



City of Phoenix

To: Gina Montes
Deputy City Manager

Date: December 8, 2023

From: Rachel Milne
Office of Homeless Solutions Director

Subject: CORRECTION REQUEST - ITEM 2 ON THE DECEMBER 12, 2023 - POLICY SESSION
AGENDA – Office of Homeless Solutions Encampment Efforts and Data Update

This memo requests the following correction be made to Item 2, Office of Homeless Solutions Encampment Efforts and Data Update, on the December 12, 2023 Policy Session Agenda. Staff is requesting the following correction be made to the item to reflect the most up to date and accurate data.

Replace all performance indicator tables in Attachment A with the performance indicator tables attached to this memo.

Approved:  12/8/2023
Gina Montes, Deputy City Manager Date

Attachment A

PERFORMANCE INDICATORS

Traditional/Congregate Shelter

| Performance Indicator | Goal | Average | Phoenix Funded |
|--------------------------------------|-------|---------|----------------|
| <i>Average Length of Stay (days)</i> | < 90 | 38 | 41 |
| <i>Positive Exit Destinations</i> | > 19% | 14% | 15% |
| <i>Returns to Homelessness</i> | < 13% | 29% | 30% |

Non-Congregate/Bridge Housing

| Performance Indicator | Goal | Average | Phoenix Funded |
|--------------------------------------|-------|---------|----------------|
| <i>Average Length of Stay (days)</i> | < 45 | 78 | 92 |
| <i>Positive Exit Destinations</i> | > 39% | 34% | 26% |
| <i>Returns to Homelessness</i> | < 13% | 20% | N/A |

Family Shelter

| Performance Indicator | Goal | Average | Phoenix Funded |
|--------------------------------------|-------|---------|----------------|
| <i>Average Length of Stay (days)</i> | < 90 | 90 | 92 |
| <i>Positive Exit Destinations</i> | > 69% | 63% | 84% |
| <i>Returns to Homelessness</i> | < 7% | 16% | 12% |

Rapid Rehousing

| Performance Indicator | Goal | Average | Phoenix Funded |
|---|-------|---------|----------------|
| <i>Length of Time to Housing Placement (Days)</i> | < 64 | 71 | 100 |
| <i>Positive Exit Destinations</i> | > 88% | 83% | 89% |
| <i>Returns to Homelessness</i> | < 8% | 14% | 36% |

Street Outreach

| Performance Indicator | Goal | Average | Phoenix Funded |
|-----------------------------------|-------|---------|----------------|
| <i>Engagement Rate</i> | > 67% | 57% | 38% |
| <i>Positive Exit Destinations</i> | > 48% | 43% | 46% |
| <i>Returns to Homelessness</i> | < 13% | 23% | 22% |

| Indicator | Phoenix Funded |
|-----------------------------|----------------|
| <i>Clients Reached</i> | 5,419 |
| <i>Client Contacts Made</i> | 25,700 |

**Phoenix funded data is FY22-23*