

City of Phoenix



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General Information Packet

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Office of Homeless Solutions Program Report

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 September 30, 2025, the PNC has served a total of 712 individuals, of which 219 are currently staying at the site. Of the individuals that have exited the PNC, 60 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 September 30, 2025, the SOS has served a total of 2,217 individuals, of which 240 are currently staying at the site. Of those that have exited the site, 173 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, and Street Medicine Phoenix, who provides basic medical and first aid.

Community Court

Community Court has served 661 participants from January 2024 through September 2025. Of these, 166 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.

Community Court Success Story

A client engaged with Community Court in February 2025. He had been experiencing homelessness since 2018. He worked with his case manager who secured him a bed at the Phoenix Navigation Center where he worked to obtain his birth certificate and look for employment. In June 2025 the client secured employment and continued to attend court. The Community Court Program was able to provide funds to assist with move-in-costs and he secured housing in September 2025. He graduated from Community Court and his case was dismissed.

Heat Relief Efforts

Summer 2025 heat relief operations ceased at the 24/7 Jackson Street Respite Center and the three extended hours library locations (Cholla, Harmon, and Yucca) on September 30. Ongoing outreach will continue at these sites as needed. Data is being compiled, and after-action review will take place to report on this year's operations,

identify strengths, and potential areas for improvement.

Office of Homeless Solutions Staff Outreach Success Stories

Success Story

During recent outreach efforts, a Homelessness Liaison worked with Park Rangers at Mountain Park II. They engaged a young individual who was staying in a friend's car. They agreed to connect with the Department of Child Safety (DCS) for assistance. The individual was transported to a local service center where case managers coordinated with DCS and provided support. The individual expressed a goal to return to school and move forward with support through the outreach and case management teams.

Success Story

A Homelessness Liaison recently met an individual experiencing homelessness in a local park. At the time, the individual was not ready to enter services but asked to stay in contact. After taking important personal steps, including starting a new job in construction, they reached out for help securing safe shelter. The Liaison secured a bed at the Phoenix Navigation Center and provided transportation for the individual and their belongings. The individual plans to attend community-based support meetings and begin saving toward long-term stability.

Success Story

A Homelessness Liaison reconnected with an individual who had previously engaged with services and received shelter placements. Although past placements were challenging, the individual openly acknowledged ongoing personal struggles. The Liaison, working closely with community partners, secured placement at a supportive shelter, providing a safe environment to begin addressing needs and working toward stability.

Success Story

During an alley clean-up effort near the heat relief site, Homelessness Liaisons connected with an individual experiencing homelessness. After learning about available options, the individual was ready to accept help. Within hours, the team secured a shelter bed at the Phoenix Navigation Center and provided transportation.

Success Story

A Homelessness Liaison engaged with a couple at Cortez park who had pets and were experiencing homelessness. The female shared having a monthly income and her partner helping as her caregiver. The couple shared challenges and barriers they faced in accessing help. They expressed hope at being offered inclusive shelter and support options. They accepted assistance and were connected to the Safe Outdoor Space.

Success Story

An individual had faced significant challenges since their youth, including years without stable housing, substance use and time spent in prison. With encouragement from a Homelessness Liaison they agreed to enter a support program. He was provided shelter and services at the Safe Outdoor Space.

Success Story

A Homelessness Liaison recently connected with an individual experiencing homelessness at Washington Park. The individual expressed interest in accessing resources and housing assistance. The Liaison provided transportation to the Phoenix Navigation Center.

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 380 additional beds that have opened or will open in 2025.

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

Success Story

An individual sought relief at the 20 W. Jackson Cooling Center. With help from Community Bridges Inc. and connections to local job fairs and hiring managers, they were hired at a restaurant after receiving resume and interview support.

Success Story

An individual arrived at the Human Services Campus (HSC) Welcome Center recovering from multiple injuries sustained during a violent robbery. Without identification or a way to contact family, and recently discharged from the hospital without a clear plan, they sought assistance. HSC staff responded with empathy, swiftly coordinating transportation and facilitating a reunion with a loved one. While their time at the HSC was brief, the support provided offered comfort, safety, and a crucial step toward healing.

Success Story

A young traveler visiting the United States was stranded in Phoenix with no money and travel documents. They received critical overnight support from the Key Campus Welcome Center, where the team stepped in to help. Staff assisted in contacting their family abroad, and relatives were able to travel to Phoenix to ensure a safe return home. Due to the team's compassion, persistence, and quick action, a difficult situation

was met with care and resolution.

Success Story

A family experiencing homelessness visited the CBI center periodically over several weeks seeking support. Through persistent engagement, staff were able to carefully uncover their needs and recognized the importance of reconnecting them to their home community. CBI staff arranged safe transportation, ensuring the family could access services in a familiar environment.

Success Story

An individual turned to SVdP during a time of significant hardship, facing health challenges, lack of income, and barriers securing stable housing. With the consistent support of case management, they were able to secure vital benefits and create a budget to support their independence. Although a previous eviction posed a major obstacle, their case manager successfully negotiated a resolution. Eventually, they transitioned into a fully furnished apartment of their own.

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 – Completed Or To Be Added in 2025		
Provider/Shelter	New Beds Added	Est. Open Date
CASS – The Haven Senior Shelter	170	Jan 2025
Phoenix Navigation Center (Phase 2)	140	2025
CBI – North Mountain Healing Center (Phase 2)	70	2025
Total	380	

Future Planned Shelter Beds		
Provider/Shelter	New Beds / Units	Est. Open Date
Salvation Army – Family Shelter (12 units)	60	TBD