

City of Phoenix

*Meeting Location:
City Council Chambers
200 W. Jefferson St.
Phoenix, Arizona 85003*



City of Phoenix

Agenda

Wednesday, May 27, 2026

10:00 AM

City Council Chambers

Community Services and Education Subcommittee

**Vice Mayor Kesha Hodge Washington, Chair
Councilwoman Anna Hernandez
Councilwoman Ann O'Brien
Councilwoman Debra Stark**

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

OPTIONS TO ACCESS THIS MEETING

Virtual Request to speak at a meeting:

- Register online by visiting the City Council Meetings page on phoenix.gov at least 2 hours prior to the start of this meeting. Then, click on this link at the time of the meeting and join the Webex to speak:

<https://phoenixcitycouncil.webex.com/phoenixcitycouncil/j.php?MTID=ma1a5d1666e7a1232cd3a5923350524a0>

- Register via telephone at 602-262-6001 at least 2 hours prior to the start of this meeting, noting the item number. Then, use the Call-in phone number and Meeting ID listed below at the time of the meeting to call-in and speak.

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- Individuals should arrive early, 1 hour prior to the start of the meeting to submit an in-person request to speak before the item is called. After the item is called, requests to speak for that item will not be accepted.

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- Watch the meeting in-person from the Upper Chambers, Lower Chambers or City Hall depending on seating availability.

Para nuestros residentes de habla hispana:

- Para registrarse para hablar en español, llame al 602-262-6001 al menos 2 horas antes del inicio de esta reunión e indique el número del tema. El día de la reunión, llame al 602-666-0783 e ingrese el número de identificación de la reunión 2550 775 3007#. El intérprete le indicará cuando sea su turno de hablar.

- Para solamente escuchar la reunión en español, llame a este mismo número el día de la reunión 602-666-0783; ingrese el número de identificación de la reunión 2550 775 3007#. Se proporciona interpretación simultánea para nuestros residentes durante todas las reuniones.

- Para asistir a la reunión en persona, vaya a las Cámaras del Concejo Municipal de Phoenix ubicadas en 200 W. Jefferson Street, Phoenix, AZ 85003. Llegue 1 hora antes del comienzo de la reunión. Si desea hablar, regístrese electrónicamente en uno de los quioscos, antes de que comience el tema. Una vez que se comience a discutir el tema, no se aceptarán nuevas solicitudes para hablar. Dependiendo de cuantos asientos haya disponibles, usted podría ser sentado en la parte superior de las cámaras, en el piso de abajo de las cámaras, o en el edificio municipal.

CALL TO ORDER

MINUTES OF MEETINGS

1 Minutes of the Community Services and Education Subcommittee Meeting

Page 6

Attachments

[CSE Subcommittee Minutes 4.22.26.pdf](#)

CONSENT ACTION (ITEM 2)

- 2 **Annual Review and Updates to the Neighborhood Services Department's Code Enforcement Policy - Citywide** Page 17

Attachments

[Attachment A.pdf](#)

[Attachment B.pdf](#)

INFORMATION ONLY (ITEMS 3-4)

- 3 **Head Start Birth to Five Monthly Report - March - Districts 1, 3, 4, 5, 7 & 8** Page 37

Attachments

[Attachment A - March Fiscal Expenditures.pdf](#)

[Attachment B - March Attendance.pdf](#)

[Attachment C - March Medical and Dental Exams.pdf](#)

[Attachment D - March Program Information Summaries.pdf](#)

- 4 **Phoenix Public Library Advisory Board Recommended New Name for Library in Laveen - District 8** Page 45

INFORMATION AND DISCUSSION (ITEMS 5-8)

- 5 **40th Annual Outstanding Phoenix Youth Leader of the Year Program - Citywide** Page 47

- 6 **Mental Health Matters: 2nd Annual Mental Health Awareness Month Summary - Citywide** Page 51

- 7 **Project Assist Update - Citywide** Page 53

- 8 **Supports and Strategies to Assist People Experiencing Homelessness with High Acuity - Citywide** Page 54

000 CALL TO THE PUBLIC

FUTURE AGENDA ITEMS

ADJOURN

For further information or reasonable accommodations, please call the City Council Meeting Request line at 602-262-6001. 7-1-1 Friendly.

Persons paid to lobby on behalf of persons or organizations other than themselves must register with the City Clerk prior to lobbying or within five business days thereafter, and must register annually to continue lobbying. If you have any questions about registration or whether or not you must register, please contact the City Clerk's Office at 602-534-0490.

Members:

Vice Mayor Kesha Hodge Washington, Chair
Councilwoman Anna Hernandez
Councilwoman Ann O'Brien
Councilwoman Debra Stark



City of Phoenix

Community Services and Education Subcommittee

Report

Agenda Date: 5/27/2026, Item No. 1

Minutes of the Community Services and Education Subcommittee Meeting

This item transmits the minutes of the Community Services and Education Subcommittee Meeting on April 22, 2026 for review, correction, or approval by the Community Services and Education Subcommittee.

THIS ITEM IS FOR POSSIBLE ACTION.

The minutes are included for review as **Attachment A**.

Responsible Department

This item is submitted by Deputy City Manager Gina Montes and the City Manager's Office.

ATTACHMENT A

**Phoenix City Council
Community Services and Education Subcommittee (CSE)
Summary Minutes
April 22, 2026**

City Council Chambers
200 W. Jefferson St.
Phoenix, Arizona

Subcommittee Members Present

Vice Mayor Keshia Hodge Washington, Chair
Councilwoman Ann O'Brien
Councilwoman Anna Hernandez
Councilwoman Debra Stark

Subcommittee Members Absent

CALL TO ORDER

Chairwoman Hodge Washington called the Community Services and Education Subcommittee (CSE) to order at 10:08 a.m. with four members present.

CALL TO THE PUBLIC

None.

MINUTES OF MEETINGS

1. Minutes of the Community Services and Education Subcommittee Meeting

Councilwoman Stark made a motion to approve the minutes of the February 25, 2026 Community Services and Education Subcommittee meeting. Councilwoman Hernandez seconded the motion which passed unanimously, 4-0.

CONSENT ACTION (ITEMS 2-4)

Items 2-4 were for consent action. No presentations were planned, but staff was available to answer questions.

2. Request Approval for the Head Start Birth to Five Program to Purchase Capital Equipment over \$10,000

3. 2026-27 Community Development Block Grant (CDBG) Neighborhood Enhancement and Infrastructure Programs

Councilwoman Hernandez asked what outreach does the City conduct to ensure underserved neighborhoods are aware of the grant program.

Neighborhood Services (NSD) Director Spencer Self explained the City has historically partnered with nonprofits through a Request for Proposal (RFP) process managed by the Community Development Review Committee. He recalled over the past eight years,

limited public service funds have been directed mainly to the Office of Homeless Solutions (OHS) and Human Services Department (HSD) for homelessness-focused grants. He noted that these grants use targeted RFPs with specific scopes. He added the City occasionally partners with nonprofits to improve public facilities through a less formal process when Council offices or departments identify a unique or urgent need.

Councilwoman Hernandez asked how Council can provide more information to community leaders to assist with information sharing.

Mr. Self stated staff can work with Council to explore different ways to reach underrepresented communities.

Councilwoman Hernandez asked if staff can speak to the grants available at community events.

Mr. Self responded to the Councilwoman that staff can speak at events and pointed out the Housing Rehabilitation Program is more expansive and involves community engagement.

Councilwoman Hernandez asked if there is technical assistance being provided to neighborhood groups or nonprofits with little grant writing experience.

Mr. Self stated NSD staff partner with neighborhood leaders who provide training and there are other opportunities throughout the year such as the Neighborhood Synergy Conference.

Councilwoman Hernandez asked what projects are typically funded by the BlockWatch Grant Program.

Vice Mayor Hodge Washington noted the BlockWatch Grant Program will be covered in a later presentation and asked to table those questions.

4. 2026-27 CDBG Housing Rehabilitation Programs

Councilwoman Hernandez referred to data provided in the agenda packet and asked what the \$6 million in funding would do for services.

Mr. Self explained the \$6 million is funding from a number of different state and federal entities and out of that, the City gets homes for low and moderate income homeowners and rental properties. He also shared the funding is used to improve property that otherwise may not be repaired and increase homelessness or poor living conditions.

Councilwoman Hernandez requested a map to show where these projects have been done in District 7.

Mr. Self confirmed staff will provide that.

Councilwoman Hernandez asked if staff have evaluated where the program is preventing displacement.

Mr. Self stated staff have not reported that and assured the Councilwoman as staff develop the map, they will also provide that information for all Council districts.

Councilwoman Hernandez stated this is an important investment and these investments miss communities due to language barriers and lack of information.

Councilwoman Stark made a motion to approve items 2-4. Councilwoman O'Brien seconded the motion which passed unanimously, 4-0.

INFORMATION ONLY (ITEMS 5-8)

5. Head Start Birth to Five Monthly Report – January 2026

Councilwoman Hernandez asked what policies the City has in place to properly attempt family stabilization before contacting the Department of Children's Services (DCS).

HSD Director Jacqueline Edwards stated the department is required to report to DCS and there are prevention policies and training services available to parents. Ms. Edwards noted there are wrap around support services and family development plans available if a family has been identified as unstable. She explained reporting to DCS may be a result of classroom observations or observations with the child such as unexplained bruising.

Councilwoman Hernandez reiterated HSD is a mandated reporter of the system and asked if there is additional information that can be shared.

Ms. Edwards stated she can share additional information with the Councilwoman's office after the meeting.

6. Head Start Birth to Five Monthly Report – February 2026

Information only. No Councilmember requested additional information.

7. City of Phoenix Naloxone Program Quarterly Report (November-January)

Councilwoman Hernandez asked if all Naloxone kits are nasal only.

Public Health Advisor Yanitza Soto responded yes.

Councilwoman Hernandez asked what investments Ms. Soto would recommend the City make to ensure overdose prevention services continue to grow.

Ms. Soto explained Naloxone kits are the first layer of defense, even as the community begins seeing emerging non-opioid substances that Naloxone cannot reverse. She emphasized Naloxone is still being encouraged and noted the Naloxone program

expanded to five additional locations over the past year. She added expansion would be helpful.

Councilwoman Hernandez thanked the Office of Public Health (OPH) staff for their efforts and acknowledged residents would like to see more investments into OPH.

8. Mental Health Awareness 2026

Stephanie Deleon stated she advocates for suicide prevention and mental health. Ms. Deleon noted Arizona is ranked 14th in the nation for suicide rate with suicide being the second leading cause of death for those ages 10 to 34. She acknowledged the City for implementing May as Mental Health Awareness month and the programming being done.

Chairwoman Hodge Washington thanked Ms. Deleon and staff for their efforts in the community.

Councilwoman Hernandez thanked the Ms. Deleon for her advocacy and requested staff look at opportunities to allocate additional funding to provide services for those struggling with mental health.

Chairwoman Hodge Washington concurred with Councilwoman Hernandez and acknowledges the importance of mental health in addition to physical health. She also thanked staff for leading the Mental Health Awareness month efforts.

INFORMATION AND DISCUSSION (ITEMS 9-13)

9. Workforce Services and Partnerships for Job Seekers with Barriers to Employment

Ms. Edwards and HSD Deputy Director Jovanna Parkhouse introduced the item and stated they would be presenting an overview of the workforce services for job seekers with barriers to employment and collaborative efforts to drive economic mobility for residents.

Ms. Edwards explained the Workforce Opportunity Act (WIOA) was signed into law in 2014 and HSD's allocation is just over \$4 million. She shared HSD services are anchored at the West Job Center in Maryvale and the South Job Center where HSD operates the Adult and Dislocated Workers Program which provides workforce readiness services. Ms. Edwards highlighted program follow-up services and program eligibility requirements.

Ms. Parkhouse detailed employment barriers, partnership, data-driven outreach and program performance. She stated 72 percent of the Adult Program participants are low-income and over half are experiencing long-term unemployment. Ms. Parkhouse noted for dislocated workers, long-term unemployment and low income remain the most

significant barriers to re-entry into the workforce. She conveyed staff uses census data and zip code mapping to identify areas where barriers are prominent and conduct targeted outreach.

Ms. Parkhouse highlighted the programs performance for Fiscal Year (FY) 2024-25 which includes 80 community events, 1,300 engagements, 800 referrals, 1,700 individuals and 4,000 services. She explained services include workforce readiness workshops, career planning, financial literacy, transportation assistance, resume assistance and clothing. Ms. Parkhouse announced engagement exceeded the federally mandated performance measures with second quarter employment being above target by over six percent, and median earnings being above target by over \$1,000. She highlighted for the Dislocated Worker Program, median earnings exceeded the target by over \$4,300 and measurable skills exceeded the target by over 16 percent. Ms. Parkhouse also pointed out client satisfaction survey results reveal the efforts are effective with 81 percent of respondents noting they feel supported and 74 percent noting they exited the program more prepared for their next steps.

Ms. Edwards shared service delivery enhancements including the Benefits CLIFF tool, further departmental integration and enhancing client engagement and support. She shared the department is currently hosting a clothing drive.

Chairwoman Hodge Washington thanked staff for the presentation and stated that the program reflects economic mobility, stability, dignity, and long-term opportunity for residents. She appreciated the intentional focus on individuals facing employment barriers and emphasized the value of comprehensive services, including one year of support, and stated the model is working.

Councilwoman Hernandez stated there is a need for business clothing so individuals can be interview ready and improve economic mobility. She thanked staff for their efforts and the presentation.

Councilwoman O'Brien thanked staff and requested data for District 1. She referred to the 1,300 engagements mentioned and asked are those all individual and separate engagements.

Ms. Parkhouse affirmed engagements are tracked in a variety of different ways and provided an example of staff assisting a visitor with their resume at the library.

Councilwoman O'Brien asked if the engagements are separate from the number of people enrolled in the program.

Ms. Parkhouse confirmed.

Councilwoman O'Brien asked about an age breakdown of the Adult Workers Program.

Ms. Parkhouse responded on average participants are in their late thirties early forties and stated that staff can provide more detailed information.

Councilwoman O'Brien asked what causes the difference in attainment between the Adult Workers Program and the Dislocated Workers Program.

Ms. Parkhouse responded dislocated individuals usually have previous engagement in the workforce. She stated these individuals often come to the program seeking to upskill or earn certifications, but they often receive new job opportunities before completing a credential. She added that this leads to lower credential-attainment rates for dislocated workers.

Councilwoman O'Brien asked are we looking at ways to modify or adjust the program to help individuals finish upskill programs.

Ms. Parkhouse responded yes. She explained staff continue to engage with individuals and educate how those certifications can benefit them.

Councilwoman O'Brien stated she is excited about departmental integration and encouraged collaborating with the Community and Economic Development Department (CED) to provide input on what kinds of upscaling or job attainment is needed. She also thanked staff for their efforts.

10. Phoenix Public Library MAX Collection Sharing Service

Library Director Erin McFarlane introduced the item and Library Deputy Director Karl Kendall.

Mr. Kendall explained the Maximum Library Access Program (MAX) is a collection-sharing service for participating in library systems in Maricopa County. Mr. Kendall explained the program allows library customers to search other participating libraries for books that are not available in their home library. He explained unique parameters including holding or checking out up to five items at one time, specific circulation periods and non-renewal eligibility for MAX items.

Councilwoman Stark asked if the program is just for books or is it also for DVDs.

Mr. Kendall responded there may be expansion in the future for other materials, but for now, participating libraries have chosen to focus on books.

Councilwoman Stark expressed her hope for expansion and stated the MAX Program is a great program.

Councilwoman O'Brien stated the program is exciting and acknowledged National Library Week.

Councilwoman Hernandez thanked staff for their efforts and acknowledged the access being provided to residents through the program.

Chairwoman Hodge Washington stated the program is fostering more learning, enrichment and providing kids with the power of imagination. She thanked staff for the presentation.

11. Summer Reading Program

Ms. MacFarlane introduced the Summer Reading Program and announced it begins May 1, 2026 with the theme being Unearth a Story.

Mr. Kendall stated the Summer Reading program is a game, structured around students reading twenty minutes each day to prevent the summer slide. He noted only 20 percent of third graders in Phoenix public schools are proficient readers. Ms. Kendall explained the game is open to all ages and available in both English and Spanish. He highlighted incentives such as the ability to earn up to three books to keep and prize drawings based on points. Mr. Kendall also highlighted the Teen Volunteer program which recruits and trains 200 teens every summer with several libraries already having filled their teen volunteer slots.

Ms. MacFarlane explained participants earn points for reading and can gain extra points by entering secret codes or attending library programs. She stated community experiences and challenges offer additional bonus points. Ms. MacFarlane also invited Council members to create district challenges and noted staff are coordinating with their offices. She added registration opens May 1, 2026, point-earning begins June 1, and the program ends July 15.

Councilwoman Stark thanked Library staff for their programming and shared excitement for the program.

Councilwoman O'Brien thanked staff and asked when the program ends.

Ms. MacFarlane replied, July 15.

Chairwoman Hodge Washington stated the presentation sparked friendly district competition and noted the program is a fun way to keep kids learning and avoid summer slip. She thanked staff for their efforts.

12. Love Your Block Grant

Mr. Self introduced Yvette Roeder, the Love Your Block Program Manager.

Ms. Roeder explained that the Love Your Block Grant Program has been managed by Neighborhood Services for more than 10 years and supports small neighborhood projects. She stated that the program's goals are to engage residents, empower communities and fund projects that show neighborhood pride and collaboration. She highlighted recent neighborhood projects across districts and thanked staff for their work. Ms. Roeder explained neighborhood specialists help refine project ideas, assist

with applications, recruit volunteers and connect groups to City services. She stated the FY 2025–26 cycle is closing and announced the FY 2026–27 application window will open April 27 through May 26. She noted that eligible groups must be registered before April 27 and groups funded in the past two years cannot apply. She added eight grants of up to \$5,000 are available and directed neighborhood groups to the website to register.

Mr. Self gave a shout out to the Volunteer Coordinator, Ashley Henderson and thanked subcommittee members.

Councilwoman Hernandez asked if there is a toolkit prepared for the Council to send out to neighborhood groups.

Ms. Roeder responded to the Councilwoman that staff will provide the toolkit, and it will be available on the website.

Councilwoman Stark thanked staff for the presentation and their efforts.

Councilwoman O'Brien asked for a list of ineligible groups and grant projects completed in each district since the program's inception.

Chairwoman Hodge Washington shared her excitement for the program and asked if the application will be available in both English and Spanish.

Ms. Yoder responded yes.

DISCUSSION AND POSSIBLE ACTION (ITEM 13)

13. 2026-2027 HUD Annual Action Plan

Mr. Self introduced the item and NSD Deputy Director Kimberly Dickerson, Grants Compliance Manager Alicia Springs and Project Manager Rosemary Aguilar.

Ms. Dickerson stated the Community Development Block Grant (CDBG), managed by NSD, supports a variety of needs for low- to moderate-income communities. She explained the HOME Investment Partnership Grant funds affordable housing development, the HOPWA Grant is administered by the Housing Department to assist persons with AIDS/HIV, and the Emergency Solutions Grant (ESG) supports individuals and families experiencing homelessness and is managed and administered by OHS.

Ms. Springs explained the annual action plan process including outreach, drafting, public hearings and Council action. She listed the six priority areas which include affordable housing, public services, public improvements, public facilities, and economic development.

Ms. Aguilar explained the community engagement process to develop the annual action plan, including online surveys, newsletters, department collaboration and social media.

She announced there was a 139 percent increase in the response rate for the survey and two-thirds of the respondents identified affordable housing as the first or second priority.

Mr. Self stated CDBG showed a two percent change from last year and noted the team was pleased to receive the federal allocation earlier than in previous years. He explained HOME saw a slight 1.7 percent decrease, while HOPWA increased by six percent. He added ESG remained essentially level with less than a half-percent change. Mr. Self thanked staff across multiple departments for their work on the plan and acknowledged the complexity of the process. He concluded by requesting a recommendation for approval.

Councilwoman Hernandez asked how staff are ensuring the unhoused community or residents without internet services participate in the digital engagement efforts.

Ms. Springs stated staff partnered with the Water Department to include inserts into the water bills and the Phoenix Public Library to post information at various locations.

Councilwoman Hernandez asked if staff could provide a list of community partners.

Mr. Self replied to the Councilwoman that staff will provide that information.

Councilwoman Hernandez asked how staff are measuring newsletter and social-media engagement to ensure it is reaching low-income residents and communities of color most impacted by the housing crisis.

Mr. Self stated the engagement is low and staff consider budget hearing information and public comment in addition to the surveys to determine where the funds go. He assured the Councilwoman 75 percent of the grant funding goes towards housing.

Chairwoman Hodge Washington asked if the numbers presented are actual numbers and referred to the draft plan provided.

Mr. Self shared the team recently received the final allocations and noted the numbers were not available when the packet was printed. He explained the final numbers will be included when the item goes to Council and the contingency language in the draft plan will be removed.

Councilwoman O'Brien thanked staff for their efforts and asked for a more detailed breakdown of the numbers. She also asked if staff had considered using ZenCity.

Mr. Self replied staff used more traditional social media platforms, but ZenCity could be a useful tool in the future.

Councilwoman O'Brien made a motion to approve the item. Councilwoman Stark seconded the motion which passed unanimously, 4-0.

CALL TO THE PUBLIC

None.

FUTURE AGENDA ITEMS

Councilwoman Stark requested a refresh on HeadStart in the fall.

Chairwoman Hodge Washington asked for an update on Project Assist.

ADJOURNMENT

Chairwoman Hodge Washington adjourned the meeting at 11:57 a.m.

Respectfully submitted,

Taniya Williams
Management Fellow

DRAFT



Report

Agenda Date: 5/27/2026, Item No. 2

Annual Review and Updates to the Neighborhood Services Department's Code Enforcement Policy - Citywide

This report provides the Community Services and Education Subcommittee with a review of the Neighborhood Services Department's (NSD) Code Enforcement Policy (CEP) and requests the Subcommittee recommend City Council approval of the proposed updates.

THIS ITEM IS FOR CONSENT ACTION.

Summary

The CEP provides guidelines for enforcement of the Neighborhood Preservation Ordinance, Zoning Ordinance and portions of other City codes/ordinances enforced by NSD (**Attachment A**). Each year, NSD staff presents a review of the policy with any recommended updates to the City Council, as stated in the policy, which was last updated June 12, 2025. The information in this report is intended to initiate the review process and recommend updates for consideration.

The CEP is comprised of five sections. Section I of the CEP establishes the purpose of standard code enforcement, and the notification and enforcement options available to inspection staff. Section II defines recidivist person/properties and the possible consequences for repeat offenders. Section III describes the inspection and enforcement protocols for resident complaints with exceptions for proactive code enforcement in the immediate area of a complaint and in strategic action areas. Section IV includes information encouraging the use of hardship assistance programs for low- and moderate-income households where funding is available and support for owners/responsible parties who are impacted by homelessness. This includes increased communication, assistance and support in the form of information, referral counseling, outreach and the provision of volunteer labor and/or direct financial assistance. Section V provides guidance for NSD to work cooperatively with other departments and agencies to resolve complex and hazardous cases.

Based on NSD's annual review of the CEP, NSD staff is proposing the following updates:

- Specify egregious violations may result in an immediate citation upon inspection.

- Add Shopping Cart Certification cases to the list of violations that may be inspected proactively.
- Allow staff to address similar violations when addressing common blight violations at a property.
- Replace "Immediate Inspection" with "Hazard Inspection."
- Allow 11 days to conduct an inspection after issuance of a Pre-Notification Letter.
- Differentiate timelines for Notice of Ordinance Violation compliance from inspection timelines.
- Add timelines for inspection when not already referenced in the CEP.
- Add language regarding when consecutive citations will be considered and require approvals.
- Add language to clarify immediate area for purposes of proactive inspections when responding to a complaint.
- Replace Neighborhood Fight Back and Neighborhood Initiative Areas with Neighborhood Action Plans and Strategic Code Enforcement Areas.
- Fix incorrect references and unnecessary duplications.

The staff recommended updates to the CEP are highlighted on pages three through eight of **Attachment B**, with the current CEP provided as **Attachment A** for reference.

Responsible Department

This item is submitted by Deputy City Manager Cynthia Aguilar and the Neighborhood Services Department.



NEIGHBORHOOD SERVICES DEPARTMENT

CODE ENFORCEMENT POLICY

The Code Enforcement Policy, adopted by the Phoenix City Council, provides guidelines for enforcement of the Neighborhood Preservation Ordinance, Zoning Ordinance and portions of other codes and ordinances.



Neighborhood Services Department Mission

To Preserve, Enhance and Engage Phoenix Neighborhoods

Contact Us

Report a code violation:

phoenix.gov/myPHX311

(602) 534-4444

Check the status of a code enforcement case:

nsdonline.phoenix.gov/CodeEnforcement

(602) 534-4444

For information about the Neighborhood
Preservation Code Compliance program:

phoenix.gov/nsd/programs/compliance

For a copy of this publication in an alternate format or for reasonable accommodations contact:

**Neighborhood Services Department ADA Liaison,
200 W. Washington St., Phoenix, AZ 85003. Voice (602) 534-4444. TTY 711.**

Esta información está disponible en español.

Code Enforcement Policy

Statement of Intent

The Code Enforcement Policy is to be used to guide the efforts of the Neighborhood Services Department to address violations of the City Code. To achieve compliance, it is the intent of the department to lead with education, provide resources when hardships exist, and enforce when necessary. Code enforcement is intended to be used to foster partnership with residents to support the overall health, safety, and welfare of the City, and to protect neighborhoods against hazardous, blighting, and deteriorating influences or conditions. Neighborhood Preservation Inspectors provide excellent customer service and will operate with fairness, integrity, transparency, and consistent professionalism while working to meet the department's intent.

I. Standard Code Enforcement

A. Purpose

It is the intent of the city of Phoenix to promote the health, safety, and welfare of the residents of Phoenix, Arizona. Part of this responsibility includes protecting neighborhoods from blighting and deteriorating conditions that have a negative impact on area property values and encourage social disorder and crime. This is achieved through ordinances and by establishing a policy to guide enforcement of the ordinances.

B. Standard Enforcement Policy

City of Phoenix residents are encouraged and supported in their efforts to maintain the physical environment of their neighborhoods through standards set in local ordinances. To assist in this endeavor, the following code enforcement policy has been established to guide the city in addressing properties with code violations.

The following actions will be taken on properties where there has been no case history or history of violations and/or previous enforcement action:

1. Inspection/Pre-notification

When a property complaint is received, the city will respond in the following manner:

a. Immediate Inspections

If the alleged violation concerns a potential health or safety hazard to the neighborhood or neighbors, inclusive of open/vacant buildings, fire and/or health hazards, unsecured pools or other health and safety hazards, the city will respond with an immediate inspection.

b. Pre-Notification Letter

If the alleged violation is not a potential health or safety hazard, if the property is occupied and if a mailing address is available, the city will issue a pre-notification letter to the owner/responsible parties notifying them that specific complaints have been received and that an inspection will be conducted within ten days. Information on the most common blighting violations will also be included with the pre-notification letter.

Code Enforcement Policy

2. Formal Notice of Ordinance Violation (NOV)

Except in cases involving health and safety violations, cases with previous history of code violations, violations of a transient nature such as home occupation standards and violations involving vendors, the responsible party or parties will be officially notified that a violation has been discovered through an inspection and will be advised of specific corrective action required. They will also be advised through this process of what further action will be taken by the city if they do not comply. In addition, owners/responsible parties will be advised of available appropriate assistance as enumerated in Section IV.B. of this policy.

a. Timelines for NOV Reinspection

- I. Standard – 15 days (minor violations)
- II. Standard – 35 days (significant cost to correct)
- III. Abatement – 35 days
- IV. Hazard – 0 to 24 hours
- V. Graffiti – 10 days
- VI. Rental Registration – 10 days
- VII. Illegal Signs - 5 days
- VIII. Mobile Vending – 0 to 15 days

The NOV will include an explanation that recidivists will receive only one official notice for a violation and that future offenses of city ordinances may result in legal action without issuance of further notices of ordinance violation. Information on the most common blighting violations will also be included with the NOV.

3. Civil Citation

Owners/responsible parties who fail to comply will be subject to the issuance of a civil citation that will be adjudicated by a hearing officer/judge. In the case of properties that are not owner occupied the following general guidelines will apply:

- In general, tenants/occupants will be held responsible for items concerning routine maintenance and for personal property items.
- In situations where tenants/occupants have failed to fulfill their responsibility for compliance with city ordinances, owners/responsible parties may also be held accountable.
- In cases involving unoccupied properties, owners/ responsible parties will be held accountable for all property conditions.

4. Criminal Complaint

Failure to comply with any of the preceding actions will be cause to proceed with a criminal complaint.

5. City Abatement

The city, at its own discretion, may choose to directly abate and assess (lien) for any and all violations that remain in non-compliance with city ordinances or regulations.

Code Enforcement Policy

6. Exceptions

Exceptions to the standard code enforcement policy are as follows:

Episodic Violations

- a. An episodic violation is one that occurs intermittently. To effectively address episodic violations in an expediated manner, the Neighborhood Services Department will deviate from the standard enforcement process and proceed to an immediate citation.

Violations include, but are not limited to, non-permitted events where the owner has been notified but activity continues, such as unauthorized parties that occur on commercial properties and events with outdoor entertainment without the appropriate use permit.

II. Recidivists Persons/Properties and Egregious Violations

A. Purpose

The recidivist process is designed to provide relief via an expedited enforcement process for neighborhoods experiencing problems with residents who repeatedly violate city ordinances and who have demonstrated an inability or unwillingness to remain a good neighbor by maintaining their property.

B. Definition

A recidivist case is a newly opened case on a property involving the same responsible party for the same violation or any of the common blight violations as specified in Section III (B) (4) (a), where within the last 12 months, the responsible party has been issued a Notice of Ordinance Violation and/or civil citation, and/or had criminal charges filed for, and/or contractual abatement initiated.

An egregious violation is when the condition or state of a property is in an extreme state of violation, which could present health and safety issues, or is beyond the reasonable scenario where the owner may not be aware there is a violation.

If unusual or mitigating circumstances warrant, the City Manager or designee exempt a responsible party from the recidivist designation. In such cases, the City Manager or designee will seek input from the complainant, neighborhood associations or block watches in the area, area residents or other staff, as appropriate, to assist in making a determination.

C. Notification Policy

Cases with a violation, which have been determined to be recidivist or chronic recidivist, will not be issued a pre-notification letter or standard NOV, and will proceed immediately to one of the following code enforcement actions based on the unique facts of the case:

- issue a NOV requiring the abatement of the violations
- issue a civil citation
- request a criminal summons

Code Enforcement Policy

III. Inspection/Enforcement

A. Purpose

The Neighborhood Preservation Ordinance, Zoning Ordinance and other ordinances and codes enforced by the Neighborhood Services Department are enforced on a complaint basis. This is designed to encourage resident, neighborhood association, block watch or other city department participation in the enforcement process. The graffiti supplies non-access regulations (Section 39-10 D) of the Neighborhood Preservation Ordinance, mobile vending regulations, Vacant Property Registry, and common blight violations identified along arterial streets may be enforced proactively.

B. Confidentiality of Complaints

The Neighborhood Services Department's policy is to not publicly disclose complainant information, unless required by law. Once a violation is substantiated, the City of Phoenix serves as the official complainant for the duration of the case.

A property may be reported anonymously, or residents may choose to leave their contact information as part of the process for any additional inquiries for the inspector. Anonymous complaints will be accepted with the following exceptions: home occupation complaints; portions of the animal ordinance (Chapter 8); when past complaints for the same alleged violation on the same property have been found to be invalid on three or more occasions; and in situations when a street address is not provided. Complaints in these categories will require that the complainant provides a name and contact phone number.

C. Exceptions

Exceptions to the complaint-based enforcement policy are as follows:

1. Active Neighborhood Fight Back Areas

The Neighborhood Fight Back Program is a resident mobilization effort that provides a temporary increase in city services to assist in community revitalization efforts. The increased services are targeted to reduce crime, eliminate, or prevent blight and help restore or stabilize neighborhoods.

Deviation from the complaint-based enforcement process will take place at the request of, and with the active support and cooperation of, area residents.

2. Neighborhood Initiative Areas

Combined with the city's long-standing commitment to improve distressed areas, the Neighborhood Services Department is focusing resources for concentrated and comprehensive revitalization in five Neighborhood Initiative Areas. The concept is to concentrate resources, complete revitalization, then move to other areas of need. The neighborhoods identified and selected require a comprehensive approach for restoration and revitalization. Staff works with residents so that success can be defined, and a strategy developed to achieve it.

These and future designated NIAs will allow for non-complaint-based inspections and enforcement.

3. Redevelopment Areas, Neighborhood Revitalization Areas, or other Target Areas

Code Enforcement Policy

The Neighborhood Services Department works with resident advisory committees and neighborhood organizations in the city's designated Redevelopment Areas and other Target Areas to eliminate blight and to promote residential and commercial redevelopment and revitalization. In order to support and complement redevelopment and revitalization efforts within the designated redevelopment and Target Areas, systematic and non-complaint-based code enforcement may be required.

At the request of Phoenix City Council members, certain Neighborhood Revitalization Areas are designated by the Neighborhood Services Department for neighborhood organization and revitalization activities. Based upon the request of, and in partnership with, the neighborhood organization, non-complaint-based code enforcement may be implemented in these areas.

4. Properties in the Immediate Area which are an Obvious Detriment or Blight

When an initial inspection is conducted, based on a complaint, the inspector may:

- a. Expand upon the initial complaint on the same property and determine whether violations exist on the following items identified by City Council:
 - High weeds/grass or dead/dry bushes, trees, weeds and/or other vegetation
 - Inoperable vehicles
 - Junk, litter and/or debris
 - Open/vacant buildings and structures
 - Outside storage
 - Fences in disrepair
 - Vehicles parked on a non-dust proofed surface or in non-permitted areas of residential front or side yards
 - Graffiti
 - Properties not listed on the Vacant Property Registry
- b. Inspect additional properties in the immediate area of the initial reported violation
- c. Limit the inspection to those items, which appeared as violations on the initial property on which the complaint was received; and the items listed in III (B)(4)(a).
- d. Initiate appropriate enforcement action

5. Environmental, Imminent Hazard and/or Fire Safety Conditions

In order to maintain and protect neighborhoods from imminent hazards, environmental hazards, fire hazards and other types of similar conditions that may immediately endanger or place residents in peril, the city will summarily inspect/abate any and all conditions which are discovered without benefit of complaint.

6. Seamless Service Efforts

The Neighborhood Services Department may be called upon by other departments or governmental agencies to partner on issues of community concern in areas outside of the city's designated Target Areas. It is the department's goal to provide seamless and coordinated service in such circumstances to facilitate the resolution of an identified community problem. In order to support and

Code Enforcement Policy

complement these interagency/interdepartmental efforts, systematic and non-complaint-based code enforcement may be implemented with the approval of the City Manager or designee.

7. City-designated Slum Properties

In an effort to comprehensively and effectively address multiple violations at city- designated slum properties, the Neighborhood Services Department may implement non-complaint-based code enforcement.

8. Recidivist/Chronic Recidivist Properties

To address frequently recurring violations on recidivist properties, the Neighborhood Services Department may initiate non-complaint-based inspections/ code enforcement on recidivist properties after case resolution to check for a recurrence of the same violation(s) and/or any of the common blight violations as identified in Section III. (B) (4) (a).

To assure lasting compliance on chronic recidivist properties, the Neighborhood Services Department shall initiate non-complaint based exterior inspections/ code enforcement on designated chronic recidivist properties after case resolution, to check for a recurrence of the same violation(s) and/or any of the common blight violations as identified in Section III. B. (4) (a).

9. Private Communities

Enforcement of violations within private communities with private roads and/or limited public access are generally the responsibility of the owner(s), responsible party, property manager, and/or park managers. NSD will enforce violations visible from the property boundaries and health and safety violations reported by residents within the community.

10. Short Term Rental Properties

To ensure the appropriate permitting requirements are met, the Neighborhood Services Department may proactively enforce non-permitted Short-Term Rentals. Additionally, the Director may adopt a policy to regularly inspect properties for compliance with Section 10-205.

IV. Hardship Assistance

A. Purpose

It is the intent of the city to provide assistance to all low- and moderate- income households that are eligible for financial assistance, and support for owners/responsible parties who are impacted by homelessness. Assistance and support will be provided in the form of information, referral, counseling, outreach, the provision of volunteer labor and/or the provision of direct financial assistance. Additional time to achieve compliance may also be necessary due to the resources offered.

B. Available Resources

Based upon funding availability and in some cases participant eligibility the Neighborhood Services Department will provide or coordinate the following types of assistance:

Code Enforcement Policy

- Information
- Housing, financial, landlord/tenant counseling
- Referral to public, private, or nonprofit sources of assistance
- Tool lending
- Volunteer labor assistance
- Graffiti abatement supplies and assistance
- Financial assistance to bring violations into compliance
- Housing rehabilitation/reconstruction (limited geographic areas only)

V. Interdepartmental/Interagency Cooperation

A. Purpose

The Neighborhood Services Department will cooperate with other departments and agencies when appropriate to further the mutual goals of nuisance abatement and neighborhood maintenance for the benefit of the entire community.

B. Cooperation From Other Departments

Upon the request of the director or designee, the Police Department and any other department of the city will assist and cooperate with the director in the performance of duties related to the enforcement of ordinances. This cooperation may include assistance in enforcement or abatement actions, including removal of persons from buildings or structures to be demolished.

C. Hazardous Conditions

The city manager or designee may order immediate abatement of a hazard without notice. The Neighborhood Services Department may also request official concurrence from other departments as to whether immediate abatement action is necessary. These departments or agencies include, but are not limited to, Police, Fire, Public Works, Development Services, and the Maricopa County Environmental Services departments.

VI. Annual Review by City Council

This Code Enforcement Policy will be reviewed and evaluated annually by the City Council.



NEIGHBORHOOD SERVICES DEPARTMENT

Neighborhood Preservation Division

CODE ENFORCEMENT POLICY

The Code Enforcement Policy, adopted by the Phoenix City Council, provides guidelines for enforcement of the Neighborhood Preservation Ordinance, Zoning Ordinance and portions of other codes and ordinances.

Neighborhood Services Department Mission

To Preserve, Enhance and Engage Phoenix Neighborhoods

Contact Us

Report a code violation:

phoenix.gov/myPHX311

(602) 534-4444

Check the status of a code enforcement case:

nsdonline.phoenix.gov/CodeEnforcement

(602) 534-4444

For information about the Neighborhood
Preservation Code Compliance program:

phoenix.gov/nsd/programs/compliance

For a copy of this publication in an alternate format or for reasonable accommodations, contact:

**Neighborhood Services Department ADA Liaison,
200 W. Washington St., Phoenix, AZ 85003. Voice (602) 534-4444. TTY 711.**

Esta información está disponible en español.

Code Enforcement Policy

Statement of Intent

The Code Enforcement Policy is to be used to guide the efforts of the Neighborhood Services Department to address violations of the City Code. To achieve compliance, it is the intent of the department to lead with education, provide resources when hardships exist, and enforce when necessary. Code enforcement is intended to be used to foster partnership with residents to support the overall health, safety, and welfare of the City, and to protect neighborhoods against hazardous, blighting, and deteriorating influences or conditions. Neighborhood Preservation Inspectors provide excellent customer service and will operate with fairness, integrity, transparency, and consistent professionalism while working to meet the department's intent.

I. Standard Code Enforcement

A. Purpose

It is the intent of the city of Phoenix to promote the health, safety, and welfare of the residents of Phoenix, Arizona. Part of this responsibility includes protecting neighborhoods from blighting and deteriorating conditions that have a negative impact on area property values and encourage social disorder and crime. This is achieved through ordinances and by establishing a policy to guide enforcement of the ordinances.

B. Standard Enforcement Policy

City of Phoenix residents are encouraged and supported in their efforts to maintain the physical environment of their neighborhoods through standards set in local ordinances. To assist in this endeavor, the following code enforcement policy has been established to guide the city in addressing properties with code violations.

The following actions will be taken on properties where there has been no case history or history of violations and/or previous enforcement action:

1. Inspection/Pre-notification

When a property complaint is received, the city will respond in the following manner:

a. Hazard Inspections

If the alleged violation concerns a potential health or safety hazard to the neighborhood or neighbors, inclusive of open/vacant buildings, fire and/or health hazards, unsecured pools or other health and safety hazards, the city will respond within 24 hours or one business day to attempt an inspection.

b. Pre-Notification Letter

If the alleged violation is not a potential health or safety hazard, if the property is occupied and if a mailing address is available, the city will issue a pre-notification letter to the owner/responsible parties notifying them that specific complaints have been received and that an inspection will be conducted within 11 days. Information on the most common blighting violations will also be included with the pre-notification letter.

Code Enforcement Policy

2. Formal Notice of Ordinance Violation (NOV)

Except in cases involving health and safety violations, cases with previous history of code violations, violations of a transient nature such as home occupation standards and violations involving vendors, the responsible party or parties will be officially notified that a violation has been discovered through an inspection and will be advised of specific corrective action required. They will also be advised through this process of what further action will be taken by the city if they do not comply. In addition, owners/responsible parties will be advised of available appropriate assistance as enumerated in Section IV.B. of this policy.

a. Timelines for NOV Compliance

- I. Standard – 15 days (minor violations)
- II. Standard – 35 days (significant cost to correct)
- III. Abatement – 35 days
- IV. Hazard – 0 to 24 hours
- V. Graffiti – 10 days
- VI. Rental Registration – 10 days
- VII. Illegal Signs – 5 days
- VIII. Mobile Vending – 0 to 15 days

The NOV will include an explanation that recidivists will receive only one official notice for a violation and that future offenses of city ordinances may result in legal action without issuance of further NOVs. Information on the most common blight violations will also be included with the NOV.

Cases involving inspections post issuance of an NOV will be conducted within four days of the scheduled compliance date.

3. Civil Citation

Owners/responsible parties who fail to comply will be subject to the issuance of a civil citation that will be adjudicated by a hearing officer/judge. In the case of properties that are not owner occupied the following general guidelines will apply:

- In general, tenants/occupants will be held responsible for items concerning routine maintenance and for personal property items.
- In situations where tenants/occupants have failed to fulfill their responsibility for compliance with city ordinances, owners/responsible parties may also be held accountable.
- In cases involving unoccupied properties, owners/responsible parties will be held accountable for all property conditions.

4. Criminal Complaint

Failure to comply with any of the preceding actions will be cause to proceed with a criminal complaint.

5. City Abatement

The city, at its own discretion, may choose to directly abate and assess (lien) for any and all violations that remain in non-compliance with city ordinances or regulations.

Code Enforcement Policy

6. Exceptions

Exceptions to the standard code enforcement policy are as follows:

Episodic Violations

- a. An episodic violation is one that occurs intermittently. To effectively address episodic violations in an expediated manner, the Neighborhood Services Department will deviate from the standard enforcement process and proceed to an immediate citation.

Violations include, but are not limited to, non-permitted events where the owner has been notified but activity continues, such as unauthorized parties that occur on commercial properties and events with outdoor entertainment without the appropriate use permit.

II. Recidivists Persons/Properties and Egregious Violations

A. Purpose

The recidivist process is designed to provide relief via an expedited enforcement process for neighborhoods experiencing problems with residents who repeatedly violate city ordinances and who have demonstrated an inability or unwillingness to remain a good neighbor by maintaining their property.

B. Definition

A recidivist case is a newly opened case on a property involving the same responsible party for the same violation or any of the common blight violations as specified in Section III (C)(4)(a), where within the last 12 months, the responsible party has been issued a NOV and/or civil citation, and/or had criminal charges filed for, and/or contractual abatement initiated.

An egregious violation is when the condition or state of a property is in an extreme state of violation, which could present health and safety issues, or is beyond the reasonable scenario where the owner may not be aware there is a violation.

If unusual or mitigating circumstances warrant, the City Manager or designee exempt a responsible party from the recidivist designation. In such cases, the City Manager or designee will seek input from the complainant, neighborhood associations or block watches in the area, area residents or other staff, as appropriate, to assist in making a determination.

C. Notification Policy

Cases with a violation observed at the initial inspection, which have been determined to be recidivist, chronic recidivist, or are categorized as an egregious violation, will not be issued a pre-notification letter or standard NOV, and an inspection will be conducted within three days. Cases will proceed immediately to one of the following code enforcement actions based on the unique facts of the case:

- issue a NOV requiring the abatement of the violations
- issue a civil citation
- request a criminal summons

Code Enforcement Policy

D. Consecutive Citations

If a violation remains uncorrected, a case involves imminent hazards, or a case remains open for an extended period of time, the inspector may issue a citation for each day the violation is observed. Issuing daily citations requires Code Compliance Manager approval.

III. Inspection/Enforcement

A. Purpose

The Neighborhood Preservation Ordinance, Zoning Ordinance and other ordinances and codes enforced by the Neighborhood Services Department are enforced on a complaint basis. This is designed to encourage resident, neighborhood association, block watch or other city department participation in the enforcement process. The graffiti supplies non-access regulations (Section 39-10 D) of the Neighborhood Preservation Ordinance, mobile vending regulations, Vacant Property Registry, Shopping Cart Certification, and common blight violations may be enforced proactively.

B. Confidentiality of Complaints

The Neighborhood Services Department's policy is to not publicly disclose complainant information, unless required by law. Once a violation is substantiated, the City of Phoenix serves as the official complainant for the duration of the case.

A property may be reported anonymously, or residents may choose to leave their contact information as part of the process for any additional inquiries for the inspector. Anonymous complaints will be accepted with the following exceptions: home occupation complaints; portions of the animal ordinance (Chapter 8); when past complaints for the same alleged violation on the same property have been found to be invalid on three or more occasions; and in situations when a street address is not provided. Complaints in these categories will require that the complainant provides a name and contact phone number.

C. Exceptions

Exceptions to the complaint-based enforcement policy are as follows:

1. Neighborhood Action Plans

A Neighborhood Action Plan is a resident mobilization effort that provides a temporary increase in city services to assist in community revitalization efforts. The increased services are targeted to reduce crime, eliminate or prevent blight, and help restore or stabilize neighborhoods.

Deviation from the complaint-based enforcement process will take place at the request of, and with the active support and cooperation of, area residents.

2. Strategic Code Enforcement Areas (Community Development Block Grant funded)

Strategic code enforcement activities are targeted to specific eligible regions determined to be deteriorating or deteriorated, to protect public health, safety, and welfare, and to encourage residents to maintain the appearance and value of their housing units, reduce crime in their neighborhood, and to protect the health and safety of residents using public facilities, in accordance with federal Department of Housing and Urban Development requirements. In order to be eligible,

Code Enforcement Policy

areas must be in low- and moderate-income census tracts and meet the requirements of being a slum and blight area, with a significant portion of the slum and blighted properties meeting that definition based on the built environment.

In addition to enforcement, other efforts may include, but are not limited to, conducting educational outreach on code compliance issues, initiating area property condition surveys, and providing technical and referral assistance to resolve city code violations.

3. Properties in the Immediate Area which are an Obvious Detriment or Blight

When an initial inspection is conducted, based on a complaint, the inspector may:

- a. Expand upon a complaint on the same property and determine whether violations exist on the following items identified by City Council or **similar/related violations**:
 - High weeds/grass or dead/dry bushes, trees, weeds and/or other vegetation
 - Inoperable vehicles
 - Junk, litter and/or debris
 - Open/vacant buildings and structures
 - Outside storage
 - Fences **or walls** in disrepair
 - Vehicles parked on a non-dust proofed surface or in non-permitted areas of residential front or side yards
 - Graffiti
- b. Inspect additional properties in the immediate area of the initial reported violation. **The immediate area is defined as the two adjacent properties plus the three across the street; may expand to the entire street at the inspector's discretion. A supervisor may approve to expand beyond the street if deemed appropriate.**
- c. Limit the inspection to those items, which appeared as violations on the initial property on which the complaint was received; and the items listed in III **(C)(4)(a)**.
- d. Initiate appropriate enforcement action.

4. Environmental, Imminent Hazard and/or Fire Safety Conditions

In order to maintain and protect neighborhoods from imminent hazards, environmental hazards, fire hazards and other types of similar conditions that may immediately endanger or place residents in peril, the city will summarily inspect/abate any and all conditions which are discovered without benefit of complaint.

5. Seamless Service Efforts

The Neighborhood Services Department may be called upon by other departments or governmental agencies to partner on issues of community concern in areas outside of the city's designated Target Areas. It is the department's goal to provide seamless and coordinated service in such circumstances to facilitate the resolution of an identified community problem. In order to support and complement these interagency/interdepartmental efforts, systematic and non-complaint-based code enforcement may be implemented with the approval of the City Manager or designee.

Code Enforcement Policy

6. City-designated Slum Properties

In an effort to comprehensively and effectively address multiple violations at city- designated slum properties, the Neighborhood Services Department may implement non-complaint-based code enforcement.

7. Recidivist/Chronic Recidivist Properties

To address frequently recurring violations on recidivist properties, the Neighborhood Services Department may initiate non-complaint-based inspections/code enforcement on recidivist properties after case resolution to check for a recurrence of the same violation(s) and/or any of the common blight violations as identified in Section III (C)(4)(a).

To assure lasting compliance on chronic recidivist properties, the Neighborhood Services Department shall initiate non-complaint based exterior inspections/code enforcement on designated chronic recidivist properties after case resolution, to check for a recurrence of the same violation(s) and/or any of the common blight violations as identified in Section III (C)(4)(a).

8. Private Communities

Enforcement of violations within private communities with private roads and/or limited public access are generally the responsibility of the owner(s), responsible party, property manager, and/or park managers. NSD will enforce violations visible from the property boundaries and health and safety violations reported by residents within the community.

9. Short Term Rental Properties

To ensure the appropriate permitting requirements are met, the Neighborhood Services Department may proactively enforce non-permitted Short-Term Rentals. Additionally, the Director may adopt a policy to regularly inspect properties for compliance with Section 10-205.

IV. Hardship Assistance

A. Purpose

It is the intent of the city to provide assistance to all low- and moderate- income households that are eligible for financial assistance, and support for owners/responsible parties who are impacted by homelessness. Assistance and support will be provided in the form of information, referral, counseling, outreach, the provision of volunteer labor and/or the provision of direct financial assistance. Additional time to achieve compliance may also be necessary due to the resources offered.

B. Available Resources

Based upon funding availability and in some cases participant eligibility the Neighborhood Services Department will provide or coordinate the following types of assistance:

- Information
- Housing, financial, landlord/tenant counseling

Code Enforcement Policy

- Referral to public, private, or nonprofit sources of assistance
- Tool lending
- Volunteer labor assistance
- Graffiti abatement supplies and assistance
- Financial assistance to bring violations into compliance
- Housing rehabilitation/reconstruction (limited geographic areas only)

V. Interdepartmental/Interagency Cooperation

A. Purpose

The Neighborhood Services Department will cooperate with other departments and agencies when appropriate to further the mutual goals of nuisance abatement and neighborhood maintenance for the benefit of the entire community.

B. Cooperation From Other Departments

Upon the request of the director or designee, the Police Department and any other department of the city will assist and cooperate with the director in the performance of duties related to the enforcement of ordinances. This cooperation may include assistance in enforcement or abatement actions, including removal of persons from buildings or structures to be demolished.

C. Hazardous Conditions

The city manager or designee may order immediate abatement of a hazard without notice. The Neighborhood Services Department may also request official concurrence from other departments as to whether immediate abatement action is necessary. These departments or agencies include, but are not limited to, Police, Fire, Public Works, Development Services, and the Maricopa County Environmental Services departments.

VI. Annual Review by City Council

This Code Enforcement Policy will be reviewed and evaluated annually by the City Council.



Report

Agenda Date: 5/27/2026, Item No. 3

Head Start Birth to Five Monthly Report - March - Districts 1, 3, 4, 5, 7 & 8

This report provides the Community Services and Education Subcommittee, which serves as the City of Phoenix Head Start Birth to Five Governing Board, with an updated summary of the Head Start Birth to Five Program's financial and programmatic status.

THIS ITEM IS FOR INFORMATION ONLY.

Summary

The Improving Head Start for School Readiness Act of 2007 requires each Head Start Grantee to share monthly information with the Governing Board and Policy Council on program planning, policies and operations. In compliance with the Act, the Head Start program provides a monthly report on the following areas:

- Fiscal expenditures.
- Enrollment reports.
- School attendance.
- Medical/dental exams.
- Program information summaries.
- Nutrition.
- Child Incident Reports.
- Program Instructions or Information Memorandums.

Fiscal Expenditures

Attachment A shows year-to-date expenditures for the Fiscal Year 2025-26. The report includes a breakdown of each Education Service Provider, Child Care Partnership, Policy Council, and the administrative support budget.

Enrollment Reports

The Office of Head Start requires programs to report the total number of children enrolled on the last day of each month. At the end of March, the total program enrollment was 2,199 out of 2,209 available slots, for a 99 percent enrollment rate.

Enrollment at the end of March for the Preschool Education Service Providers was 1,955 out of 1,957 slots, or 99 percent.

The Early Head Start program, which includes home-based and center-based year-round programming, ended the month with 244 slots filled out of 252, representing 96 percent capacity. The home-based program ended the month with 37 of 44 available slots filled, for an 84 percent rate. The center-based program filled 207 out of 208 slots, representing a 99 percent.

Full Enrollment Initiative

Early Head Start (EHS) continues to participate in the Full Enrollment Initiative because enrollment fell below 97 percent in October 2025. As of November 2025, EHS has met the minimum enrollment requirement of 97 percent. To have the chronically under-enrolled designation removed, EHS must maintain an enrollment rate of at least 97 percent for a total of six consecutive months.

School Attendance

The Office of Head Start sets an annual attendance target of 85 percent. **Attachment B** indicates the year-to-date average attendance through the end of March. Head Start Preschool was 86 percent, and the Early Head Start Center-Based program was 76 percent.

Classroom Closures

Head Start programs are required to report classroom closures and significant incidents to the Office of Head Start within seven calendar days of the event. In March, three classroom closures occurred. The Moon Mountain Elementary site, operated by the Washington Elementary School District, and the Cartwright Early Childhood site, managed by Greater Phoenix Urban League, each closed due to staffing shortages. Additionally, the Greater Phoenix Urban League experienced a half-day closure at Glenn L. Downs Academy due to an air conditioning failure.

Medical/Dental Exams

Head Start regulations require all children to receive annual medical and dental exams. By the end of March, 2,478 medical and 2,313 dental exams were completed, totaling 4,791 exams as shown in **Attachment C**.

Program Information Summaries

Please see **Attachment D**.

Child Incident Reports

The Head Start Program Performance Standards require programs to submit reports

on any significant incidents affecting program participants' health and safety. This includes injuries requiring hospitalization, emergency room treatment, or a doctor's visit. Additionally, significant incidents include inappropriate discipline, potential child abuse or maltreatment, lack of supervision, or unauthorized release of a child. One Child Incident Report was submitted to the Office of Head Start in March.

Department of Child Safety Reports

All Head Start and Early Head Start staff are required to report suspected child abuse and neglect to protect children and help children and families connect to services. In March, a report was made to the Department of Child Safety.

Program Instructions or Information Memorandums

Periodically, the Office of Head Start needs to provide information or programmatic updates to all Head Start Grantees. This is done through Program Instructions (PIs) and Information Memorandums (IMs). PIs provide information or recommendations from the United States Department of Health and Human Services Administration for Children and Families to States, Tribes, grantees and others. This includes various child welfare issues that often lead to guidance or policy changes. IMs provide up-to-date information but do not establish requirements or supersede existing laws or official guidance. In March, no PIs or IMs were released.

Locations

Alhambra Elementary School District, 4510 N. 37th Avenue
Cartwright Elementary School District, 5220 W. Indian School Road
Deer Valley Unified School District, 20402 N. 15th Avenue
Fowler Elementary School District, 1617 S. 67th Avenue
Isaac School District, 3348 W. McDowell Road
Laveen Elementary School District, 5601 W. Dobbins Road
Murphy Elementary School District, 3140 W. Buckeye Road
Pendergast Elementary School District, 3802 N. 91st Avenue
Phoenix Elementary School District, 1817 N. 7th Street
Riverside Elementary School District, 1414 S. 51st Avenue
Roosevelt Elementary School District, 6000 S. 7th Street
Skyrise School of Black Canyon, 10653 N. 25th Avenue
Skyrise School of Laveen, 755 S. 51st Avenue
Washington Elementary School District, 4650 W. Sweetwater Avenue
Wilson Elementary School District, 3025 E. Fillmore Street
Council Districts: 1, 3, 4, 5, 7, and 8

Responsible Department

This item is submitted by Deputy City Manager Gina Montes and the Human Services

Department.

ATTACHMENT A

Fiscal Expenditures Yr 2 FY25 Head Start Financial Summary Grant 890246 Planned level of Expenditures

Fund Center	Program	FTE	Revised Budget 2025-2026	FY25 YEAR-TO-DATE Expenditures	FY25 Remaining Balance	FY25 YEAR-TO-DATE % Spent
8940050001	HS Administration	12	\$ 3,933,712	\$ 2,232,901	\$ 1,700,811	57%
8940050004	HS T&TA	-	\$ 325,611	\$ 104,819	\$ 220,792	32%
8940050012	HS Policy Council	-	\$ 45,450	\$ 17,561	\$ 27,889	39%
8940050015	HS Mental Health	4	\$ 549,830	\$ 405,954	\$ 143,876	74%
8940050016	HS Casework Support	67	\$ 6,516,345	\$ 4,764,576	\$ 1,751,769	73%
8940050017	HS Classroom Support	16	\$ 1,976,964	\$ 1,521,362	\$ 455,603	77%
	Total City of Phoenix	99	\$ 13,347,913	\$ 9,047,173	\$ 4,300,739	68%
8940051001	Alhambra	-	\$ 4,232,086	\$ 2,533,415	\$ 1,698,670	60%
8940051003	Booker T Washington	-	\$ 4,343,006	\$ 3,008,216	\$ 1,334,791	69%
8940051005	Washington	-	\$ 3,719,399	\$ 2,144,434	\$ 1,574,965	58%
8940051006	Deer Valley	-	\$ 1,913,945	\$ 839,694	\$ 1,074,251	44%
	Greater Phoenix Urban					
8940051010	League	-	\$ 7,415,258	\$ 5,294,122	\$ 2,121,135	71%
8940051116	Fowler	-	\$ 1,340,478	\$ 704,086	\$ 636,392	53%
	Total Education Service Providers	-	\$ 22,964,171	\$ 14,523,967	\$ 8,440,204	63%
	Early Head Start Operations					
8940505021	Support	52	\$ 5,314,416	\$ 3,560,630	\$ 1,753,786	67%
8940505024	Early Head Start T&TA	-	\$ 161,858	\$ 36,328	\$ 125,530	22%
8940505025	EHS Deer Valley	-	\$ 1,048,064	\$ 652,876	\$ 395,188	62%
8940505026	EHS Fowler	-	\$ 816,548	\$ 471,952	\$ 344,596	58%
8940505027	EHS Booker T Washington	-	\$ 518,000	\$ 231,057	\$ 286,943	45%
	EHS Greater Phoenix Urban					
8940505028	League	-	\$ 740,000	\$ 359,099	\$ 380,901	49%
	Total Early Head Start	52	\$ 8,598,886	\$ 5,311,942	\$ 3,286,944	62%
8940505029	Nutrition Supplement		389,263	34,406	354,857	9%
	Grand Total	151	45,300,232	28,917,488	16,382,745	64%
	Revenues - PMS		45,300,232	24,902,440	20,397,792	55%

ATTACHMENT B

Percentage of Preschool Attendance		
Target: 85%	YTD Percent:	86%

Goal:

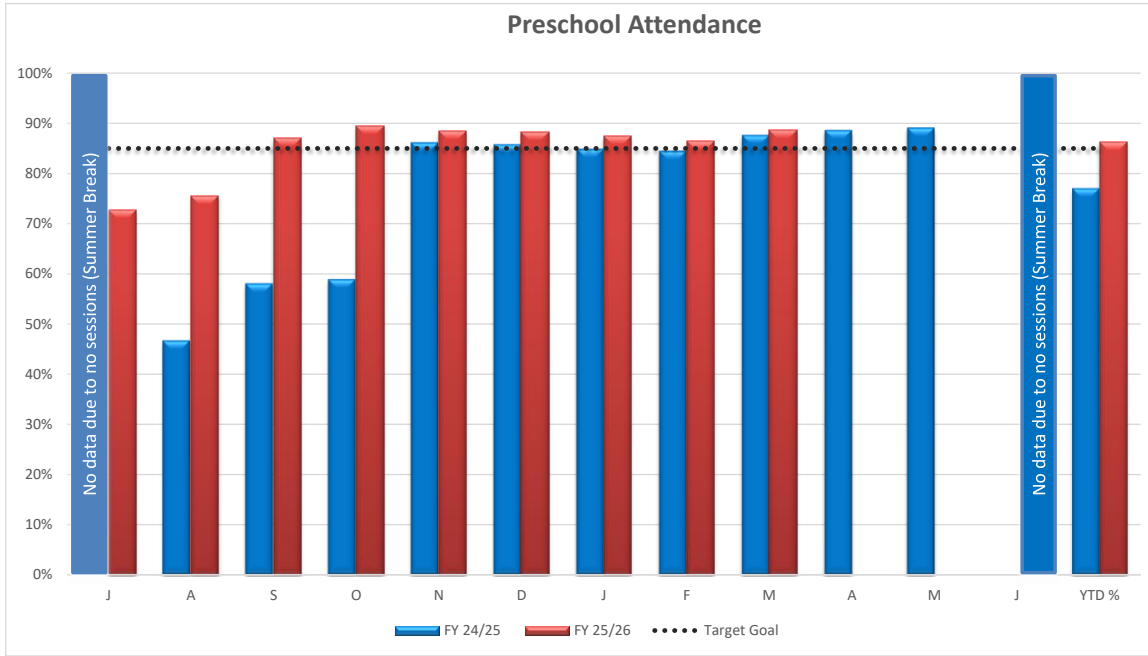
Increase attendance of Head Start Birth to Five children.

Target:

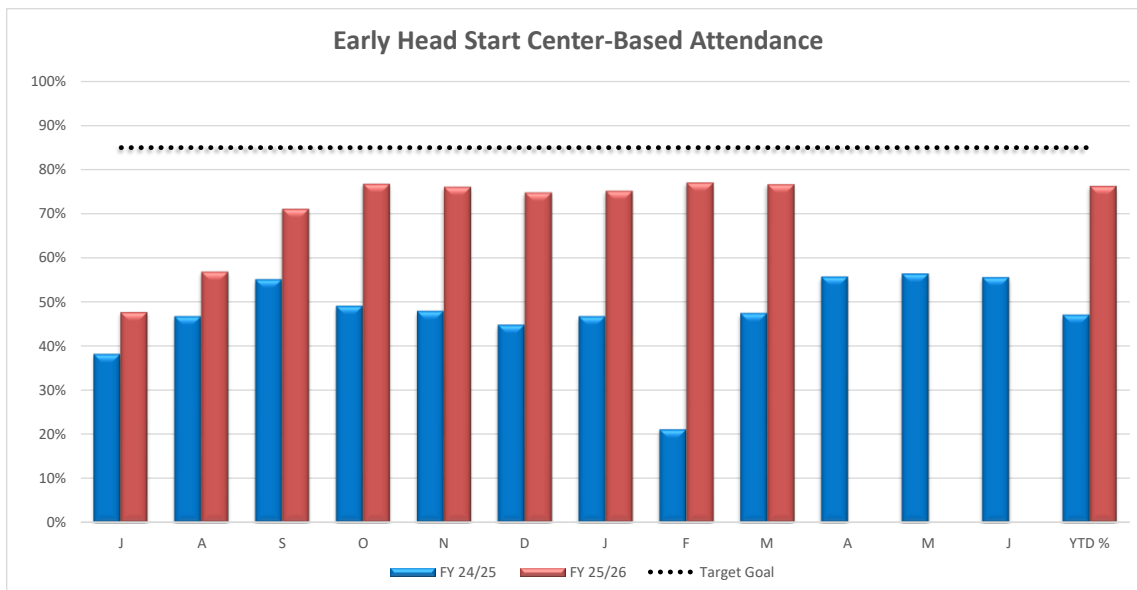
85% of children will attend each day.

Significance:

Attendance is a key factor in being able to get children ready to attend kindergarten.



Percentage of Early Head Start Center-Based Attendance		
Target: 85%	YTD Percent:	76%



ATTACHMENT C

Head Start Birth to Five Medical Exams Completed

Target: 2,209 exams

FY 25-26 Medical Exams:

2,478

Goal:

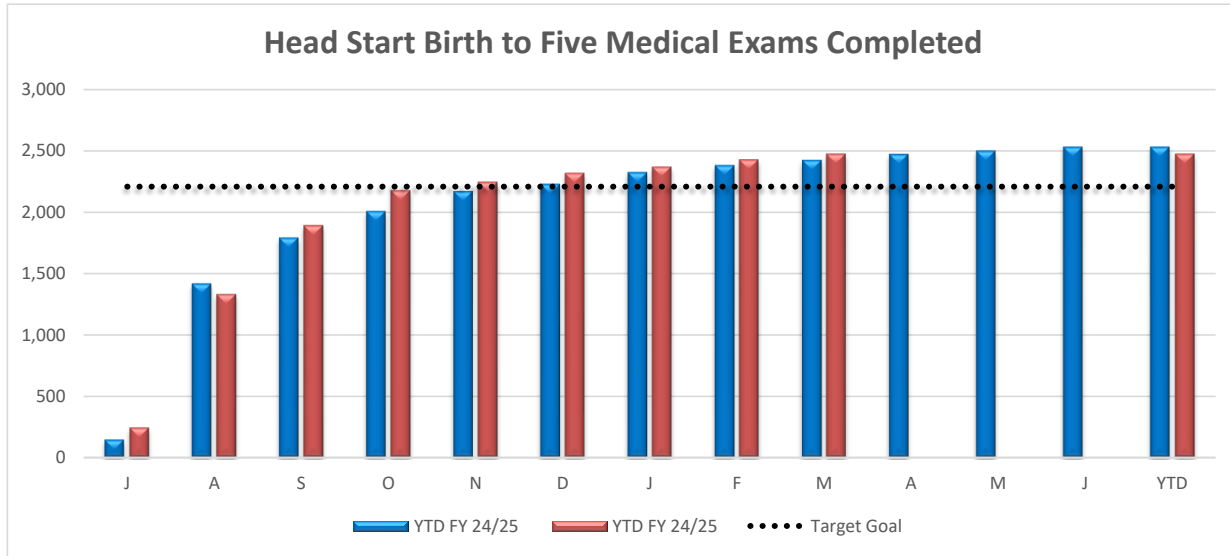
Ensure Head Start Birth to Five children receive necessary medical and dental exams.

Target:

2,209 Medical Exams and 2,209 Dental Exams

Significance:

Head Start Birth to Five children are required to have medical and dental exams as part of the Head Start regulations.

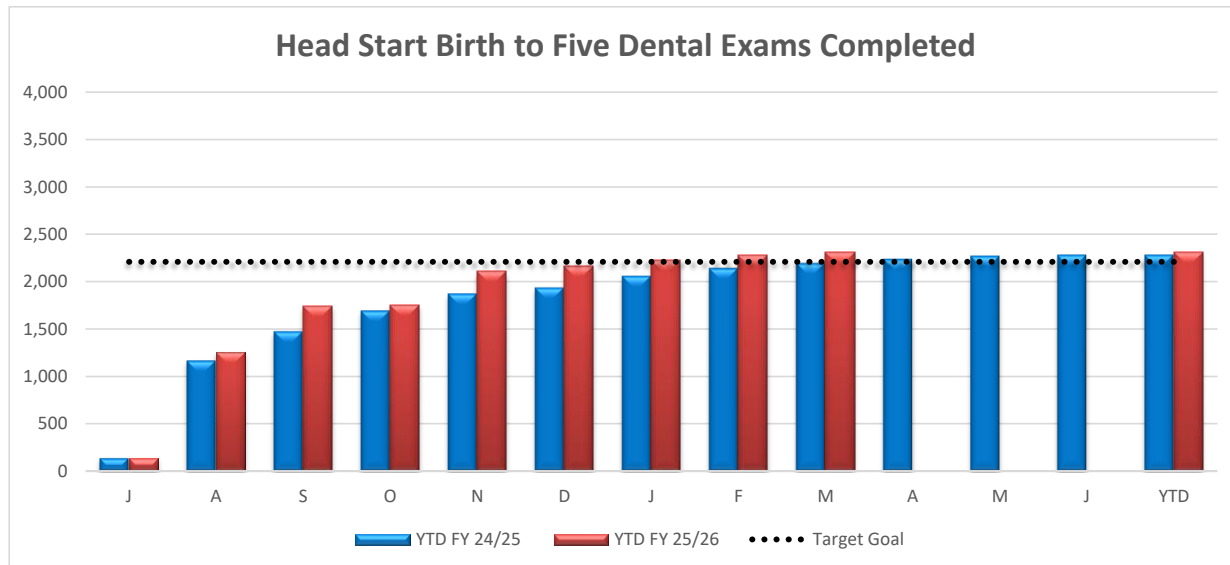


Head Start Birth to Five Dental Exams Completed

Target: 2,209 exams

FY 25-26 Dental Exams:

2,313



ATTACHMENT D

Program Information Summaries

School Readiness Module: My Home is a Learning Environment

On March 5, Head Start Birth to Five staff conducted a School Readiness training at Alhambra Preschool Academy titled “My Home is a Learning Environment.” Two sessions were offered to parents: a Spanish session in the morning and an English session in the afternoon. A total of 11 families participated in the training. Families received a booklet with activities designed to support their children’s development within the home environment.

School Readiness Module: Partnership for Success

On March 18, Head Start Birth to Five caseworkers facilitated a School Readiness Partnership for Success workshop at the MC Cash School through the Greater Phoenix Urban League Head Start. Families received training on defining school readiness, exploring the five learning domains, and understanding school readiness goals. They also reviewed how young children learn and identified ways to support learning through play at home.

School Readiness Module: Self-Regulation

On March 5 and 29, Head Start Birth to Five caseworkers facilitated two Self-Regulation, Attachment, and Relationships workshops at the Greater Phoenix Urban League Byron A. Barry Preschool and Cartwright Early Childcare Center sites. Families learned how to define mental health in early childhood, understand self-regulation and its connection to school readiness, and recognize the importance of healthy attachments and relationships.

Deer Valley Head Start Annual Picnic

On March 12, Deer Valley Head Start hosted its annual picnic at Sunrise Elementary for children and families. The event included family activities such as a bubble machine, games, a trail mix station, and an educational shape-sorting table. Every family received pizza and an educational item. Over 350 people attended.



Report

Agenda Date: 5/27/2026, Item No. 4

Phoenix Public Library Advisory Board Recommended New Name for Library in Laveen - District 8

This report details the process Phoenix Public Library used to determine a new name for the Library in Laveen. It also shares the new name recommended by the Library Advisory Board.

THIS ITEM IS FOR INFORMATION ONLY.

Summary

In response to the approval by Council of Item 25 at the March 25, 2026 Formal City Council Meeting to rename the holiday and facilities named for Cesar Chavez, Phoenix Public Library completed a process to rename Cesar Chavez Library. Phoenix Public Library has a tradition of naming facilities after Sonoran Desert plants that began in the early 1960s. In 1963 a policy adopted by the Library Advisory Board and approved by the Phoenix City Council required branch libraries to bear names reflecting flora and plants indigenous to the desert region of Arizona. Two recent exceptions-South Mountain Community Library and Cesar Chavez Library-were named based on their unique associations with City of Phoenix, community partner organizations and geographical placement.

Following the March 25, 2026 meeting, Phoenix Public Library staff solicited feedback from the community to identify a new name based on the traditional naming convention. This included an invitation for public input from April 13 through May 15, 2026. Community members voted on one of five Sonoran Desert plant name options: Prickly Pear, Creosote, Chaparral, Senita and Manzanita.

The Library provided a page on phoenixpubliclibrary.org outlining the process for renaming Cesar Chavez Library, including access to the survey, steps and timeline. Staff issued messaging to Cesar Chavez Library cardholders with a survey and information about the renaming process. Team members worked with the librarian at what was Cesar Chavez High School to connect with students and solicit their input. Library leadership heard feedback and concerns from Council districts, community members and members of the Library Advisory Board.

The final selection was presented to the Phoenix Public Library Advisory Board. The Board recommends moving two options to the Heritage Commission on which to vote. One option is Prickly Pear, the name identified as the winner in the survey. The other is to reopen community input with the additional options of “Dolores Huerta Library” and “Farmworkers Library,” adding a write in option and including a required zip code. The Heritage Commission will provide a final recommendation to City Council.

Location

City Council District 8

Responsible Department

This item is submitted by Deputy City Manager Gina Montes and the Library Department.



Report

Agenda Date: 5/27/2026, Item No. 5

40th Annual Outstanding Phoenix Youth Leader of the Year Program - Citywide

This report provides the Community Services and Education Subcommittee with an update on the 40th Annual Outstanding Phoenix Youth Leader (OPYL) of the Year Award Program.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

For 40 years, the Outstanding Phoenix Youth Leader of the Year Award has recognized high school students (grades 9-12) who demonstrate resilience in the face of adversity and make meaningful contributions to their communities. On May 1, the Youth and Education Office announced the 2026 Outstanding Phoenix Youth Leaders at a luncheon held at the Phoenix Country Club. The event was sponsored by Phoenix Rotary 100 and Anytown Leadership Program. This year's winners represented 13 high schools and 5 school districts.

Applicants are required to submit a personal statement addressing their community involvement and impact, commitment to excellence and future goals. They must also provide a letter of recommendation from someone who has made a meaningful difference in their lives. The top applicants are interviewed by a panel of representatives from each sponsoring organization to select the overall Council District winners.

Two high school students from each of the eight City Council districts are selected as district winners. Each district winner receives a \$1,000 scholarship. From these district winners, two overall citywide winners are chosen, each receiving an additional \$2,000 scholarship. All winners are recognized in City publicity materials and have opportunities to participate in citywide programs and special appearances to promote youth issues.

The first 2026 Outstanding Phoenix Youth Leader is Valeria Venzor, who helped establish Loma Linda Elementary School's first student advisory council and represented her peers in the Creighton District's Kids Congress. There, she spoke to the governing board about policies supporting families. Her service includes student

government, community cleanups, supporting her school's awareness club, and volunteering at food distribution sites and her church. Despite periods of housing instability and caring for her siblings, she has maintained a 4.26 Grade Point Average (GPA). Inspired by her teacher, Ms. King, she learned that leadership is rooted in perseverance and impact. Valeria hopes to become an immigration lawyer to support families navigating complex systems.

The second 2026 Outstanding Phoenix Youth Leader is Timothy Stanly from Council District 6. Timothy dedicated 13 years to soccer, building resilience and leadership that earned him Student Athlete of the Year out of 3,000 players and All-State varsity honors. After a chronic injury ended his playing career, he shifted his focus to sports medicine and became Arizona's first qualifier and later a national finalist in the American Academic Competition Institute (AACI) National Sports Medicine Competition. He founded his school's Sports Medicine Club and Arizona's first National Honor Society of Sports Medicine chapter, raising \$3,000 to provide injury-prevention kits for 600 underserved youth. He also created the Orthopedics & Sports Medicine Collective, now a global resource used by more than 2,000 students in six countries. A dedicated community volunteer and Phoenix Police Cadet, Timothy aims to become a physician researcher in sports medicine and cardiology focused on advancing health equity.

Below are the students selected from each Phoenix City Council district and awarded a \$1,000 scholarship. Individual photos and profiles of the students are also available at phoenix.gov/education.

Council District 1

Amanda Hoglund leads with purpose, creating initiatives that educate, protect and empower Arizona families and students.

Maanvik Poddar strengthens his community by leading efforts that promote safety, learning and well-being for Phoenix youth and families.

Council District 2

Aavi Shah makes a meaningful impact through steady service, humble leadership and the belief that small acts can help a community grow.

Anay Pruthy demonstrates that listening, honoring dignity and ensuring no one faces hardship alone are essential to building a stronger community.

Madeline Sage discovered the power of youth leadership when she helped raise more than \$13,000 to grant a Make-A-Wish dream, showing how creativity and compassion

create real change.

Council District 3

Arturo Macias shaped his commitment to pursue law through service to Phoenix families, advocacy for immigrant youth and dedication to justice in honor of his father.

Elizabeth Young learned through supporting immigrant families and leading national Future Business Leaders of America (FBLA) initiatives that leadership begins with understanding others and creating pathways where every student can thrive.

Council District 4

Adam Shamoun is motivated by fairness and sustainability as he grows a book-drive nonprofit, develops tools to reduce waste and works toward a more just future from Phoenix to the Navajo Nation.

Council District 5

Divine Ibeabuchi is driven by her experience as a first-generation student and her compassion developed through medical training to become an OB/GYN who provides families with dignity and care.

Trang Tran learned through coaching and supporting her under-resourced team that leadership means showing up for others and helping young people believe in themselves.

Council District 6

Tara Ghafouri has grown into a leader who uses storytelling and advocacy to bridge divides and create spaces where every student feels proud of who they are.

Council District 7

Madeline Stinnett strives to create welcoming spaces where every child feels seen, supported and inspired to grow.

Mia Medina is determined to become a crime-scene investigator who brings closure to families and honors her parents' sacrifices.

Council District 8

Arianna Gortarez aims to become a journalist who uplifts resilient communities in Phoenix and beyond.

Hailey Montalvo Leon hopes to become a forensic toxicologist who uncovers truth with compassion and serves Phoenix families with dignity.

Responsible Department

This item is submitted by Deputy City Manager Gina Montes and the Youth and Education Office.



Report

Agenda Date: 5/27/2026, Item No. 6

Mental Health Matters: 2nd Annual Mental Health Awareness Month Summary - Citywide

This report provides the Community Services and Education Subcommittee with an overview of the Human Services Department’s (HSD) planned activities, partnerships, and community engagement efforts for Mental Health Awareness Month in May. These activities aim to raise awareness, promote resources, and support the well-being of Phoenix residents.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

May is nationally recognized as Mental Health Awareness Month, which is dedicated to reducing stigma, increasing awareness, and connecting individuals to mental health services.

The City of Phoenix formally adopted Mental Health Awareness Month in May 2025 and continues to expand programming each year to promote mental health education, visibility, and access to resources.

In 2025, the City implemented a range of successful activities, including a Mayoral Proclamation, council newsletter features, lighting Phoenix City Hall green for the month, hosting a “Wear Green Day,” offering a citywide event calendar, launching a 31-day social media campaign, and conducting a Mental Health & Wellness Community Resource Fair attended by more than 200 community members and supported by 22 providers and seven City departments.

For the 2026 campaign, HSD will continue the activities from 2025 with new initiatives, which include expanded city and community partnerships, additional suicide-awareness training opportunities such as Question, Persuade, Refer (QPR) and SAFETalk, Teen Lifeline training sessions, the Phoenix Union Mental Health Awareness Art Contest, and a “Take What You Need” display in the City Hall Atrium. These additions build on existing efforts by broadening engagement, training, and community participation.

Event Dates:

Wear Green Day - May 6, 2026

Mental Health Community Resource Fair - May 14, Helen Drake Senior Center

Responsible Department

This item is submitted by Deputy City Manager Gina Montes and the Human Services Department.



Report

Agenda Date: 5/27/2026, Item No. 7

Project Assist Update - Citywide

This report provides an update to the collaborative partnership with the Human Services, Water and Public Works Departments to provide financial assistance for current or past due City services bills. The update provides a program overview, information regarding households served and how residents with low-incomes can access services.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

Project Assist offers critical financial support to City of Phoenix residents with limited income who are struggling to pay their City Services bill. Through this program eligible customers can apply for and receive a credit that is directly applied to their utility account, helping reduce outstanding balances.

The Human Services Department administers the program, conducting intake, eligibility screening and benefit distribution. Water Services and Public Works provide program funding and collaborate to ensure smooth integration with billing systems, customer communication and data sharing. The partnership reinforces the City's commitment to promoting household stability, maintaining access to essential services and supporting community well-being.

Responsible Department

This item is submitted by Deputy City Manager Gina Montes and the Human Services Department.



Report

Agenda Date: 5/27/2026, Item No. 8

Supports and Strategies to Assist People Experiencing Homelessness with High Acuity - Citywide

This report provides an overview of resources and current strategies being used to help assist people experiencing homelessness with high acuity to the Community Services and Education Subcommittee.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

Background

The Office of Homeless Solutions (OHS) provides support for people experiencing homelessness and is committed to ending homelessness through a comprehensive, regional approach to shelter and heat relief, outreach, supportive and behavioral health services, homelessness prevention and supportive housing. OHS works with service providers and regional partners to implement solutions that address homelessness. The purpose of this report is to discuss some of the barriers to assisting people experiencing homelessness with high acuity and how OHS works to serve them.

There are many factors that contribute to homelessness. Acuity is defined as the level of care a person needs; an individual with high acuity has the most complex, severe and co-occurring health, behavioral or social needs. Providing support to individuals with high acuity experiencing homelessness involves understanding the severity of a person's needs, which helps determine the urgency and type of services they should receive. Many of those experiencing homelessness for long periods of time may be considered high acuity. It is also common for this segment of those experiencing homelessness to become highly resistant to services. Within this population, co-occurring substance use disorders, severe mental illness and complex physical health vulnerabilities create compounding barriers to stability. Because of prolonged trauma and past experiences with systemic gaps, this segment of those experiencing homelessness can become resistant to services requiring intensive, trust-building engagement over extended periods before accepting traditional shelter or treatment. Navigating substance use challenges is a critical component of homelessness services, as active addiction can accelerate housing instability.

OHS operates substantial outreach and engagement efforts to address the differing needs of people experiencing homelessness. In addition, the City invested to create significant shelter and housing solutions to serve individuals and families with the most need. Although many resources exist in the homeless services system now, that did not exist just a few short years ago, there is tremendous need in areas outside of City operations. Substantial investment by State and Federal partners is still needed. Gaps in the system include a sizable lack of permanent supportive housing for people with the highest acuity, easily accessible treatment programs and a lack of care coordination.

Responsible Department

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