

Human Services Housing and Community Development Advisory Board

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City of Mesa
Human Services Administrator

March 5, 2026

Off the Streets

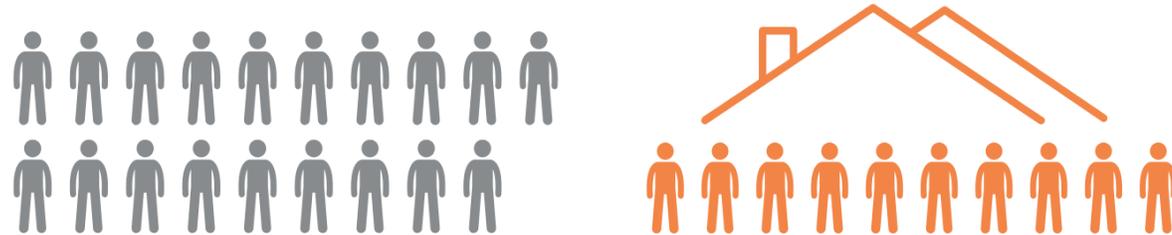
Outreach & Navigation

Heat Safety

Opioid Settlement Funding

Top Takeaways from the Homelessness Trends Report, Q4 2024*

- 1 There are more people entering homelessness than leaving homelessness. From January 2024 - December 2024, there were 19 new people experiencing homelessness for every 10 people finding housing.



- 2 There is still a significant number of new people entering homelessness each month. In December, 905 households experienced homelessness for the first time, averaging 962 households over the last year.

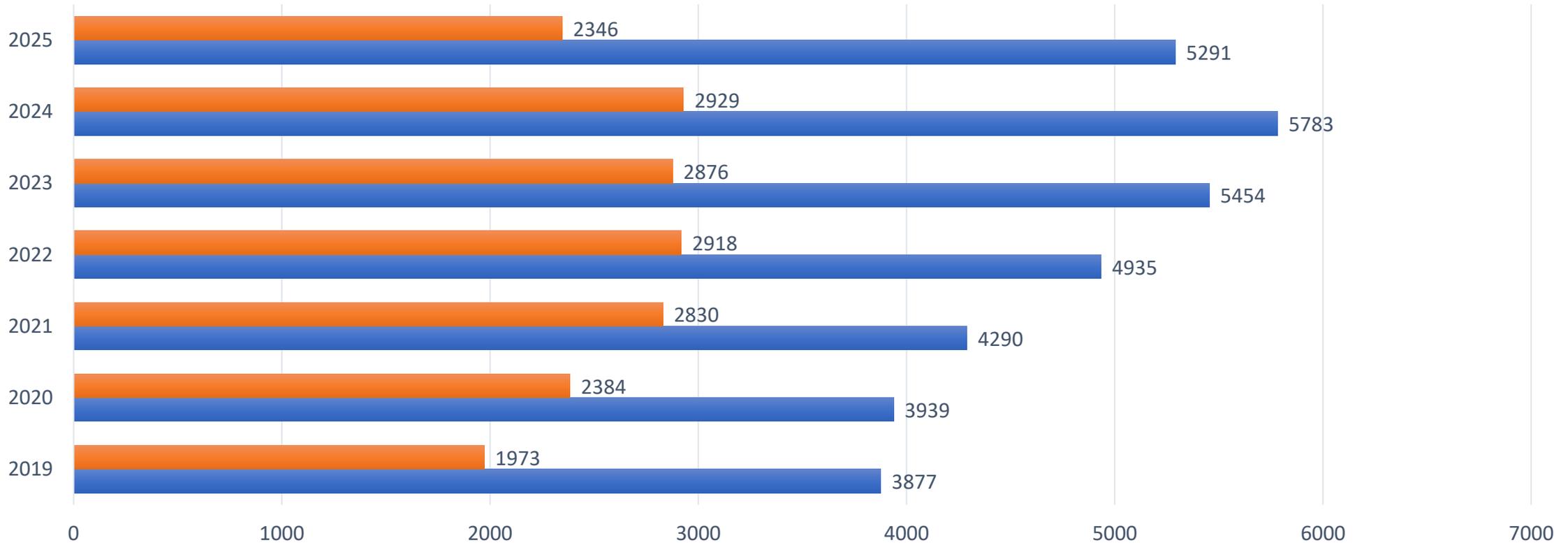
- 3 Breakdown of people experiencing homelessness:



*Most current data available

Individuals Receiving Services

■ Total Served in Mesa
 ■ Mesa Residents Served Countywide



Source: Homeless Management Information System

Mesa's Housing Path



EMERGENCY

Immediate shelter.
Safety.
Housing Plan.



STABILIZATION

Congregate.
More rules and responsibilities.
Health and employment needs.



BRIDGE TO SUCCESS

Demonstrated success.
Transitional housing.
Continued support services.
Connected to housing vouchers.



RENTAL ASSISTANCE

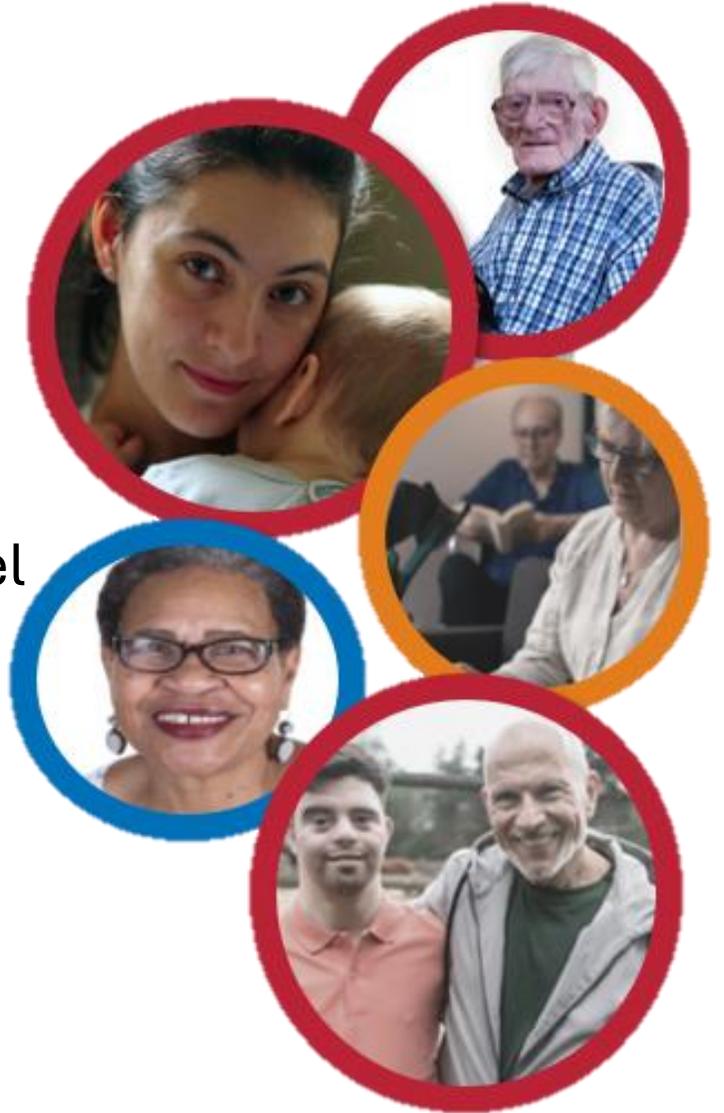
Rental assistance.
Housing vouchers.



INDEPENDENCE

Move to complete independence.
Home ownership.

- 5+ years of homeless shelter services
- Focused on Mesa-based residents
- Began with *Martin v Boise*, Covid funding and rise in homelessness
- Currently renting 85 rooms at Windemere Hotel
- Supports Public Safety/Community Court
- Good neighbor policy
- Only Mesa shelter for families/women/seniors



- Up to a 90 day stay
 - Case Management services
 - Positive progress in the program required
- Zero-tolerance drug policy
- Regular room checks
- Closed campus, no walk-up referrals
- 10:00 PM curfew
- Connection to housing/employment services, medical care (substance/mental health treatment, etc.)
- Connection to elementary schools



Total Unique Clients

489

Percentage of Veterans

2.5%

Survivors of Domestic Violence

29.9%

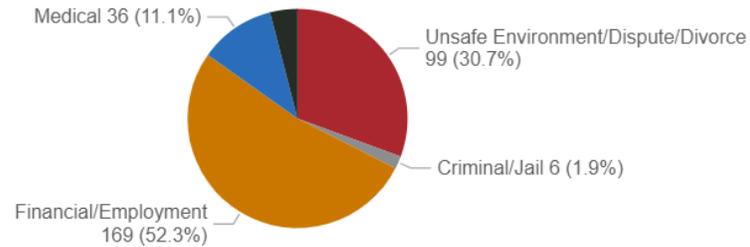
Positive Exit Rate

86.0%

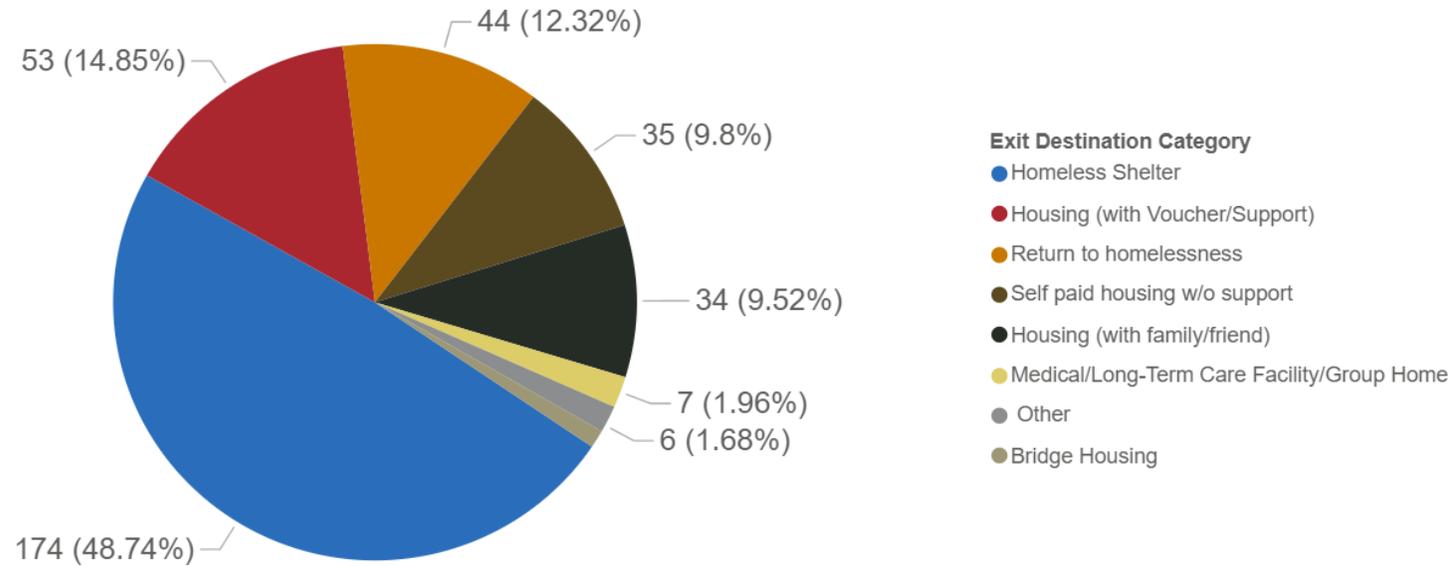
Median Number of Days in the Program



Clients by Primary Reason for Homelessness



Clients by Exit Destination Category



**Total unique clients served since
May 2020: 3,289**



- 12 street outreach navigators, vehicles, tool kits
 - 10 mobile, 2 stationed with local sites
 - Hotline and referral system
 - Coordinated collaborative approach
- Daily citywide street outreach (7days/up to 16 hours per day)
- Supports Heat Relief, Public Safety, Mesa Libraries, local agencies
- Expertise in peer support, building rapport through repeated connections, case management with connection to services



January-December 2025

1611
UNIQUE
INDIVIDUALS

Male
55%

Female
44%

**132 SHELTER/HOUSING
PLACEMENTS**

- **97** PRM Residential
- **282** Shelter/Temp Housing
- **90** Permanent Housing

1544

**TRANSPORT TO SERVICES
ENSURE CONNECTION**

CONNECTION TO CARE/RESOURCES

- **99** Behavioral Health/Medical
- **62** Housing Assessments
- **397** Birth Certificate/ID

426

HOTLINE CALLS



Homeless Resource Card

Phoenix Rescue Mission Street Outreach Hotline
(602) 346-3361

Mesa Homeless Resource Line
(480) 644-HOPE (4673)

Scan For More
Resources



Connection to Shelter



Replace lost IDs



Employment Resources



Mental Health Services



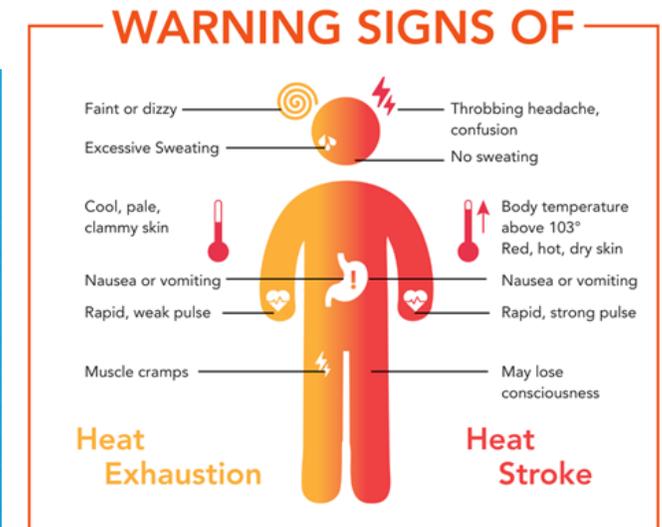
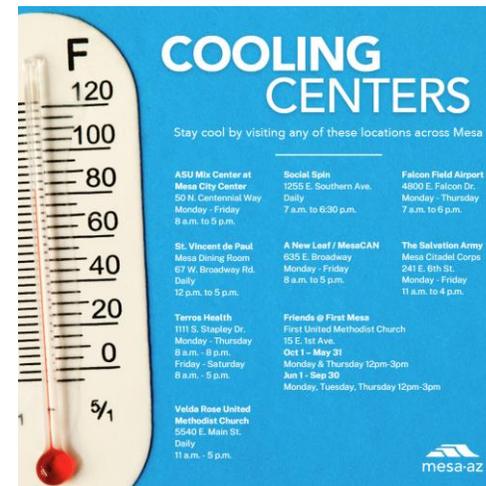
Transportation



Housing Assistance

Email us: hope@mesaaz.gov

- Portable AC Loan Program
- Heat Safety Transportation Service
- 22 Heat Safety Locations
- Emergency Rehabilitation Program
64 new A/C units
- Education and Awareness Campaign
- Hydration Donation Campaign
- Collaboration with MFMD, MPD ,
Emergency Rehab Program, Heat Relief
Network, SEA Program, Together in
Service, Community Agencies



Portable AC Loan Program

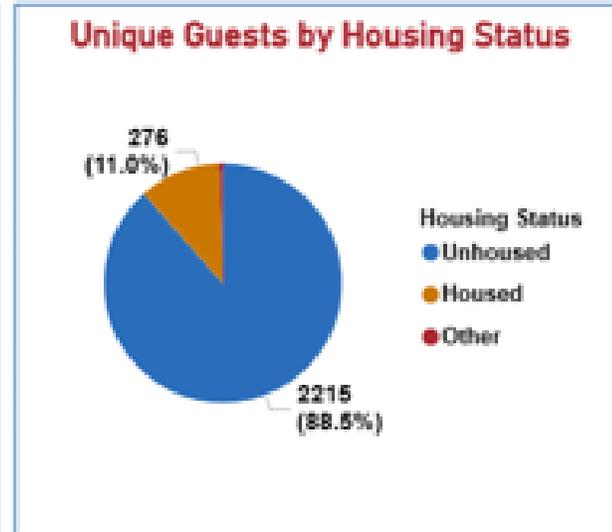
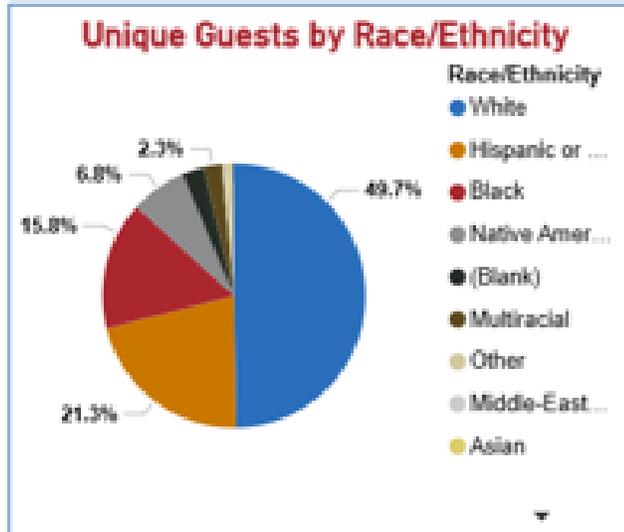
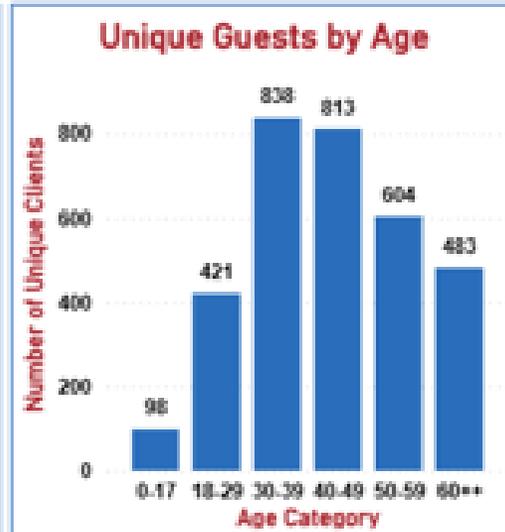
- 48 households served
- Prioritization to vulnerable residents (seniors, children, people with disabilities)

Heat Safety Transport 2025

Month	# of Transports
June	124
July	180
August	231
September	317
TOTAL	852

Both services divert from higher cost systems including MFMD and help prevent heat related deaths and homelessness.

Unique Guests: 3257 | Total Visits: 13.87K



Diverts from higher cost systems including MFMD or hospital and prevents heat related deaths.

National Opioid Settlements

- \$50 billion across 10 settlements
- Funds distributed over 18 years

One Arizona Agreement

- Arizona share: \$1.12 billion
- Maricopa County Public Health administers County and City shares

City of Mesa

- Mesa share: 6.06% of Maricopa County allotment
- Mesa has received \$4.5M to date, anticipating receiving a total amount between \$17M-\$22M



Prevention & Education

Prevention education plays a vital role in deterring the early onset of substance use by promoting life skills and awareness about the risks associated with substance use.



Early Intervention & Treatment

Early intervention and treatment allows providers to identify and address substance misuse as early as possible and facilitate access to appropriate treatment options.



Harm Reduction & Rescue

Harm reduction is a compassionate public health approach aimed at minimizing the negative consequences of substance use.



Recovery & Resiliency

Recovery is a holistic journey toward wellness aiming to break free from the negative impacts of drug use.

NEONATAL CARE

\$315,000

Jacob's Hope, INC

- Crisis to Care: Recovery for Mothers and Infants

\$100,000

Hushabye Nursery

- Breaking the Cycle: Holistic Support for Parents and Infants

\$415,000

SCHOOL BASED PROGRAMS

\$193,226

Community Bridges, Inc.

- Thrive Resiliency Program
- Middle School (MPS & Eastmark)

\$115,000

The Be Kind People Project

- The Power of Prevention Initiative
- Students/Teachers/ Parents
- Middle Schools

\$308,226

COMMUNITY BASED PROGRAMS

\$100,000

Big Brothers Big Sisters of Central Arizona

- Prevention Education
- Expand Mentorship Matches (ages 6-18)

\$83,862

Boys & Girls Clubs of the Valley Inc.

- Youth Resilience for Opioid Prevention (ages 5-18)

\$100,000

notMYKID Inc

- Parent/Caregiver Education
- The [i]nspired 90-Day Program (ages 12-24)
- Family Navigation

\$283,862

BE aware · BE strong · BE healthy
MESA



BE aware
BE strong
BE healthy
MESA





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