sanderfer, Arizona Area Service Coordinator, Ricardo Williams and 15 employees from two Phoenix field offices worked on-site and on the phones to assist over 200 veterans with Social Security transactions at the 2011 Arizona StandDown at the Veterans Coliseum in Phoenix, Arizona. With

the addition of off-site claims representatives that were able to assist over 50 visitors on the phones, we provided better customer service and assisted over 60% more veterans than the year before.

Since Social Security representatives have difficulty obtaining necessary information from individuals that are homeless this event is a great opportunity to complete their claims and provide them the benefits they are due. One particular veteran was advised that his claim had been approved and with the completion of additional forms was able to begin receiving his monthly benefits and even received over \$2,000 in back payment.

Overall the event was a huge success and a very rewarding experience for everyone involved.

234 visits with Services Rendered As Follows:

Social Security Card Services	95
Disability Claims	54
Benefit Estimates	25
General Assistance	22
Claim Status Inquiries	20
Address/ Direct Deposit Change	10
Claim Appeals	7
Retirement Claims	1

Magellan Mental Health Screenings: Self-Identified Mental Health Issues: 322 (31%)

Mental Health Evaluations Performed 6

Mental Health Screenings Performed 7

Eye Glasses (Volunteer Sue Collier):

508 eyeglasses issued

Meals (VA):

3275 (18% Increase) meals were served by the VA Kitchen Services at a total in kind value of \$5642.65 or \$1.72 per meal.

ID/Licenses (Department of Motor Vehicles):

Self-Identified Top Priority: 448

Total Veterans Receiving Services: 702 (261% Increase)

Credentials Issued: 306

MVR Reports: 70

Abandoned Vehicles: 35

Transportation (VA & Disabled American Veterans):

? Drivers performed ? Trips

Haircuts (Volunteer Stylists):

205 veterans received haircuts

Career Services (DES DVOP/LVER, OIC & DKA): ?

Self-Identified Top 4 Priority: 269 (26%)

-Job Searches: ?

-Virtual One-stop: ?

-Unemployment Request: ?

-Voc Rehab: ?

-Job Referrals: ?

-Enrolled to Career Programs: ?

Community Voice Mail Accounts: ?

DES/FAA (Food Stamps):

Self-Identified Top 4 Priority: 342

? applications

New Clothing:

943 Individuals Served (90% of all participants)

Participants each received new sweats, underwear, socks and a pair of shoes at minimum and were distributed by housing status as follows:

Living on the Streets or in Emergency Shelter: 273

Living in a Transitional Housing Program: 341

Living in Permanent Housing: 409

Veterinary Services: 91 Veterans Served; 116 Dogs and 51 Cats

Examined 65 dogs

Examined 18 cats

Vaccines 121

Acupuncture: 216 individuals treated

There were 33 more treated than the previous year, showing a 15% increase in services.

Incidentals: Thousands!