

An aerial photograph of the Phoenix city skyline at sunset. The image shows a dense urban landscape with various buildings, including modern high-rises and older structures. The sky is a mix of orange, yellow, and blue, indicating the time is either dawn or dusk. In the background, a range of mountains is visible under the soft light of the setting or rising sun. The overall scene captures the city's growth and its geographical context.

# Phoenix Homelessness Plan Refresh

August 7, 2025  
Public Information Session

# Agenda

- Introductions and Housekeeping
- Background
- Plan Refresh Engagement Process
- Draft Plan Initiatives
- Questions and Feedback





# Background

- The City is refreshing its homelessness strategic plan from 2020 and your feedback is valuable to help implement the best solutions and address community concerns.
- The Office of Homeless Solutions was created in July 2022 as part of the City Manager's Office to coordinate efforts and resources to address homelessness within the city.
- In the last three years, the City has transformed the way it addresses homelessness, becoming a direct provider of services for people in need, instead of only providing funding to nonprofit partners.



# Original Strategies to Address Homelessness Plan

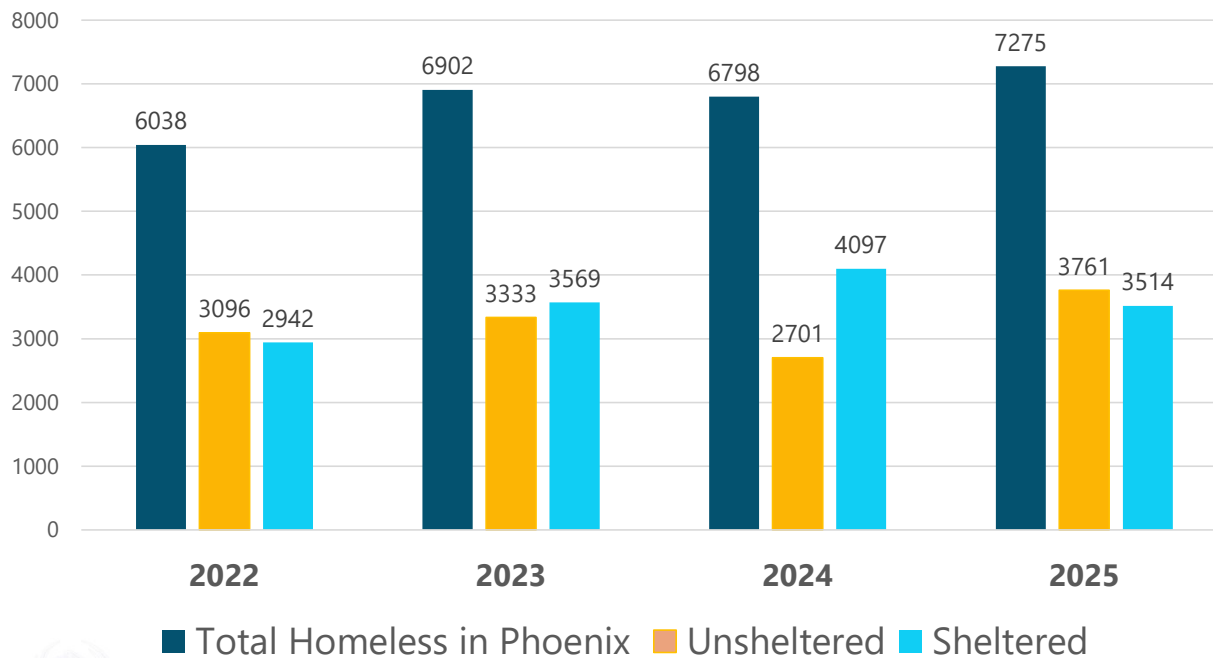
## Major Accomplishments

- Creation of 1,200 new shelter beds
- Safe Outdoor Space
- Decommissioned the State's largest encampment (area around the Campus)
- Creation of Community Court
- Gated Alley Program
- Data Dashboard
- Housing – City-owned parcels

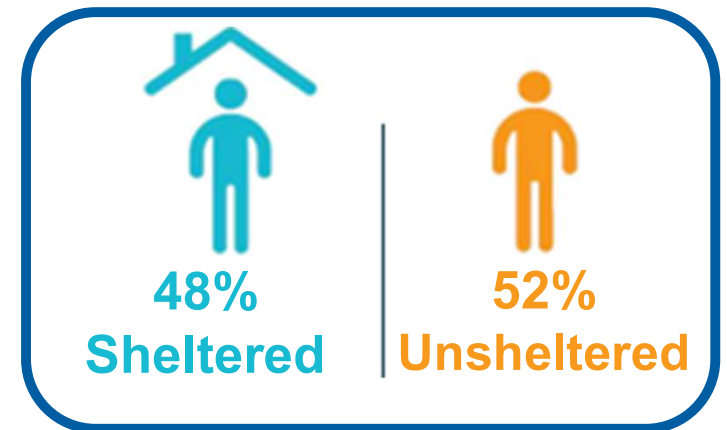


# Homelessness Overview - Phoenix

PIT Count Data for Phoenix



## Phoenix Only PIT Count



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# Phoenix Plan Refresh Vision Statement

“No person in Phoenix should experience homelessness and no community should feel the negative effects of homelessness. The City of Phoenix will do everything in our ability to prevent homelessness when we can, make it brief when it happens, and keep people stable in housing with the supports they need.”





# Phoenix Plan Refresh Goals

1. Decrease number of people who become homeless
2. Decrease number of people in an unsheltered situation or in shelter
3. Reduce length of time in shelter or in an unsheltered situation
4. Increase housing for individuals and families experiencing homelessness
5. Increase awareness and effectiveness of available services



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# Multiple Layers of Feedback

- Stakeholder feedback regarding addressing homelessness:
  - Biggest gaps
  - Areas for improvement
  - How the City is doing
  - Strategies the City should prioritize
- Stakeholders include:
  - Office of Homeless Solutions staff
  - Other City Departments
  - Partners and system leaders
  - Previous Strategies to Address Homelessness Task Force
  - **You!**





# Plan Refresh Focus Areas



# Preventing People from Becoming Homeless



Utilizing data to identify the people most at risk



Prevention funding that can be used for things beyond eviction, like relocation assistance, and with less requirements to qualify for the funding



Helping people reunite with family and friends



Helping people who are released from jail or prison find work and housing



# Neighborhood Safety and Safety for People Experiencing Homelessness



Developing a streamlined effort for enforcement that balances offering services with humanely enforcing existing laws



Creating a dashboard of shelter availability for outreach workers and service providers to better help people in need



Improving shelter quality and the ability to help people move out of homelessness



Providing year-round weather relief solutions such as a facility equipped with air conditioning, water, and trained staff to handle extreme temperatures year-round



# Better Coordination with Other Systems such as Behavioral Health Services and Employment



Better access and connection to behavioral health supports



Shelter and housing for high-need individuals (individuals experiencing challenges with behavioral and/or physical health)



Increasing capacity and quality of service providers



Better connections to paid job training and employment for individuals experiencing homelessness





# Dedicated Housing for Individuals and Families Experiencing Homelessness



Conduct a systemwide modeling of inflow and outflow to determine shelter and housing need



New housing models that make it easier for individuals and families experiencing homelessness to find and rent housing



Stable funding for comprehensive supportive services for people exiting homelessness to housing



Investing in more permanent supportive housing (rental assistance and supportive services are provided to assist households with a disability)



Improving outcomes and placements from shelter



Advocating for more housing vouchers (a form of rental assistance, commonly funded by the Federal government that pays for a portion of the rent)



# Improved Accountability and Transparency for City Services and Providers



Improvements to PHX C.A.R.E.S



Better coordination across City departments working to address homelessness



Better training and support for staff (City and provider)



Improve communication with the public



More neighborhood outreach with opportunities to provide updates, answer questions and share ways to support the City's efforts



Identify, share, review and respond to performance targets with internal and external partners



Evaluate performance of City funded services and investments



Cultivate private partnerships and more diversified funding



# Next Steps



# How to Report an Encampment

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

To report encampments or a person experiencing homelessness in need of help

**(602) 262-6251** (M-Sat 8-5 pm)

**myPHX311: [phoenix.gov/myphx311](https://phoenix.gov/myphx311)** (24/7)



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

## Other Resources

### Emergency Police/Fire 911

Criminal activity in  
progress or emergency  
assistance needed

### Crime Stop 602-262-6151

Crimes NOT in progress

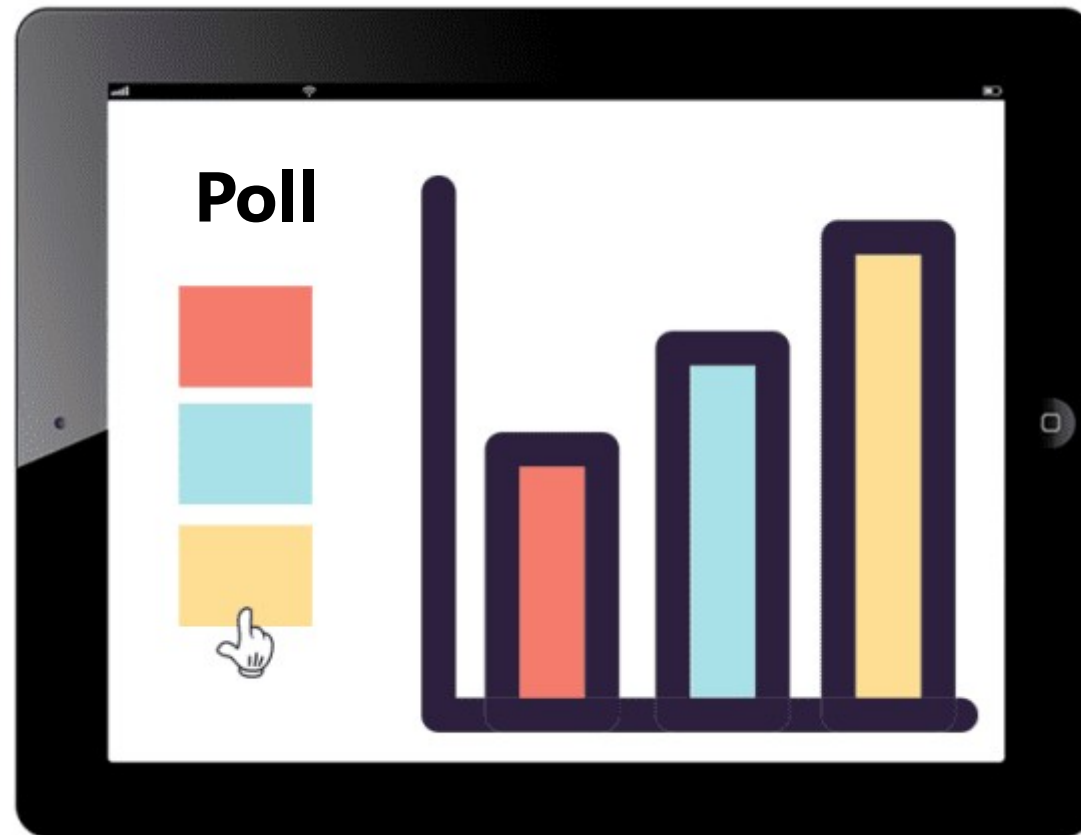
### 24/7 Parks Hotline 602-534-9919

Code of Conduct  
violations in a City park



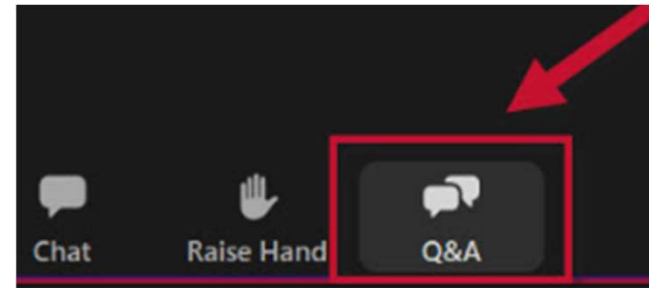


# What Do You Think?



## Wrap-Up

Questions or feedback?  
Use the Q&A button.



## Take the Survey!



Survey - English

Thank you!



Encuesta en español

