



2024 Arizona Housing Coalition Award Winner

City of Glendale Community Services Department

Advocate of the Year

The Advocate of the Year recognizes an individual or organization whose advocacy work has resulted in systems-level change in affordable housing and/or homelessness.

The City of Glendale Community Services Department has made significant strides in addressing affordable housing and homelessness through collaborative efforts with community partners. Two notable programs, Glendale Works and the Glendale Homeless Solutions Alliance, have been instrumental in this endeavor. Glendale Works, in operation since 2019 and operated by the Phoenix Rescue Mission, provides employment opportunities to individuals experiencing homelessness, thereby fostering dignity and engagement. With a doubling of operational capacity, the program currently serves approximately 1,110 individuals annually, including those who are chronically homeless. This initiative has inspired similar programs across the state, reflecting Glendale's leadership in addressing homelessness.



In June 2021, Glendale initiated a groundbreaking strategy to foster collaboration among homeless service providers, aiming for shared goals and enhanced funding flexibility. This initiative led to the establishment of the Glendale Homeless Solutions Alliance (GHSA), spearheaded by Central Arizona Shelter Services and backed by various organizations including Phoenix Rescue Mission, Community Bridges Inc., Maggie's Place and others. GHSA offers comprehensive services, operates in Glendale, and maintains a 24/7 triage line. Collectively, GHSA providers have delivered over 63,000 services, including street outreach, emergency shelter, case management, and housing assistance, resulting in over 1,500 individuals transitioning into permanent housing. This innovative approach underscores the efficacy of local partnerships in combating homelessness.

To support affordable housing development, Glendale instituted an internal Ombudsman process, fostering collaboration between developers and the Community Services department to navigate city procedures and address issues efficiently. Additionally, Glendale advocated for a policy change to incentivize affordable housing development, resulting in a unanimous City Council ordinance to waive Community Development Fees for such projects. Projects awarded Low Income Housing Tax Credits by the Arizona Department of Housing receive administrative approval for fee waivers.

In its first year, the program is projected to generate \$1.4 million in benefits for affordable housing developments. This emphasis on affordability is expected to yield over 1,300 new quality affordable housing units across seven tax credit projects involving five developers within three years.

