



# Office of Homeless Solutions – Safe Outdoor Space

February 13, 2024



# 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



*Rendering of CASS The Haven*



# Encampment Engagement and Resolution- Background

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- 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

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- 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



**City of Phoenix**

**THIS AREA IS CLOSED  
TO CAMPING.**

If you are in need of shelter or services, please visit the **Brian Garcia Welcome Center** at **206 South 12th Avenue.**



# Encampment Engagement and Resolution – Process and Protocol

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- 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



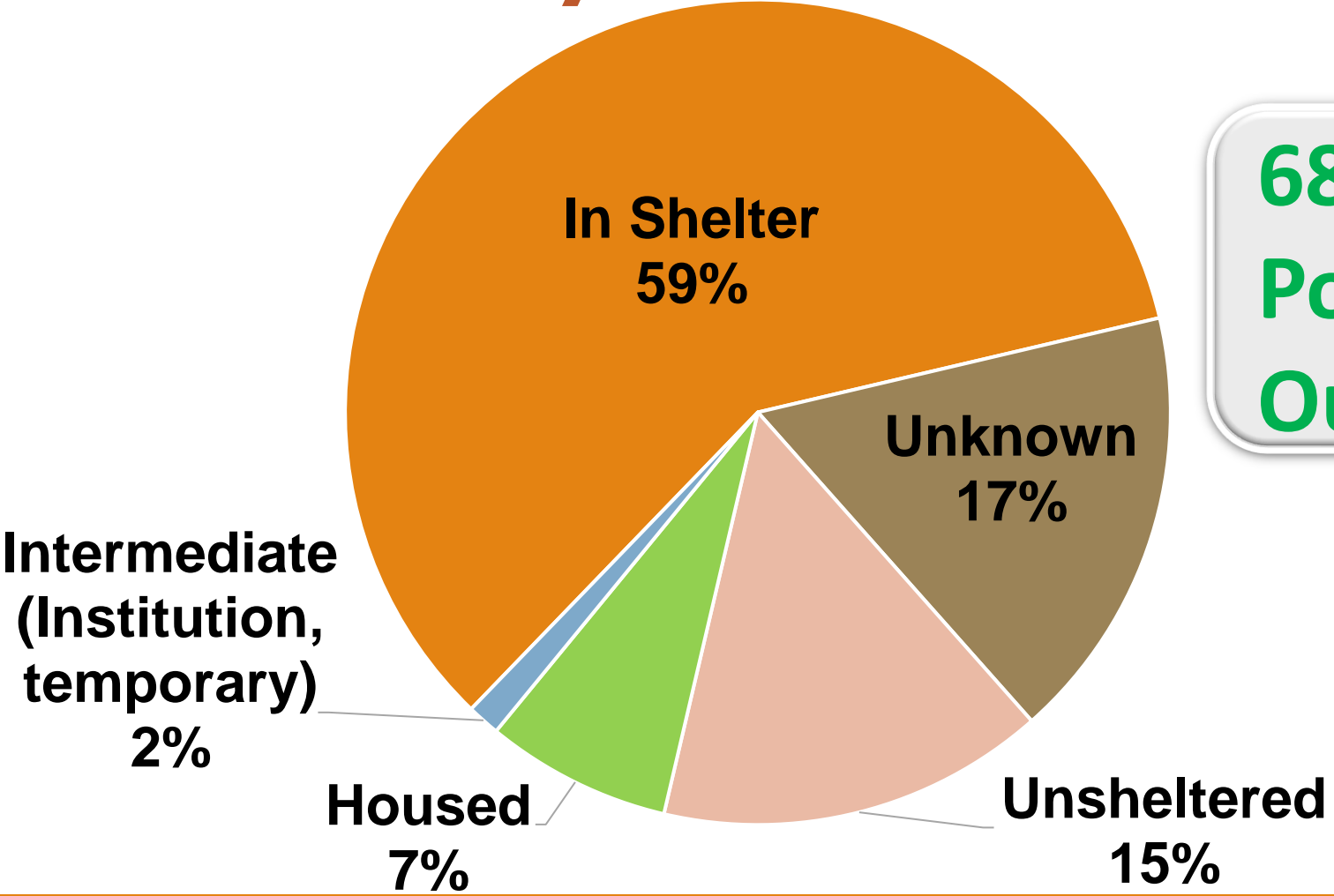
# Before



# After



# Campus Encampment Efforts – Where Are They Now



**68% Known  
Positive  
Outcomes**

Data as of 11/27/2023





# Safe Outdoor Space



# What is the Safe Outdoor Space?

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- 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

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- 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

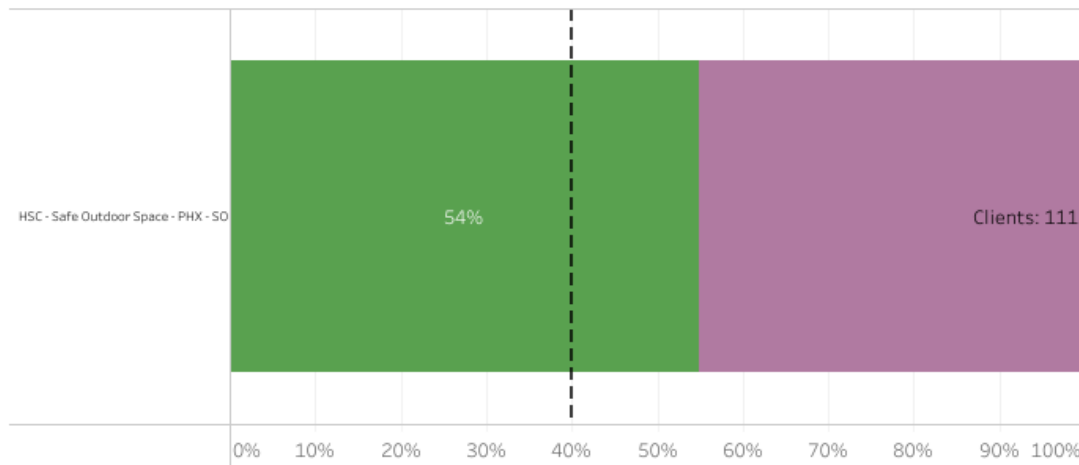


# Outcomes

	Clients Enrolled	# Total Contacts	# Engaged Clients	% Engaged	Overall DQ	Timeliness (Days)	Positive Exits	Total Exit Pool	Positive Exit %	Receiving NCB	Total NCB Pool	Exit NCB %
HSC - Safe Outdoor Space - PHX - SO	202	654	32	16%	94%	2	61	111	55%	44	70	63%

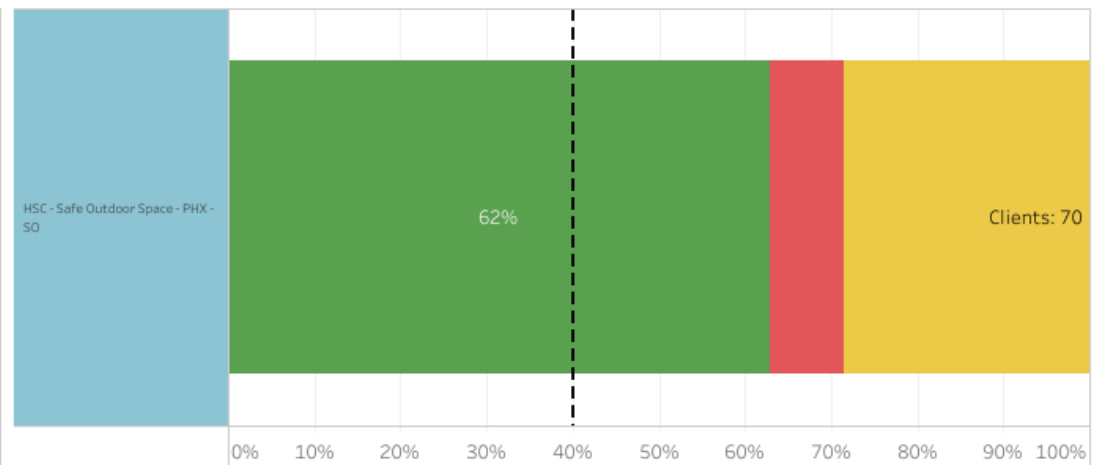
## Positive Exits

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



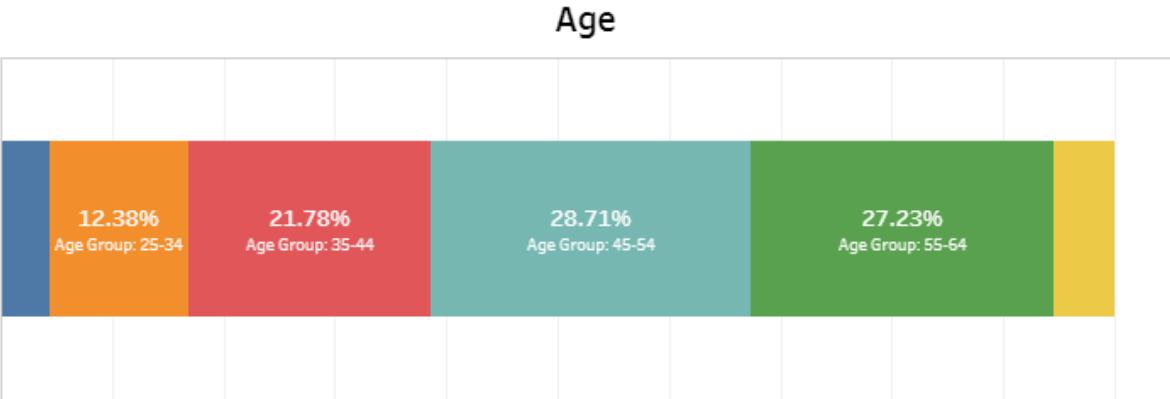
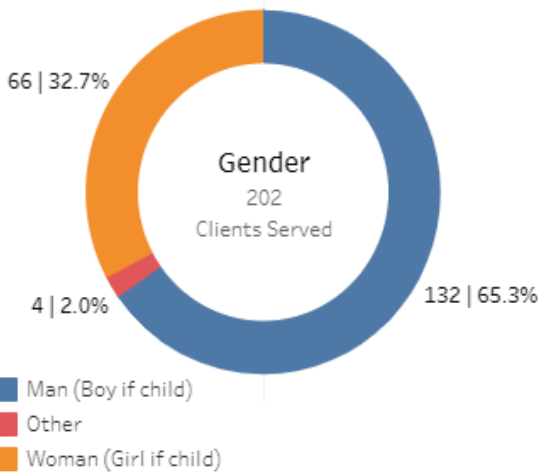
## NCB at Exit

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

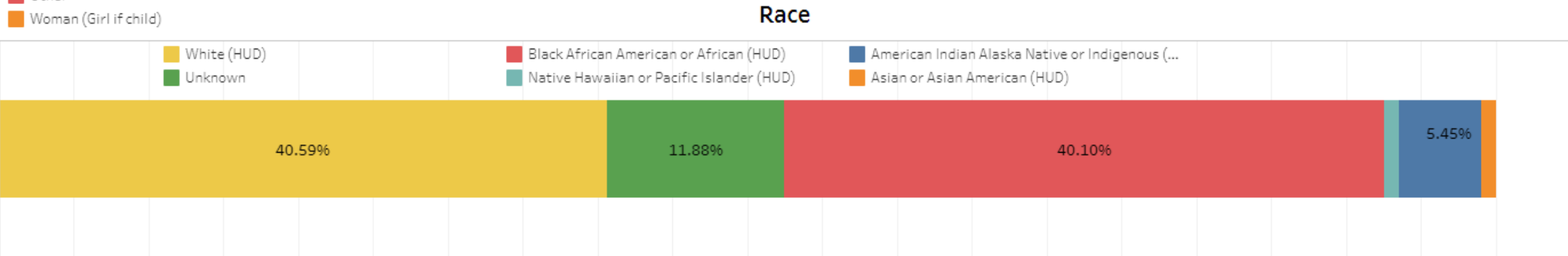


# Demographics

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



Chronicity  
 202  
 Clients Served





# Costs and Fund Sources

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- 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?

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- 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

