



City of Phoenix

General Information Packet

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Office of Homeless Solutions Program Report

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

Summary

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

Human Services Campus Enhanced Engagement

To date, OHS staff have completed eight enhanced engagement opportunities in the area around the Human Services Campus (HSC). Staff from OHS, HSC and Community Bridges, Inc. (CBI) were available at each engagement effort to assist anyone who was unable to move their belongings on their own. In addition, streets were cleaned, which consisted of removing trash, waste, and other debris from each identified block. The streets were then closed to camping. Of the eight enhanced engagements, staff engaged 259 people in the area. Of those engaged, 206 accepted indoor shelters or treatment programs, totaling an overall 80 percent acceptance rate.

Summer Heat Relief Update

On May 15, 2023, OHS partnered with St. Vincent de Paul to open a portion of the lobby at the Sunnyslope Family Services Center during weekdays to accommodate up to 40 individuals experiencing unsheltered homelessness at a time. Through July 28, 2023, 2,718 duplicated individuals have utilized this service. In addition, beginning on July 19, 2023, a cooling bus was operationalized near the HSC, around 9th Avenue and Jackson Street, to offer respite from the summer heat. The cooling bus was temporarily available for use from 11 a.m.- 7 p.m. daily through Sept. 4, 2023. Throughout the summer, 7,489 duplicated individuals utilized this service.

Existing Shelter Project Outcomes

Phoenix invested in four major projects in 2022 to create and provide 592 new shelter beds, and three projects to date in 2023 to provide 120 new shelter beds. The attached tables (**Attachment A**) represent the bed utilization at the shelters and an unsheltered count around the HSC including:

- Number of unduplicated clients served at the Washington Relief Center;
- Number of unduplicated clients served at Respiro;
- Number of unduplicated clients served at Rio Fresco;
- Number of unduplicated clients served through the I-HELP Program;
- Number of unduplicated clients served at St. Vincent de Paul temporary hotel shelter;
- Number of unduplicated clients served at Mercy House temporary hotel shelter;
- Average monthly usage at the Central Arizona Shelter Services Single Adult Shelter; and
- Count of unsheltered persons experiencing homelessness and the various types of tents and alternate shelters found of the area immediately surrounding the HSC.

Success Story

When a male client first arrived in Phoenix from Denver, he realized that his money had run out and ended up sleeping on the street. He began working for Goodwill and needed to make more money to survive in the Phoenix area. The individual heard of St. Joseph the Worker during visits to Paz de Christo and St. Vincent de Paul. He had been experiencing unsheltered homelessness for a year before coming to St. Joseph the Worker for better employment and housing. He worked with Employment Services to obtain higher paying employment and was ready for the Workforce Villages Program. The individual was dedicated to the program and worked on budgeting which gave him confidence in his ability to have long-term success. He ultimately moved into his own apartment and remains on a path of self-sustainability. When asked about advice he would give to others, he expressed that “the only thing holding you back is yourself, and you must be humble and grateful and aspire to be better.”

Success Story

A married couple with four children were experiencing homelessness after being evicted for non-payment of rent. The rental amount for the apartment they had been renting for three years had increased to an amount they no longer could afford. They were sleeping in a church with their children. They enrolled in Phoenix Outreach after they arrived at the CBI office for assistance. The CBI navigation team placed them in a Chicanos Por La Causa shelter and provided food boxes and support services. St. Joseph the Worker supplied bus passes for the male client, which enabled him gained

employment. The female client was provided free dental services for dental pain she was experiencing. CBI's navigation team also brought the family to the Family Housing Hub to complete an in-person intake. United Methodist Outreach Ministries (UMOM) was able to assist with providing permanent housing to the family. The female client stated it was refreshing and inspiring to know someone genuinely cared and was able to help her family. The clients are hopeful that the future will only get better from here.

Success Story

The CBI Outreach team was called to provide outreach to the area of 51st Avenue and Baseline Road in front of a fast-food restaurant. As they were leaving, they noticed a man having difficulty walking across the parking lot not wearing shoes. The temperature outside was 112 degrees. The team offered the man socks and shoes that they had in their vehicle. The shoes fit perfectly. The client stated he had been experiencing homelessness for about a week. He had been in sober living and had to leave for alcohol use. After he agreed to go to detox, he was transported to a CBI West Valley location. He stated that he would like to return to sober living, as he had been drinking his entire life and wants to change. Staff offered him encouragement, and the client was grateful and thanked them multiple times.

Upcoming Shelter Projects

As outlined above, the I-HELP partnership with Lutheran Social Services started in May 2023 and brought 20 new beds to the region. In addition, OHS is investing in an additional seven major projects which are expected to complete in 2023-2024 and provide an additional 915 new indoor shelter/transitional beds to the region.

The attached tables (**Attachment B**) represent a summary of new shelter beds created with City of Phoenix investments including the 592 new indoor shelter beds in 2022, 120 beds created in 2023 to date, and the additional 915 indoor shelter beds that are in process and expected to be completed during 2023-2024. The total new beds to be created during the 2022-2024 timeframe is 1,627.

Office of Homeless Solutions Staff Outreach Success Stories

Success Story

OHS Homeless Liaisons engaged with a male individual residing under a bridge on Jefferson Street who had reported experiencing homelessness for about a month after relocating to Phoenix from Georgia. The individual works at Amazon and has his own vehicle. OHS Homeless Liaisons offered shelter placement and the individual accepted. The individual followed a Homeless Liaison in his vehicle to the Washington Street Shelter to complete intake and enter shelter and access support services.

Success Story

An OHS Homeless Liaison and Caseworker III engaged with a 29-year-old male and 29-year-old female in a conveyance tunnel at 16th Street and Greenway who had recently been asked to leave a friend's apartment due to limited space. The Homeless Liaison secured a bed for both individuals at the Washington Relief Center, and then transported them and their belongings to the program, where the two entered shelter and would now have access to support services.

Responsible Department

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

ATTACHMENT A

Shelter Status Report				
Location	Date Range	Bed Capacity	Current Usage	Unduplicated People Served
Washington Relief Center	May 13, 2022 – Aug. 25, 2023	200	192	1,376
Respiro (Sprung Structure)	May 13, 2022 – Aug. 25, 2023	100	92	470
Rio Fresco Shelter	Nov. 16, 2022 – Aug. 25, 2023	117	130	235
I-HELP Program	May 1, 2023 – Aug. 25, 2023	20	15	76
SVdP Temporary Hotel Shelter	May 29, 2023 – Aug. 25, 2023	50	50	58
Mercy House Temporary Hotel Shelter	July 10, 2023 – Aug. 25, 2023	50	49	57

CASS Single Adult Shelter Status Report				
Location	Date Range	Bed Capacity	Previous Day Usage	Average Monthly Usage (Duplicated)
CASS Single Adult Shelter	Aug. 1, 2023 – Aug. 25, 2023	600	602	596

Human Services Campus – Street Count Status Report – Aug. 30, 2023					
Type	Persons	Tents	Other Shelters	No Apparent Shelter	Vehicles
Traditional Area Around Campus Totals <i>(7th Ave. to 15th Ave., Jefferson to railroad tracks)</i>	460	145	77	81	26
Expanded Count Totals <i>(7th Ave. to 19th Ave., Van Buren to Buckeye Road)</i>	89	1	1	89	14

ATTACHMENT B

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

New Shelter Beds Added in 2023	
Provider/Shelter	New Beds Added
Lutheran Social Services – I-HELP	20
SVdP Temporary Hotel Shelter	50
Mercy House Temporary Hotel Shelter	50
Total	120

New Shelter / Transitional / Supportive Housing to be Added in 2023 - 2024			
Provider/Shelter	New Beds / Units Added	Est. Phoenix Investment	Est. Open Date
City-Owned Sprung Structure and Non-Congregate Shelter	280	\$12,000,000	TBD
CASS – The Haven Senior Shelter	170	\$4,000,000	Early 2024
St. Vincent de Paul – Ozanam Manor II	100	\$6,000,000	Mid 2024
UMOM – New Day Center, Family Shelter (20 units)	80	\$2,000,000	Early 2024
Salvation Army – Family Shelter (12 units)	60	\$6,000,000	Mid 2024
CBI – North Mountain Healing Center	100	\$4,000,000	Mid 2024
Hotel Conversion (Affordable Housing units)	125	\$14,000,000	2024
Total	915	\$48,000,000	