

City of Phoenix



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General Information Packet

If viewing this packet electronically in PDF, open and use bookmarks to navigate easily from one item to another.

1 **Office of Homeless Solutions Program Report -
Citywide**

Page 3

Attachments

[Attachment A - Shelter Beds Added.pdf](#)

[Attachment B_2025 CARES Report.pdf](#)



Office of Homeless Solutions Program Report - Citywide

This report is issued monthly to provide the City Council an update regarding the City's ongoing efforts to address homelessness within our community by the Office of Homeless Solutions (OHS). This report does not encompass all the City's efforts to address homelessness but rather reviews key highlights from the preceding month and updates on major upcoming projects.

Summary

The City of Phoenix is committed to working with the community, service providers, and regional partners to implement solutions that address homelessness and mitigate neighborhood impacts. The information below are highlights from OHS in the areas of shelter, outreach, procurement, and success stories.

Phoenix Navigation Center (PNC)

Phase I of the PNC opened in July 2024 with a capacity of up to 140 individuals. Phase II was completed in March 2025 with a total PNC capacity of up to 280 individuals. The completion of this shelter for people experiencing homelessness marks a significant milestone in the City's ongoing efforts. It is the tenth project the City has partnered to open or expand since 2022.

Program Update for Permanent Site

Between March 26, 2025, and December 31, 2025, the PNC has served a total of 962 individuals, of which 233 are currently staying at the site. Of the individuals that have exited the PNC, 109 are now in housing. The positive exits seen are a result of collaboration and coordination between OHS, Community Bridges Inc. (CBI), and St. Vincent de Paul (SVdP). These partners work with each individual, leveraging expertise and resources.

Safe Outdoor Space (SOS) Update

The City of Phoenix made a safe, outdoor structured campground site available in November 2023. The SOS was established to provide an alternative placement solution other than indoor shelter for those camping in the area surrounding the Key Campus (formerly the Human Services Campus). The site is operated in partnership with the Key Campus, CBI, and SVdP, offering 200 camp sites for up to 300

individuals. The SOS also includes on-site services such as heat/winter respite, case management, meals, and behavioral health services.

Program Update

Between November 1, 2023, and December 31, 2025, the SOS has served a total of 2,356 individuals, of which 235 are currently staying at the site. Of those that have exited the site, 208 people are now in housing. The positive exits are a result of collaboration and coordination between OHS, CBI, and the Key Campus partners. These partners work with each individual, leveraging expertise and resources.

Additionally, OHS has partnered with ARIZONA@WORK, SVdP, and St. Joseph the Worker to provide workforce development services. These workforce providers meet with individuals seeking employment opportunities and provide assistance with resume building, job readiness, clothing, and referrals to employers with vacant positions. Many supplemental services have also been offered on-site to guests. Supplemental resources include Valley Dogs Rescue, who provides preventive care and vaccinations for pets, Circle the City, and Street Medicine Phoenix, who provides basic medical and first aid.

Affordable Housing for Seniors Project Update (I-17 and Northern)

The former Super 8 hotel, located at I-17 and Northern, is currently under construction and will be transformed into 126 units of permanent affordable housing for seniors, aged 55+. Demolition and rough electrical work are underway, with five percent of the total construction effort now completed. The project is on-schedule for end of construction October 2026. It is located between Project Haven, an emergency shelter for seniors owned by Central Arizona Shelter Services (CASS), and the City of Phoenix's Innovation 27 workforce and education center. Prospective tenants will have low-income, making \$21,600 or less annually.

Community Court

Community Court has served 733 participants from January 2024 through December 2025. Of these, 196 participants have graduated from the program with achievements including: obtaining vital documents, entering shelter, addressing their physical and mental health, and gaining employment. The collaboration of the Prosecutor's Office, Public Defender's Office, OHS, and CBI continues to create individualized plans to assist individuals in addressing their homelessness and help participants achieve their goals.

Office of Homeless Solutions Staff Outreach Success Stories

Success Story

Homelessness Liaisons responded to a report of an individual living in a vehicle and

conducted an engagement focused on support and stability. The individual expressed interest in entering shelter to begin working toward a long-term housing solution. Staff successfully secured shelter placement at Rio Fresco and the individual completed an intake.

Success Story

Homelessness Liaisons engaged with an unsheltered individual seeking long-term stability. Outreach and community partners coordinated care, successfully securing acceptance into a detox treatment program and establishing a clear plan for continued recovery. Transportation and intake were completed and the individual committed to an extended treatment duration to support lasting success. This collaboration demonstrated compassionate engagement and coordinated resources.

Success Story

Homelessness Liaisons received a request from an unsheltered individual seeking immediate services. Homelessness Liaisons secured a bed at the PNC and provided transportation. The individual entered shelter and reconnected with case management, benefits enrollment, and employment services. The placement initiated a structured path toward stability.

Success Story

Homelessness Liaisons coordinated with Neighborhood Services Department and Phoenix Police Department to conduct joint outreach at an encampment and engaged two individuals requesting shelter and recovery support. Staff secured shelter placement and provided transportation to Rio Fresco. Both individuals completed intake and expressed readiness to pursue sobriety, documentation recovery, and employment. The placement connected them to ongoing services.

Shelter Projects

Attachment A represents a summary of new shelter beds created with City of Phoenix investments. This includes the 592 indoor shelter beds created in 2022, 482 temporary shelter beds in 2023, 370 additional indoor shelter beds in 2024, and 350 additional beds that opened in 2025.

PHX C.A.R.E.S. Cases

Phoenix C.A.R.E.S. cases in calendar year 2025 have been analyzed. See **Attachment B** for a report of PHX C.A.R.E.S. cases that were created and addressed.

Below are success stories submitted in the last month by funded partners.

Success Story

Staff at SOS were able to successfully transition a sheltered homeless individual into a unit in an apartment complex. Through coordinated support with CBI, move-in costs were fully covered, and the individual was able to save funds to purchase essential furniture and household items.

Success Story

A homeless individual enrolled in a program within Southwest Behavioral Health and engaged consistently with the team to plan next steps toward stability. With coordinated support from the Department of Economic Security, the individual secured essential benefits, obtained personal documents and established a stable living arrangement. The individual demonstrated strong progress, readiness for independence, and clear momentum toward long-term goals.

Success Story

An individual entered United Methodist Outreach Ministries' (UMOM's) New Day Centers Family Shelter and transitioned from short-term placement to long-term services while facing challenges with task management and childcare access. With support from UMOM staff, the individual developed effective prioritization skills and completed required housing steps. The individual pursued self-resolution, applied for affordable housing, and was approved for a permanent unit. UMOM also connected the household to employment resources, healthcare, and community support to promote long-term stability.

Success Story

An individual engaged with a CBI outreach team and requested detox services. Staff assisted with enrollment and transportation to a hospital for detox and psychiatric care. The individual successfully entered treatment the same day. This intervention created a direct pathway toward recovery and stabilization.

Success Story

An individual experiencing severe medical and cognitive instability entered the CASS single adult shelter without access to care or support systems. CASS staff coordinated immediate medical assessment and partnered with a community agency to complete an Arizona long term care system application. Approval was secured, and the individual transitioned to a senior living facility equipped to provide comprehensive care. The placement resulted in sustained safety, medical support, and improved quality of life.

Responsible Department

This item is submitted by Deputy City Manager Gina Montes and the Office of Homeless Solutions.

ATTACHMENT A

New Shelter Beds - Added in 2022	
Provider/Shelter	New Beds Added
Human Services Campus – Respiro	100
Washington Relief Center	200
CASS – Single Adult Shelter Expansion	175
CBI – Rio Fresco Hotel Lease / Future Acquisition	117
Total	592

New Temporary Shelter Beds Added in 2023	
Provider/Shelter	New Beds Added
Lutheran Social Services – I-HELP- <i>Closed</i>	20
Washington Shelter Additional Temporary Capacity- <i>Closed</i>	60
Temporary Lodging – St. Vincent de Paul - <i>Closed</i>	50
Temporary Lodging – Mercy House - <i>Closed</i>	50
Temporary Lodging – A New Leaf - <i>Closed</i>	102
Temporary Lodging – CASS - <i>Closed</i>	60
Temporary Lodging – Community Bridges, Inc.- <i>Closed</i>	140
Total	482

New Shelter Beds - Added in 2024	
Provider/Shelter	New Beds Added
Phoenix Navigation Center (Phase 1)	140
St. Vincent de Paul – Ozanam Manor II	100
CBI – North Mountain Healing Center (Phase 1)	30
UMOM – New Day Center, Family Shelter (20 units)	100
Total	370

New Shelter Beds – Added in 2025	
Provider/Shelter	New Beds Added
CASS – The Haven Senior Shelter	170
Phoenix Navigation Center (Phase 2)	140
CBI – North Mountain Healing Center (Phase 2)	30
Total	350

Future Planned Shelter Beds		
Provider/Shelter	New Beds / Units	Est. Open Date
Salvation Army – Family Shelter (12 units)	60	TBD
Senior Bridge – Transitional Housing	40	TBD
CBI – North Mountain Healing Center (Phase 2)	40	TBD

ATTACHMENT B

2025 CARES Report

In calendar year 2025, the City created 13,440 CARES cases. The chart below reflects all cases created, including duplicate cases, by month.

2025 all new cases by month	
Jan	1375
Feb	1275
Mar	1243
Apr	1277
May	1249
Jun	988
Jul	883
Aug	887
Sep	908
Oct	1131
Nov	997
Dec	1227
Total	13440

When duplicate cases are removed (e.g., case opened to same address) 9,991 CARES cases remain. The following charts reflect the unduplicated cases created, by month and by Council district that were addressed in calendar year 2025.

2025 unduplicated new cases by month	
Jan	969
Feb	894
Mar	903
Apr	946
May	850
Jun	729
Jul	713
Aug	710
Sep	729
Oct	873
Nov	765
Dec	910
Total	9991

2025 unduplicated new cases by Council district	
1	867
2	330
3	1076
4	2534
5	1589
6	466
7	1445
8	1684
Total	9991

The following table provides a crosstabulation overview of cases opened monthly and includes Council district totals and percentages.

	D1	D2	D3	D4	D5	D6	D7	D8	Monthly Total	
Jan	113	22	108	246	179	43	115	143		969
Feb	96	34	86	203	161	63	114	137		894
Mar	93	37	82	224	165	40	101	161		903
Apr	90	26	107	262	149	40	110	162		946
May	68	24	129	190	113	33	138	155		850
Jun	52	18	85	191	100	30	123	130		729
Jul	46	34	80	170	110	37	111	125		713
Aug	51	20	70	188	109	24	123	125		710
Sep	57	20	68	222	101	30	111	120		729
Oct	77	32	89	232	143	38	129	133		873
Nov	54	30	78	195	120	37	118	133		765
Dec	70	33	94	211	139	51	152	160		910
District Total and Percentage	867, 9%	330, 3%	1,076, 11%	2,534, 25%	1,589, 16%	466, 5%	1,445, 14%	1,684, 17%		9,991

The average cycle time to resolve a CARES case for the 2025 calendar year was 17.7 days.