



Homelessness Response Update

City Council Workshop, January 10, 2023





Presentation Overview

- Homeless Services Overview & Data
- Housing, Shelter, & Eviction Information
- Homeless Service Initiatives
- Indirect Impact Initiatives
- Recommended Indirect Impact Initiatives & Mid-Year Budget Request (Council consensus needed)



Executive Taskforce on Homelessness

Purpose:

- Address real-time issues
- Research best practices
- Improve internal and external coordination
- Improve data collection
- Test new strategies

Representation:

- City Manager's Office
- Community Services
- City Attorney's Office
- Police
- Parks
- Transportation
- Field Operations
- Economic Development
- Finance



Homeless Services Overview

- City partnership with CASS at Norton & Ramsey Empowerment Center
- Created the Glendale Homeless Solutions Alliance
- Began operations June 2021
- One-stop-shop model
- 24/7 service line
- Multiple partners
- Services available to Glendale residents or people experiencing homelessness in Glendale



The Glendale Homeless Solutions Alliance is a partnership of multiple agencies that provide a broad and comprehensive spectrum of services to individuals and households in Glendale that are homeless or at risk of homelessness. Through extensive coordination, the GHSA provides a "no wrong door" approach to accessing services, streamlines coordination through a trauma-informed care approach, and focuses on individual client needs to help them develop a plan of action to end their homelessness.

The GHSA has been operational since July 2021, is funded by the City of Glendale with leveraged funds from participating providers and is managed by our community partner Central Arizona Shelter Services at the Norton and Ramsey Empowerment Center.

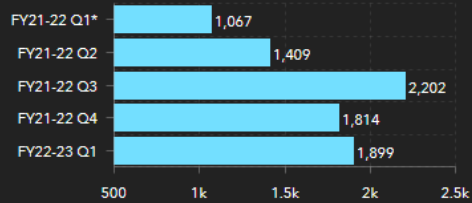
This performance dashboard provides quantitative data about the program's impact.

* includes data from June 2021

Shelter & Housing Svcs

8,391

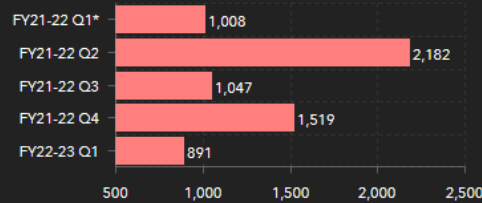
Number of nights unsheltered persons received emergency shelter or number of assistance payments made to maintain, locate and secure housing.



Case Managment

6,647

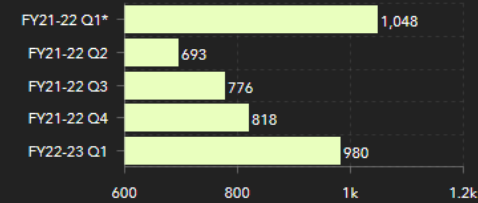
Number of active and ongoing contacts with clients to assess, support, guide, and coordinate services to end a person/household's homelessness.



Employment

4,315

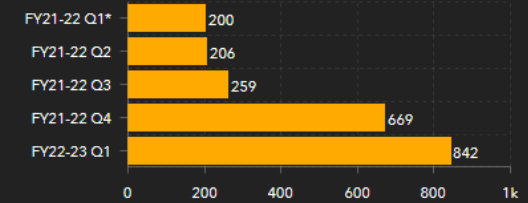
Number of job placements, units of work-related expenses paid, Glendale Works participant supported, or educational/training support provided.



24/7 Resource Line

2,176

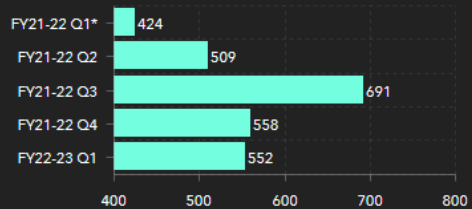
Number of calls fielded by staff at the dedicated hotline specifically for people experiencing or at risk of homelessness in Glendale.



Other Support Svcs

2,734

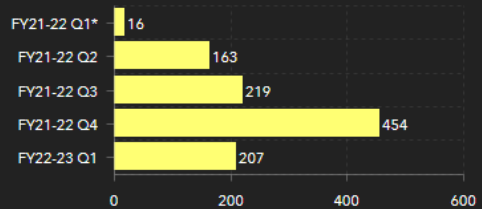
All other miscellaneous services including vocational development, bus passes or gas cards, assistance obtaining personal identification, medical, behavioral



Clients Housed

1,059

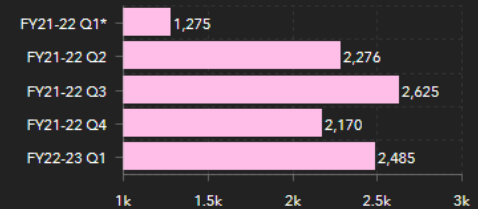
Number of unduplicated individuals that have been permanently housed or reunified with to live with family/friends.



Street Outreach

10,831

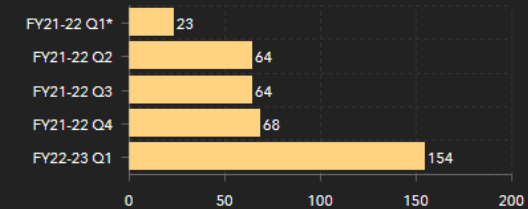
Number of personal contacts made by Outreach staff to unsheltered individuals to offer homeless services



Coordinated Entities

373

Number of client intake applications completed through the Coordinated Entry process. Coordinated Entry is a federal requirement which is managed by the Maricopa Continuum of Care



Total Services
36,526



Who is receiving services?

- 2,164 clients
 - 1,202 part of a family unit (with or without children)
 - 962 single adults
- 795 persons with a disability
- 63 Veterans

Length of Time Homeless:

- 45% Over a year
- 21% First-time (less than 1 month)
- 12% 7-12 months
- 11% 2-3 months
- 11% 4-6 months



Who is receiving services?

- Ages Groups Affected:
 - 49% are adults ages 25-54
 - 30% are children ages 0-17
 - 8% are older adults ages 55-61
 - 7% are youth ages 18-24
 - 6% are seniors ages 62 and over
- Comparative analysis to national numbers:

Age Group	Nation	Glendale
0-17 years	17%	30%
18-24 years	7%	7%
25 and older	76%	63%



Reasons for Homelessness*

- 22% Family Dispute/Kicked Out
- 11% Loss of Employment
- 10% Substance/Alcohol Abuse
- 8% Unable to find affordable Housing
- 7% Loss of non-employment financial resources
- 6% New to the area
- 6% Unsafe living environment (violent)
- 5% Mental Health
- 4% Release from prison
- 4% Evicted
- 4% Economic
- 4% COVID-19
- 3% Unsafe living environment (non-violent)
- 2% Medical
- 1% or less for all remaining categories (moved for work, transient choice, aged out of foster care, exploitation/human trafficking, natural disaster/fire, criminal activity)

* Excludes people who were not homeless, did not provide a reason, or reason was documented as “other”



Housing Availability & Homelessness

- 22% increase in unsheltered homelessness in Maricopa County (2020-2022) ¹
- 270,000 housing units needed statewide (ADOH) ²
- 143,998 units needed for 30% AMI households ³
- 68% increase in apartment rent since 2017 ⁴

¹ Source: www.azmag.gov

² Source: https://housing.az.gov/sites/default/files/ADOH_FY2022_Annual_Report.pdf

³ Source: <https://nlihc.org/housing-needs-by-state/arizona>

⁴ Source: <https://azmag.gov/Programs/Maps-and-Data/Land-Use-and-Real-Estate/Housing-Data-Explorer>



Maricopa County Eviction Data – 2022 YTD

- 61,260 eviction filings 2022 YTD (11 months)
- 2.44% fewer than Jan-Nov 2019
- Likely return to pre-pandemic eviction filings
- Top 3 zip codes for 2022 filings:
 - Glendale 85301 – 5.04% (Downtown Glendale)
 - Phoenix 85035 – 3.63% (Maryvale)
 - Tempe 85281 – 3.13% (ASU Area)
 - All others account for less than 3% of all filings



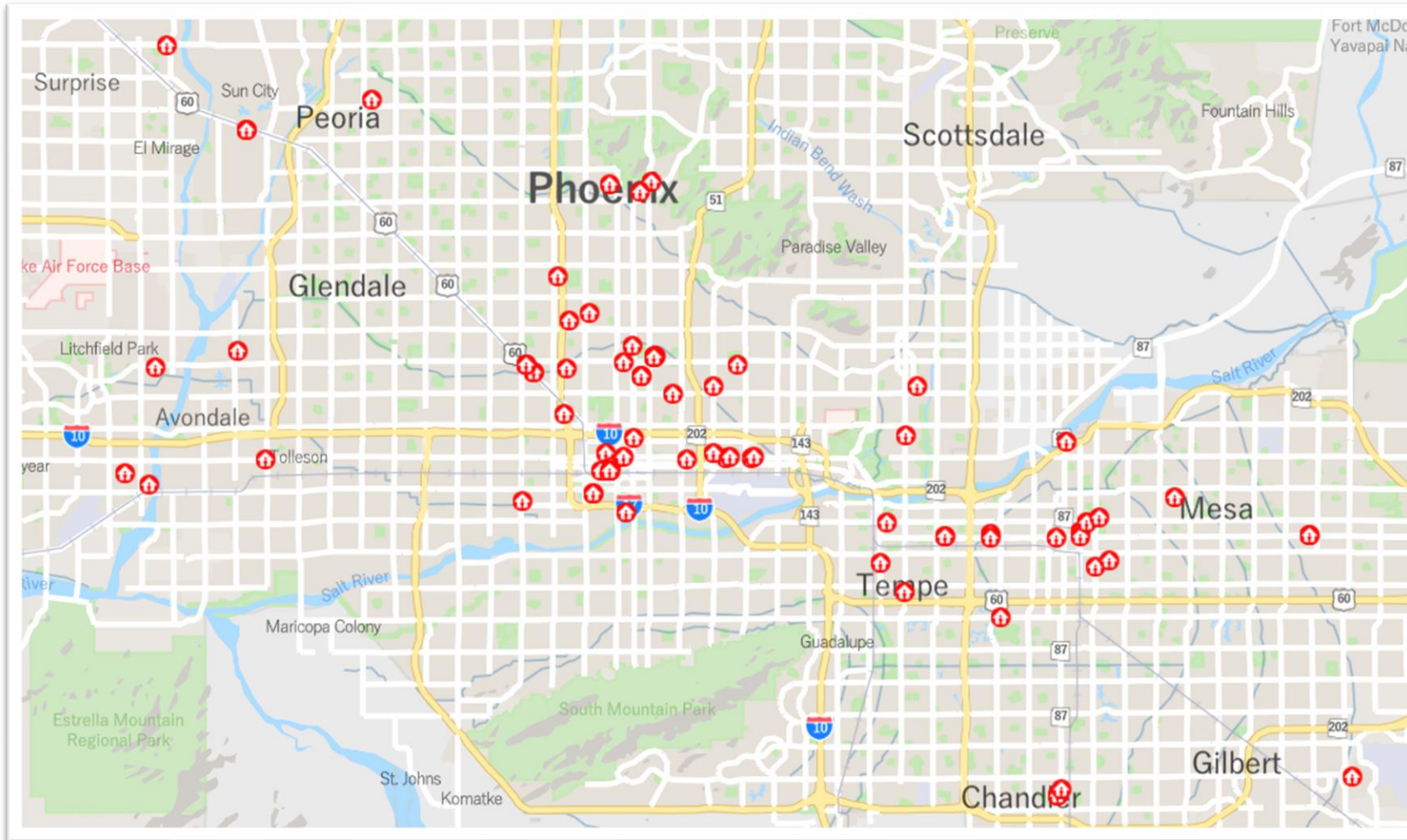
Benchmark Cities Comparison

City/Town	Population	Evictions Filed	As % of Population	As % of All Filed
Glendale	248,325	5,719	2.30%	9.34%
Tempe	180,587	3,823	2.12%	6.24%
Phoenix	1,608,139	24,851	1.55%	40.57%
Mesa	504,258	6,720	1.33%	10.97%
Avondale	89,334	1,079	1.21%	1.76%
Chandler	275,987	2,843	1.03%	4.64%
Scottsdale	241,361	1,621	0.67%	2.65%
Goodyear	95,294	604	0.63%	0.99%
Peoria	190,985	1,122	0.59%	1.83%
Gilbert	267,918	1,332	0.50%	2.17%
Surprise	143,148	551	0.38%	0.90%

Source: Maricopa County Justice Courts



Homeless Shelter Facilities





Homeless Housing Programs

- Tenant Based Rental Assistance
 - Low-acuity cases
 - Can become self-sustaining within 24 months
 - 45 households re-housed (90 people in total)
- Emergency Housing Vouchers
 - 72 vouchers received
 - 60 Clients housed
 - \$316,637 invested in housing readiness services
 - 12 Clients searching for housing
- Veterans Affairs Supportive Housing Vouchers
 - 20 awarded
 - Awaiting funding agreement



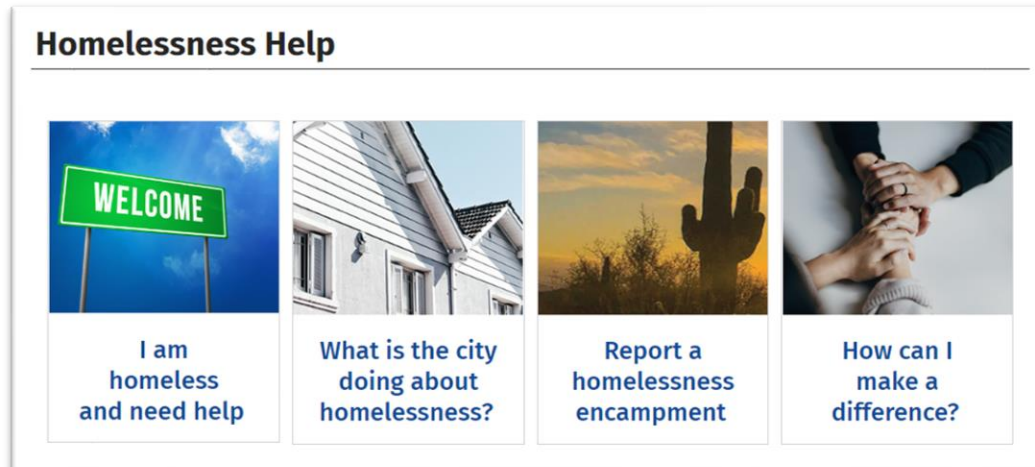
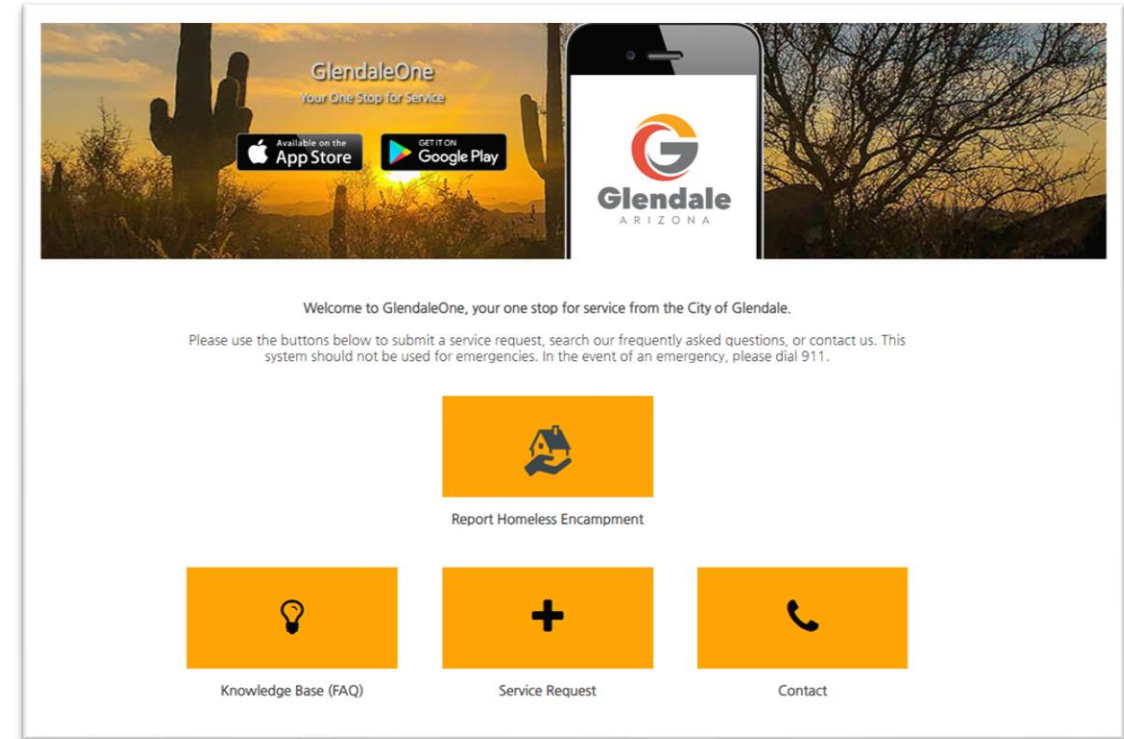
Interfaith Homeless Emergency Lodging Program (I-HELP)

- Lutheran Social Services of the Southwest
- Under the Master Services Agreement
- Church hosts:
 - Solid Rock Church, Monday-Thursday
 - Fountain Hills Church, last weekend monthly
 - Leveraging other facilities in Surprise, Southwest Valley, and Mesa
- Actively seeking additional partnerships
- Facilities must have fire sprinklers



Public Communication Improvements

- Website Improvements
- Performance Dashboard
- GlendaleOne Encampment Reporting



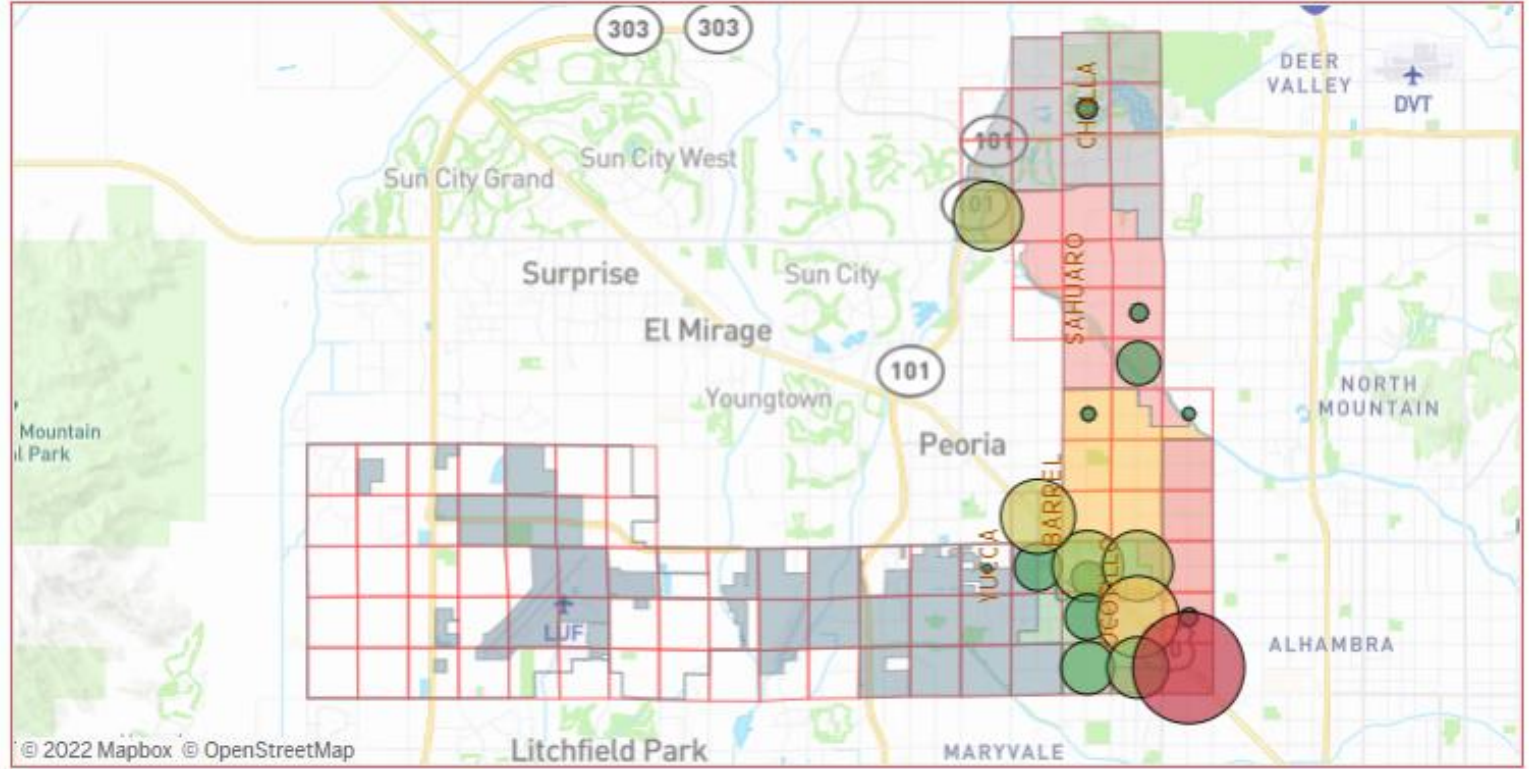
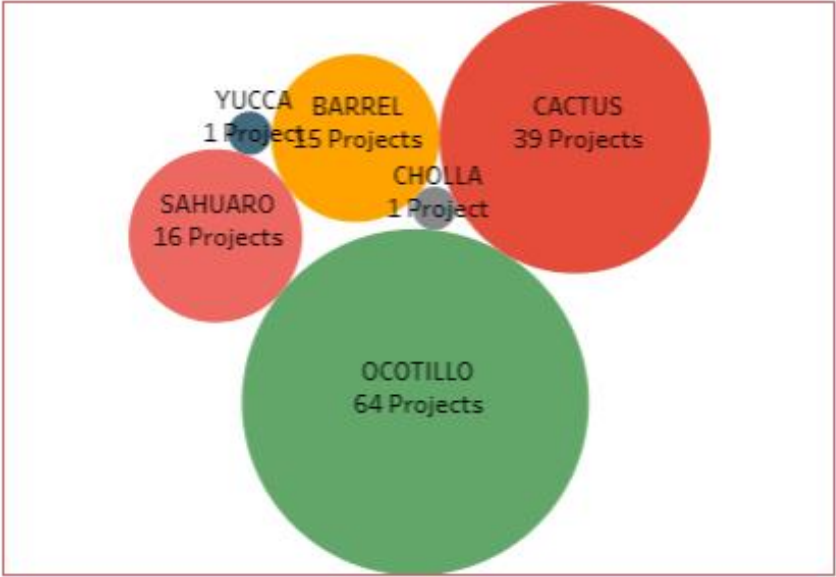
Homeless Encampment Clean-ups

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  6/30/2022

Hours Worked	Camps Cleared
343.25	136





Homeless Services Initiatives Underway

- \$1.9 M HUD Supplemental Funding through MAG for expanded street outreach through CASS (pending HUD approval)
- Street Outreach encampment mapping/tracking
- Faith-Based Organization survey on homeless ministries
- Point in Time Count, January 24th



Indirect Impact Initiatives Underway

- Prohibited Solicitation Ordinance
- Misdemeanor Repeat Offender Program (MROP)
- Shopping Cart pick-up contract
- Sahuaro Ranch Park Ramada Hours of Operation
- Expanded use of rip-rap in right-of-way
- Bus Stop after-hours closures
- Shopping Cart Ordinance
- Regional approach to substance use disorder
- Analyzing opportunities to activate parks through programming



Recommended Mid-Year Budget Adjustments

Indirect Impact Programs



Misdemeanor Repeat Offender (MROP) Squad

- Seven (7) new FTE's
 - Sergeant, four officers, and two civilian support staff
 - Provide weekend and evening/night enforcement
 - Officer Responsibilities;
 - Enforce laws and ordinances related to health and safety
 - Respond to reports of encampments
 - Engage unsheltered persons citywide
 - Complete MROP documentation
 - Assist patrol officers with MROP needs



MROP Squad Continued

- Officer Responsibilities continued;
 - Work with Phoenix Rescue Mission and the Prosecutor's Office to ensure adherence to plea agreements
 - Provide on-going training on MROP
 - Educate the community about MROP
 - Attend neighborhood meetings
 - Collaborate with faith-based organizations and other external partners



MROP Squad Continued

- Civilian Responsibilities
 - Evaluate daily arrest records to screen for MROP candidates
 - Coordinate and communicate with the Prosecutor's Office on MROP cases
 - Coordinate and communicate with Phoenix Rescue Mission on MROP cases
 - Maintain a database of managed MROP subjects
 - Provide on-going training on MROP
 - Coordinate outreach days with Phoenix Rescue Mission



Budget Allocation Requested (PD)

Mid-Year Allocation:

- \$639,040 (100% of all one-time costs)
- \$349,500 (50% of annual ongoing costs)

FY2023-24 Budget Supplemental:

- \$699,005 (100% of annual ongoing costs)



Park Rangers

- Three (3) new FTE's
 - Enhanced 7 days per week coverage:
 - Current hours 4 p.m. to midnight
 - Proposed hours 4 a.m. to midnight
 - Increase patrols
 - Monitor park activities and users
 - Enforce policies and regulation



Budget Allocation Requested (PFRSE)

Mid-Year Allocation:

- \$152,439 (100% of all one-time costs)
- \$133,928 (50% of annual ongoing costs)

FY2023-24 Budget Supplemental:

- \$267,856 (100% of annual ongoing costs)