

Update on Strategies to Address Homelessness

City Council Work Session
August 26, 2021



CHANDLER
arizona
Community of Innovation



Agenda

- Status of Homelessness
- Chandler's Programs
- New Initiatives
- Regional Activities
- Challenges and Opportunities



Status of Homelessness in Maricopa County



Homelessness in Maricopa County

	May 2021	Anticipated Net Change - Next 12 Months	Predicted May 2022 w/o Additional Assistance
Individuals	2,979	599	3,578
Families/Households	102	18	120
Total Unsheltered	3,081	617	3,698
Sheltered & Unsheltered	6,369	986	7,355

Source: MAG

Cost of Homelessness





Housing Stability



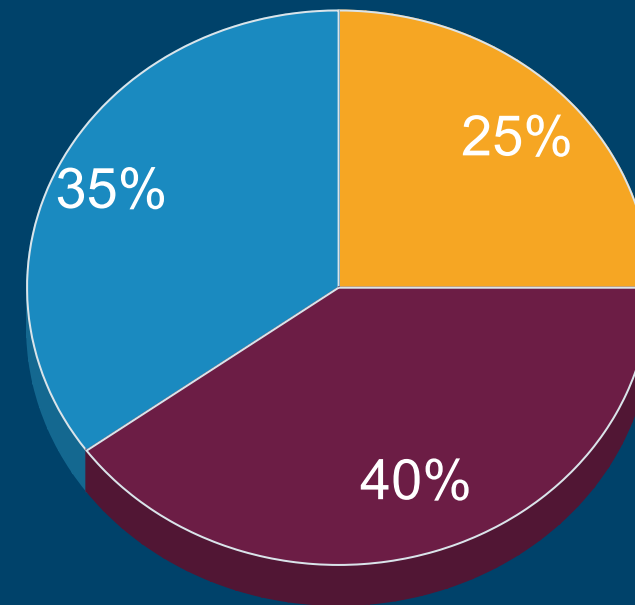
Housing Stability Services

- Fiscal Year 2020-2021:
 - 20 emergency home repairs
 - Average age - 61Years old
 - Average household size - 1.9
 - Average median income - 38.30%

*Outcomes impacted by COVID-19

- Fiscal Year 2021-2022 to Date:
 - 4 Emergency Home Repairs
 - 5 Exterior improvement loans
 - 2 ADA home modifications
 - 15 active inquiries/applications

Fiscal Year 2020-2021:



Very Low Income 8 Low Income 7 Moderate Income 5

On-Going Eviction Prevention

The City of Chandler annually allocates funds to our Community Action Program (CAP) to assist with rental and utility assistance.

Fiscal Year 2020-2021:

Agency	Funding	Households Served
AZCEND (CAP)	\$178,500	4,214
Salvation Army Rental Assistance	\$15,000	240



Federal Eviction Prevention



Federal Emergency Rent and Utility Assistance Program (ERA)

- Received just under \$14 million to assist Chandler residents
- ERA Program administered by CAP Agency (AZCEND)
- Eligible residents may receive rent, utilities and arrears up to 18 months
- Need must be related to COVID-19
- Must be 80% Area Median Income (AMI) or below based on household size

*One-time funds to address COVID-19 emergency

Federal ERA Outcomes

Assistance through
August 14, 2021:



Households Served	524	435	89
Total Expenditures	\$3,878,378	\$488,027	\$63,623
Average Expenditure Per Household	\$7,397	\$1,121	\$715

Source: AZCEND Community Action Program (CAP)

Homeless Services

Navigation and Client Services

- Peer-based outreach services
- Connection to housing, health care and supportive services
- Coordination with public safety and other City departments
- Liaison to Chandler businesses and residents
- Funded by GF, CDBG, CDBG-CV, ARP, CARES



History of Homeless Navigation Services

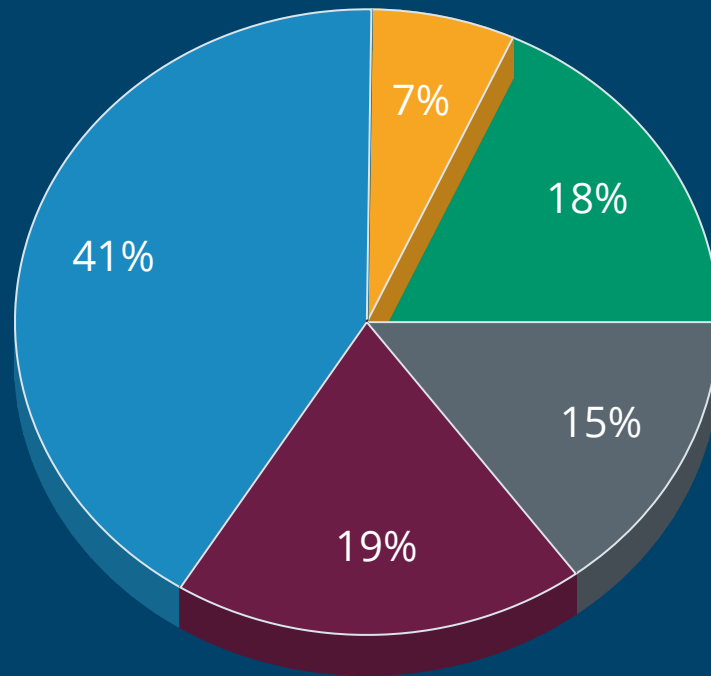
- Began contracting for services in 2014
- Utilized several local agencies
- Challenges:
 - Hours in Chandler
 - Lack of access to data and outcomes
 - High turnover
 - Lack of connection to City departments
- Hired first City temp community navigator February 2020
- First FTE community navigator supervisor July 2021



Navigation and Client Services Outcomes

Fiscal Year 2020-2021:

Housing Outcomes: 82% Positive Exits



	Diverted	18
	Permanent Housing	23
	Shelter	50
	Institutional Setting	8
	Other Exit	22

Households Served: 183



Single Individuals: 176



Persons in Families with Children: 17



Veterans : 9
(Singles & Families)

Heat Relief Center

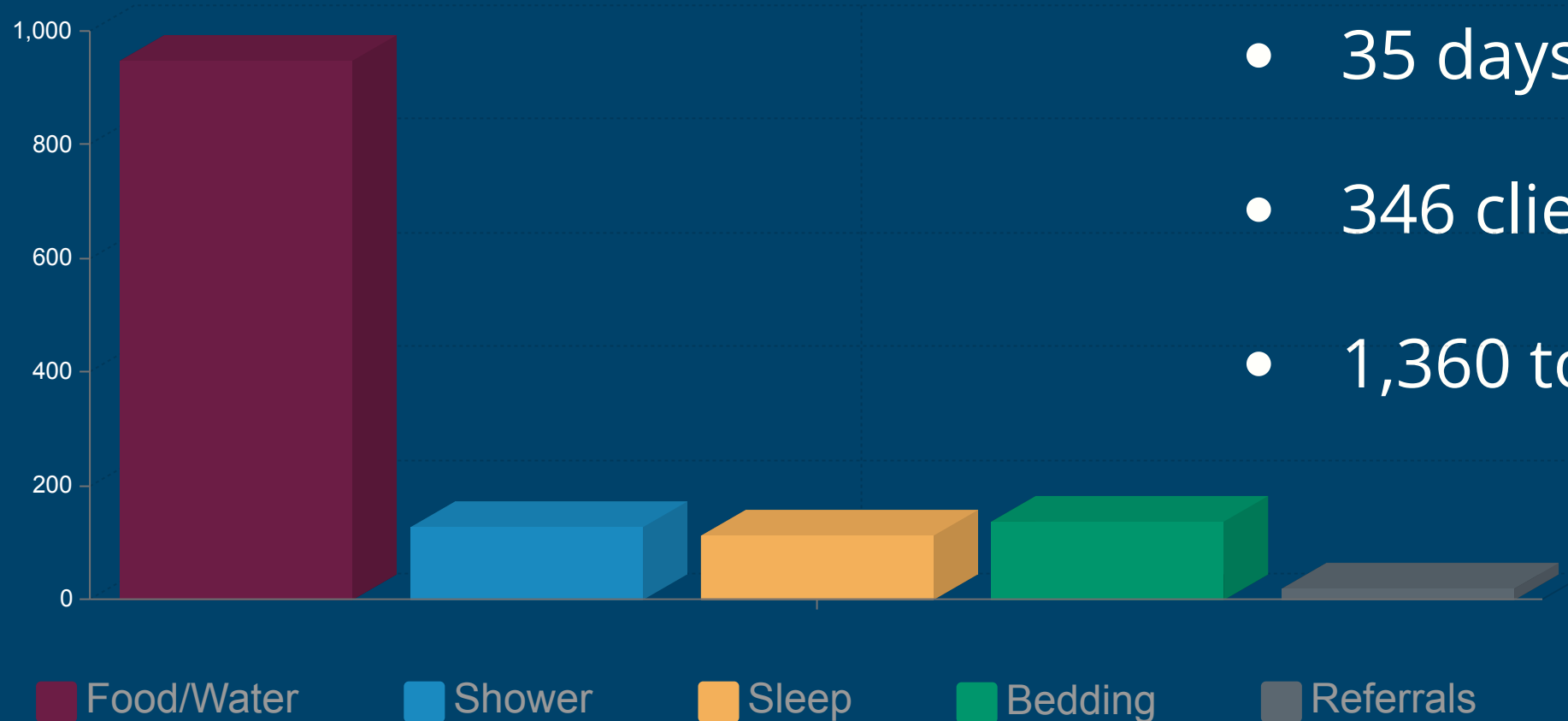
- Partnership with the Chandler Salvation Army
- Open weekdays in Summer, 9 am - 5 pm, and excessive heat warning days
- Respite, food/water, navigation services, Wi-Fi, pet friendly
- Funded by ARP



Heat Relief Outcomes

Fiscal Year 2020-2021:

- 97 unduplicated clients
- 35 days of service
- 346 client visits
- 1,360 total services



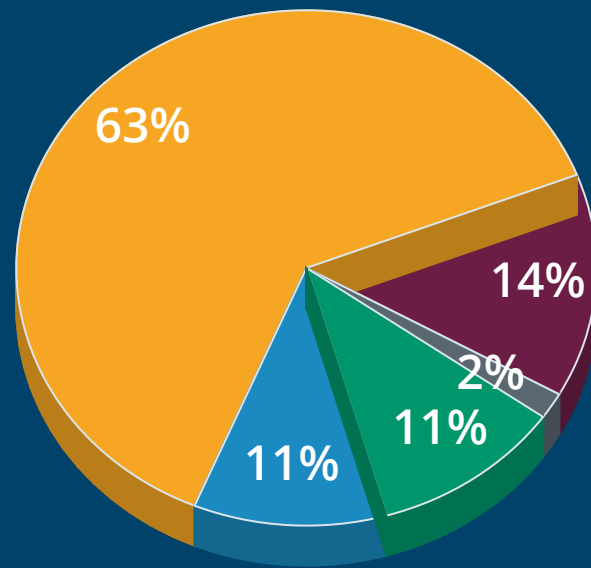
Operation Opendoor

- Began as an immediate response to COVID-19
- Utilize hotel rooms for non-congregate shelter
- Provide food and navigation services
- Exit to permanent housing
- Funded by CDBG-CV, CARES, ARP



Operation Opendoor Outcomes

Fiscal Year 2020-2021: 89% Positive Exits



Diverted

13

Shelter

17

Other

13

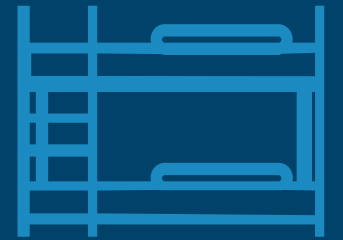
Permanent Housing 76

Institutional Setting 2

Average Length of Stay:
59 Days

Total bed Nights:
4,527 Days

Average Cost Per Client:
\$4,731



Emergency Shelter and Transitional Housing

Annual GF Allocations:

- I-HELP for single individuals
- Emergency Shelter for families
- Domestic Violence Shelter

One-Time AZ CARES and ARP Funds:

- Rapid Rehousing for families

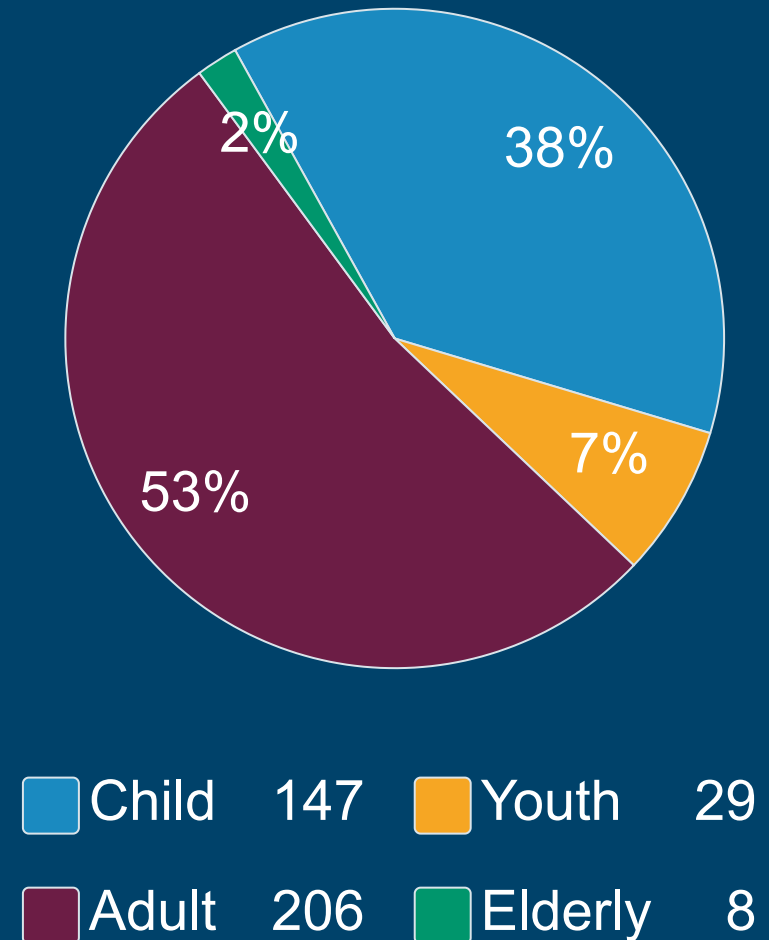


Emergency Shelter and Transitional Housing Outcomes

Fiscal Year 2020-2021:

386 Persons Served:

- I-HELP for single individuals - 144 individuals
- Emergency Shelter for families - 14 families
- Rapid Rehousing for families - 75 individuals
- Domestic Violence Shelter - 153 individuals



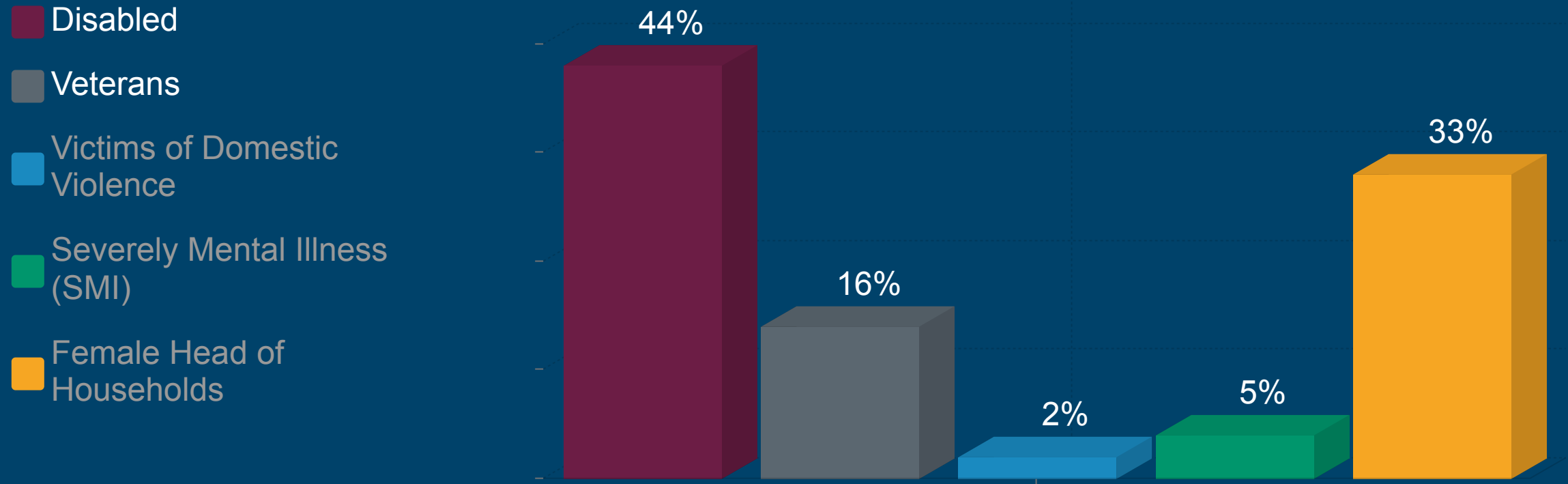
Tenant Based Rental Assistance (TBRA)



- Provides temporary subsidy and intensive case management with goal of obtaining stability and transitioning to independence.
- Serves 25 households experiencing homelessness at any given time
- Supported by HOME and CDBG funds

Tenant Based Rental Assistance (TBRA)

Fiscal Year 2020-2021: 50 Individuals in 36 Households Served



Investment in Homelessness FY 2020-2021

Activity	Amount
Navigation and Client Services	\$919,387
Operation Opendoor	\$903,000
Emergency Shelter	\$135,000
TBRA/RRH	\$550,000
Annual Rent and Utilities	\$277,500
Housing Stability	\$384,500
Federal Eviction Prevention	\$14,070,962
Total Expenditures	\$17,240,349

Sources of Funding

Fund Source	Amount
General Fund	\$602,500
CDBG	\$143,000
CDBG-CV	\$770,387
HOME	\$200,000
AZ CARES	\$475,000
ARP	\$816,000
ERA	\$14,233,462
Total Expenditures	\$17,240,349

New Initiatives



Enhanced Mental Health Court

- New pilot project approved in FY 2021 Budget Process
 - Will provide residents experiencing homelessness an opportunity to engage in services in lieu of maximum sentencing
 - Full-time court navigator will provide intensive support services and report back to court
- * One-time General Fund Decision Package





Emergency Housing Vouchers

- Funds available through the American Rescue Plan (ARP)
- Chandler received 28 federal vouchers
- Serves households experiencing homelessness meeting specific criteria
- Partnership between PHA's and Regional Coordinated Entry Systems
- Program funded through 2030



Enhanced Navigation and Client Services

- 4 additional grant-funded temporary navigators
- 2 federally funded temporary housing locators
- 2 federally funded housing stability specialists
- Veteran specific partnership with Operation Shockwave
- Expand Change-Up Campaign





Regional Activities

Regional Initiatives

Fall 2020

MAG facilitated comprehensive research on local strategies and national best practices to address homelessness

May 2021

Regional Strategies Portfolio approved by MAG Regional Council

Fall 2021

MAG request to meet with City officials to discuss implementation of Regional Action Plan

December 2021

Regional Action Plan presented to Regional Council for approval

*All requests for Chandler resources will come back to Chandler City Council for approval

Portfolio Categories and Strategies

1. Homelessness Diversion and Prevention
2. Housing Options
3. Coordination
4. Services
5. Temporary Housing



Challenges and Opportunities

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Current Challenges

- Legal constraints (Martin v. Boise)
- Availability of accessible shelter
- Staffing
- Transportation
- Storage of personal property
- Sustainable solutions



It's not illegal to be homeless

Current Opportunities

- Contract with private security for downtown parking garages
- Continue to explore alternative options to address homelessness in public spaces
- Secure funding to continue Operation Open Door past February 2022
- Secure funding to expand Operation Open Door and continue Rapid Re-Housing for families
- Explore opportunities to make expanded navigation services permanent
- Secure appropriate space and funding to continue Heat Relief Services
- Evaluate regional options
- Expand visibility of Change up campaign

Questions
