



# Homeless Response Update City Council Workshop

May 10, 2022





# Presentation Overview

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- Choosing our lens and strategy
- Point in time count
- Internal program updates
- Master Services Agreement progress report

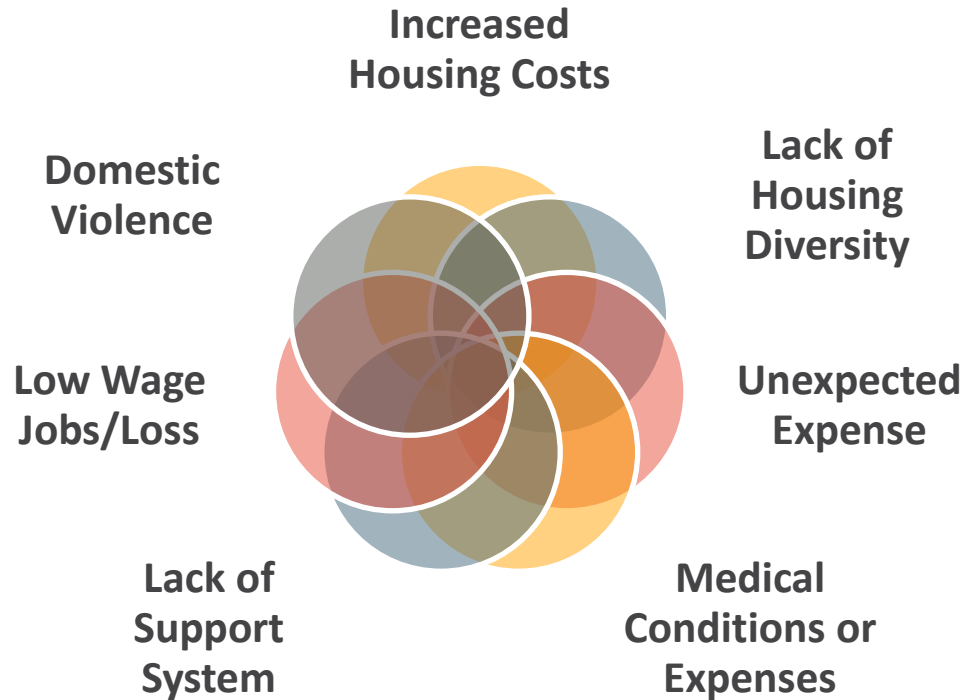
# What lens are we using?



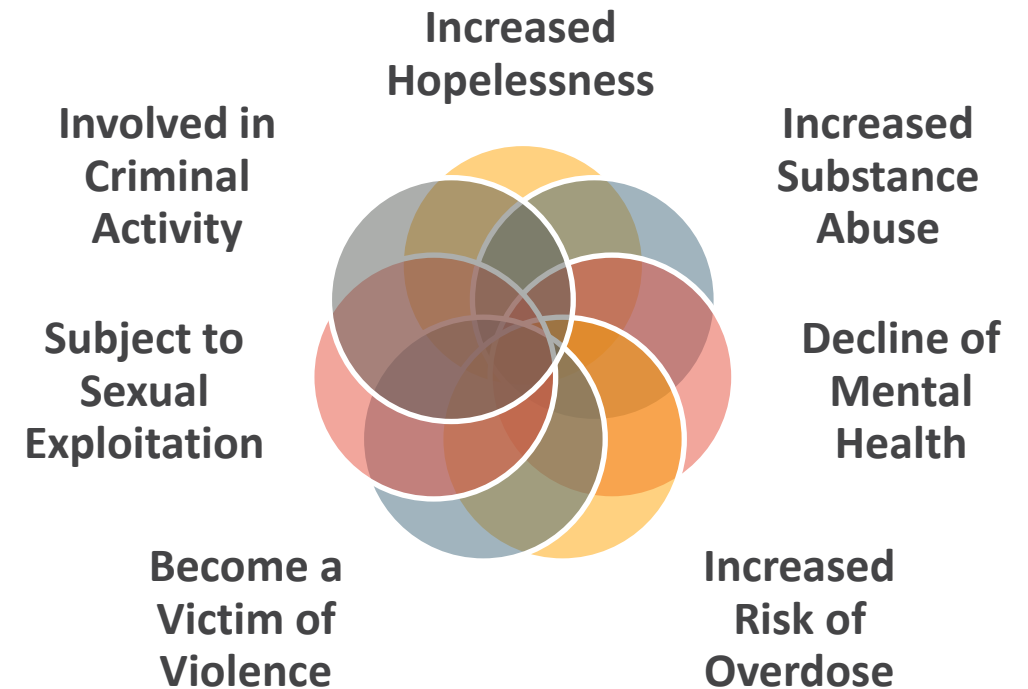


# Cause and Effect Relationship

## Contributing Factors



## Homelessness

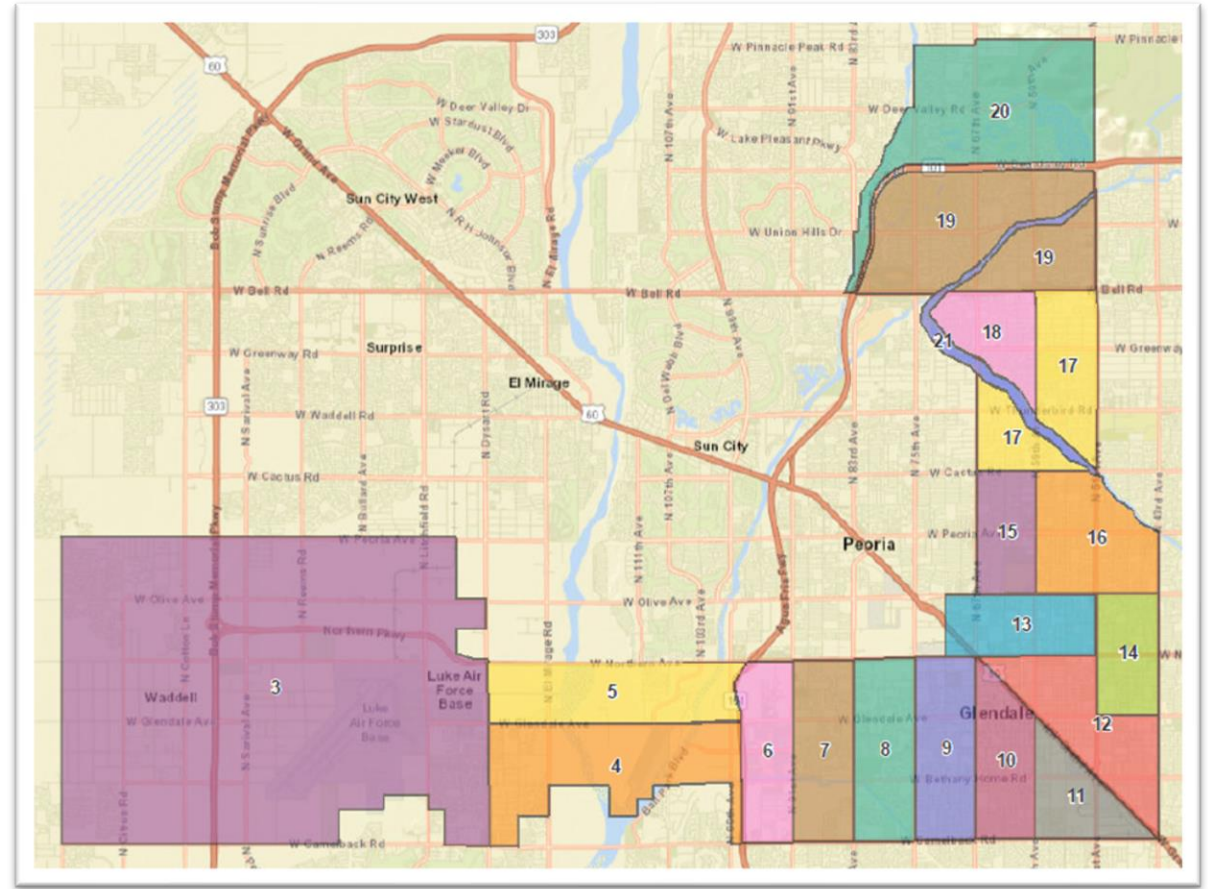


Are we attempting to solve the right problem?



# Point in Time Count Overview

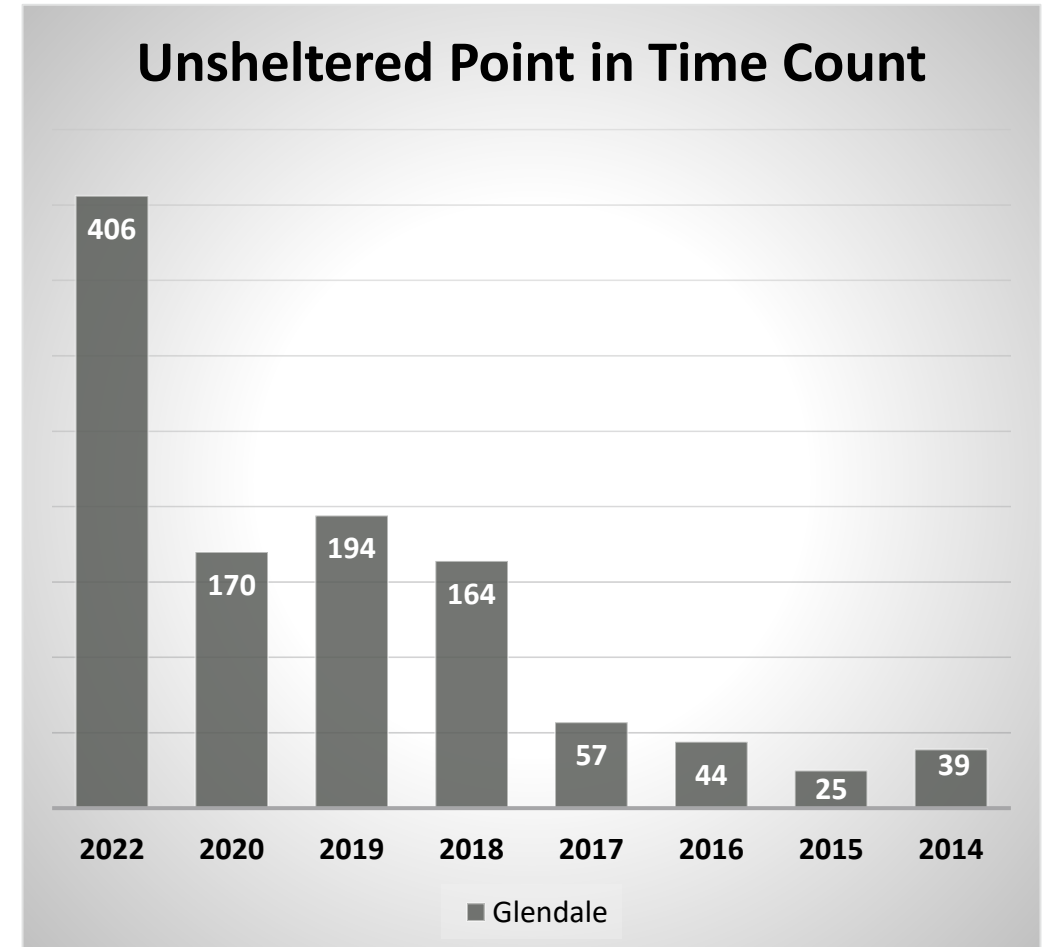
- January 25, 2022
- 6 a.m. to 12 p.m.
- 21 geographic zones
- 52 volunteers
  - 33 city employees
  - 19 service providers
- 406 people “counted”
- Two types of reports:
  - Observations (268 or 66%)
  - Interviews (138 or 34%)





# Point in Time Count Weaknesses

- Why do we do an unsheltered count?
  - Regulatory requirement
  - Continuum of Care Service Area
- By city data:
  - No historical consistency
  - Difficult to project local trends
- Quality of the count:
  - Experience of volunteers
  - Weather conditions
  - Person's willingness to engage
  - Fear
- Observations:
  - Potential duplication
  - Subjective

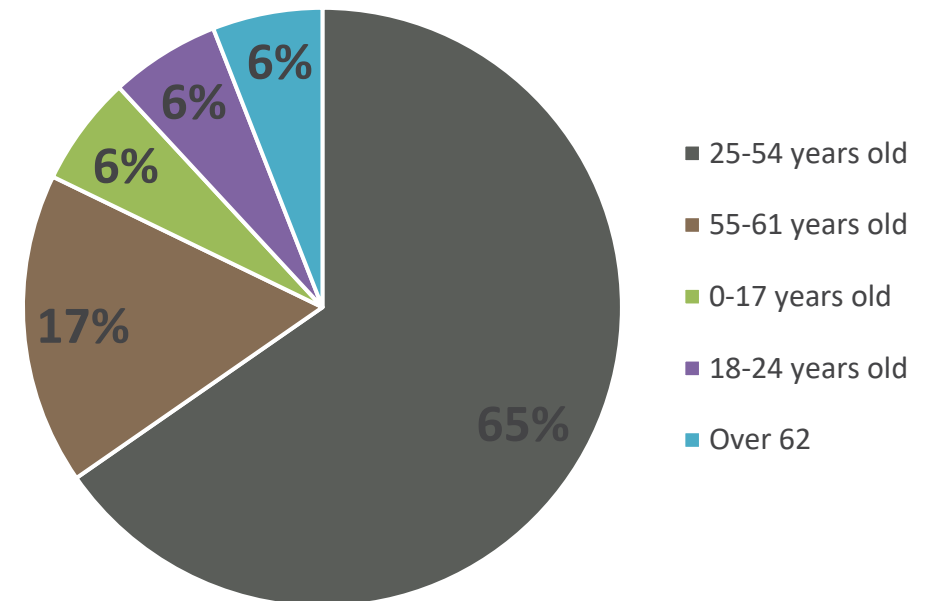




# Point in Time Count Strength

- Personal interview data:
  - 72% Willing to accept services
  - 64% First time homeless
  - 34% Substance abuse issue
  - 22% COVID-19 related
  - 8% Domestic violence victims
  - 8% Veteran households
  - 7% Unaccompanied youth
  - 6% Sexual exploitation victims
  - 2% Parenting youth

Percentage by Age Range





# Internal Program Updates

- Eviction Prevention
  - 2,450 unique households\*
  - 82% extremely low income (less than 30% AMI)
  - 14,275 months of rent paid (6 months on average)
- Rapid Rehousing
  - 41 unique households (CAP ESG clients)\*\*
  - 43 unique households (Housing EHV clients)
  - 13 unique households (Housing FYI clients)

\* Since March 2021, Emergency Rent Assistance Program

\*\* Since July 2020, Emergency Solutions Grant (ESG) 12-month Voucher Program



# Internal Program Updates

- Centerline on Glendale, Gorman & Company
  - \$2M State Tax Credits
  - \$6M Maricopa County
  - 368 units
  - 67<sup>th</sup> & Glendale avenues
- Mercy Housing
  - \$9.5M Maricopa County
  - Senior development
  - 144 units
  - 4900 W Glenn Drive
- Two other projects in the pipeline



Centerline on Glendale aerial rendering



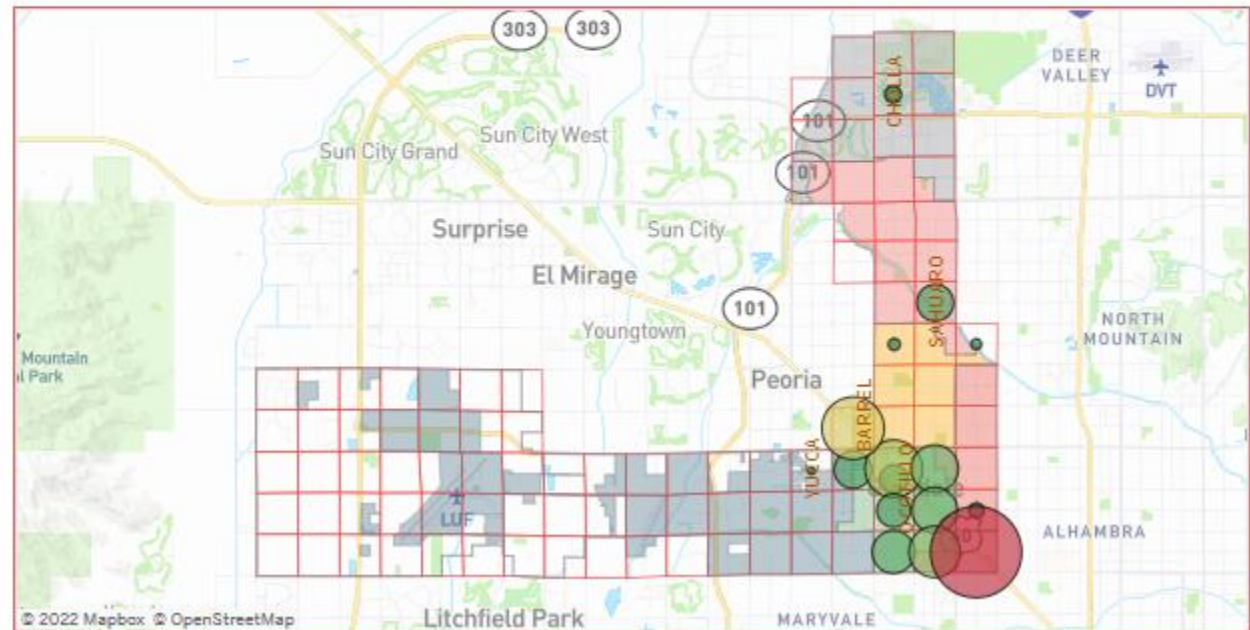
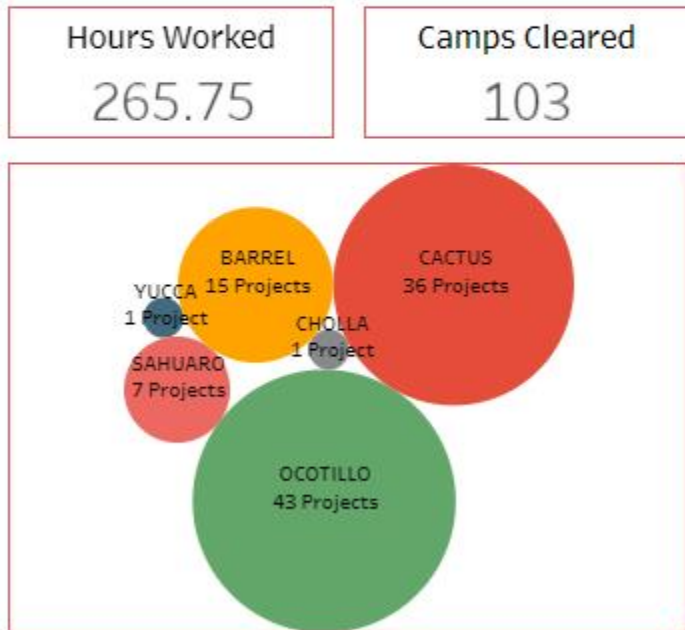
# Internal Program Updates



## Homeless Encampment Clean-ups

The Department focused on cleaning up Homeless Encampments in the City of Glendale. The information below shows the time spent, the number of times we went to clean up a camp, and the location of encampments within each district.

Dates Worked  
7/1/2021 ———— 8/19/2022





# Internal Program Updates

- 51/Cactus area
  - Multi-Agency Jurisdiction
  - Regularly visited (PD & Street Outreach)
  - Improved enforcement capability
  - Bureau of Reclamation
    - Special Use Area designation requested
- Misdemeanor Repeat Offender Program





# Master Services Agreement Progress Report

**Central Arizona Shelter Services**



# The Glendale Homeless Solutions Alliance



**COLLABORATING FOR SOLUTIONS:  
PARTNERS COMMITTED TO A “NO-WRONG  
DOOR” CLIENT-CENTRIC SYSTEM**

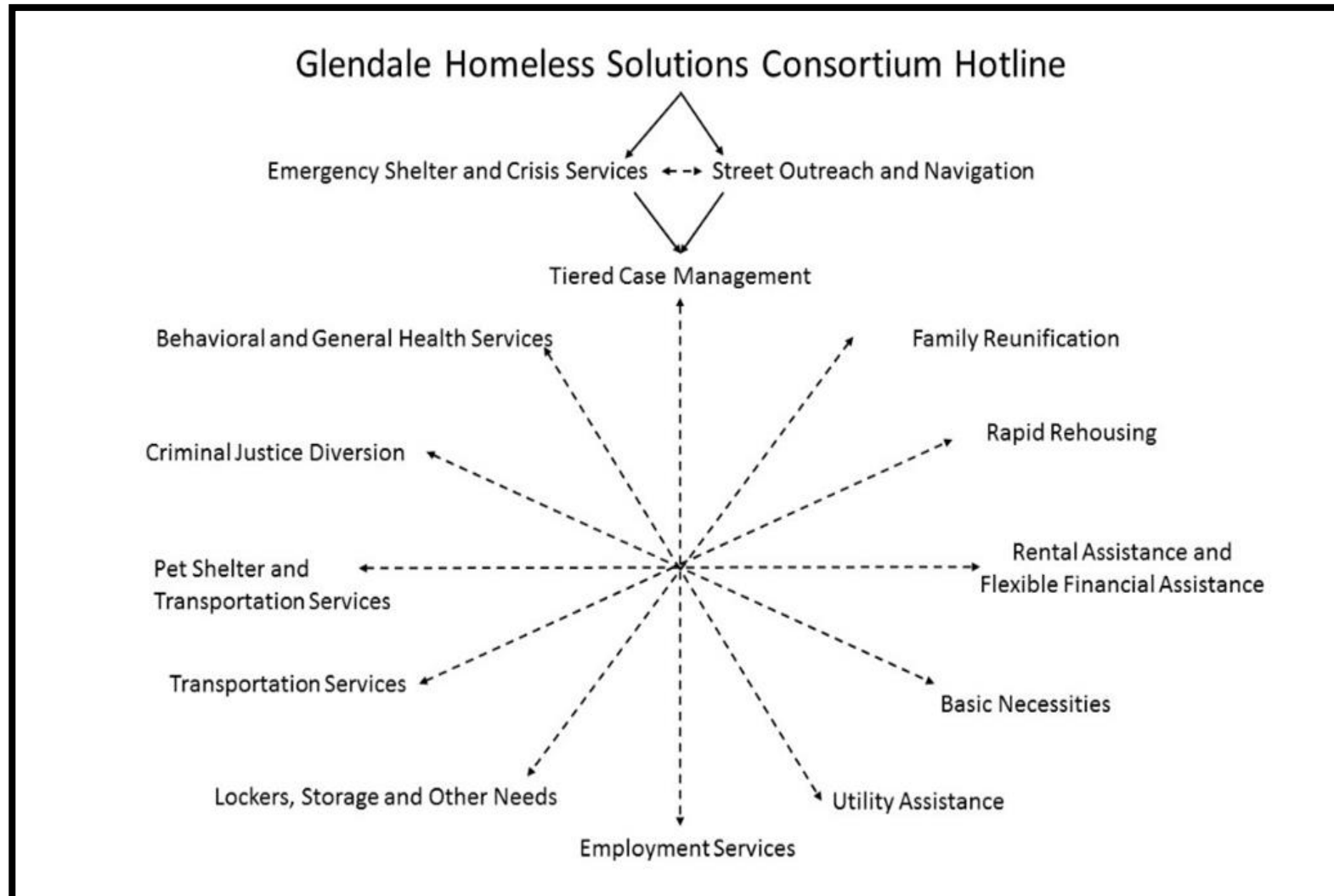
# GHSA Partners



NATIVE AMERICAN CONNECTIONS



# Core Services: GLENDALE HOMELESS SOLUTIONS ALLIANCE



# Key Performance Indicators (KPIs)

## July 2021 - March 2022

- KPI 1: 24/7 Resource Line
  - **Achieved- 100% response rate to initial service requests within 24 hours**
    - 671 calls
- KPI 2: By Name List
  - **Substantial progress**
    - 855 people on the list- 100% have received some services

# Key Performance Indicators (KPIs)

## July 2021 - March 2022

- KPI 3: Outreach and Encampments
  - **Substantial progress**
    - 6,141 PLUS outreaches to persons experiencing homelessness in Glendale; 2,352 substantive engagements
    - Establishing geo-map of encampments and outreach activities
- KPI 4: Housing Solutions
  - **Outstanding baseline numbers**
    - 5,646 nights of emergency shelter
    - 36 families with minor children sheltered
    - 637 individuals housed or diverted from homelessness

# Key Performance Indicators (KPIs)

## July 2021 - March 2022

- Utility Assistance - 28 households
- Employment
  - St. Joseph the Worker has provided 129 individuals with job support
  - Two hiring events resulting in 20 jobs in two months
  - Phoenix Rescue Mission has provided vocational development for 147 individuals
- Single adult coordinated entry - 150 +

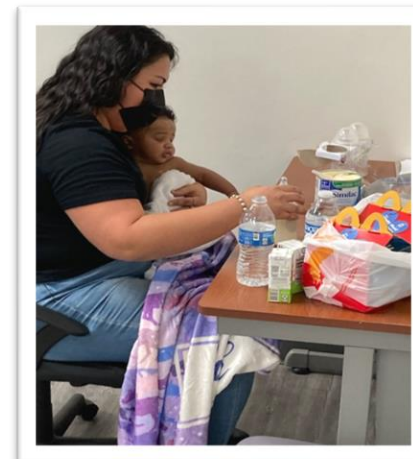
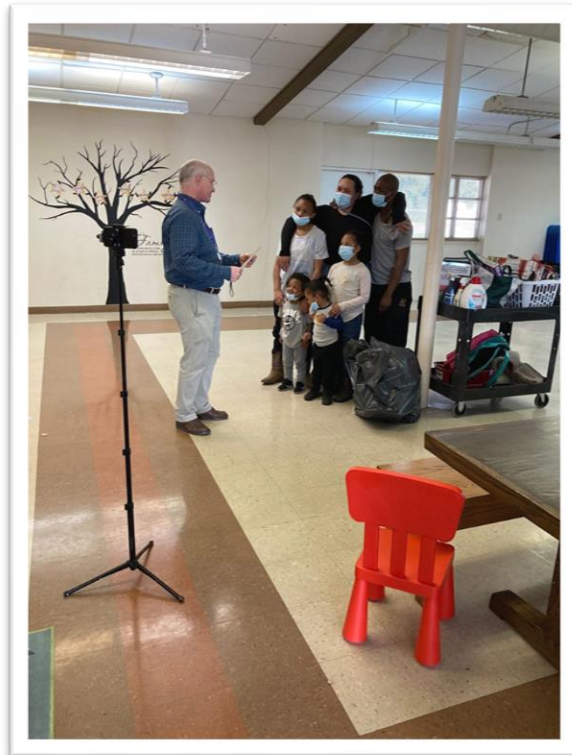
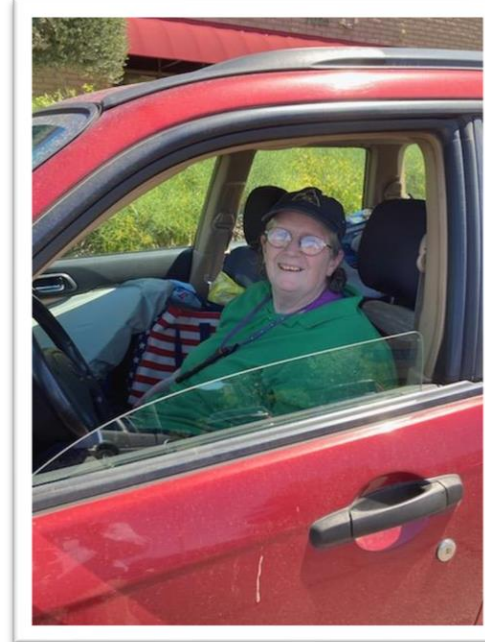
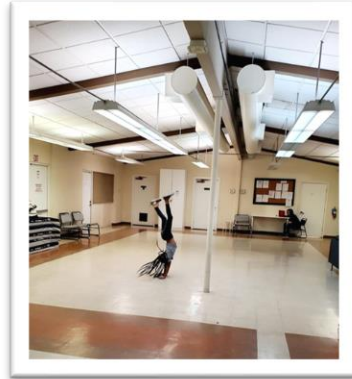
# Key Performance Indicators (KPIs)

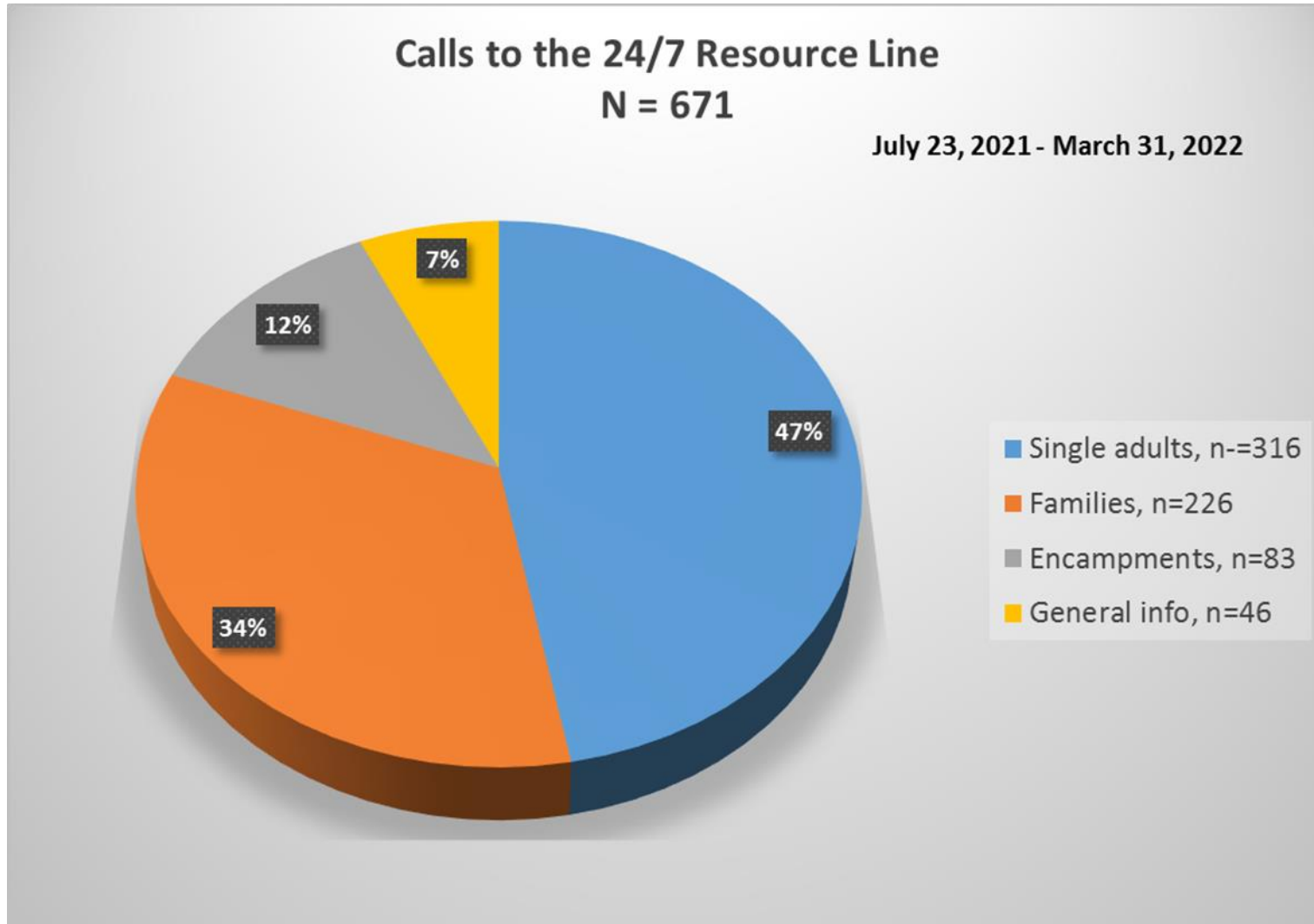
## July 2021 - March 2022

### Flexible financial assistance - 501 households

- CASS
  - Family Reunification - 20 households
  - Motel assistance - 32 households
  - Eviction prevention - 80 households
  - Move-in assistance - 111 households
- Phoenix Rescue Mission- served another 258 households

# Success Stories



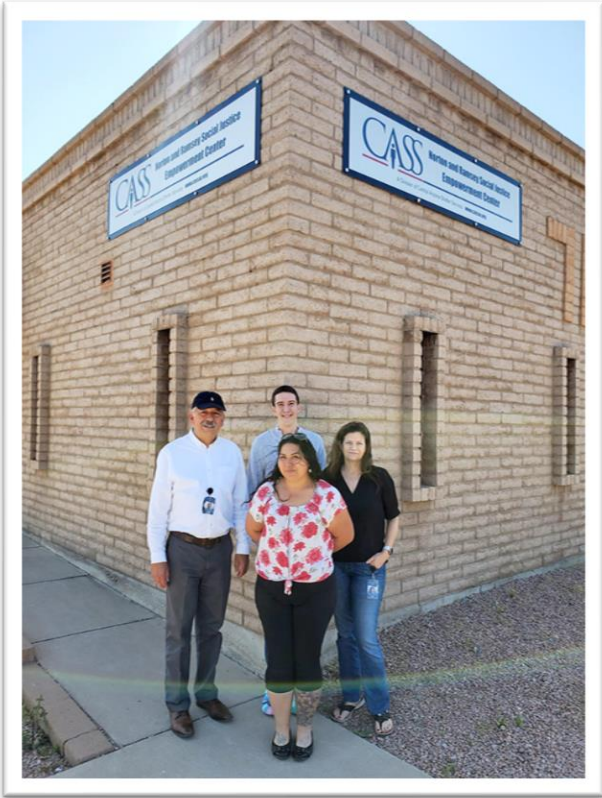


367 unique, identifiable requests for service		
Received services	336 (91.6%)	Including coordinated entry, case management, offer of shelter, housing navigation
Received shelter services	60 (16.4%)	Family Promise, CASS SAS/Vista <u>Colina</u> , Halle Center, I-Help shelters
***Housed***	58 (15.8%)	City of Glendale housing programs, GMSA flexible financial assistance, and case management

A Regional multi-agency collaborative model for homelessness prevention and intervention.



# THE NREC TEAM



# Street Outreach



**Phoenix  
Rescue Mission™**

Transforming lives. Transforming our city.

**CBI**  
**COMMUNITY BRIDGES, INC.**  
CELEBRATE BELIEVE INSPIRE



# Immediate Shelter



# Employment



**Glendale Works**

**Job skills development**

**GED/HS Diploma assistance**

**Resume Writing**

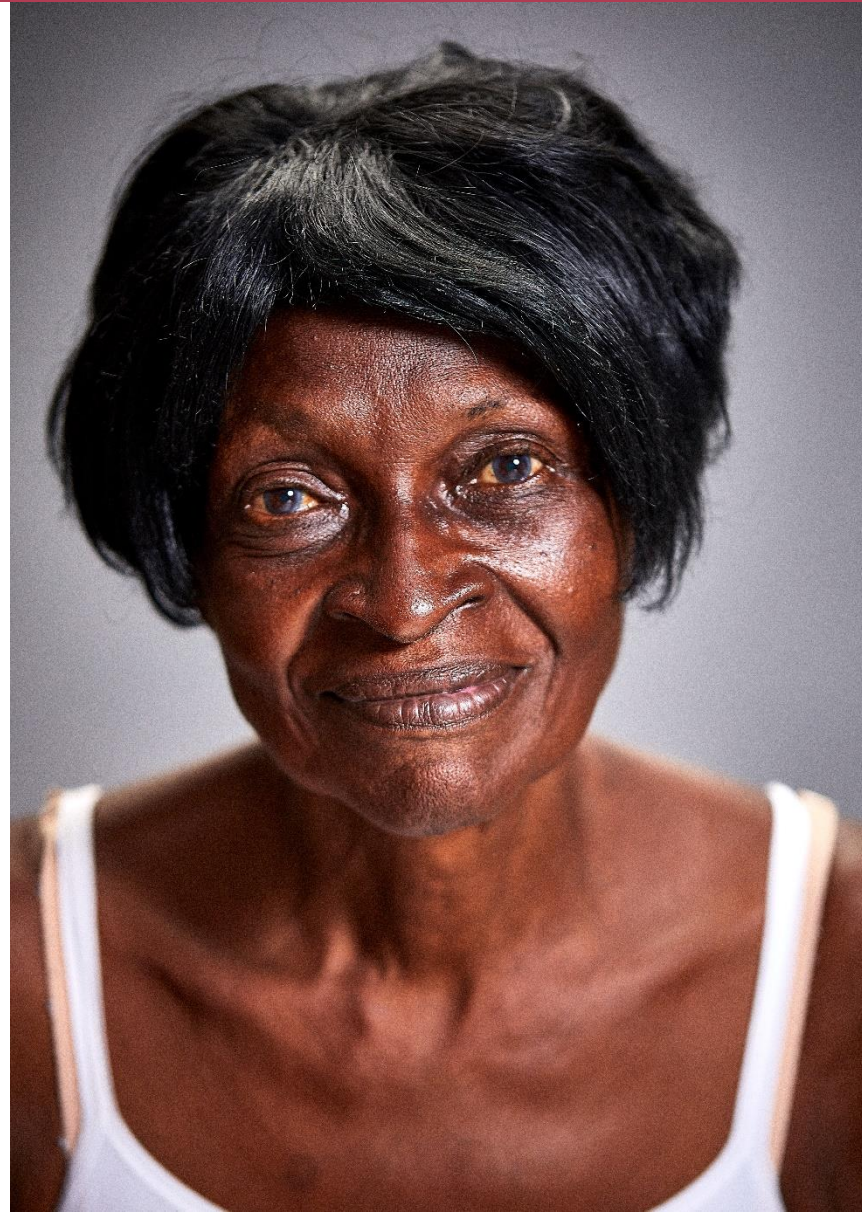
**Job Search and Placement**

**Pre-Employment Cost  
Assistance (Uniforms, Boots,  
Tools)**



# Special Populations

## Seniors



## Youth



# LESSONS, IMPACTS, CHALLENGES, WHAT NEXT?

## BIGGEST LESSONS:

1. WE CAN MOVE FASTER AND MORE EFFECTIVELY TOGETHER
2. NO WRONG DOOR POLICY

## CHALLENGES:

1. Families
2. Seniors
3. By name list
4. Lack of Housing

## NEXT STEPS:

1. Becoming a Family Coordinated Entry Site
2. Increasing number of shelter beds
3. Increasing housing options
4. Improved access to mental health services
5. Criminal diversion program



# CASS EXPANSIONS COMING SOON!

- \*470 Bed Adult Shelter expanding to 600 beds by June 2022
- \*170 bed hotel shelter for seniors (Project Haven) in 2023
- \*50-70-bed shelter for the seriously mentally ill to open in 2024

*CASS Single Adult Shelter Case Management and Client Support Team*



# Questions?

