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## CITY COUNCIL REPORT

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TO: Deanna Jonovich  
Deputy City Manager

FROM: Moises Gallegos  
Human Services Director

SUBJECT: HOMELESS UPDATE JANUARY-MARCH 2016

This report provides the Neighborhoods, Housing and Development Subcommittee with an update on activities and accomplishments towards homelessness in the City of Phoenix between January 1 and March 31, 2016 (third quarter).

THE ISSUE**I. Managing to the Numbers**

In January through March 2016, 308 families; 449 single, non-veteran individuals; and 346 veterans were housed through the Maricopa regional homeless services delivery system. Of these, 38 were chronically homeless.

The Family Housing Hub identified 745 families experiencing homelessness. Of those, 281 families were diverted from the homeless service delivery system through mainstream resources and referrals. The remaining 464 were fully assessed and placed on Service Priority Lists for the next available shelter or housing service appropriate for their needs. During the same period, 441 families were removed from Service Priority Lists and entered shelter or housing programs.

The Welcome Center (WC), located at the Maricopa County Human Services Campus served 2,496 individuals. Of those, 70% (1,735) were connected to emergency or overflow shelter services on the Campus; 3% (64 individuals) were connected to crisis services, and 13% (312 individuals) were diverted and did not engage in additional Campus services. Another 15% (385 individuals) left to unknown locations.

ABC Housing, a Public Housing Authority which administers over 1,600 permanent supportive housing (PSH) units for individuals diagnosed with serious mental illness, became a partner of the WC. In the first month of the partnership, 56 PSH units came available for referral through the WC Coordinated Entry System.

**II. Starting in Our Own Backyard**

On March 31, 2016, 207 households, including unaccompanied youth, LGBTQ youth and individuals with general mental health and substance abuse concerns were receiving housing and support services utilizing City of Phoenix Section8/Housing Choice Vouchers. The programs are a result of a partnership between the City of Phoenix Housing and Human Services Departments, and several community partners

including Mercy Maricopa Integrated Care, which serves as the Maricopa Regional Behavioral Health Authority, and community-based service providers specializing in housing and support to special populations.

### III. Community Engagement

Misdemeanor Repeat Offender Program (MROP) Partnership: Through collaboration between the Phoenix Police Department (PD), City Prosecutor's Office, and HSD the MROP provides services to reduce crime and address core issues of homelessness. Through March 2016, 2,035 homeless offenders were identified by the PD. Of those, 499 individuals were tracked in the data management system, providing patrol officers the information necessary to proceed with next steps when they encountered them on the street. The City Prosecutor's Office worked with 51 individuals, and 15 individuals received case management services through HSD or Southwest Behavioral Health.

Frequent Utilizer System Engagement (FUSE): The Maricopa FUSE program is a collaborative effort between the City of Phoenix Fire, Human Services and Housing Departments, and two community-based organizations—Circle the City (CTC) and Southwest Behavioral Health (SWBH). As of March 31, 2016, 8 medically vulnerable, chronically homeless individuals have been stabilized and housed.

Veterans StandDown Event – January 28-30: Services were provided to 1,850 veterans (including 207 females) during the three day event held at the Veteran's Memorial Coliseum. Over 70 service providers including the Arizona Department of Transportation's Motor Vehicle Division, City of Phoenix Municipal and other Court systems, Social Security Administration, the Department of Economic Security, and the Phoenix VA Health Care System delivered services on-site. The Valley of the Sun United Way provided volunteer navigators to assist veterans in accessing services. Highlights included:

- 985 veterans registered for legal service. Justice Courts heard 109 cases, sentencing 689 hours of community service. Superior Court heard 305 cases, quashing 18 warrants. Forty-three veterans had rights restored, 18 filed wills, and 35 participated in DUI screenings.
- Two hundred and thirty-five veterans filed claims for benefits and information and referral services related to housing, food, social security and child support services were provided.
- Six hundred and thirty-seven veterans received ultrasounds, 468 received glasses, 262 received acupuncture and 622 received haircuts.
- Veterinarian's provided care for 197 pets, including 42 spayed or neutered and 70 groomed.
- Hundreds of articles of clothing, hygiene kits, toys, and other items were distributed.

Encampment Engagement Project: Together, the Police, Neighborhood Services, Public Works, and Human Services departments developed a strategy to reconnect individuals living on the streets with community based crisis intervention and outreach providers, 80 individuals in 44 encampments were engaged.

**RECOMMENDATION**

This item is for information only.