

# What is PHX C.A.R.E.S?

The City's reporting system for communities to request encampment clean up and to provide resources for persons experiencing homelessness through a coordinated, multi-departmental response process.





# When Should I Report to PHX C.A.R.E.S?

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When a crime is not in progress and:

- Encampment observed
- Person experiencing homelessness in need of help
- Homeless related debris and blight
- Unattended personal belongings





# How To Report

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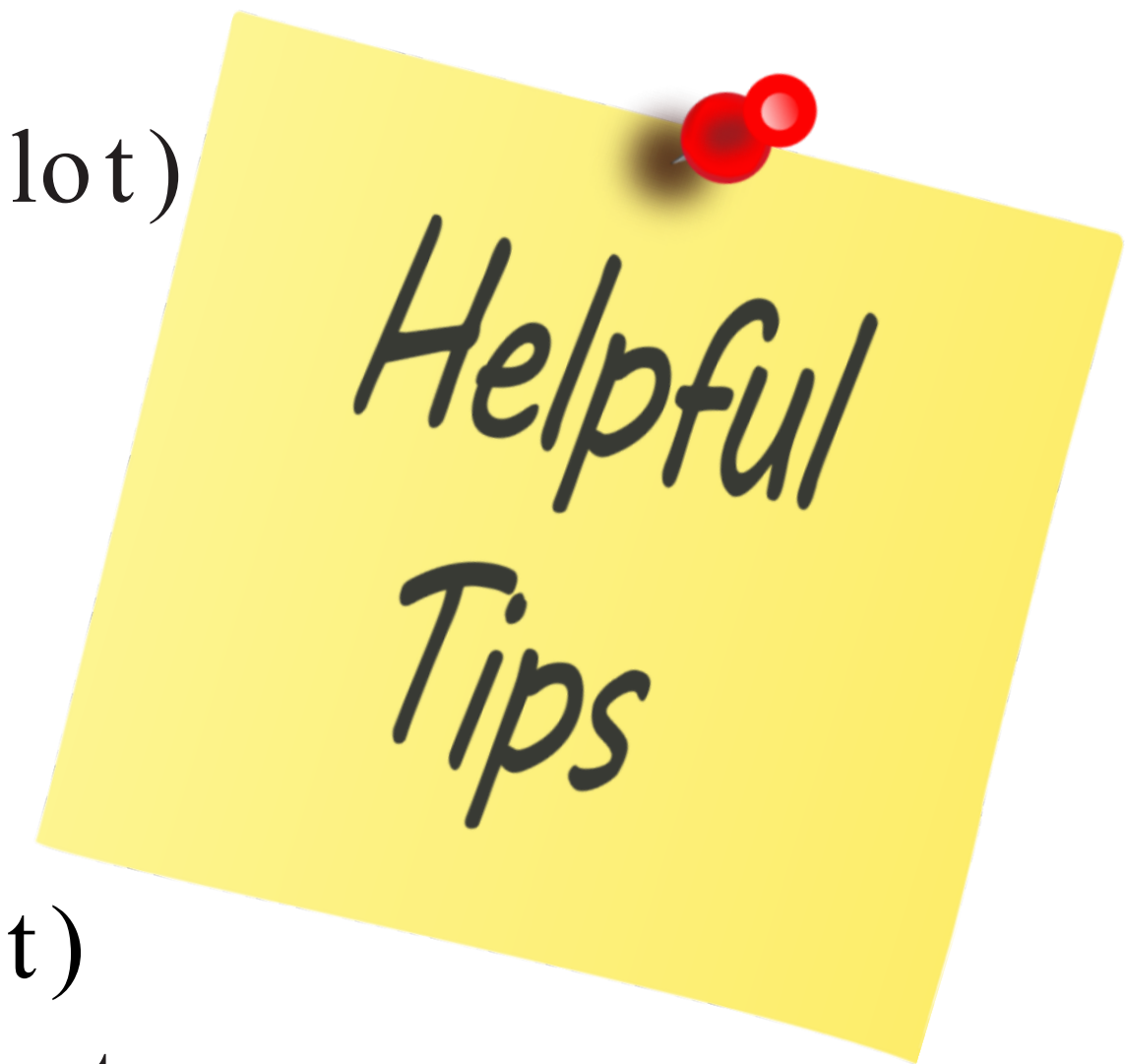
- PHX C.A.R.E.S
  - (602) 262-6251 (M-Sat 8-5 pm)
  - myPHX311: [phoenix.gov/myphx311](http://phoenix.gov/myphx311) (24/7)
- District 4 Homelessness Liaison  
Victor Rojas  
[Victor.Rojas@phoenix.gov](mailto:Victor.Rojas@phoenix.gov)  
602-694-3450



# Tips for Reporting in PHX C.A.R.E.S

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- Nearest location address versus intersection
- Property type (i.e., alley, sidewalk, park, vacant lot)
- Details of observations
  - Number of individuals
  - Are they there a certain time of the day?
  - Makeshift shelters or tents?
  - Shopping carts?
- Photos (if safe to do so or no individuals present)
- Any information helpful for the responding team to know





# What To Expect After Contacting PHX C.A.R.E.S?

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- Resident receives case number when case is opened
- Confirmation email is generated (if contact information is provided)
- PHX C.A.R.E.S. staff identify location and task the appropriate department for response
- Once the tasks are resolved, the case is closed
- Resident receives notification that the case has been resolved





# Current PHX C.A.R.E.S. Resolution Times

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## Average Case Resolution Time February 2024 - February 2025

### Citywide

|                      |         |
|----------------------|---------|
| City Properties      | 13 days |
| Non -City Properties | 28 days |
| All Citywide Cases   | 17 days |

### District 4

|                      |         |
|----------------------|---------|
| City Properties      | 14 days |
| Non -City Properties | 27 days |
| All District 4 Cases | 16 days |



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

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PHX C.A.R.E.S case received

Team dispatched to conduct an **assessment** to determine which department(s) are to respond and provide initial **outreach** (24-48 hours)

Appropriate **departments respond**

Resident **notified** once case has been resolved.





# What Happens After a PHX C.A.R.E.S. Case is Created on City Property?

## City Property Process:

- CBI Outreach Team Deployed
- OHS, Public Works, Streets, and/or Parks Deployed
- Police Deployed (if necessary)

## City Property Includes:

- Parks
- Alleyways
- Right of Way
- Bus Stops





# What Happens After a PHX C.A.R.E.S. Case is Created on Non -City Property?

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## Non-City Property Process:

- Neighborhood Services Deployed
- Work with Private Property Owner
- CBI and/or OHS Outreach Teams Deployed
- Police Deployed (if necessary)

## Non-City Property Includes:

- Businesses
- Vacant Privately Owned Lots
- Private Residences Including Apartment Communities
- Other Agencies (ADOT, SRP, APS, etc.)





# OHS Operations with the Police Department

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- OHS offers services, Police Officers enforce criminal activity
- Run individuals for warrants
- Issue citations, when applicable
- Make arrests, when applicable
- Ongoing maintenance and enforcement of identified location(s)





# OHS Operations with the Police Department

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- In the first contact, Community Action Officers (CAO) document educational contact and offer of services
- Second contact is an enforcement contact
- CAO's work with Phoenix City Prosecutor's in the Community Bureau for repeat offenders
- CAO's work with property owners on crime prevention methods
- Maintenance phase

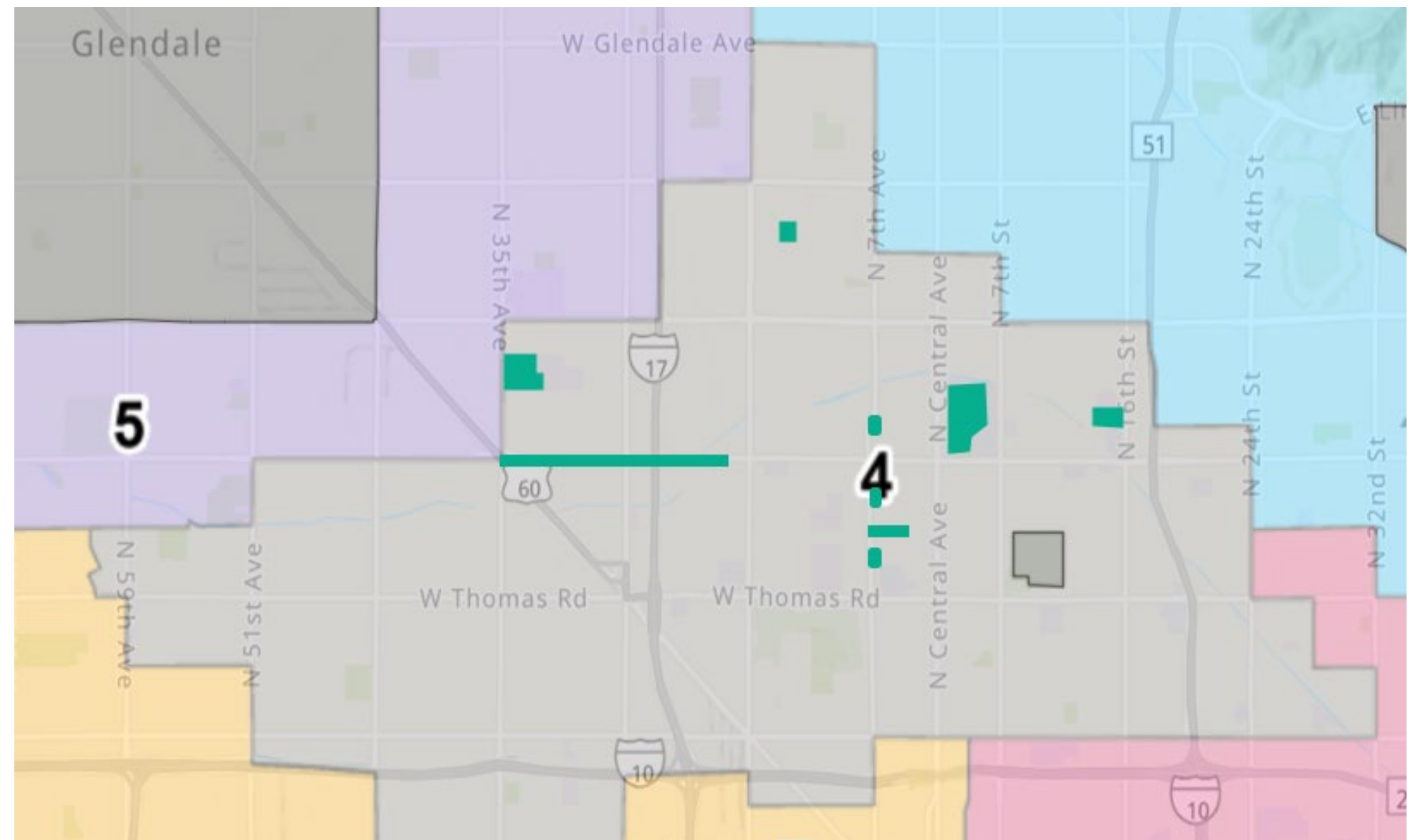




# Current C.A.R.E.S. Focus Areas in Council District 4

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- Indian School, 21<sup>st</sup> Ave to 35<sup>th</sup> Ave
- Osborn, 4<sup>th</sup> Ave to 7<sup>th</sup> Ave
- 7<sup>th</sup> Ave bus stops
- Melrose District
- Parks
  - Sueno
  - Cielito
  - Solano
  - Madison
  - Steele Indian School





# Example of Coordinated Efforts

## – Private Property

- 4<sup>th</sup> to 7<sup>th</sup> Avenues and Osborn
  - NSD, PD, OHS, Public Works, Streets
  - ATAs and Trespassing signs
  - Weekly joint outreach efforts
  - CPTED
  - Secure vacant properties
  - Cleaned alley between 4<sup>th</sup> and 5<sup>th</sup> Ave
  - Potential Business Alliance
- Results
  - 25 arrests/citations
  - 15 new ATAs
  - 3 people accepted services





# Who to Call?

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**PHX C.A.R.E.S.**  
**602 -262-6251**  
**myphx311**

- Encampments
- Person experiencing homeless in need of help

**Emergency  
Police/Fire  
911**

- Criminal activity in progress
- 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





# How can you help?

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- Communication
- Continuous Improvement
- Your Partnership





An aerial photograph of Phoenix, Arizona, taken during the 'golden hour' of sunset. The city's skyline is visible, with several tall skyscrapers and many smaller buildings. In the foreground, there are modern apartment complexes with balconies and some older, lower-rise buildings. The city is surrounded by greenery, including palm trees and other vegetation. In the background, the rugged mountains of the Phoenix area are silhouetted against the bright orange and yellow sky. The overall scene depicts a vibrant, growing urban environment.

# **Phoenix Homelessness Plan Refresh**



# Background

- The City is refreshing its homelessness strategic plan from 2020.
- 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

STRATEGIES  
TO ADDRESS  
*Homelessness*





# 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.”



A person wearing a red shirt is holding a clipboard with a checklist. The clipboard has a silver clip at the top and a pen in the bottom left corner. The checklist has several rows and columns with some text and numbers. The background is blurred, showing other people.

# 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

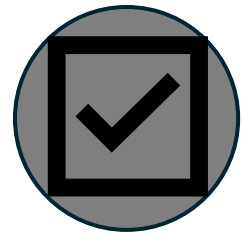




# Plan Refresh Focus Areas



# Preventing People from Becoming Homeless



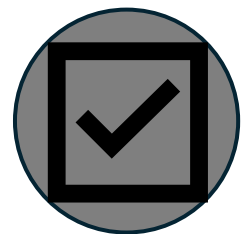
Utilizing data to identify the people most at risk



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

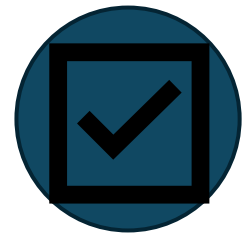




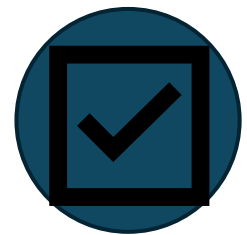
# Neighborhood Safety and Safety for People Experiencing Homelessness



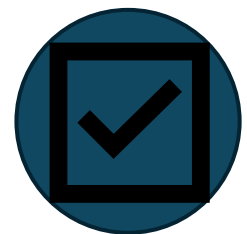
Developing a streamlined effort for enforcement that balances offering services with humanely enforcing existing laws



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

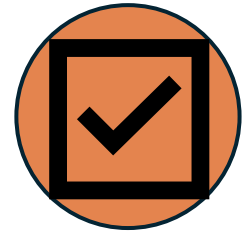




# Better Coordination with Other Systems such as Behavioral Health Services and Employment



Better access and connection to behavioral health supports



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



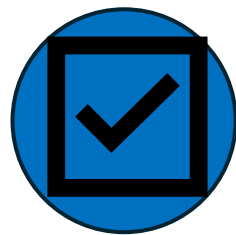
Increasing capacity and quality of service providers



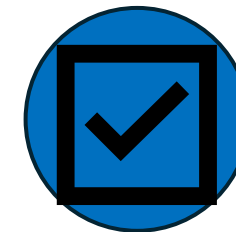
Better connections to paid job training and employment for individuals experiencing homelessness



# Dedicated Housing for Individuals and Families Experiencing Homelessness



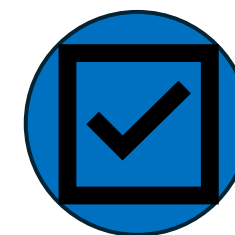
Conduct a systemwide modeling of inflow and outflow to determine shelter and housing need



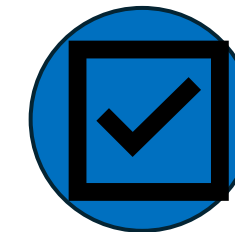
Stable funding for comprehensive supportive services for people exiting homelessness to housing



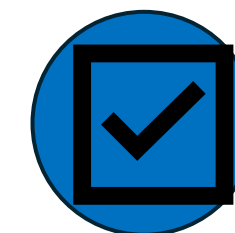
Improving outcomes and placements from shelter



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



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



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



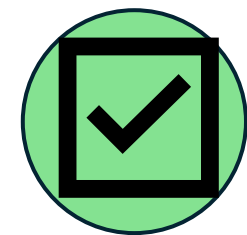
Improvements to PHX C.A.R.E.S



Better coordination across City departments working to address homelessness



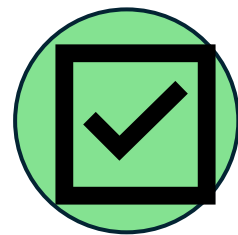
Better training and support for staff (City and provider)



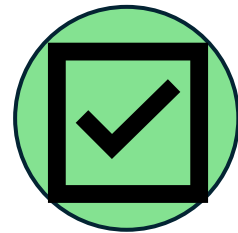
Improve communication with the public



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



# Feedback to Date

- Office of Homeless Solutions Staff
- Mayor and Council Interviews
- Internal City Departments
- STAHP Task Force
- Community Stakeholders
- CoC Lived Experience Collaborative
- Public Survey
- Virtual Public Forum
- In Person Public Forum
- Provider Forum



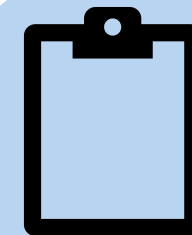


# Effective Engagement Efforts



## 46 Interviews

OHS developed questions with BA who then interviewed 46 different providers, community leaders, and elected officials.



## 624 Public Surveys

OHS launched a public survey in English and Spanish and received over 600 responses. The feedback informed the plan.



## Two Public Meetings

OHS hosted a virtual and in-person meeting to solicit feedback on the planning efforts and content.



## Stakeholder Groups

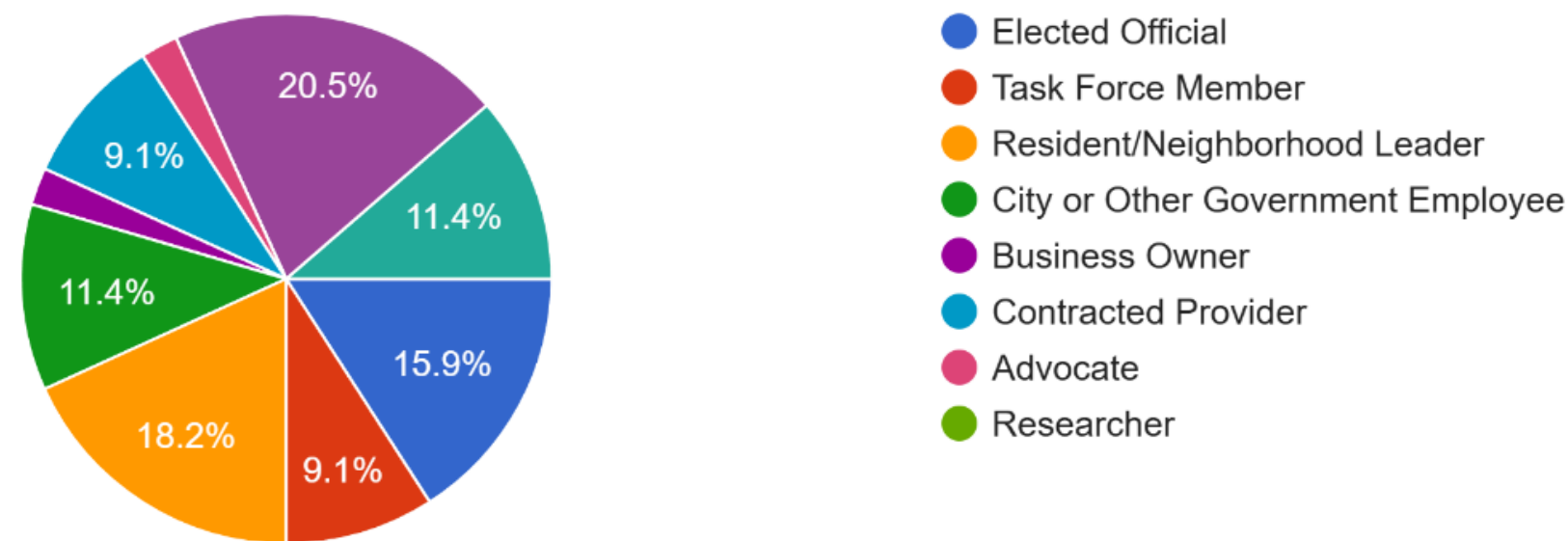
OHS presented to key stakeholder groups such as the CoC, PCA and Task Force and invited multiple groups to attend in-person sessions.



# Interview Results (n=46)

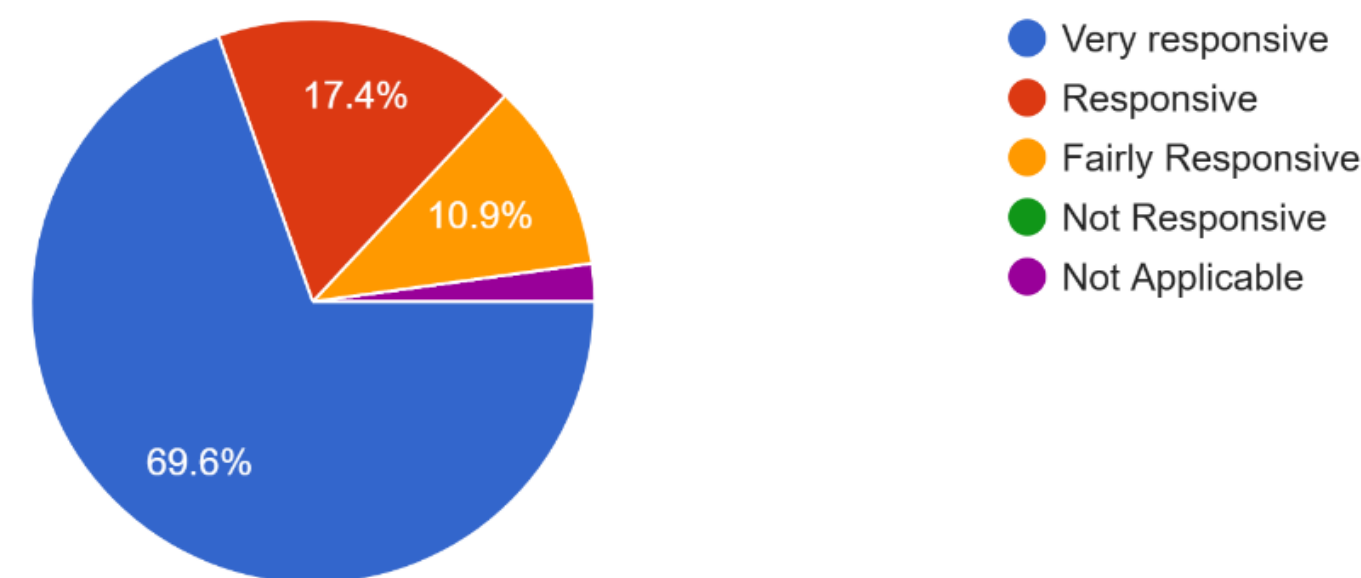
What role does your organization play in addressing homelessness?

44 responses



How responsive is the Office of Homeless Solutions to your organization?

46 responses

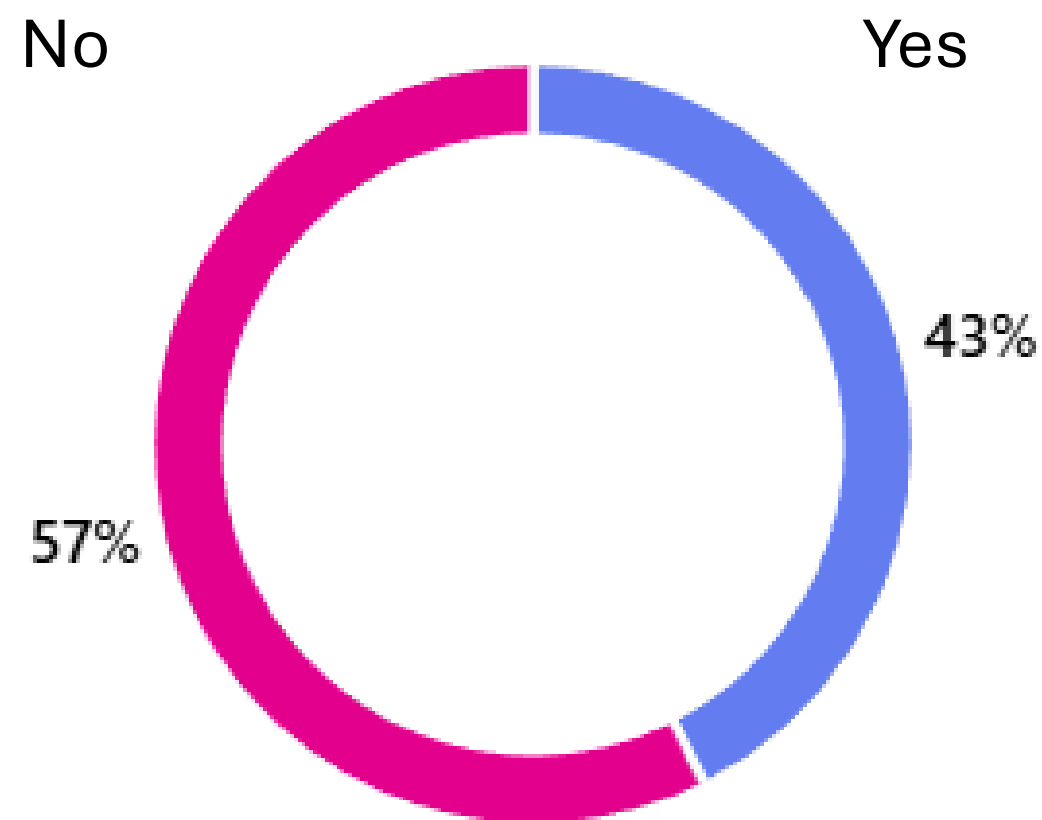


- **Clear Positive Change from the Past**
  - *I worked for 37 years in homelessness and I see a noticeable change. The need has really jumped so it may not always feel like it.*
- **City Ownership is Impressive**
  - *Back in 2018-2020 the city's perspective was that the County needed to take the lead role. Now the city owns the efforts in a much stronger way and has taken leaps and bounds.*
- **Lack of Resources**
  - *They could do more if they had the resources to do it.*
- **High Need Individuals**
  - *Seeing the same faces (50 to 75). There is a hardcore group of people that don't want to avail themselves of services. It doesn't seem like there is success with people who refuse services.*
- **Prevention**
  - *Have come leaps and bounds on visible homelessness. Have not spent enough time on prevention.*



# Public Survey Results (n=624)

**57% who responded to the survey were not aware the City had a strategic plan to address homelessness**



## What do you think is the biggest barrier preventing people experiencing homelessness from accessing services and housing?

### Substance Abuse and Addiction

- Addiction to drugs and alcohol is consistently cited as the primary barrier, often impacting willingness or ability to access, retain, or comply with services and housing requirements.

### Mental Health Challenges

- Untreated or severe mental health issues are closely tied to homelessness, making it difficult for individuals to navigate systems, adhere to program rules, or even seek help at all.

### Lack of Affordable Housing

- The scarcity and high cost of affordable housing is a major obstacle, repeatedly mentioned alongside rent inflation, inadequate shelter space, and long waitlists for truly low-barrier options.

### Lack of Awareness and Complexity of Services

- Many respondents describe how insufficient knowledge of available services, complicated processes, and fragmented, bureaucratic systems prevent people from accessing help—even when it is technically available.

### Reluctance or Resistance to Accept Services

- A subset of individuals is resistant to accepting services due to factors such as unwillingness to follow rules, desire for autonomy, or distrust of institutions, which is sometimes reinforced by negative shelter experiences or street culture

# Next Steps

