



2017 Maricopa County StandDown Annual Report



Founding Partner Agencies





Maricopa County StandDown

The Maricopa County StandDown is Arizona's largest outreach event targeting veterans experiencing or at-risk of homelessness. Through a partnership with the Arizona State Fairgrounds, the Maricopa County StandDown is held each year in the spring at the Veterans' Memorial Coliseum and spans 3 days and 2 nights. Over the course of these days, homeless and at-risk veterans are offered shelter beds and other basic needs items such as meals, clothing, shoes, hygiene products, shower and restroom facilities among other care items needed to recuperate from the conditions of life on the streets.

When their basic needs addressed, homeless veterans are better able to access the services available to assist them in ending the experience of homelessness. Thus, over 70 service providers come together to deliver on-site support during the event; all committed to "cutting the red tape" to deliver their services quickly, efficiently and in a veteran-centered framework. Major service providers include the Arizona Department of Transportation's Motor Vehicle Division, City of Phoenix Municipal and other Court systems, Social Security Administration, the Department of Economic Security, and the Phoenix VA Health Care System.

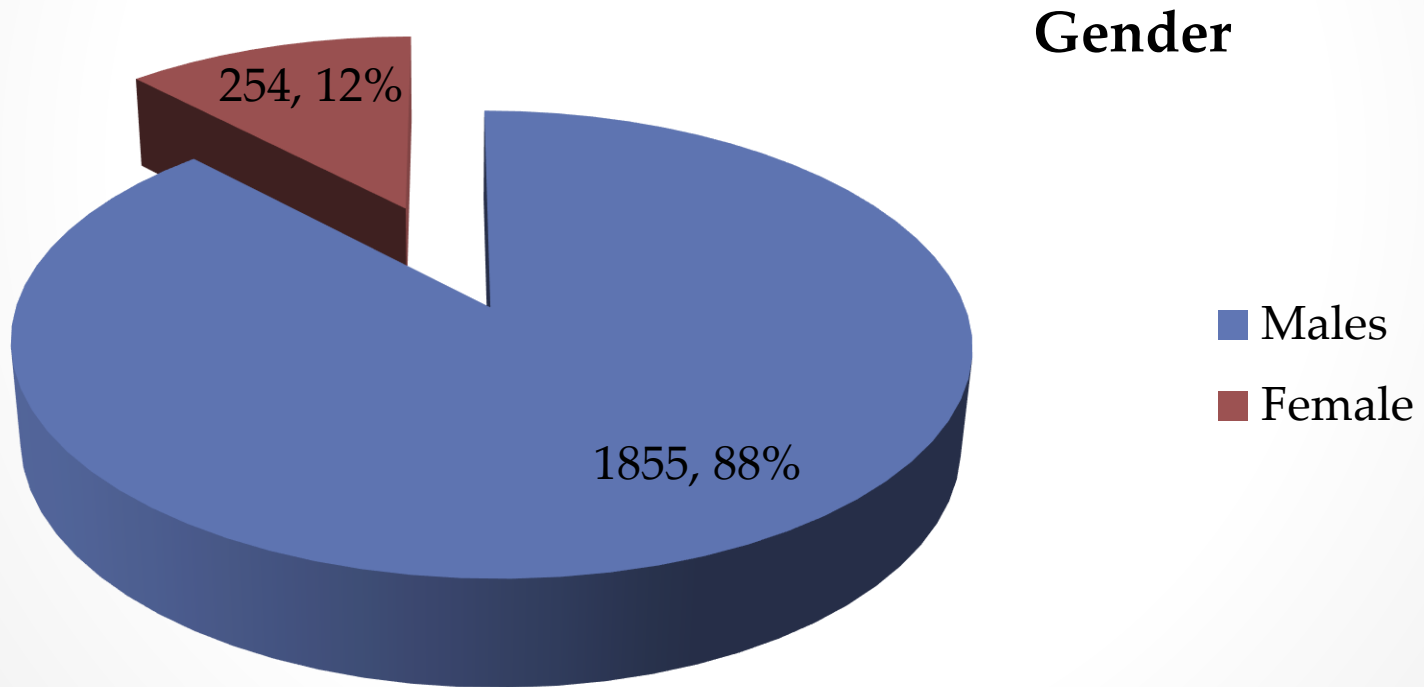
The end of homelessness among veterans begins with housing and thus over 20 housing provider agencies convene on-site and with beds/units available to bring as many veterans off the streets as possible. Arizona StandDown also intervenes, where possible, to prevent homelessness among at-risk veterans and uses excess funds to end homelessness among veterans throughout the year with its partner agencies.

The Maricopa County StandDown would not be possible without its generous donors, partner agencies and hundreds of dedicated volunteers. We hope you enjoy this report and find it useful in your efforts to end homelessness among veterans throughout the year. We look forward to seeing you at next year's Maricopa County StandDown.

For More Information: www.arizonastanddown.org

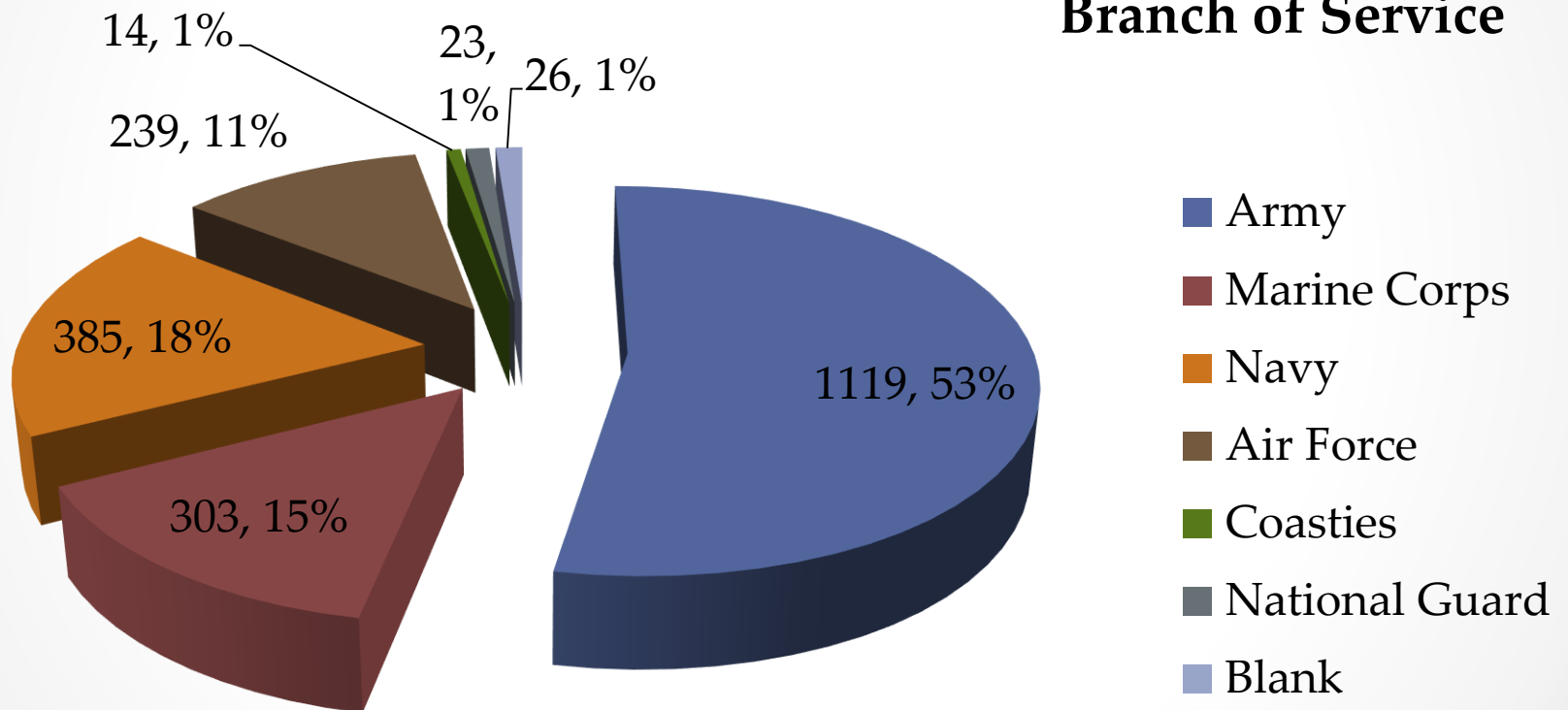


2017 Maricopa County StandDown Demographics: 2,109 Veterans

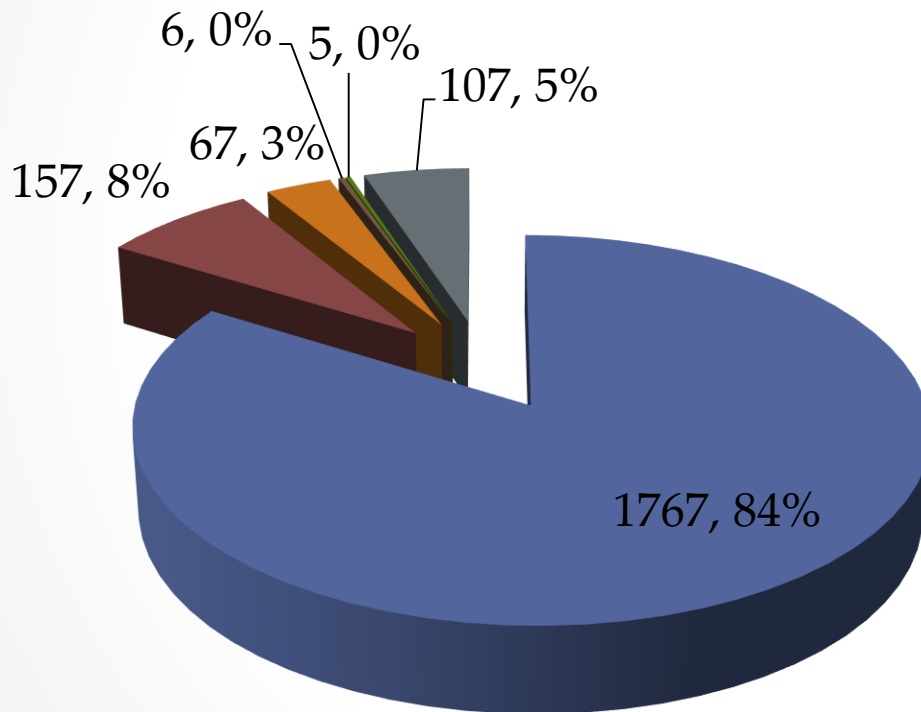


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Branch of Service



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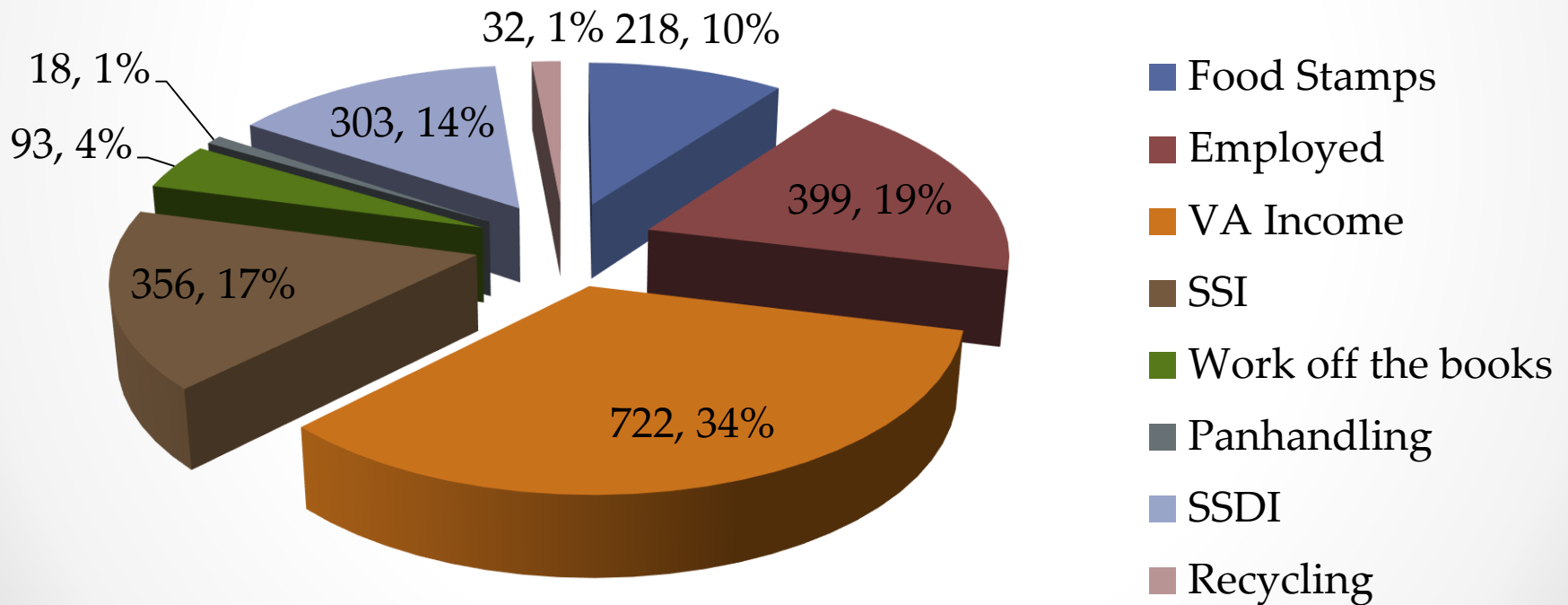
Discharge Status

- Honorable
- General
- Other than honorable
- Bad conduct
- Dishonorable
- Other, refused, blank



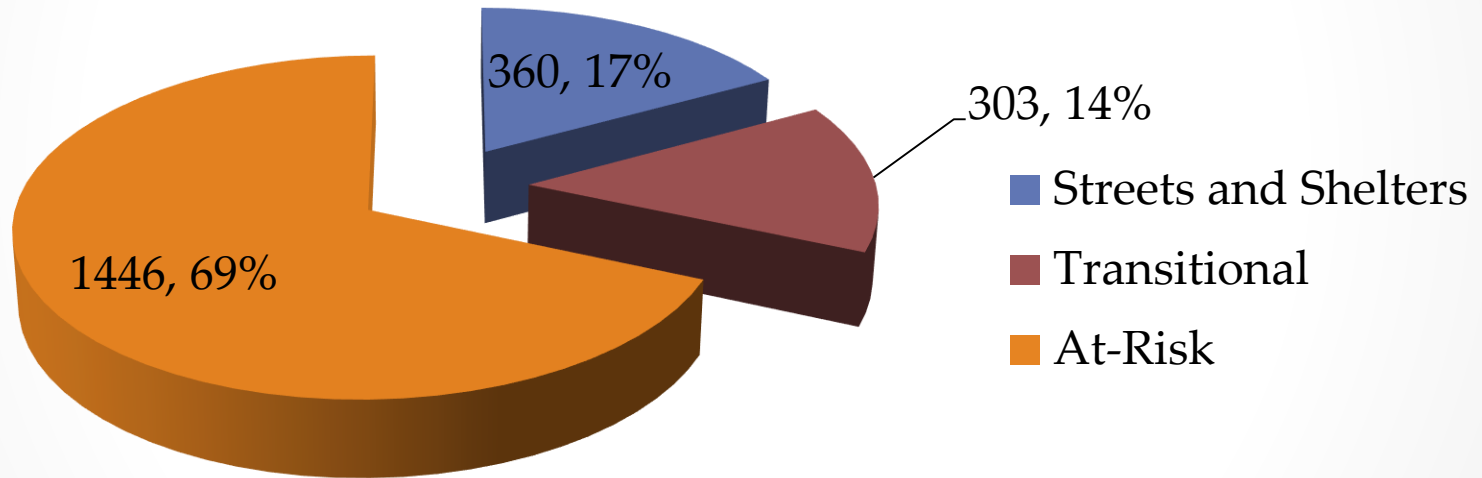
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Income



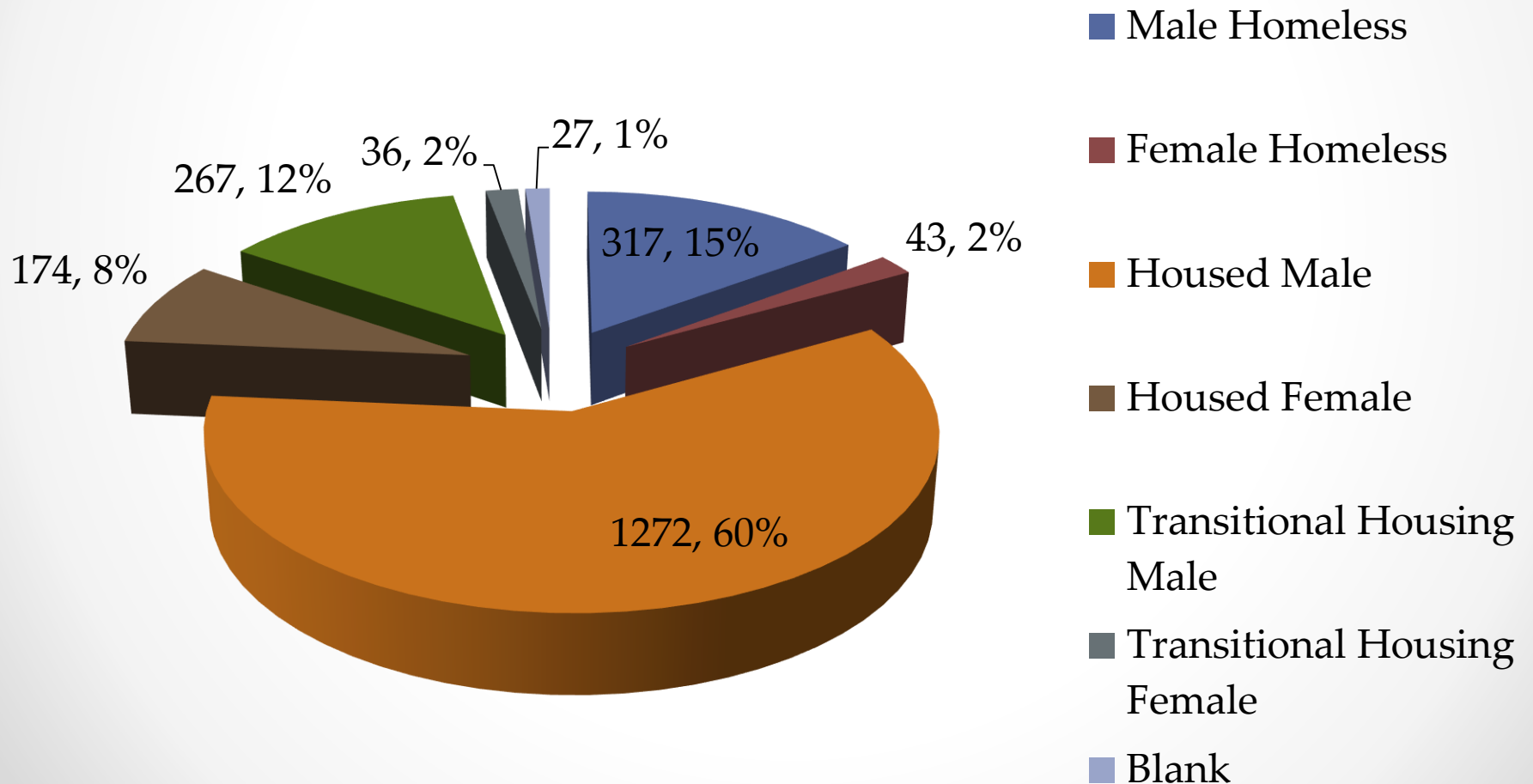


2017 Maricopa County StandDown Demographics: 2109 Veterans

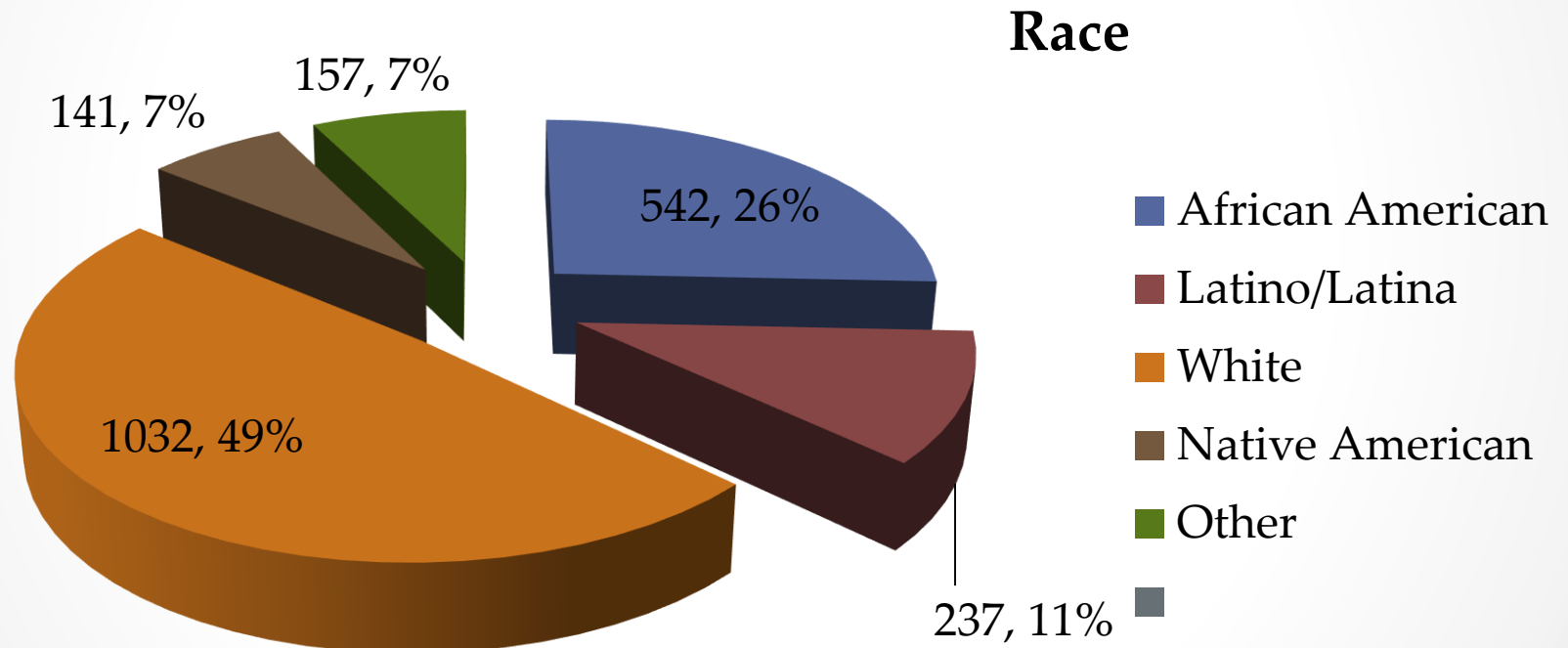




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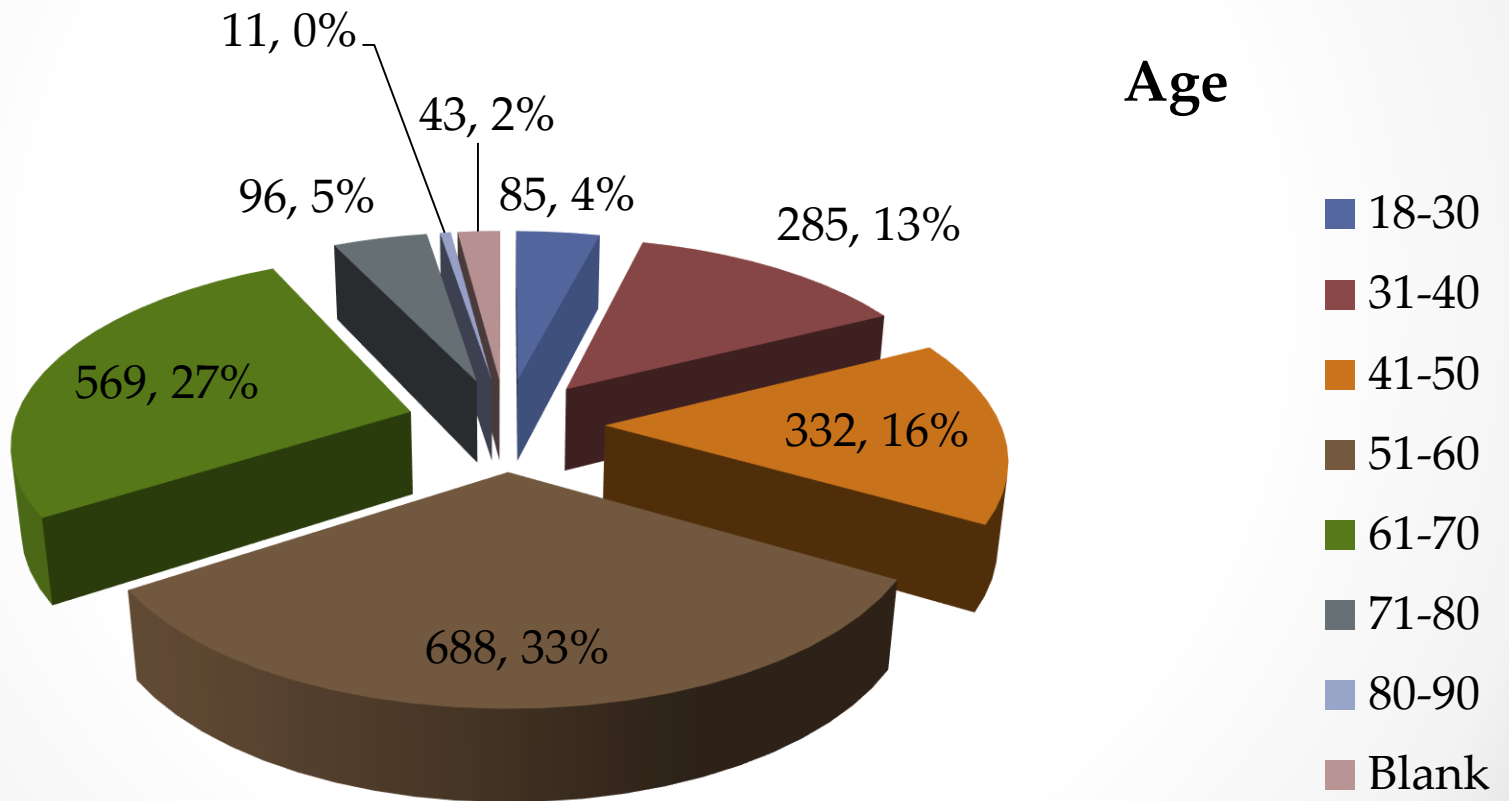


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VSUW Guest Guide Volunteers: 1,509



**Court & Legal System:
1,204 Veterans registered and
received legal services**





ADOT Motor Vehicle Division

Customers Checked In: 750

Written Tests: 12

Road Tests: 16

Total Transactions: 1,034

Total Cost: \$7,182



The Motor Vehicle Division experienced a 15% decrease in customer volume from the previous year. A big part of the decrease was due to a better process being put in place at the courts. In previous years the customer would come to MVD first to obtain their record and then visit the court. Once the court satisfied their citations, the customer would then return back to MVD to finally reinstate their driving privileges. This resulted in customers being counted twice and slowed the issuance process down.

MVD placed three staff member with the courts section again this year and provide driving records to attorney's and court representatives. By having the record pulled immediately the court was able to better coordinate where each customer needed to go to clear up their citations. Once everything was cleared with the court the customer was then sent to MVD to reinstate their driving privileges. This reduced the double visit and eliminated a lot of confusion customers faced in previous years.



Social Security Administration:

Total Services: 309

•26 employees from the Phoenix Downtown and Phoenix North offices participated in the 2016 Maricopa County StandDown.

•138 SSN Card applications

•38 new benefit claims

•133 other status changes and inquiries.

Success stories included benefit reinstatement for a recently incarcerated veteran, several retirement benefit applications that will result in payment as early as next month, as well as a number of veterans setting up access to their online accounts in order to access Social Security's online services.





DES:

FAA served a total of 283 clients at the 2017 Stand Down.

237 applied for and were interviewed for Nutrition Assistance and/or Medical.

FAA also issued 107 new or replacement EBT cards.





Sodexo:

Day One:

1,100 breakfast sacks. 40 gallons of coffee.

725 hamburgers and 1,200 hotdogs.

**Estimate: served 1,100 for breakfast
and around 1,400 for lunch**

Day Two:

875 breakfast sacks

900 chicken patties

**Estimate: served 875 for breakfast
and 875 for lunch.**



A generous donation from Wells Fargo and Mikey's Old Breed Detachment # 767 - Marine Corps League helped provide the evening meals and Saturday breakfast and lunch. We also had 600 burritos purchased from American Legion Post 1 by VA Voluntary Service

Total meals served: 5,250



Clothing :

Veterans received clothing resources: 1,200

Veterans received referrals or follow up for services: 100

The Trilogy Veterans Club provided 36 volunteers who helped unload personal clothing items provided by the DOD and various volunteer organizations.

On Thursday, approximately 800 veterans were processed through the boot, underwear and blue jean areas.

On Friday, we greeted about 400 veterans and were completely out of clothing and boots by 13:00.





Veterans Benefits Administration:
436 veterans seen
230 claims processed
141 homeless claims processed

Veterans Affairs:
Over 100 veterans registered with the
VA





Housing:

Programs

9 Housing Providers

296 veterans came through the Housing area

Supportive Services for Veteran Families interviewed 100 Veterans -84 were deemed eligible

U.S. VETS also housed 2 veterans into our TIP/VIP Transitional Housing





Vision:

Readers – 428

Prescription Exams – 194

Total: 622

Volunteers = 33 including Sue





Women Veterans:

- Women veterans seen the first day = 111 and 58 on the second day. Total = 169
- Volunteers staffing the Women Vet area: 41 on day one and 40 on the second day Total 81
- Children left in childcare area to be watched: 7 on first day and 10 on the second day. Total 325 vets & family members received childcare, toys and other gifts.
- Mary Kay held 32 individual Pamper Sessions on Friday
- Haircuts - 1 stylist did 9 and there were 33 chair Massages provided





Women Veterans:

- Families visiting the Childcare area for toys and clothes: 325
- The guests' branches of service:
 - 101 Army
 - 35 Air Force
 - 34 Navy
 - 9 Marine
- On the questionnaires, women vets reported they were "couch surfing" (22 on Day One and 6 on Day Two) and in a non-permanent housing facility (26 Day One and 32 Day Two)





Veterinary Services:

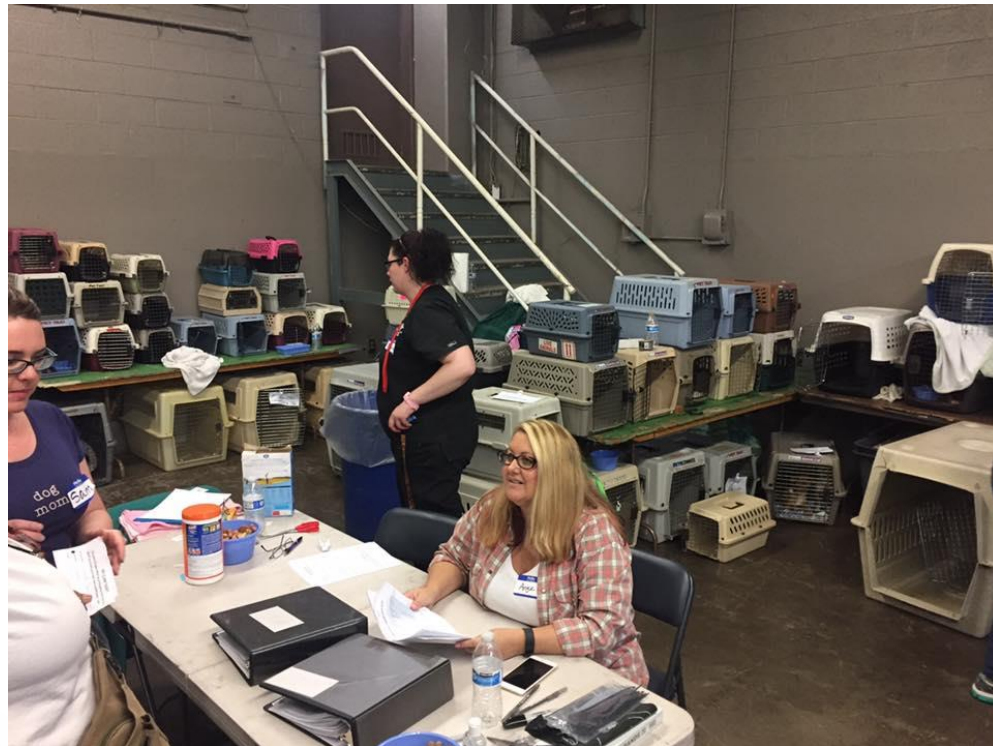
Vets for Vets' Pets served 338 veterans with 589 pets.

The breakdown

- **476 dogs served**
- **113 cats served**
- **1 ferret served**
- **1 guinea pig served**

Boarded: 105

Groomed: 55





Hygiene Kits: 1640 hygiene kits were distributed

Arizona @ Work: Five employers with over 300 veteran connections

Ultrasounds: 467 patients and did over 1400 exams. We sent 2 patients to the hospital and 4 to urgent care. Next year we would like to bring a 4th machine so we can do even more.

Haircuts: 462 were given

Acupuncture: 332 veterans. Up 21% from last year.





Feedback:

Overall the feedback was very positive. Wait times were down and the event was as streamlined as we've ever seen it. We have received many suggestions on how to further improve processes next year and plan to implement as many as we can. Thank you for your suggestions and keep them coming.



**For their "behind the scenes" efforts in offering a safe, secure,
and efficient event we want to thank**

Combat Vets Motorcycle Association





Thank You to Our Organizational Donors:

Arizona Department of Veterans Services

Arizona State Fair

AARP of Arizona

American Legion Auxiliary

American Legion Department of Arizona

Arizona Exposition & State Fair

Arizona Veterans Hall of Fame Society

Bobbie Cook

Boots for Our Troops Foundation

Brede

Courtesy Chevrolet

Intel Involved Employee Volunteer Program

Javo Beverage

Jewish War Veterans Copper State Post 619

Jewish War Veterans Scottsdale Post 210

Micheline Jo Conty

**Military Order of the Purple Heart of the USA,
Scottsdale Chapter 790**

Others First

Program

San Tan Crown Rotary

Sodexo

Stephen Sturges

Sun Lakes Breakfast Lions Foundation

Sun Lakes Lions Foundation

Superior Services, Inc.

USAA Foundation

U.S. Department of Labor

Volunteer Nonprofit Service Association

Valley of the Sun United Way Employee Giving

VMLC Charities

Wells Fargo



....and the reason we're all here! Thank you to our service providers and volunteers!

