

**Office of
Homeless Solutions**
Where We Started. What We've Built.
Where We're Going.



City of Phoenix



Where We Started

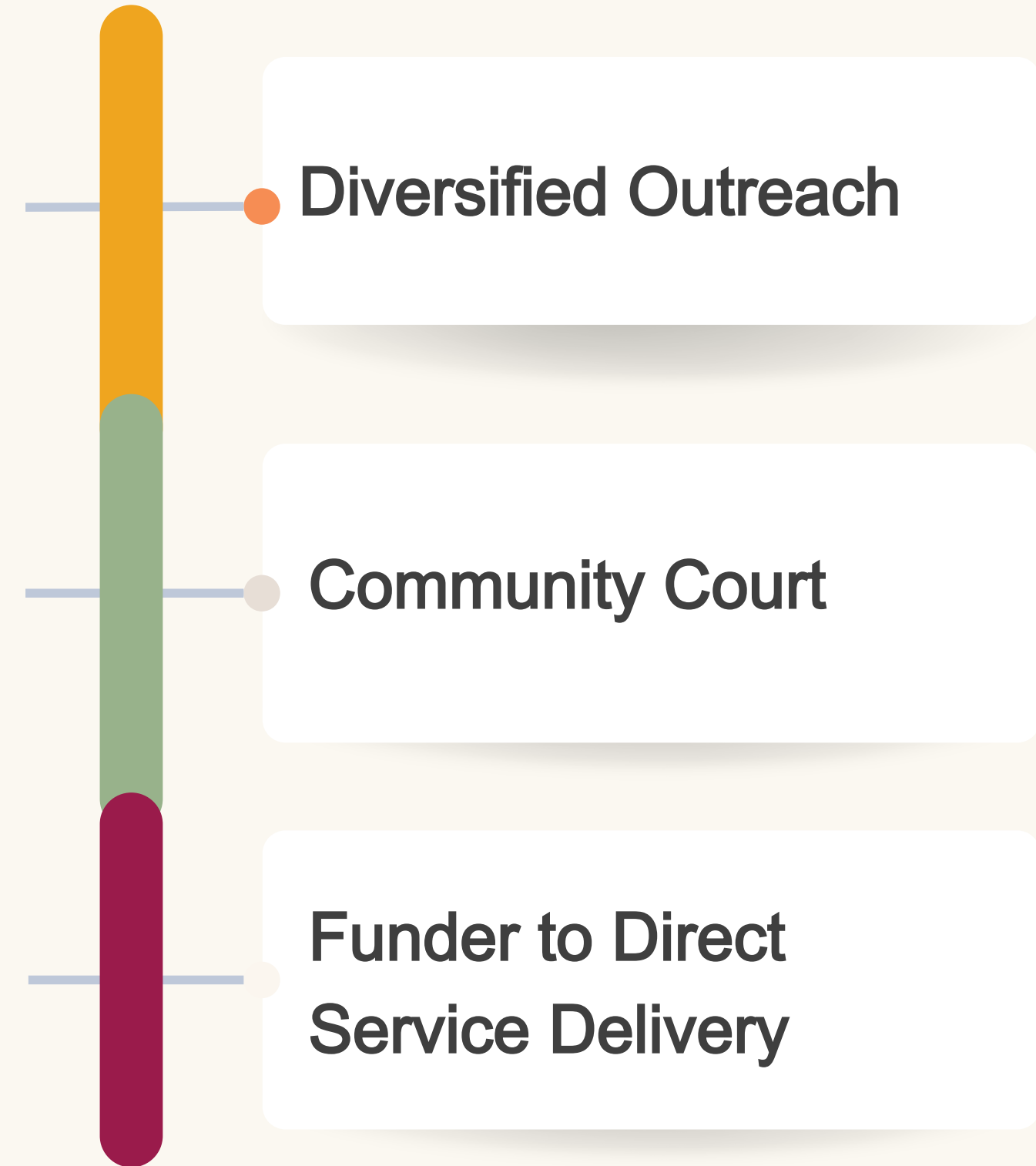
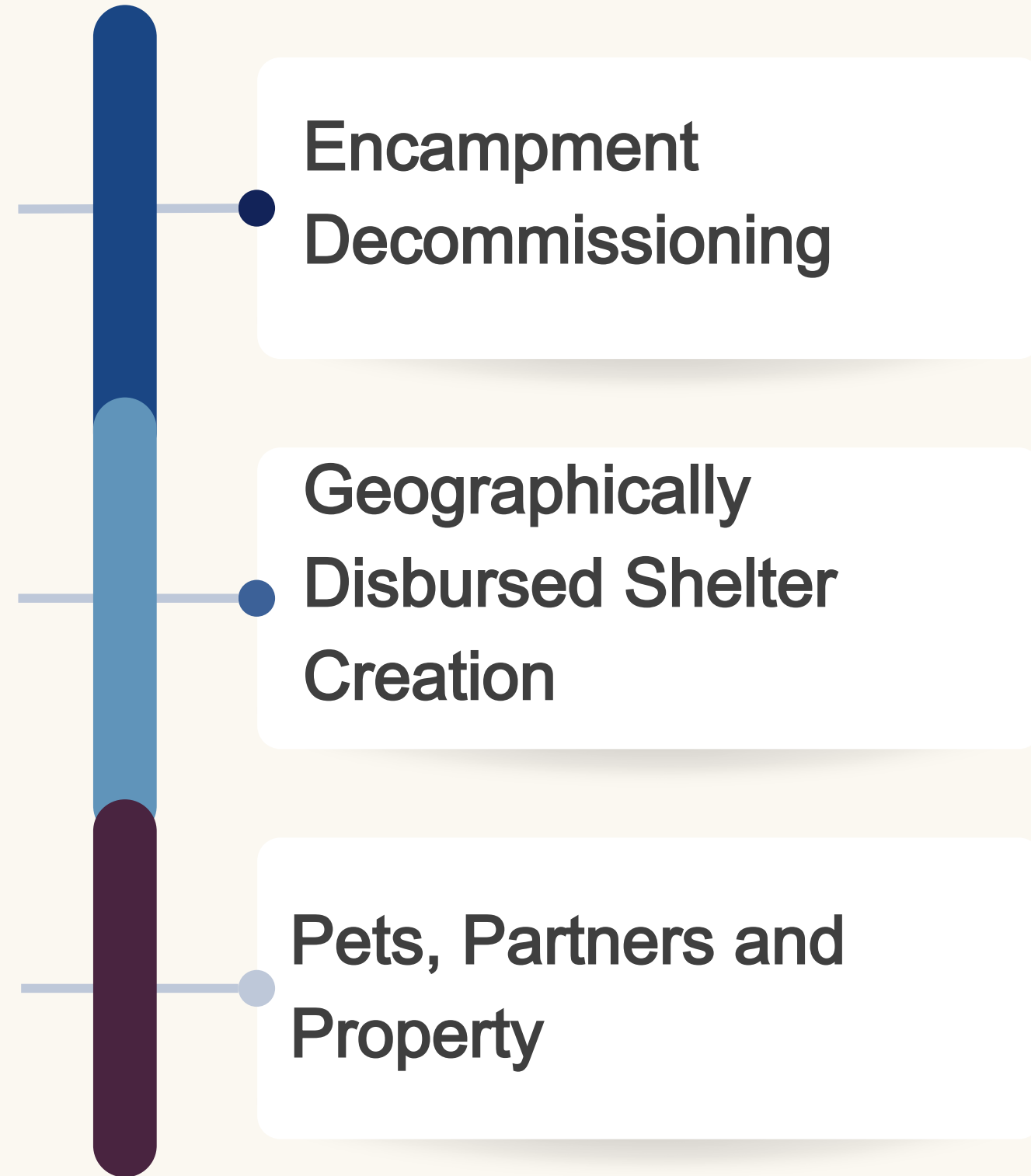
2022: Early Challenges

- Unsheltered homelessness rising, shelter capacity shrinking
- A 1,000-person encampment surrounding the Human Services Campus
- Legal pressure mounting, threats of action from surrounding business owners and the Fund for Empowerment / ACLU
- City Task Force recommendations adopted as a roadmap forward
- Pandemic-era funding gave us a narrow window to act



What We've Done

A look at six key areas of progress



Encampment Decommissioning

- 15 streets, once lined with tents between City Hall and the State Capitol
- 700–1,000 individuals in the area between 2022–2023
- 718 individuals encountered; every person offered an alternative placement
- 590 accepted placement and 82% acceptance rate



Indoor Shelter Creation

Building Capacity

Year	Beds Created
2022 (CASS, Respiro, Washington, Rio Fresco)	592
2023 (All Temporarily Added and Now Closed)	482
2024 (PNC, de Paul Manor, North Mountain, UMOM)	370
2025 (Haven, PNC Phase II)	350
2026 (North Mountain Phase II, Senior Bridge)	80
In Progress (Salvation Army)	60
Total (Not Including Temporary)	1,452

Phoenix Navigation Center

- 200 congregate beds
- 80 non-congregate beds
- Space for recreational vehicles (RVs)
- Opened March 2025
- Only Shelter in west Phoenix
- Prioritizing the area surrounding the site
- Community Advisory Committee with Neighbors



Safe Outdoor Space

- A voluntary, safe outdoor place for unsheltered individuals who may not be ready for indoor shelter opportunities
- 200 campsites, 300 people
- Onsite services such as housing navigation, case management, meals, showers and restrooms
- Opened October 2023



Diversified Outreach

- Homelessness Liaisons embedded across the city
- Behavioral Health Engagement Teams
- Proactive outreach built around every shelter community
- Community Court integration



Property Storage

- Storage available at new shelters and around individuals around the Key Campus
- Unattended property is stored, with notification that opens the door for engagement
- 225 bins stored since February 2023; 25 already reunited with their owners



Phoenix Community Court

- Launched in January 2024
- A partnership among Phoenix Municipal Court, the Public Defender, Prosecutor, Community Bridges, Inc., and the Office of Homeless Solutions
- 1023 participants to date
- 267 graduates



From Funder to Direct Service Provider

- Historically: the City funded nonprofits to provide shelter, rapid rehousing, and outreach
- Now: the City is a direct provider of shelter and outreach — while continuing to fund and partner with nonprofits
- Result: greater oversight, greater in-house expertise, faster response



Where We're Going

Strategic Plan to Address Homelessness

Prevention



Neighborhood Safety



Coordination



Housing



System Accountability



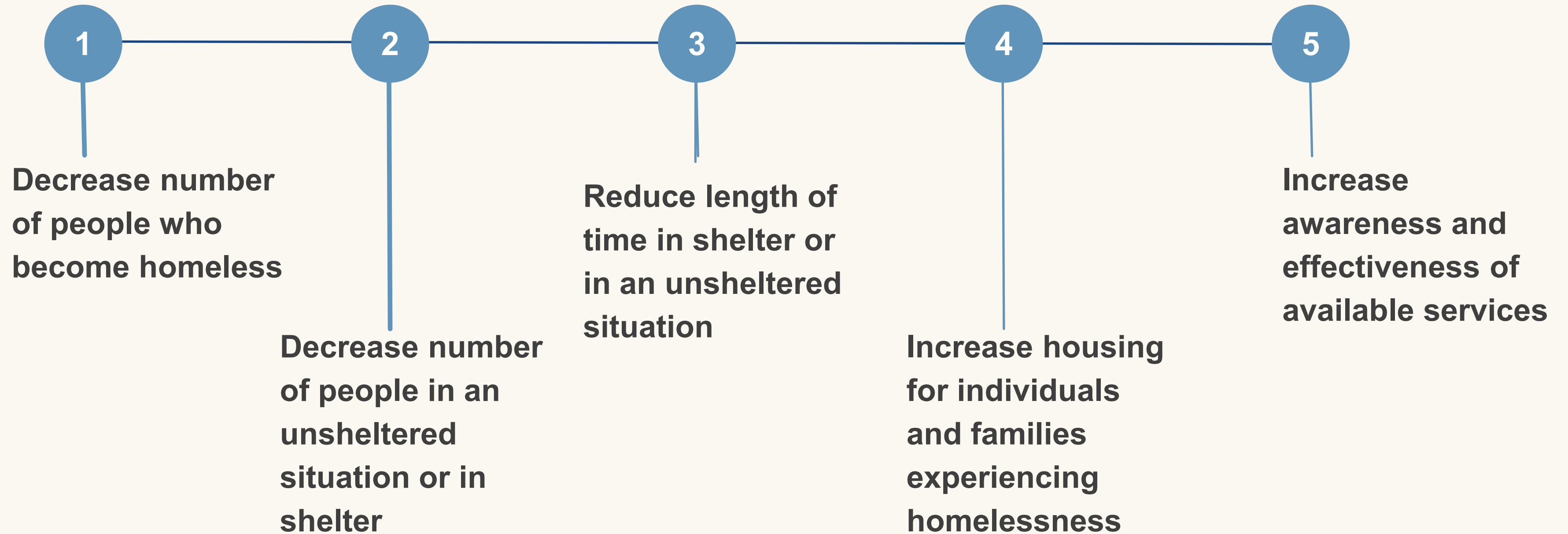
Vision Statement

No one in Phoenix should experience homelessness, and no community should feel its negative effects.

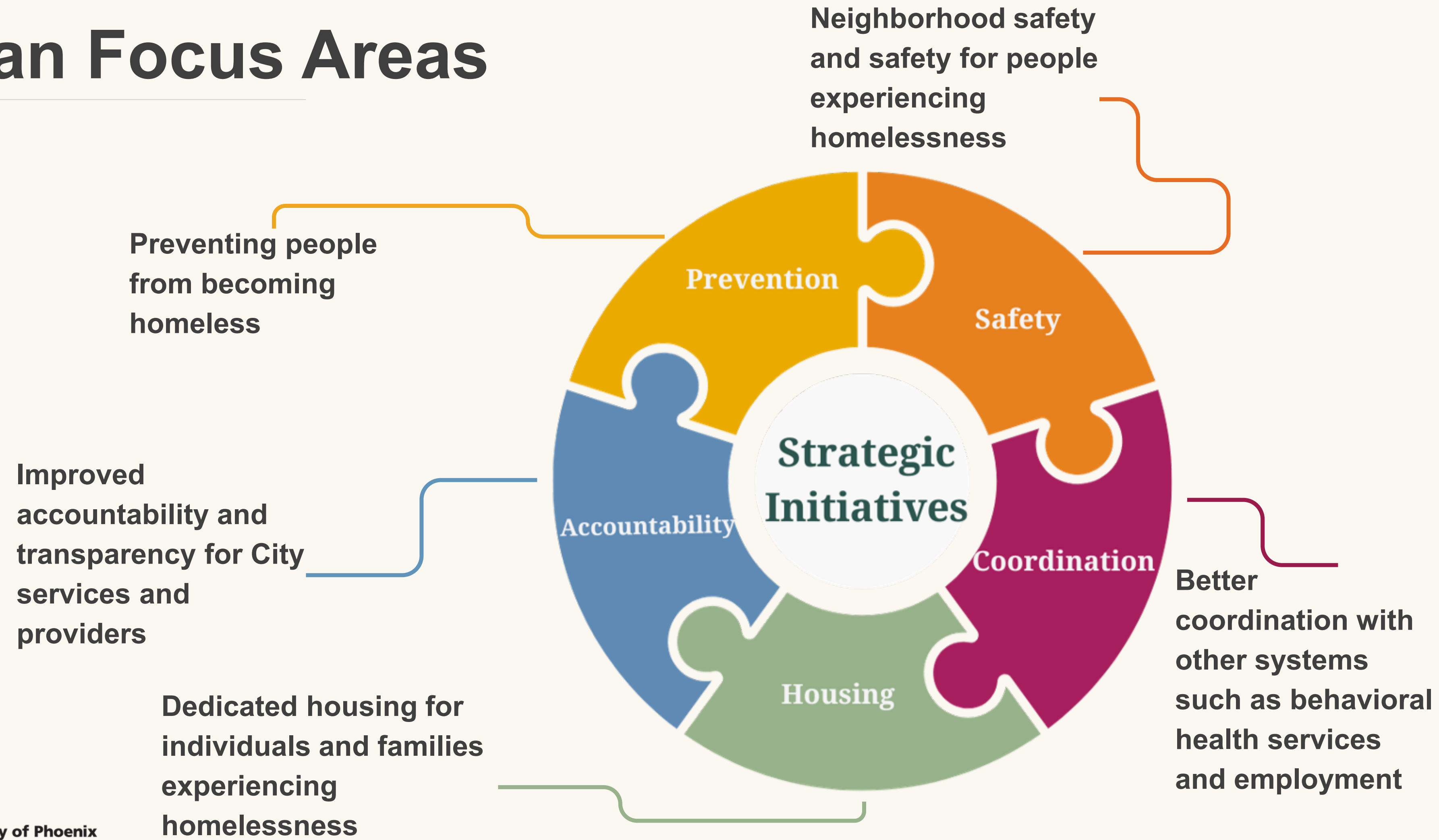
The City of Phoenix will strive to prevent homelessness when we can, make it brief when it happens, and keep people stable in housing with the supports they need.



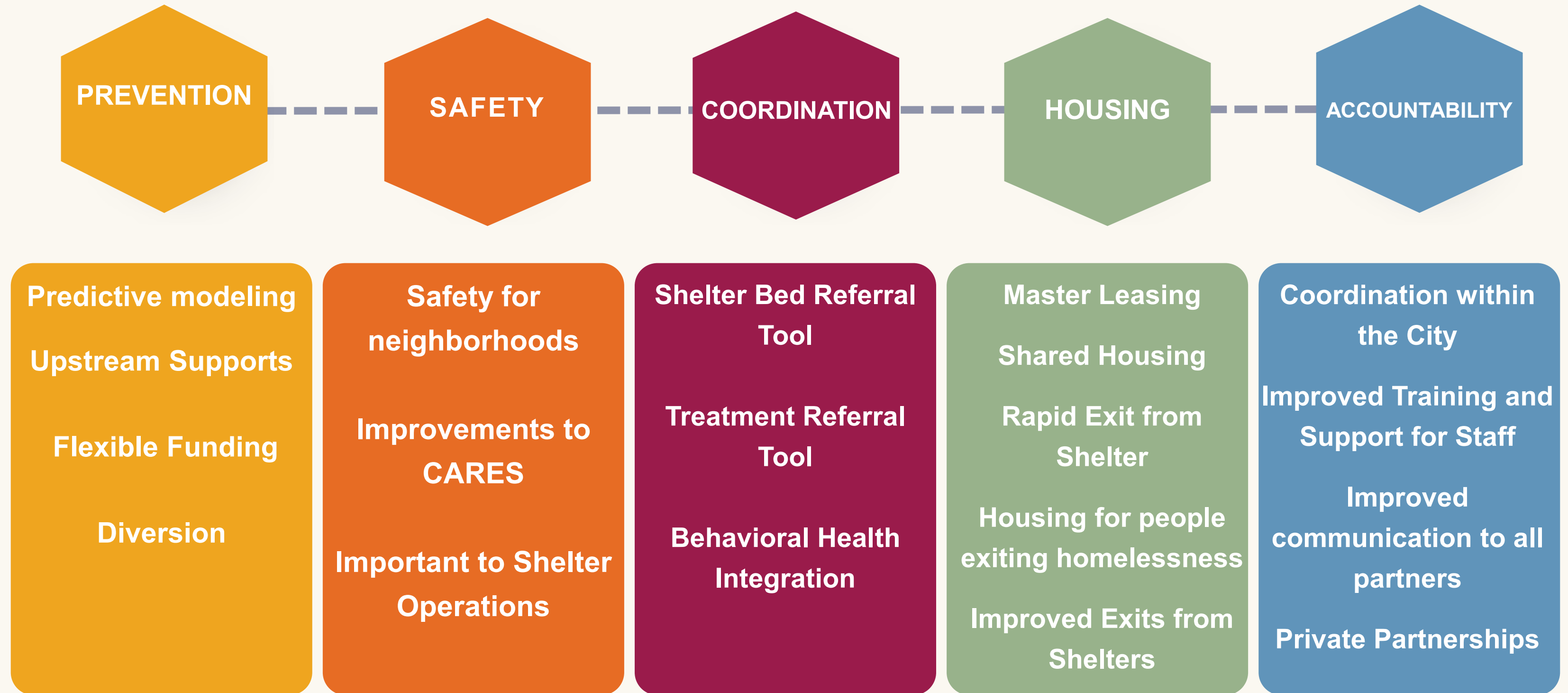
Plan Goals



Plan Focus Areas



Plan Focus Areas



2026 Priorities

What's Next This Year

Housing



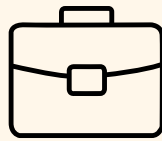
Master Leasing
New Development
Rapid Exit

Heat Relief



Permanent Building
Sustainable Funding
Families

Workforce



Diversified resources at
each shelter

Shelter Effectiveness



Shortest stays possible

How We Can Partner

Staying Connected

FLEXIBLE FUNDING

Dollars that can move where the need is, covering the gaps city funding structures aren't built to reach (pilot programs, rapid response, things that don't fit a line item).

THOUGHT PARTNERSHIP

Your experience and insights are critical to informing priorities, strengthening the approach, and identifying opportunities for greater impact.

HELP CARRY THE MESSAGE

Your voice reaches audiences and rooms ours doesn't; consistent, accurate messaging about this work benefits everyone at the table.

PARTICIPATE IN HEALTHY GIVING

A coordinated donation program connecting community groups directly with shelters, so items get where they're needed, safely and responsibly.

STAY CONNECTED

Receive timely updates through our newsletter, including new initiatives, outcomes, and emerging priorities. We are also just a phone call or email away!



Thank You for Your Partnership and Commitment

Office of Homeless Solutions

Contact:

homeless.solutions@phoenix.gov

[Phoenix Homeless Solutions Development Dashboard | OHS Dashboard Home](#)