

CITY OF PHOENIX PROJECT HAVEN

by City of Phoenix Human Services Department

Region 9 • Phoenix, Arizona
phoenix.gov/humanservices



Housing • COVID

INITIATIVE OVERVIEW

Project Haven is a temporary emergency shelter erected in response to the COVID-19 pandemic. It is operated by a sub-grantee agency: Centralized Arizona Shelter Services (CASS) who, in partnership with the Regional Coordinated Entry System (CES) and a local homeless medical provider agency Circle The City (CTC), prioritize shelter beds for the medically vulnerable and seniors experiencing homelessness within the City of Phoenix. ESG COVID funds have been utilized to procure 75 beds at a local hotel wherein shelter, daily meals, case management, medical care, and other stabilization services are provided to homeless persons. In doing so, **the City of Phoenix seeks to end participant's homelessness through emergency housing, stabilization services, and the provision of a pathway to permanent housing while simultaneously responding to the Coronavirus pandemic.** Seniors and medically vulnerable individuals are especially at risk while residing in a congregate living environment; therefore, providing safe, separate, and sanitary emergency shelter not only offers immediate defense against COVID-19 but also unique opportunities to receive specialized services such as case management, housing identification, and document readiness, move-in/financial assistance, ongoing rental assistance, and emergent housing stabilization supports.

Providing safe, separate, and sanitary emergency shelter not only offers immediate defense against COVID-19 but also unique opportunities to receive specialized services



LOCAL NEED ADDRESSED BY INITIATIVE

This project was designed to serve seniors and medically vulnerable individuals who are at a higher risk of severe complications due to COVID-19 exposure.

Systemically and region-wide, Maricopa County lacks smaller specialized emergency shelters. According to the Arizona Department of Economic Security, senior citizens are a growing demographic of individuals experiencing homelessness due to a fixed income that is disproportionate to the rising fair market rental market within the City of Phoenix.

“A 2018 report by the National Low Income Housing Coalition found that, nationally, 1 out of 3 extremely low-income renters is older than 62. An Arizona-specific housing study by the Coalition shows a shortage of affordable rentals for “extremely low income” households in Arizona that disappears higher up the income ladder.”

The need for Project Haven was in response to the COVID-19 pandemic, along with the information received by the Arizona Department of Economic Security regarding senior citizens being the growing demographic of individuals experiencing homelessness due to a fixed income that is disproportionate to the rising fair market rental market within the City of Phoenix.

ROLE OF CSBG FUNDS

As a CSBG funded organization, we are required to invest effort and funding in initiatives that reflect community-based, sustainable improvements. Because this program was initiated and funded by ESG COVID dollars, once these funds run out, the City and other community funding will need to be explored.

CSBG funds were not used for the initial funding as it was funded out of ESG Cares Act dollars. Once those funds are expended, the use of CSBG funds will be explored.

TRANSFORMATIVE IMPACT

Project Haven alleviates causes and conditions of poverty as many seniors and medically vulnerable individuals experiencing homelessness are on a fixed income and are not able to adequately afford the rising rental costs within the City of Phoenix. Project Haven offers temporary housing stabilization services as well as financial assistance to secure affordable housing and offers ongoing case management to ensure the long-term success of the individual.

EVIDENCE-BASED OUTCOMES

The rate of recidivism (return to homelessness) can be tracked through the HMIS system.

- 100% of Project Haven clients were engaged with the Coordinated Entry System.
- 100% of eligible clients received a VI-SPDAT

Assessment since Project Haven began.

- 23 clients have exited to permanent supportive housing since Project Haven began.
- 100% of the 229 Project Haven clients enrolled in Rapid Rehousing services were case managed.

EQUITY LENS

In addition to providing precautionary services as a response to the COVID-19 pandemic, a smaller and specialized emergency shelter operation protocol will drive an improved service allocation structure. Being able to align services to meet the unique needs of each individual is not only a best practice (person-centered services) but also results in more positive housing exits and permanent housing solutions.

CUSTOMER VOICE

There is a weekly virtual case conferencing call between all partnering agencies. Additionally, United Healthcare and Resilient Health are on-site and provide regular interaction and feedback from both CASS staff and clients enrolled in the program. This feedback influences the processes and services provided and then changes are made accordingly. much.”

Contact

City of Phoenix Human Services Department

Phoenix City Hall
200 W. Washington St., 18th Floor
Phoenix, AZ 85003

Website: www.phoenix.gov/humanservices
Email: hrc@phoenix.gov
Phone: (602) 495-5700

—
This publication was created by the National Association of Community Action Agencies – Community Action Partnership, in the performance of the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services Grant Number, 90ETO469. Any opinion, findings, and conclusions, or recommendations expressed in this material are those of the author(s) and do not necessarily reflect the views of the U.S. Department of Health and Human Services, Administration for Children and Families.