



# HOMELESSNESS STRATEGIES PLAN OUTREACH UPDATE

LAND USE AND LIVABILITY SUBCOMMITTEE  
SEPTEMBER 30, 2020

# STATE OF HOMELESSNESS IN PHOENIX

- Number of unsheltered individuals experiencing homelessness in Phoenix increased by 18% in 2020.
- Currently 2,380 unsheltered homeless individuals in Phoenix.
- City of Phoenix currently invests over \$20 million annually.



# CITY OF PHOENIX FUNDING BREAKDOWN

Fiscal Year 2019-2020 Funding Source		Total
<b>Community Development Block Grant</b>	Aeroterra - Case management Street outreach to individuals experiencing homelessness Navigation in Criminal Justice System Emergency Shelters	\$1,575,128
<b>General Funds</b>	Emergency shelters Navigation services Extra staff to address cleaning up encampments Shelter Squad around Human Services Campus	\$6,033,569
<b>Department of Housing and Urban Development</b>	Rental subsidy for 1,389 Section 8 Vouchers	\$10,066,512
<b>Emergency Solutions Grant</b>	Emergency Shelter Rapid Rehousing youth and singles	\$1,807,602
<b>Solid Waste Fees</b>	Clean-up coordination	\$86,115
		<b>\$19,568,926</b>

**Of the \$20 million, over \$4.1 million is dedicated to funding nine community-based providers serving those experiencing homelessness.**



# CITY OF PHOENIX FUNDING TO PROVIDERS

Provider	Amount	Service
Central Arizona Shelter Services	\$878,038	Single Adult Shelter Services
United Methodist Outreach Ministries	\$1,075,000	Single Women and Families
United Methodist Outreach Ministries	\$191,000	Single Women
Chicanos Por La Causa	\$166,818	Emergency Shelter - Families
Community Bridges, Inc.	\$174,665	Re-housing, Case Management
Native American Connections	\$97,650	Youth Re-housing, Case Management
Community Bridges, Inc.	\$125,000	Veteran Navigation
Southwest Behavioral Health	\$226,374	Navigation, Individuals involved in the justice system
Community Bridges, Inc.	\$1,175,000	Outreach and Engagement
<b>Total</b>	<b>\$4,109,545</b>	<b>Over 5,400 clients served</b>



# COVID-19 MITIGATION – HOMELESS SERVICES

- May 5, 2020 City Council approved over \$9.6 million in Federal Coronavirus Aid, Relief and Economic Security (CARES) Act funding.
- Focused on vulnerable/at risk individuals (seniors), families, single women, single men and youth.
- Services:
  - Shelter Services
  - Emergency Shelter
  - Hotel (vulnerable/at-risk seniors)
  - Rapid Rehousing
  - Permanent Supportive Housing



# COVID-19 CARES ACT FUNDING

<b>Provider</b>	<b>Amount</b>	<b>Service</b>
Central Arizona Shelter Services	\$1,257,000	Emergency Shelter – Vulnerable/Seniors
United Methodist Outreach Ministries	\$750,000	Emergency Shelter - Families
Central Arizona Shelter Services	\$1,691,927	Hotel Lease
Central Arizona Shelter Services	\$2,340,000	Rapid Rehousing – Seniors, Single Men
United Methodist Outreach Ministries	\$3,150,000	Rapid Rehousing – Single Women, Families
City of Phoenix	\$200,000	Permanent Supportive Housing
Native American Connections	\$80,000	Case Management, Janitorial Services
United Methodist Outreach Ministries	\$150,000	Infrastructure – Chiller System
<b>Total</b>	<b>\$9,618,927</b>	<b>555 Individuals, 200 Families</b>



# FEEDBACK TIMELINE & PROCESS

- Feedback Meetings
  - July 23-September 4
  - 22 Meetings
  - Bi-lingual
  - Virtual and In Person
  - Spanish only
  - Heat Respite Center
  - Service Providers and Neighborhood Groups

Mario Barajas City of Phoenix Cindy Stotler Lisa H Hubbard Theresa Fauli

TF

Welcome

THE PRESENTATION WILL BEGIN SHORTLY

VIEW THE PLAN AT  
[WWW.PHOENIX.GOV/HOMELESSHELP](http://WWW.PHOENIX.GOV/HOMELESSHELP)

ASISTENTES  
EN NÚMERO: 602-534-1000;  
NÚMERO DE REUNIÓN: 50232;  
CÓDIGO DE ACCESO A LOS ASISTENTES: 000



# FEEDBACK TIMELINE & PROCESS

- Online Survey – July 29-September 11
  - [phoenix.gov/homelesshelp](https://phoenix.gov/homelesshelp)
  - 900 Neighborhood Groups
  - 220 Village Planning Committee members
  - Parks and Recreation Board
- Hard Copy Survey
  - Distributed by Community Bridges Inc. Outreach Teams, Andre House, Phoenix United Methodist Outreach Ministries, City of Phoenix Heat Respite Center





# PHOENIX.GOV/HOMELESSHELP



Welcome

Community Meeting Dates

History

City Efforts

F.A.Q.s

Downloads and Reference

Comments

## Phoenix City Council Requests Public Input on City's Strategies to Address Homelessness Plan

During the [June 23 Policy Session, Phoenix City Council \(video\)](#) requested public input on the city's proposed [Strategies to Address Homelessness Plan \(English PDF\)](#) [\(Spanish PDF\)](#) that focuses on service priorities and sustainable solutions for both those experiencing homelessness and the community impacted by encampments.

**We need your help!** While a draft plan was approved, now is when the work begins. This page is designed to get your feedback on the proposed strategies and commitment to help make this plan a reality.

- **Take one of the online surveys below.** The surveys will be open through Sept. 4, 2020.

**Survey on proposed Strategies to Address Homelessness Plan- [English/Spanish](#)**

**Survey for those currently experiencing homelessness - [English/Spanish](#)**

Note when you submit an email it falls under the city's policy which states that the email message is: (1) subject to public disclosure under the Public Records Law, (2) is not private or confidential and (3) is retained for 90 days.

**4,700+  
Website Visits**

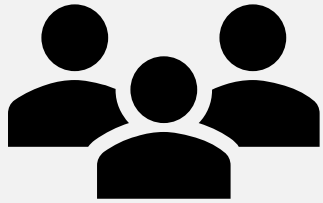


**68,000+  
People Reached**



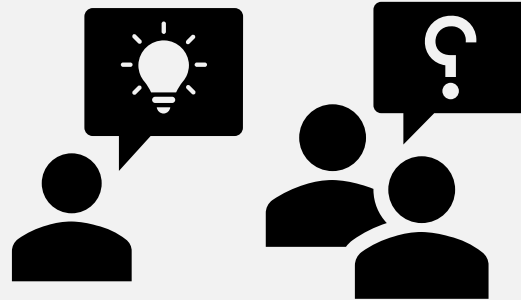
# FEEDBACK ON HOMELESS PLAN

## Meeting Attendees



**Over  
700**

## Meeting & Survey Comments



Meeting comments

**2,200**

Survey comments

**3,700+**

## Survey Takers



**2,200 +**

# HOMELESSNESS PLAN SECTIONS

- Outreach and Resources
- Mental Health
- Workforce Development
- Housing
- Clean-up
- Communication
- Policy
- Neighborhoods

## STRATEGIES TO ADDRESS HOMELESSNESS

PLAN

CITY OF PHOENIX

JUNE 2020



# OUTREACH AND RESOURCES SECTION FEEDBACK



- Racial Equity – Practices, policies and interventions are developed through a racial equity lens.
- Special Populations – Unique and individualized resources and referrals for populations including Veterans, People of Color, families, LGBTQ, youth and seniors.



# MENTAL HEALTH SECTION FEEDBACK

- Need for mental health professionals to serve as first responders when someone is experiencing a mental health crisis.
- Increase funding and better coordination
- Education on mental health and de-stigmatization of those who experience mental illness



# WORKFORCE DEVELOPMENT SECTION FEEDBACK



- Expand access to services for individual jobseekers facing barriers to employment
- Identify employer partners to hire individual jobseekers who have completed training or obtained a certification or credential

# HOUSING SECTION FEEDBACK

- **Eviction Prevention**

- Eviction moratoriums
- Assistance with eviction process

- **Barriers to Housing**

- Criminal history
- Source of income discrimination





# HOUSING SECTION FEEDBACK

- More shelters
  - Regional, smaller, more specialized
  - Low barrier shelters that allow pets/partners/belongings
  - Shelters with day heat/respice centers
- Shelter location
  - Community input on location



Native American Connections, HomeBase

# HOUSING SECTION FEEDBACK



- **More Affordable Housing**
  - Housing Phoenix Plan
- **More Housing Options**
  - Tiny homes/manufactured homes
- **Landlord Incentives**
  - To accept Rapid Rehousing and Section 8 tenants

# PHX C.A.R.E.S.



**C.A.R.E.S.**



- POLICE
- NEIGHBORHOOD SERVICES



- PUBLIC WORKS
- STREET TRANSPORTATION
- PARKS AND RECREATION



- HUMAN SERVICES
- POLICE
- PARKS AND RECREATION



# CLEANUP SECTION FEEDBACK

- Enhanced PHX C.A.R.E.S. Marketing
- Accessible Metrics for PHX C.A.R.E.S.
- Resources for Cleanups



# POLICY SECTION FEEDBACK



**CODE OF CONDUCT**  
City of Phoenix Parks and Recreation Department

The Phoenix Parks and Recreation Department has a Code of Conduct, which promotes clean, safe, accessible and inviting parks, programs and facilities. Kindness and respect towards fellow guests and City staff is appreciated and expected at all times. Behavior that violates the law, interferes with, endangers or injures oneself or others, or damages park property is unacceptable.

**All park guests are expected to abide by the Code of Conduct and all laws and park rules. Failure to do so may result in removal from the premises.**

-  Treat park and other patrons with respect and kindness
-  Follow instructions by staff
-  Obey posted park and facility hours
-  Utilize park amenities for their intended and approved purpose
-  Comply with permit, vending and ramada policies
-  Limit smoking, vaping or other tobacco use to approved areas and do not possess illegal drugs or substances

- Code of Conduct
- Street Feeding
- Canal Banks

# COMMUNICATION SECTION FEEDBACK

- Increased Transparency
- Show the Data
- Talk about Success



The screenshot shows a news article from PHX Newsroom. The header includes the PHX Newsroom logo and a navigation menu with options: Newsroom Home, Departments, Mayor & Council, News Type, and Search. Below the navigation is a red banner with the text 'ARTICLES AND FEATURES'. The main image shows two people standing next to a blue and white cooler and a sign on a city street. The article title is 'City of Phoenix to Host Four Virtual Community Meetings on Proposed Strategies to Address Homelessness Plan' and the date is 'AUGUST 11, 2020 9:00 AM'. The article text states: 'The public is invited to attend an upcoming virtual community meeting to discuss the proposed Strategies to Address Homelessness Plan (English PDF) (Spanish PDF) that focuses on service priorities and sustainable solutions for both those experiencing homelessness and the community impacted by encampments. Much of the information being presented during these meetings, including background and history of the city's efforts to address homelessness, can be found at [Phoenix.gov/homelesshelp](https://phoenix.gov/homelesshelp).'

# NEIGHBORHOODS SECTION FEEDBACK

- Criminalization versus Enforcement
  - Trespassing
  - Littering/dumping
  - Illegal drug and alcohol use
  - Service resistant individuals

“Less emphasis on enforcement, more focus on solving the core issue of housing the homeless.”

Vs.

“Increase policing is the only thing that works. Trespassing, littering and camping must be policed...”



# NEIGHBORHOODS SECTION FEEDBACK

- Infrastructure Investments
  - Restrooms
  - Heat respite
  - Public showers

“No public restrooms please. They are meeting places for crimes to occur.”

Vs.

“There has got to be a place that a person can use a bathroom in private.”

# NEIGHBORHOODS SECTION FEEDBACK

- Gated Alley

"Not only expand the Gated Alley Program but fund all qualifying alleys."

Vs.

"The gated alley program furthers the "Us vs. Them" mentality and has the potential to decrease the sympathy that those experiencing homelessness deserve."

# NEXT STEPS

## Homelessness Strategies Plan Refinement

- Adding additional strategies
- Incorporating feedback into existing strategies
- Addition of timeline matrix

Now

City of Phoenix City  
Council Policy Meeting

October 27

**To comment on the plan:  
[Lizbeth.Duncan@phoenix.gov](mailto:Lizbeth.Duncan@phoenix.gov)**

