Office of Homeless Solutions

OHS provides support for people experiencing homelessness and is committed to ending homelessness through a comprehensive, regional approach to:

- Capital investments to create new shelter beds
- Existing shelter operations
- Heat relief
- Street outreach
- Supportive and behavioral health services
- Homelessness prevention
- Rapid Re-housing
Encampment Engagement and Resolution - Background

- High profile downtown area between City Hall and State Capitol (7th Avenue to 15th Avenue, Jefferson to the railroad tracks)
- As many as 700-1,000 individuals in the area around the Campus between 2022 - 2023
- 15 streets with tents closed to camping
  - 718 total individuals encountered on the streets closed
  - 590 accepted alternative placement
Encampment Engagement and Resolution – Person Centered

- Block by block approach
  - Macro and micro assessment on overall encampments needs
  - Determined what intervention is most appropriate (e.g., shelter, substance use treatment, family reunification)

- Two week notice for each effort
  - Develop comprehensive list of people in the area
  - Find solutions immediately for people who choose to access shelter or services

- Relationship building internally and externally
  - Streets and Public Works
  - Community partners support (e.g., transportation and shelter)
  - Coordinate shelter beds and placement opportunities with internal contracts and external partnerships
Encampment Engagement and Resolution – Day of Block Closures

- Relay Race – Passing the Baton from Ongoing Outreach
- Ensuring most appropriate placements
- Coordinating the Day Of Process
  - Arriving early (6 a.m.)
  - Transportation
  - Available services
- Dignified and compassionate conversations
Encampment Engagement and Resolution – Process and Protocol

- **Real time data collection**
  - Met with each client prior to shelter placement (half sheets)
  - Maintained live records of placements (spreadsheet)
  - Entered HMIS Project Entry/Exit
  - Follow-up that individual secured bed & arrived safely

- **Developed internal process to store belongings.**
  - Types of storage needed
  - Protocol for Personal Property Assessment (PPA) and abandoned property
  - Coordinating Biohazard clean up

- **Safety**
  - Walk-throughs prior to clean up
  - Liaisons on both ends of the street
  - Security on site, PD on stand-by (only if needed – 3 calls for safety made throughout entire efforts)
  - Narcan, EMTs, cooling stations on site for individuals living in area
Campus Encampment Efforts – Where Are They Now

In Shelter 59%
Unknown 17%
Intermediate (Institution, temporary) 2%
Housed 7%
Unsheltered 15%

68% Known Positive Outcomes

Data as of 11/27/2023
Safe Outdoor Space
What is the Safe Outdoor Space?

- Voluntary safe, outdoor space with access to restrooms, meals, showers, and laundry
- Approximately 10x10 ft. outdoor sleeping areas with uniform tents and X-wings
- Indoor space for heat and cold respite
- Capacity 200 sites, 300 guests
- Low barrier for entry, with site, conduct, community agreements for guests
- Referrals from outreach, no walk-up services
- 24/7 private security
- Focused on supportive services such as case management, navigation services, physical and behavioral health support
Progress to Date

• First guests entered on November 1, 2023
• Good Neighbor Agreement signed in November
• Construction anticipated to be completed by March 2024
• City of Phoenix lead on site, partnering with service providers
  • 2 primary facilities and services contracts: Community Bridges, Inc. (CBI) for case management and supportive services and Key Campus (formerly HSC) for operations, facilities, services
    ◦ SVdP – Meal service
    ◦ Circle the City – Mobile medical services
### Outcomes

<table>
<thead>
<tr>
<th>Clients Enrolled</th>
<th># Total Contacts</th>
<th># Engaged Clients</th>
<th>% Engaged</th>
<th>Overall EQ</th>
<th>Timeliness (Days)</th>
<th>Positive Exits</th>
<th>Total Exit Pool</th>
<th>Positive Exit %</th>
<th>Receiving NCB</th>
<th>Total NCB Pool</th>
<th>Exit NCB %</th>
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<tr>
<td>MSC: Safe Outdoor Space - PHX - 30</td>
<td>202 654</td>
<td>32</td>
<td>16%</td>
<td>31%</td>
<td>3</td>
<td>61</td>
<td>111</td>
<td>59%</td>
<td>44</td>
<td>70</td>
<td>63%</td>
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**Positive Exits**

Shows the percent of clients exiting positively from a program. Certain exit destinations are excluded.

- **Clients: 111**
  - 54%

**NCB at Exit**

Shows the percent of clients receiving at least one source of Non-Cash Benefits (NCB) at their exit.

- **Clients: 70**
  - 62%
Demographics

Date Range: 11/1/2023 to 2/20/2024
HSC - Safe Outdoor Space - PHX - SO

Gender
- 66 (32.7%) Men (Boy if child)
- 132 (65.3%) Other
- 4 (2.0%) Women (Girl if child)

202 Clients Served

Age
- 12.38% Age Group: 25-34
- 21.78% Age Group: 35-44
- 28.71% Age Group: 45-54
- 27.23% Age Group: 55-64

Chronicity
- 202 Clients Served
- Not Chronic

Race
- 40.59% White (HUD)
- 11.68% Black African American or African (HUD)
- 40.10% American Indian Alaska Native or Indigenous (HUD)
- 5.46% Native Hawaiian or Pacific Islander (HUD)
- 0.00% Asian or Asian American (HUD)
- 0.00% Unknown

202 Clients Served
Costs and Fund Sources

• Received funding from the AZ Department of Housing (ADOH) for the purchase, site was purchased from the state and was formerly state surplus

• City has dedicated staff, created a new Project Manager role to support the project and contracted with 2 community-based organizations to operate, provide security, and supportive services/case management (ARPA)

• Significant construction investment including, rehab of warehouse space, ADA restroom/shower, restroom/shower/laundry trailer purchase (funding through ADOH and ARPA)
What’s Next?

• Begin to increase onsite census when construction is completed, prioritizing unsheltered people in the 1.5-mile radius of Campus
• Continue to develop formal partnerships, including workforce
• 3-year timeline – year 2 will begin phase out plan
• Finalizing an operating manual in partnership with contracted partner organizations
• Developing SOS Advisory Committee with neighbors
Questions