City of Phoenix



Thursday, October 29, 2026

phoenix.gov

General Information Packet

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

1 **Human Services Department Supplemental Nutrition Assistance Program (SNAP) Navigation Support and Flexible Financial Assistance Programs Report - Citywide** Page 3

2 **Fiscal Year 2026-27 General Fund Budget Supplemental Update Report - Citywide** Page 6

Attachments

Attachment A - General Fund Supplemental Update.pdf

City of Phoenix

Report

Date: 10/29/2026, **Item No.** 1

Human Services Department Supplemental Nutrition Assistance Program (SNAP) Navigation Support and Flexible Financial Assistance Programs Report - Citywide

This report is issued to provide the City Council an update regarding the City's implementation of two new programs that received one-time General Funds in Fiscal Year (FY) 2026-27 by the Human Services Department. These two programs are the SNAP Navigation Support and Flexible Financial Assistance. This report does not encompass all the City's activities for each of these programs, but rather reviews key highlights and updates.

Summary

The information below provides an overview and updates from the Human Services Department (HSD) for the SNAP Navigation Support and Flexible Financial Assistance programs, which were funded one-time in the FY 2026-27 General Fund.

SNAP Navigation Support Overview

A one-year initiative designed to support individuals and families in successfully applying for, maintaining and complying with SNAP requirements. The program focuses on high-impact intervention points rather than ongoing case management to maximize reach and efficiency. The goals include:

- Increased successful SNAP application submissions;
- Reduced benefit loss due to missed recertifications; and
- Support compliance with work requirements.

The budget for this program is expected to be just under $2 million with the majority of the funding to be used for personnel expenses.

Program Update

Although outreach and education started on October 1, 2026, the SNAP navigation program, which includes application assistance and support, began on October 19, 2026.

Four outreach and education events were conducted thus far, which included events at Harmon Park, Emmett McLoughlin Community Training and Education Center and Neighborhood Ministries. A total 166 people were provided informational materials across these four events.

The first community clinic was held at Emmett McLoughlin Community Training and Education Center on October 21, 2026, which resulted in seven scheduled application assistance appointments.

Residents can now book appointments via the www.phoenix.snapnav.gov website to receive application, recertification and/or work requirement compliance assistance virtually or at a family services center. In addition, residents can receive walk-in support and self-serve access at any one of HSD's three family services centers.

Media toolkits for this program have been distributed to Mayor and Council offices.

Flexible Financial Assistance Overview

This one-year program will be administered in two methods: targeted one-time assistance and stability assistance. This type of crisis financial support allows households to use the money saved on utilities, rent, transportation or other basic expenses to put towards other household needs. The program will benefit vulnerable Phoenix residents, including but not limited to those who were former recipients of federal safety net, financial assistance programs and households with low-incomes.

The targeted one-time assistance will be available to residents who lost SNAP benefits on or after October 1, 2025 or who lose Medicaid or Child Health Insurance Program (CHIP) on or after October 1, 2026. The one-time $700 assistance package consists of a one-time $600 credit to be paid directly to utility companies and a one-time $100 gas card or bus pass.

For stability assistance, eligible households must reside in a Qualified Census Tract or have incomes no greater than 200 percent of Federal Poverty Line or receive or have received SNAP, Temporary Assistance for Needy Families or Medicaid. Households must enter into a service contract, which requires goal setting and achievable activities, and they may receive up to $2,500 in basic needs payments to be distributed per household based on specific needs evaluated through the case management process.

Households are only eligible for either the targeted one-time assistance or the stability assistance.

The budget for this program is $3.15 million with $2,950,000 to be distributed to qualified residents and $200,000 to be used by HSD for administrative expenses.

Program Update
For the targeted one-time crisis assistance program, HSD has received over 2,200 applications with 997 applications approved and $671,000 of assistance being issued. Those who were denied are due to applicants currently receiving SNAP or are not Phoenix residents. Additional households will be eligible for this assistance beginning October 1, 2026 due to changes in Medicaid and CHIP from H.R. 1. It is expected that a total of 2,800 households will receive this assistance in FY 2026-27.

For the stability assistance program, currently 60 households have been referred to the program with 12 households now enrolled and 34 households pending enrollment. Outreach is occurring with additional households who are currently receiving case management services from the City of Phoenix. It is estimated that 360 households will be served in this program during this fiscal year.

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

City of Phoenix

Report

Date: 10/29/2026, **Item No.** 2

Fiscal Year 2026-27 General Fund Budget Supplemental Update Report - Citywide

This report provides an update on progress in implementing select Fiscal Year (FY) 2026-27 General Fund (GF) budget supplementals, which went into effect July 1, 2026.

Summary

The City Council-approved FY 2026-27 GF budget includes supplementals that address key Council and community priority areas. Upon City Council approval, staff began working on several implementation steps. **Attachment A** provides an update on the progress of these supplementals. Monthly updates will be provided to increase staff transparency and accountability for the Council and community, helping ensure intended goals are achieved.

Responsible Department

This item is submitted by City Manager Ed Zuercher and the Budget and Research Department.

ATTACHMENT A

FY 2026-27 GENERAL FUND
SUPPLEMENTALS UPDATE

	Department/Program	2026-27 Total
	Set-Asides	
1.	General Fund set-aside of ongoing funds to support efforts to address childcare affordability for Phoenix families. A portion of this funding will be used in FY 2026-27 to support Supplemental Nutrition Assistance Program navigation assistance.	$5,000,000
	Status Update: Sixteen temporary positions have been created, recruited, and are either filled or in the onboarding process. The majority of staff are still awaiting access to the State's SNAP application system due to delays in the State's issuance of electronic training assignments and verification of training completions. In response, the Department has developed an alternative method for providing client support that does not require logging into the application system. The program's operational policies, procedures, and workflows have been finalized, and staff are currently being trained on these materials. Program launch is anticipated in October 2026. **HSD staff, in partnership with the Office of Youth and Families, have developed a framework for the childcare program, including eligibility guidelines and an implementation plan. A meeting to discuss an Intergovernmental Agreement (IGA) with the State's First Things First program is planned for October 2026, with the expectation that a finalized IGA will be presented to the Council for review and approval in November 2026.**	
	Human Services	
1.	*Client Services* Add one-time funding for flexible financial assistance, which responds to reductions in federal funding and restrictions to federal safety net programs that households rely on for stability. Funds will be administered by the Human Services Department to deliver flexible, needs-based assistance that can help avert crises and maintain stability. The funding will include both targeted one-time assistance and stability assistance. This type of crisis financial support allows households to use the money saved on utilities, rent, transportation, or other basic expenses to put towards other household needs. The program will benefit vulnerable Phoenix residents, including but not limited to those who were former recipients of federal safety net financial assistance programs, including refugees and households with low incomes.	$3,150,000 0.0

Status Update: Seven temporary positions were created for this initiative. All positions have been filled, with two staff members currently awaiting onboarding. Since its launch on July 6, the Targeted One-Time Crisis Assistance program has received more than 2,200 applications. A total of 997 applications have been approved, resulting in over $671,000 in authorized assistance.

The Stability Assistance program has completed development of its program policies and procedures, finalized client and program assessment tools, and updates to the Department's case management system. More than 60 households have been referred and are undergoing evaluation, and 23 households have been assigned to staff for services. The program is expected to serve approximately 360 households.

2.	*Homeless Housing Services* Add ongoing funding for the Office of Homeless Solutions to expand its housing programming to include the master lease of 50+ units of rental housing that would be sub-leased to people exiting homelessness. Third party leases will serve single adults, couples and roommate situations with stable, affordable housing with on-site support services.	$2,500,000 0.0

Status Update: The Office of Homeless Solutions (OHS) is making meaningful progress on this initiative. Master leasing allows the city or a nonprofit partner to lease units directly from private landlords and sublease them to residents who would otherwise face traditional housing barriers, such as credit challenges, prior evictions, or income instability, while giving landlords the certainty of a guaranteed lease.

OHS and the Human Services Department issued a procurement for qualified support service providers on July 10. Proposals were due August 7, and the City Council approved the vendor list September 23. OHS selected A New Leaf (ANL) from the Qualified Vendor List as the partner for the first 15 Master Lease unit cohort. OHS also identified 15 private market units to lease beginning this month to start the program.

A New Leaf's contract will include all on-site support services for clients in the program. The contract will also include the private market leases directly from the landlord. Participants will be drawn from City-owned or City-funded emergency shelters with the help of a new referral tool developed with the American Institute on Research (AIR), ensuring incoming tenants have stable employment and steady income.

OHS and ANL plan to have the Master Lease contract executed shortly, with the first participants moving out of shelter and into housing in late October.

Department/Program	2026-27 Total
Parks and Recreation	
1. *Administration* Add ongoing funding to support teen prevention strategies, including tutoring opportunities, enhanced recreation programs for youth and teens, and increased program affordability to ensure Phoenix families can participate in Parks programs. This funding will establish structured tutoring services at Longview Recreation Center, Maryvale Community Center, South Mountain Community Center and Sunnyslope Community Center. It will extend operations at the South Phoenix Youth Center to include Saturday hours from 10 a.m. to 4 p.m., enabling the center to operate six days per week. Additionally, the funding will support enhanced programming and youth and teen engagement at the following facilities: Beuf Community Center, Deer Valley Community Center, Desert West Community Center, Eastlake Community Center, Harmon Park Recreation Center, Laveen Community Center, Longview Recreation Center, Maryvale Community Center, Mountain View Community Center, Paradise Valley Community Center, Pecos Community Center, South Mountain Community Center, South Phoenix Youth Center, Sunnyslope Community Center, University Park, and Washington Activity Center. This funding will also improve affordability of select teen and youth programs at Laveen, Deer Valley, Desert West, Longview, Maryvale, South Mountain and Sunnyslope community centers. **Status Update: The Parks and Recreation Department developed a survey to seek feedback from youth/teens and their parents about current recreational programming and what enhancements they want with future programming. The survey launched on August 31, 2026 and has been extended to October 31, 2026 to expand outreach and give additional time to youth/teens and their parents to share their feedback. The Parks and Recreation Department and the Office of Youth and Education have been developing the four planned Phoenix Literacy Hub sites. Programming is planned to start this winter and will be available for registration in early November. The Department drafted a new Field Operating Procedure (FOP) to support a fee waiver program. The fee waiver program will be implemented at seven locations in the Fall/Winter 2026. The South Phoenix Youth Center opened for Saturday use on August 1, offering programming and open play on Saturdays.**	$937,000 0.5

Department/Program	2026-27 Total
2. *Parks Maintenance* Add one-time funding for security lighting enhancements at City parks. This funding will support renovations and additions to the existing LED lighting infrastructure at five park locations. The improvements will increase visibility and promote safe, enjoyable recreation opportunities for Phoenix residents by providing enhanced playground lighting at Buffalo Ridge, Moon Valley, Sueno, and Western Star Parks, as well as perimeter lighting around Hilaria Rodriguez Park.	$500,000 0.0

Status Update: The Parks and Recreation Department has identified a qualified contractor and continues to conduct site tours at each park to assess specific lighting needs and ensure appropriate product selection. The new lighting will be installed in Winter 2026/Spring 2027.

Planning and Development

1. *Various* Add one-time funding for customer service enhancements in the Planning and Development Department (PDD). Funding will support improvements to the customer experience for visitors to PDD at Phoenix City Hall. In partnership with the Public Works Department, PDD will identify opportunities to streamline and improve the check-in process and overall customer flow. Potential improvements include creating collaboration space, enhancing signage, and evaluating alternative security and check-in procedures. Additionally, funding will support continued customer service and process improvement initiatives, which may include but are not limited to updating the department's website, developing strategies and educational materials on available services and resources, and providing additional support for technology upgrades.	$1,500,000 0.0

Status Update: The Planning and Development Department (PDD) and Public Works Department (PWD) continue collaborating on customer service enhancements on the west side of the first floor of City Hall (1 West and Police Department (PPD) offices currently). PDD has been working with the City's furniture vendor to finalize the design, which includes collaboration and meeting spaces, as well as an alternative process for security/check-in aimed to create a more welcoming and efficient environment. PWD is coordinating the move of PPD to another location and is also managing facilities modifications to support the new design, which is tentatively scheduled for completion by the end of the calendar year.

Department/Program	2026-27 Total
Street Transportation	
1. *Street Lighting*	$500,000
Add one-time funding for the installation of 17 new streetlights and 24 streetlight upgrades as part of the 27th Avenue Community Safety Plan, which leverages technology and community-based resources to enhance safety and improve quality of life along 27th Avenue and the I-17 corridor. These improvements will increase visibility and support a safer environment for residents, businesses, and visitors.	0.0

Status Update: The Street Transportation Department has completed upgrades to the existing streetlights along 27th Avenue and the intersecting local streets. Design work for the new streetlights is complete and installation is expected to begin in November.