

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 October 31, 2025, the PNC has served a total of 778 individuals, of which 229 are currently staying at the site. Of the individuals that have exited the PNC, 83 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 October 31, 2025, the SOS has served a total of 2,259 individuals, of which 245 are currently staying at the site. Of those that have exited the site, 181 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 668 participants from January 2024 through October 2025. Of these, 180 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 July 2025. This client demonstrated consistent effort, accountability, and meaningful progress while working with his Community Court case manager. Through active participation and consistent follow-through, the client achieved key milestones, including obtaining a state-issued identification card and social security card. The client also secured independent housing with a roommate and obtained employment at a retail store. On October 23, 2025, the client celebrated his graduation and completion of the program with the Community Court team. His case has been dismissed and closed.

Office of Homeless Solutions Staff Outreach Success Stories

Success Story

After a period of experiencing homelessness, a couple engaged with outreach services and entered a recovery program. With support, they began working toward housing

stability and sobriety. This step allowed them to start the process of family reunification and long-term recovery.

Success Story

An individual with a history of declining shelter and support services was connected to the SOS after an extended period of being unsheltered. With the dedicated support of SOS staff, legal barriers impacting their eligibility for housing benefits were successfully addressed, enabling the individual to access stable housing through veteran programs.

Success Story

A Homelessness Liaison responded to a call from the Phoenix Police Department to provide aid. They connected with an individual who had recently achieved sobriety and, after sustained engagement, encouraged acceptance of placement at the SOS following more than 30 years of homelessness. This placement marked the beginning of a new chapter focused on stability and recovery.

Success Story

During outreach at a local park, Homelessness Liaisons engaged with two individuals experiencing homelessness who shared their challenges and housing loss. After discussing their desire to rebuild stability, the liaisons provided transportation assistance and coordinated immediate placement into the SOS. The individuals accepted services and were safely transported.

Success Story

An individual experiencing homelessness was recently contacted by a Homelessness Liaison during outreach. They shared they had been staying in the area without stable support. When offered a shelter option, they immediately agreed. The Homelessness Liaison secured a placement at the PNC and ensured they were transported with their belongings to the program.

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

Through collaboration between Circle the City and SVdP, a long-term shelter resident

was successfully housed. Support staff conducted a home visit, providing essential supplies and ongoing resources. Continued follow-up and community support will help housing stability and connect to services.

Success Story

A client arrived at the Harmon heat relief site with a clear goal of pursuing stability. Staff provided support in connecting to a local treatment program, and the client was accepted and entered the same day. This marked a significant first step toward long-term recovery and personal progress.

Success Story

In April 2025, an individual entered the PNC without income or vital documents. They were connected with SVdP workforce development services and received case management support to obtain necessary documentation. Despite multiple barriers, the participant secured employment and developed a housing plan. They successfully exited the program with employment, transportation, and stable housing.

Success Story

CBI staff observed a small group of individuals regularly using the heat relief center while searching for work but experienced challenges. The staff shared information about a community partner program offering housing and employment support and provided details about outreach transportation services. The clients agreed to be transported to the partner location to begin the process.

Success Story

An individual experiencing homelessness entered the PNC while participating in Phoenix Community Court. After recently learning of a medical condition, they sought assistance in obtaining identification documents. Working closely with specialty case managers from both programs, the individual successfully obtained the necessary documentation. During this process, they also reconnected with a relative and moved in with them later that month.

Success Story

CBI staff supported an individual who became homeless after unexpected family challenges. Through collaboration with local programs, staff helped the individual obtain identification, secure employment, and access shelter services. With continued guidance and determination, the individual transitioned into permanent housing and achieved financial independence.

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
Senior Bridge – Transitional Housing	40	TBD