

A photograph of a modern, single-story building with a dark facade and a large, light-colored gabled roof. The building features the City of Phoenix logo and the text "City of Phoenix" on its exterior. In the foreground, there is a paved parking lot with yellow parking lines. The sky is blue with some light clouds.

# Office of Homeless Solutions

Two Year Review



# Office of Homeless Solutions

OHS provides support for people experiencing homelessness and is committed to ending homelessness through a comprehensive, regional approach.

- Capital investments to create new shelter beds
- Existing shelter operations
- Heat relief
- Street outreach
- Supportive and behavioral health services
- Homelessness prevention
- Rapid Re-housing
- Permanent Housing

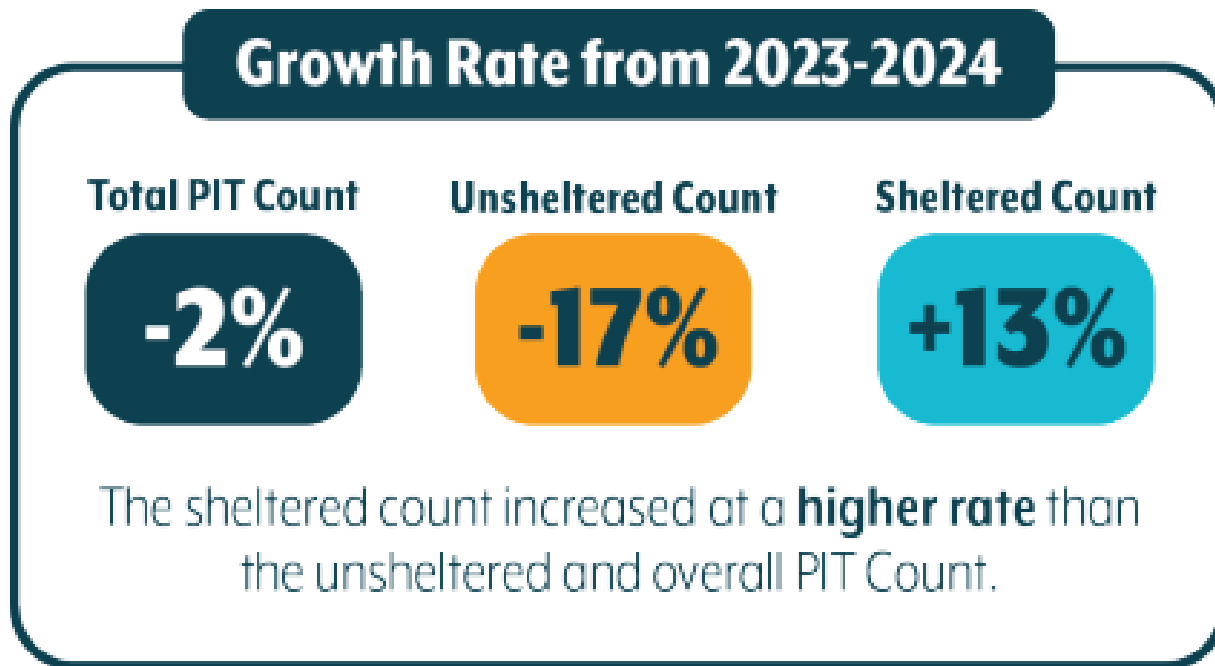


# Two Year Transformation

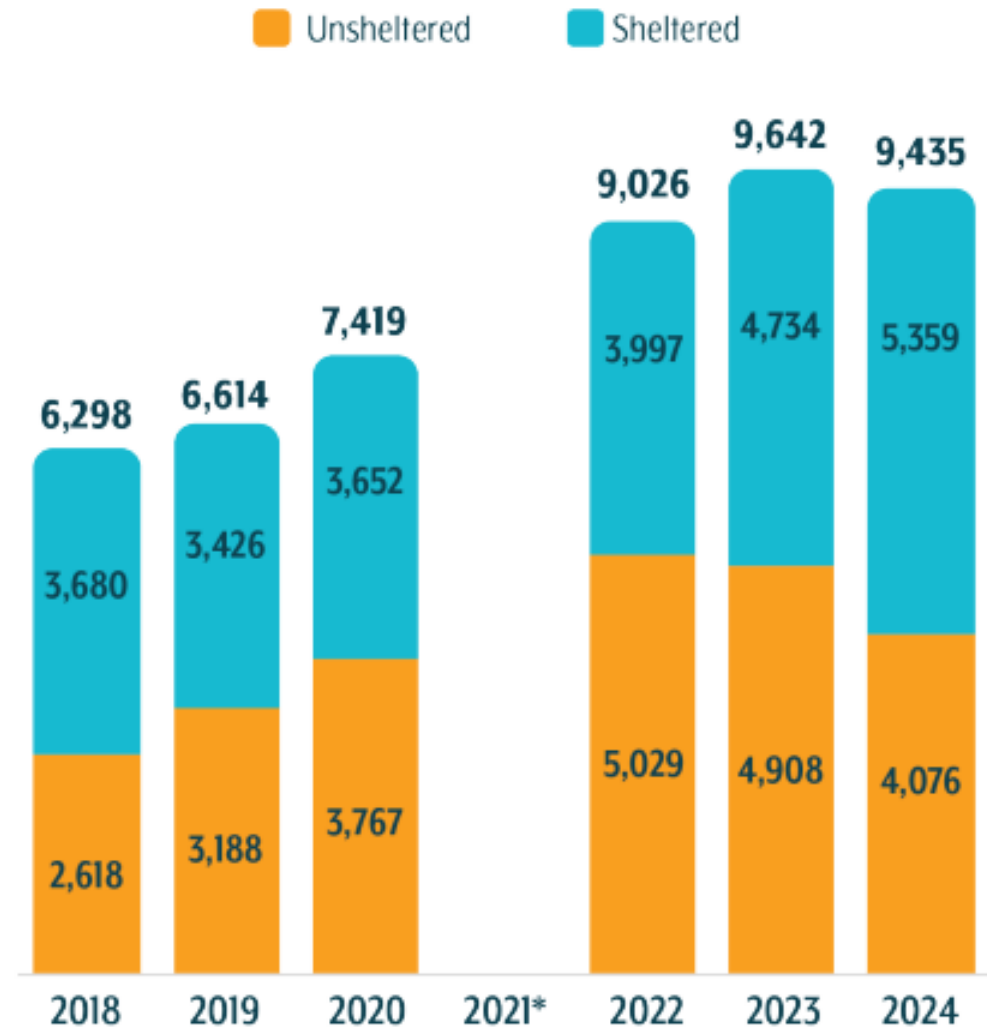
- From Funder to Provider
- Building the Right Team
- Transform Outreach Approach – Homeless Liaisons
- Owner / Operator
- Regional Leader



# Homelessness Overview – Maricopa County



## Total PIT Count, 2018-2024



Source: Maricopa Regional Continuum of Care PIT Count, 2018-2024

\*The PIT Count was not conducted in 2021 due to the pandemic



# Homelessness Overview – Phoenix

## Total Phoenix PIT Count, 2017-2024

■ Unsheltered ■ Sheltered

### Growth Rate from 2023-2024

Total PIT Count

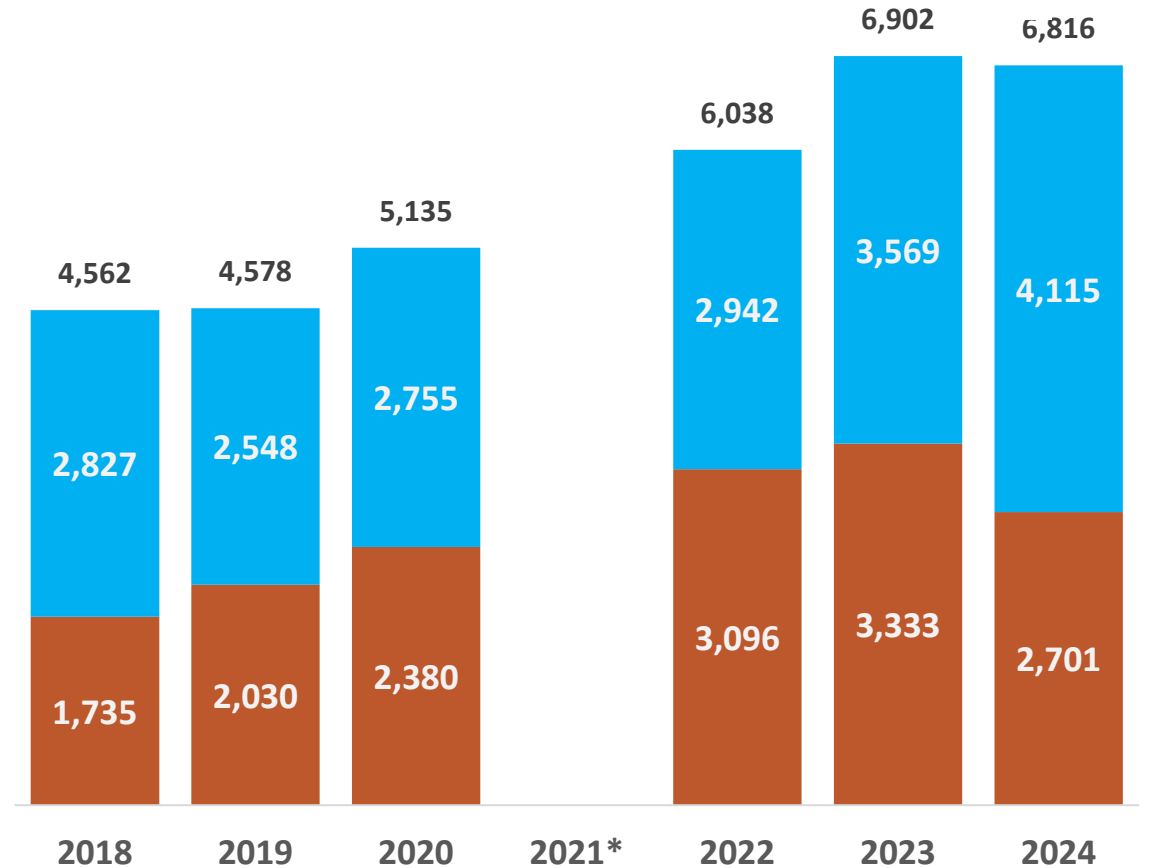
**-1%**

Unsheltered Count

**-19%**

Sheltered Count

**+15%**



Source: Maricopa Regional Continuum of Care PIT Count, 2017-2024

\*The PIT Count was not conducted in 2021 due to the pandemic.



# Major Initiatives

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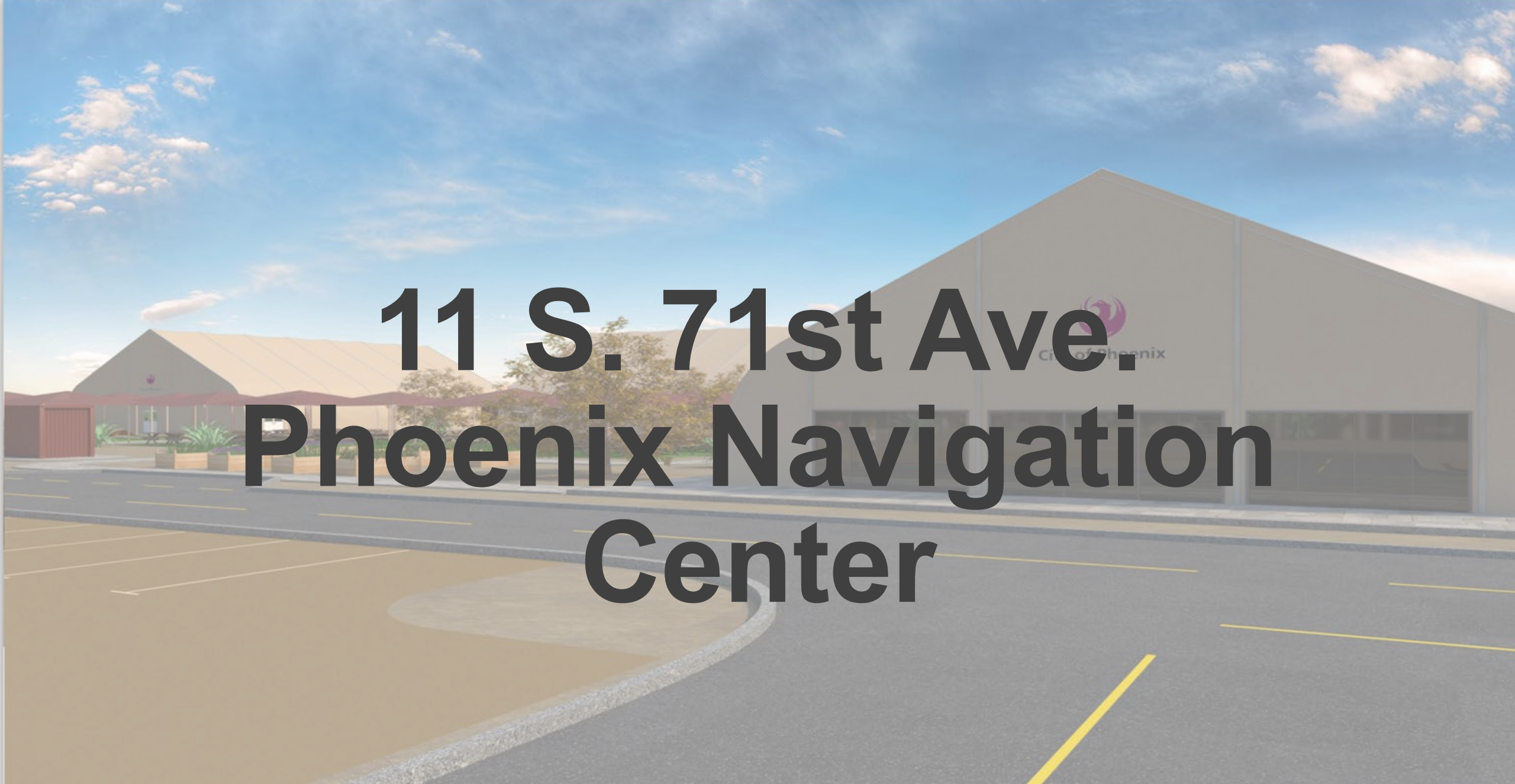
- Shelter Creation
- Safe Outdoor Space
- Area Outside the Key Campus
- Community Court
- Heat Response
- Property Storage
- Housing



# New Shelter Capacity

Calendar Year Added	Category	Number
2022	Shelter Beds	592
2023	Temporary Shelter Beds	482
2024	Shelter Beds	240
2024-25	Shelter Beds Under Construction	550
<b>TOTAL</b>		<b>1,864</b>
	Less Temporary Beds	-482
<b>Net Total</b>	<b>New Shelter Capacity</b>	<b>1,382</b>





# 11 S. 71st Ave. Phoenix Navigation Center







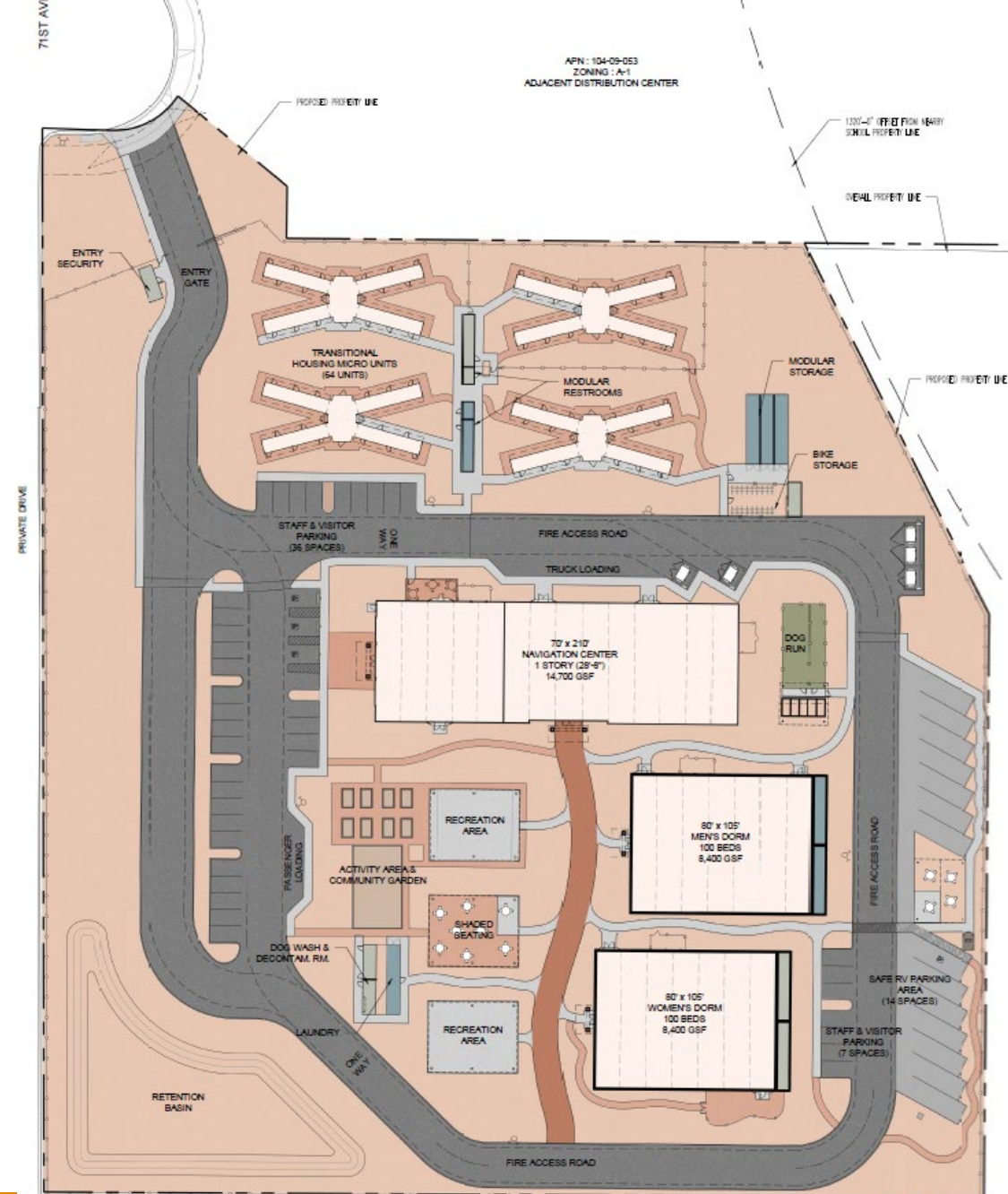






# City-Owned Shelter

- Closed Campus
- Intensive Supportive Services
- 300 people maximum
- Workforce/Employment Focus
- Pets
- Property
- Partners
- RV parking





# Safe Outdoor Space







3400





# Encampment Around Key Campus

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- High profile downtown area between City Hall and State Capitol (7th Avenue to 15th Avenue, Jefferson to the railroad tracks)
- As many as 700-1,000 individuals in the area around the Campus between 2022 - 2023
- **15** streets with tents closed to camping
  - **718** total individuals encountered on the streets closed
  - **590** accepted alternative placement
  - **50%** of those who accepted now in housing or in shelter



# Before



# After





W Jefferson St

W Jefferson St

W Jefferson St

W Jefferson St

S 13th Ave

S 12th Ave

S 11th Ave

S 10th Ave

S 9th Ave

W Madison St

W Madison St

W Madison St

W Madison St

S 13th Ave

S 12th Ave

S 11th Ave

S 9th Ave

W Jackson St

W Jackson St

W Jackson St

W Jackson St

Saint Vincent  
de Paul Church



Center Cemetery

Society of  
Visions and  
Old-Fallows

S 13th

# Phoenix Community Court

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- Launched January 2024
- Partnership with Phoenix Municipal Court, Public Defender, Prosecutor, Community Bridges and OHS
- 180 Participants so far



## Court Information



Court meets 2  
times per week



Scheduled  
Appearances



Graduations



Recidivism after  
Graduation

## Services Provided



Identification and  
Documents



Shelter & Housing



Mental Health &  
Substance Use  
Treatment



Employment  
Services





## Cooling Centers/ Heat Respite

- Extended Hour Library locations:  
Yucca, Cholla, and Harmon
- Burton Barr Library (24/7)
- Senior Opportunities West (overnight)
- May 1 through September 30



# Heat Statistics

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- 25,000 visits
- Roughly 88% Experiencing Homelessness
- Burton Barr – Most Frequented
- 600 Placements from Burton Barr alone



# Burton Barr Heat Respite – Enhancements

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- CoolTainer
- City Staff Oversight
- CBI and Private Security
- Off Duty Police Outside
- Hance Park



# Property Storage

- Storage for property at new shelters
- Storage for individuals around Key Campus
- Unattended Property Storage
  - Storage notification allows for engagement
  - 174 bins stored since inception
  - 19 bins reunited with people



# Permanent Housing



Saved to S: Drive





**C**OMMUNITY  
**A**CTION  
**R**ESPONSE  
**E**NGAGEMENT  
**S**ERVICES

**A coordinated response for neighborhoods and individuals experiencing homelessness—offering education, resources, and encampment cleanups.**

**Call: 602-262-6251**

Monday-Saturday 8 a.m. - 5 p.m.

# Phoenix CARES Process

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After Resident Submits Report of Encampment:

- Public Property Process:
  - CBI Outreach Team Deployed
  - OHS, Public Works, Streets, Parks Deployed
  - Police Deployed (if necessary)
- Private Property Process:
  - Neighborhood Services Deployed
  - Work with Private Property Owner
  - CBI and/or OHS Outreach Teams Deployed
  - Police Deployed (if necessary)

Public  
Property  
Cycle Time:  
6 Days



# Camping Ordinance 23-30B

- Restricts camping within 500 ft of:
  - School (including university)
  - Childcare Center
  - Shelter
  - Parks
- Signage/Posting Requirements
  - Known hotspots, happening now
  - Property owners can request via CARES
- Grants Pass Supreme Court Ruling





**THANK YOU!**

