City of Phoenix



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General Information Packet

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City of Phoenix

Report

Date: 8/27/2026, **Item No.** 1

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

This report provides the second 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 select FY 2026-27 GF 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: The Human Services Department (HSD) has processed the SNAP system Assistor Agency contract, submitted individual staff applications, and a portion of the staff have received security training issued by the State. On August 14, the State followed up to set a date for SNAP training for HSD staff. Sixteen temporary positions were created and recruited, with the majority of positions either filled or candidates in the onboarding process. Equipment has been ordered to support in-person clinics and application support at the Family Service Centers. Program operational procedures and workflows are under development. The program is expected to launch in October 2026. **Additionally, HSD is working to establish an Intergovernmental Agreement with the State's First Things First program to support the City's childcare affordability initiative.**	
	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

Department/Program	2026-27 Total

Status Update: There were seven temporary positions created for this initiative, with the majority of the positions filled or with candidates going through the onboarding process. The Targeted One-Time Crisis Assistance launched on July 6. A total of 1,367 applications were received within the first 5 days. All of the applications have now been reviewed, with approval and denial determinations made based on the program criteria. In July, HSD staff trained community-based agency staff on the application process. On August 10, the application system reopened to accept new applications. In addition to English and Spanish, the application can now be accessed in Arabic, Kinyarwanda, and Swahili.

2. *Homeless Housing Services* $2,500,000

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. 0.0

Status Update: The Office of Homeless Solutions (OHS) is making meaningful progress to expand its housing programming to include the master lease of 50 or more units of rental housing that would be sub-leased to people exiting homelessness. Master leasing is a practical tool that would allow the City or a nonprofit partner to lease units directly from landlords and then sublease those units to residents who would otherwise be locked out of the housing market. It removes barriers like credit challenges, prior evictions, or income instability, while also giving landlords the certainty of a guaranteed lease.

OHS is working to identify the rental units that will be used in this program in partnership with the Housing Department. OHS and Housing recently toured several potential apartment complexes for possible use in the program. OHS and the HSD issued a procurement for qualified support service providers on July 10. Proposals were due August 7 and are currently being reviewed for qualifications. OHS and HSD will seek City Council approval of the qualified vendor list on September 23. Once identified, the contracted support service partner will be responsible for providing on-site intensive services for all participants in the program. The master leasing program will serve single adults, couples and roommate situations with stable, affordable housing and on-site support services.

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.	$937,000 0.5

Status Update: The Parks and Recreation Department developed a survey to seek feedback from teens and their parents about current recreational programming and what enhancements they want with future programming. The survey will be provided starting in September with results available at the end of September or early October. To support development of the five planned Phoenix Literacy Hub sites, the department, in coordination with the Youth and Education Office, will conduct site visits to existing locations in August to gather operational and programmatic insights. Additionally, the department is developing a new Field Operating Procedure (FOP) to support a fee waiver program. The fee waiver program will be implemented at seven parks locations in the Fall/Winter. The South Phoenix Youth Center opened for Saturday use on August 1, and is temporarily using existing part-time staff to support program needs until the new part-time staff is hired. The recruitment for the part-time recreation leader and instructor positions closed on August 7, and interviews are scheduled for the end of August. The South Phoenix Youth Center team is offering programming and open play on Saturdays. Additional program development is underway.

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. **Status Update: The Parks and Recreation Department has identified a qualified contractor and is currently touring each park site to inspect the specific needs of each park to ensure selection of the correct lighting.**	$500,000 0.0
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. **Status Update: The Planning and Development Department (PDD) and Public Works Department (PWD) are meeting regularly on customer service enhancements on the west side of City Hall first floor (1 West and Police Department (PPD) offices currently). The design concept includes collaboration, meeting spaces and alternative location/process for security and check-in aimed to create a more welcoming and efficient environment. PDD has taken the lead on working with a vendor on designing the space. Preliminary design drawings and costs were provided by the vendor on July 31. PWD is coordinating the move of PPD to another location and is also working with the City Engineer on construction to support the new design. Construction procurement methods are currently being considered and will impact timing of when space will be completed. PWD is preparing a master schedule managing the relocation of PPD, the construction schedule, and time needed to order and receive materials from the vendor.**	$1,500,000 0.0

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 will begin upgrading select existing lights along 27th Avenue and intersecting local streets and anticipates upgrades to be completed by November.

City of Phoenix

Report

Date: 8/27/2026, **Item No.** 2

Supplemental Nutrition Assistance Program (SNAP) Navigation Support and Flexible Financial Assistance Update - Citywide

This report is issued to provide the City Council with an update regarding the City's implementation of two new programs that received one-time General Funds (GF) in Fiscal Year (FY) 2026-27 by the Human Services Department (HSD). These two programs are the Supplemental Nutrition Assistance Program 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 HSD for the Supplemental Nutrition Assistance Program (SNAP) Navigation Support and Flexible Financial Assistance programs, which were funded one-time in the FY 2026-27 GF.

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.
- 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

HSD has held two large hiring events for the 16 temporary positions. Twelve candidates are proceeding through the onboarding process or have started their positions. Another recruitment is in-progress to fill the remaining four positions.

HSD is now approved to be a Community Partner-Assistor Organization and has initial access to the Health-e-Arizona Plus (HEAplus), which is the SNAP electronic

application system. Staff applications for access to HEAplus have been submitted. The completion of security trainings are required to access HEAplus; the State has only issued these to a portion of HSD staff. HSD staff have continued discussions with the State staff on SNAP training and on-going support.

Program operational procedures and workflows are under development. The appointment system for residents to access services has been identified and is being submitted for approval through the City's Technology Review Process. Equipment has been ordered to support in-person clinics and application assistance at the Family Service Centers. The program's website and marketing materials are currently being created. HSD has also identified key organizations to partner with prior to this program beginning.

This program is expected to begin in October 2026. However, this date is dependent on the State providing the applicable SNAP training to City staff.

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

The targeted one-time assistance program was launched on July 6, 2026.
In addition to English and Spanish, the electronic application is now offered in Arabic, Swahili and Kinyarwanda. A dedicated phone line has been established for this program.

HSD conducted multiple in-person trainings on how to complete the application for community organizations and refugee resettlement agencies staff. Trainings were provided in English and Spanish.

HSD has received 1,516 applications with 48 percent approved and $492,800 of assistance being issued. The applications that were denied were for the following reasons:

- 89 percent did not meet program requirements with the majority currently having SNAP benefits.
- 11 percent were not Phoenix residents.

Households currently receiving HSD case management services are being evaluated for the stability assistance program.

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