



**Community Development and
Neighborhood Conservation
Department**



Outside Agency Program

**Fiscal Year 2015 - 2016
Semi-Annual Impact Report
July to December, 2015**

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-Client Demographics-								
Demographic	Service Categories							
	Time Period	Community Support	Emergency Food and Clothing	Senior Support	Support Services, Shelter, and Domestic Violence	Youth, Young Adult & Family Support	General Services	Total Number of Clients Served
Female Head of Household	1st Qtr	24	3,432	101	161	106	745	4,569
	2nd Qtr	27	3,330	98	170	80	539	4,244
	YTD	51	6,762	199	331	186	1,284	8,813
Homeless	1st Qtr	0	1,022	39	147	333	98	1,639
	2nd Qtr	0	584	47	87	336	13	1,067
	YTD	0	1,606	86	234	669	111	2,706
Persons With Disabilities	1st Qtr	58	555	255	57	73	246	1,244
	2nd Qtr	103	320	226	34	61	181	925
	YTD	161	875	481	91	134	427	2,169
Low to Moderate Income (\leq 80% Median income)	1st Qtr	222	48,059	337	354	826	3,073	52,871
	2nd Qtr	268	4,154	247	213	660	2,696	8,238
	YTD	490	52,213	584	567	1,486	5,769	61,109
Age Group (0-17)	1st Qtr	39	15,670	0	8	1,178	5,678	22,573
	2nd Qtr	0	18,216	0	7	754	3,115	22,092
	YTD	39	33,886	0	15	1,932	8,793	44,665
Age Group (18-59)	1st Qtr	427	24,552	46	324	278	1,563	27,190
	2nd Qtr	375	26,175	47	322	242	1,946	29,107
	YTD	802	50,727	93	646	520	3,509	56,297
Age Group (60+)	1st Qtr	238	8,139	486	23	37	628	9,551
	2nd Qtr	365	9,053	458	49	8	474	10,407
	YTD	603	17,192	944	72	45	1,102	19,958
Age Unknown	1st Qtr	9	247	36	4	26	29	351
	2nd Qtr	0	102	45	3	9	5	164
	YTD	9	349	81	7	35	34	515

-Client Demographics By Area-

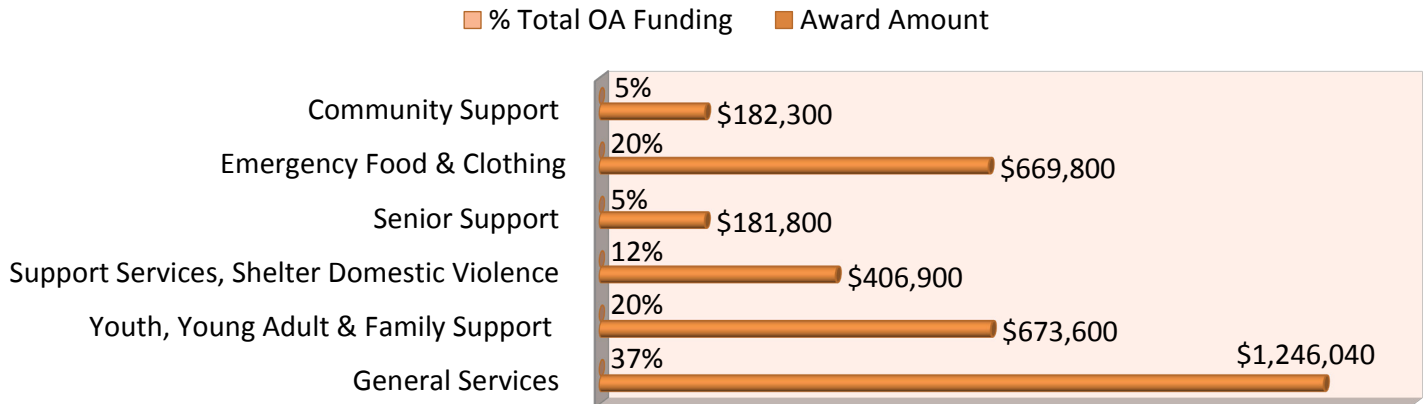
Area	Service Categories							Total Number of Clients Served
	Time Period	Community Support	Emergency Food and Clothing	Senior Support	Support Services, Shelter, and Domestic Violence	Youth, Young Adult & Family Support	General Services	
Urban	1st Qtr	713	29	568	225	7	1,701	3,243
	2nd Qtr	740	29	550	169	0	1,352	2,840
	YTD	1,453	58	1,118	394	7	3,053	6,083
Rural	1st Qtr	0	48,550	0	134	1,512	6,197	56,393
	2nd Qtr	0	53,546	0	212	1,013	4,188	58,959
	YTD	0	102,096	0	346	2,525	10,385	115,352
Unincorporated Pima County*	1st Qtr	0	3,436	0	1	226	4,787	8,450
	2nd Qtr	0	3,467	0	3	99	2,894	6,215
	YTD	0	6,903	0	4	325	7,681	14,913

*Unincorporated Pima County numbers included in the Rural Category

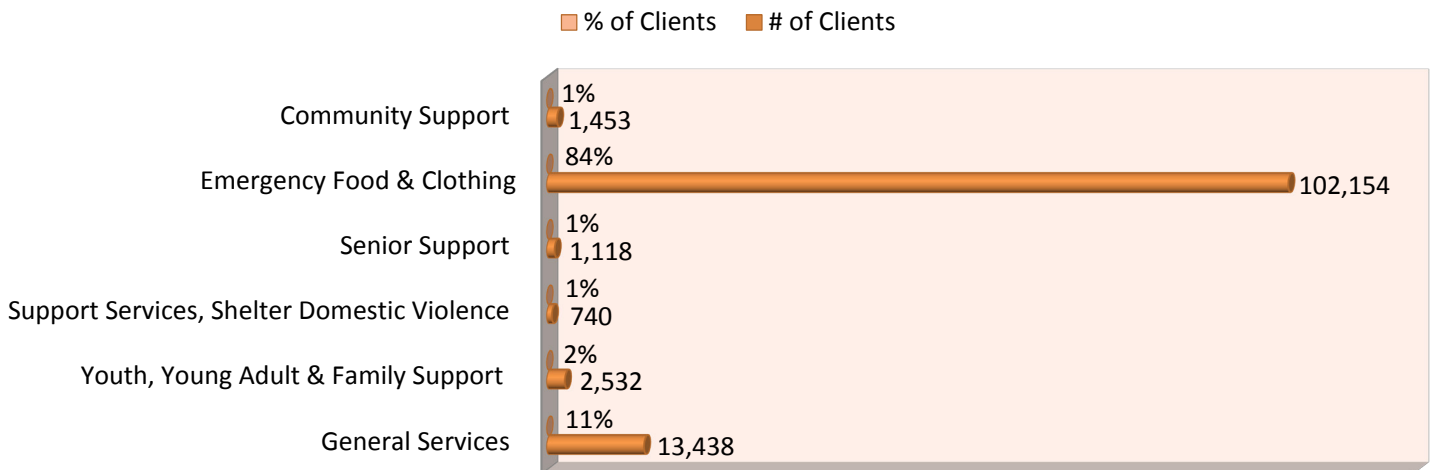


Youth On Their Own

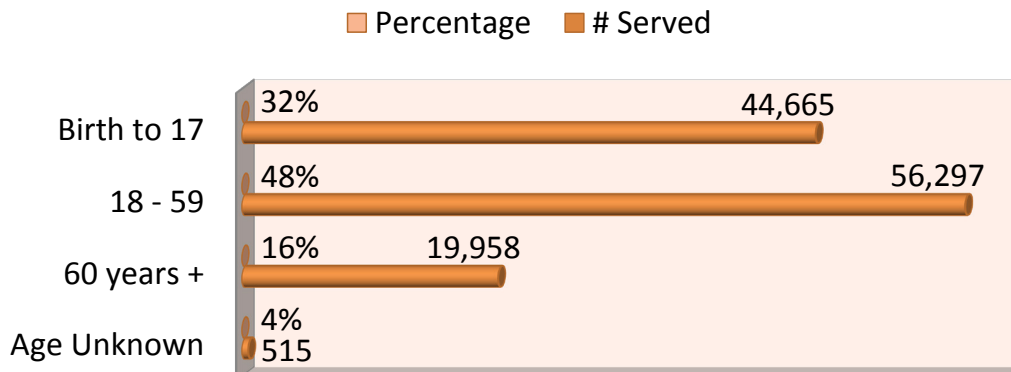
FY 15-16 Funds Awarded by Service Category



FY 15-16 Clients Served By Service Category



FY 15-16 Clients Served By Age Group



-Outputs By Service Category-

Community Support							
Output	Unit	1st Qtr Units	1st Qtr New Beneficiaries	2nd Qtr Units	2nd Qtr Additional Beneficiaries	YTD Units	YTD Beneficiaries
Education Hours	Hours	2	48 Individuals	0	0 Individuals	2	48 Individuals
Individual Support	Hours	629	139 Individual Contacts	803	178 Individual Contacts	1,432	317 Individual Contacts
Professional Services	Hours	140	47 Individuals	136	47 Individuals	276	94 Individuals
Screening/ Assessment	Hours	67	67 Individuals	0	0 Individuals	67	67 Individuals
Training - Skill Development	Hours	57	15 Individuals	57	13 Individuals	114	28 Individuals
Transportation Assistance	Trips	0	0 Individuals	0	0 Individuals	0	0 Individuals

Emergency Food and Clothing							
Output	Unit	1st Qtr Units	1st Qtr New Beneficiaries	2nd Qtr Units	2nd Qtr Additional Beneficiaries	YTD Units	YTD Beneficiaries
Food Assistance	Boxes	1,434	856 Individuals	1,550	601 Individuals	2,984	1,457 Individuals
Food Assistance	Meals - Congregate	96	15 Agencies	99	15 Agencies	195	30 Agencies
Food Assistance	Meals - Provided	2,414	15 Individuals	0	0 Individuals	2,414	15 Individuals
Food Assistance	Pounds	43,046	8 Agencies	49,193	8 Agencies	92,239	16 Agencies
Food Assistance	Pounds	870	2,134 Individuals	1,040	2,156 Individuals	1,910	4,290 Individuals
Material Assistance	Items	56,101	9 Agencies	63,528	9 Agencies	119,629	18 Agencies
Material Assistance	Items	10,957	1,245 Individuals	11,065	1,001 Individuals	22,022	2,246 Individuals
Professional Services	Contacts	85	85 Individuals	85	85 Individuals	170	170 Individuals
Training - Skill Development	Hours	11	49 Individuals	9	46 Individuals	20	95 Individuals
Transportation Assistance	Trips	134	46 Individuals	0	0 Individuals	134	46 Individuals

FY 2015- 2016 Outside Agency Semi-Annual Report

Senior Support							
Output	Unit	1st Qtr Units	1st Qtr New Beneficiaries	2nd Qtr Units	2nd Qtr Additional Beneficiaries	YTD Units	YTD Beneficiaries
Case Management	Hours	2,485	50 Individuals	1,450	56 Individuals	3,935	106 Individuals
Food Assistance	Meals - Congregate	2,127	122 Individuals	4,034	128 Individuals	6,161	250 Individuals
Food Assistance	Meals - Provided	24,240	121 Individuals	2,198	107 Individuals	46,218	228 Individuals
Professional Services	Hours	33	35 Individuals	1,605	36 Individuals	1,638	71 Individuals
Screening/ Assessment	Screenings	185	108 Individuals	239	134 Individuals	424	242 Individuals
Training - Parent Skills	Hours	7	11 Individuals	16	11 Individuals	23	22 Individuals
Training - Skill Development	Hours	70	8 Individuals	70	6 Individuals	140	14 Individuals
Transportation Assistance	Trips	206	59 Individuals	223	49 Individuals	429	108 Individuals

Support Services, Shelter, and Domestic Violence							
Output	Unit	1st Qtr Units	1st Qtr New Beneficiaries	2nd Qtr Units	2nd Qtr Additional Beneficiaries	YTD Units	YTD Beneficiaries
Case Management	Hours	127	203 Individuals	198	306 Individuals	325	509 Individuals
Counseling	Hours	79	14 Individuals	99	18 Individuals	178	32 Individuals
Education	Hours	66	3 Individuals	70	5 Individuals	136	8 Individuals
Financial Assistance	Dollars	5,374	18 Individuals	7,415	41 Individuals	12,789	59 Individuals
Material Assistance	Items	29	123 Individuals	2,009	49 Individuals	2,038	172 Individuals
Screening/ Assessment	Screenings	21	21 Individuals	87	43 Individuals	108	64 Individuals
Shelter	Nights	324	14 Individuals	254	9 Individuals	578	23 Individuals
Shelter	Units	3	3 Households	3	3 Households	6	6 Households
Training-Skill Development	Hours	214	80 Individuals	293	85 Individuals	507	165 Individuals

Youth, Young Adult & Parenting Support							
Output	Unit	1st Qtr Units	1st Qtr New Beneficiaries	2nd Qtr Units	2nd Qtr Additional Beneficiaries	YTD Units	YTD Beneficiaries
Case Management	Hours	774	34 Individuals	745	32 Individuals	1,519	66 Individuals
Education	Hours	6,890	476 Individuals	6,213	151 Individuals	13,103	627 Individuals
Financial Assistance	Dollars	4,720	3 Households	4,720	1 Households	9,440	4 Households
Financial Assistance	Dollars	54,918	293 Individuals	49,918	328 Individuals	104,836	621 Individuals
Food Assistance	Meals Congregate	413	27 Individuals	0	0 Individuals	413	27 Individuals
Mentoring	Hours	486	314 Individuals	1,247	211 Individuals	1,733	525 Individuals
Professional Services	Hours	1	26 Households	2	33 Households	3	59 Households
Professional Services	Hours	356	21 Individuals	1,728	52 Individuals	2,084	73 Individuals
Screening Assessment	Screenings	33	31 Individuals	37	32 Individuals	70	63 Individuals
Shelter	Beds	17	2 Individuals	79	5 Individuals	96	7 Individuals
Training-Skill Development	Hours	6,500	213 Individuals	6,874	52 Individuals	13,374	265 Individuals



Our Family Services

FY 2015- 2016 Outside Agency Semi-Annual Report

General Services							
Output	Unit	1st Qtr Units	1st Qtr New Beneficiaries	2nd Qtr Units	2nd Qtr Additional Beneficiaries	YTD Units	YTD Beneficiaries
Case Management	Hours	363	20 Individuals	364	3 Individuals	727	23 Individuals
Education	Hours	303	1,020 Individuals	800	2,225 Individuals	1,103	3,245 Individuals
Financial Assistance	Dollars	225	2 Households	1,467	9 Households	1,692	11 Households
Food Assistance	Meals - Provided	1,117	20 Individuals	1,083	3 Individuals	2,200	23 Individuals
Home Modifications	Modifications	2	2 Individuals	0	0 Individuals	2	2 Individuals
Material Assistance	Items	64	64 Individuals	54	99 Individuals	118	163 Individuals
Professional Services	Contacts	1,710	880 Individuals	1,786	896 Individuals	3,496	1,776 Individuals
Professional Services	Hours	329	329 Individuals	2,335	770 Individuals	2,664	1,099 Individuals
Pro-Social Activities	Events	0	0 Group Contacts	21	120 Group Contacts	21	120 Group Contacts
Referral/ Information	Referrals	60	43 Individuals	43	39 Individuals	103	82 Individuals
Respite	Hours	303	6 Individuals	250	1 Individuals	553	7 Individuals
Screening/ Assessment	Hours	108	108 Individuals	141	141 Individuals	249	249 Individuals
Screening/ Assessment	Screenings	961	768 Individuals	915	683 Individuals	1,876	1,451 Individuals
Training Parent Skills	Hours	645	519 Individuals	760	500 Individuals	1,405	1,019 Individuals
Training - Skill Development	Hours	3,243	322 Individuals	2,921	514 Individuals	6,164	836 Individuals



4H Program

-Outside Agency Accomplishments-

<p>Catholic Community Services dba dba Pio Decimo Center Childcare for the Working Poor \$459,000 Budget</p> <p>Youth, Young Adult and Family Support \$92,200 OA</p> <p>Projected Financial Assistance : \$44,307 Projected Unduplicated Individuals: 14</p>	<p>The new school year for our Early Childhood Education Program and the school age Afterschool program began. This year we were able to start our year fully staffed. In August, we added a full time staff member and a new Jesuit volunteer . Both people are very energetic, positive people, who enjoy working with all of our children. They have shown they will be wonderful additions to staff In the Afterschool homework assistance, we have been able to have three staff working with children on the busy days. This is allowing more one-on-one help for students. We have a family of a single mother with four children (10, 9, 6 4 years old) come into our childcare, afterschool and transitional housing programs from Columbia. They all speak very limited English. The oldest child is remarkable, he wants to learn and succeed in all of his school work. He will work on his homework from the minute he arrives until he is picked up by his mother. He will beg his mother to allow him to stay to do more of his school work. The staff works to make sure he can get his work done, even with his language barrier. Staff gives extra time to help him and he made “Student of the Month”!</p> <p>During the second quarter, our Prekindergarten class reached maximum enrollment, with the beginning of a waiting list. The teachers are very happy we are working with the maximum number of children, providing them with kindergarten readiness. With the established increase in staff from the first quarter, there continues to be more consistent help in the afterschool program. With this increase we have been able to help more children with homework and individual tutoring. We have seen more children in the homework room and children attending throughout the whole week. Also, we have children with an English language barrier and the staff is giving these children individual attention they need.</p>
<p>Community Food Bank Rural Food Banks \$945,956 Budget</p> <p>Emergency Food and Clothing \$68,800 OA</p> <p>Projected Food Assistance Pounds: 789,710 Projected Unduplicated Individuals: 2,515</p>	<p>In Q1 of FY 2015-16, our Amado branch bank distributed 99,630 pounds of food to 3683 unduplicated individuals. Marana branch bank distributed 197,245 pounds of food to 10,602 individuals, and the Green Valley-Sahuarita branch bank distributed a total of 269,925 pounds of food to 8,932 individuals in need. In total, 566,800 pounds of food (11,993 emergency food boxes) were distributed to 23,217 individuals by all three branch banks this quarter. Many of our clients come in each month for emergency food support.</p> <p>The combined efforts of the Amado and Green Valley-Sahuarita Community Food Banks resulted in a very successful Hunger Walk on September 19th. The atmosphere was festive, high energy, and fun. There were 291 walkers and over \$17,000 was raised. The purpose of hunger walk is not only to raise funds so that we can continue with our mission work but it is also to heighten the level of awareness that hunger issues really do exist in our community. We are delighted that we reached our goal in more ways than one. Another joint effort by the Amado and Green Valley-Sahuarita Community Food Banks and the Sahuarita Food Bank at the Good Shepherd Church, a partner agency, was also successful. Working together to collect donations at the annual Town of Sahuarita Fiesta on September 26th, we collected 1,595 pounds of food and \$197.48. The donations we collected will go directly to helping our neighbors in need.</p> <p>On October 22 the Marana Community Food Bank hosted a gathering of 28 non-profits that provide services to the northwest part of Tucson, Oro Valley and Marana. This “Hope Summit” was intended to inform as well as inspire collaboration. Definite plans developed to meet again and ideas were discussed for partnerships which are intended to improve services.</p> <p>In Q2 of FY 2015-16, our Amado branch bank distributed 126,222 pounds of food to 3,891 unduplicated individuals. Marana branch bank distributed 224,504 pounds of food to 10,596 individuals, and the Green Valley-Sahuarita branch bank distributed a total of 306,065 pounds of food to 9,017 individuals in need. In total, 656,791 pounds of food (11,089 emergency food boxes) were distributed to 23,504 individuals by all three branch banks this quarter. Many of our clients come in each month for emergency food support.</p>

<p>Our Family Services, Inc. Senior Companion Program \$339,881 Budget</p> <p>Senior Support \$28,500 OA</p> <p>Projected Training-Skill Development: Hours 88 Projected Unduplicated Individuals: 2</p> <p>Projected Professional Services: Hours 3200 Projected Unduplicated Households: 32</p>	<p>During this period, Senior Companions provided more than 23,721 service hours to 508 clients who are housebound seniors or people with disabilities.</p> <p>This quarter was a busy time with special projects and ongoing service. In July, we trained three new Senior Companion volunteers. Two are currently serving clients in the community. We also recruited additional volunteers, preparing three for training that begins in the second quarter. Likewise, we opened a new partner station with Interfaith Community Services. We look forward to placing volunteers at their northwest and south offices.</p> <p>In July, we established a new volunteer training and development program for aspiring leaders. Senior Companions with two years or more experience in the program were encouraged to apply for the leadership opportunity. Applicants were then interviewed and four volunteers were placed as program leaders for the fiscal year. These leaders are being taught to speak at group meetings, recruit volunteers, build partner station relationships, network with community partners, and educate community leaders about seniors' needs.</p> <p>In August, we conducted performance evaluations with our volunteers, as well as satisfaction surveys. Because of the Senior Companion Program:</p> <ul style="list-style-type: none"> • 83% of Senior Companions report an improvement in their physical health • 89% of Senior Companions enjoy an improved quality of life • 91% of Senior Companions describe an increase in self-esteem • 94% of Senior Companions report a sense of purpose • 100% of Senior Companions know that they make a difference in others' lives <p>In September, we sponsored two service activities to honor first responders for the September 11 Day of Remembrance and Service. In the first project, Senior Companions served lunch to patients at the VA hospital. For the second project, Senior Companions delivered hand-signed posters and chocolate to law enforcement and firefighter stations throughout the area.</p> <p>In October, we trained three new Senior Companion volunteers. All three are currently serving clients in the community. We also recruited additional volunteers, preparing three for training that begins in the third quarter. Likewise, we opened a new partner station with Covenant House Senior Community. Also, the Senior Companion Program partnered with Senior Corps groups from Pima Council on Aging and Northern Arizona University to collaborate for the upcoming Martin Luther King, Jr. Day of Service. The programs will solicit new and gently used clothing and hygiene items for donation to the Pima County StandDown for veterans experiencing homelessness.</p> <p>In November, Catalina In-Home Health, Casa de la Luz Hospice, and Carondelet Hospice provided two scholarships for Senior Companions to attend the End of Life Community Conference, with Dr. Andrew Weil. Two Senior Companions attended the informative event with the Program Manager. They learned how to age with optimum health and intentionality. As part of the scholarship, the Senior Companions were asked to prepare and deliver trainings to their peers at the monthly in-service meetings. So far, the Senior Companions have taught about the personal and cultural considerations related to aging and dying. They are currently preparing trainings on breathing for strength and relaxation, and nutrition for brain and body health.</p>
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<p>Green Valley Assistance Services, Inc. Emergency, Temporary Monetary Assistance \$237,826 Budget</p> <p>Support Services, Shelter, and Domestic Violence \$16,200 OA</p> <p>Projected Training-Skill Development: Hours 115 Projected Unduplicated Individuals: 23 Projected Financial Assistance: \$16,200 Projected Unduplicated Individuals: 23</p>	<p>For the first quarter (July to September 2015) the MAP program served 22 (6 duplicated households and 16 unduplicated households affecting 79 individuals with 42 children affected by the program. A total of \$22,590 in rental and utility assistance along with gasoline & food cards were provided. Of the total households served, 7 or 35% of the households were new households to the MAP program. Additionally, 84 hours of financial literacy education and workforce training were logged by these families and wage-earners. Eleven wage-earners logged 25 hours of workforce training to improve their resume writing skills, learn how to look for jobs on-line as well as practice their interviewing skills through mock interviews with the client educator. Four of our participants obtained jobs after receiving the training.</p> <p>For this quarter, payments to landlords and mortgage companies were 97% of the funds allocated; 1.5% utilities; 1.5% household & gasoline vouchers. Where do the households live: 50% live in the Town of Sahuarita, 36% in Green Valley, 14% unincorporated Sahuarita. Fourteen households were denied (over income limits, too soon to assist.)</p> <p>For this quarter, outside agency funding paid for rental assistance for one household in unincorporated Sahuarita; NOTE: 11 households this quarter were from the Town and Town funds were utilized. This quarter had a particularly high amount of households coming from the Town.</p> <p>During the second quarter (October – December 2015) 36 households were served by MAP (12 unduplicated, 24 duplicated of which 6 are HUD households) and \$20,927 was provided in emergency monetary assistance; compared to the previous year, same period \$13,295 was granted to 19 households served, a 54% increase in funds and an 89% increase in the number of HH over the previous period a year ago. Of the total 36 households 18 or 50% were new households to the program. Of the amount granted: 99% helped with rental assistance to prevent evictions; .5% allocated for utilities; .5% of the funds allocated for household and gasoline vouchers; 40% of the funds granted went to Town families.</p> <p>Where do the households live: 33% Town; 30% Green Valley, 6% Amado; 4% (homeless/risk for homeless--HUD); 30% unincorporated Sahuarita.</p> <p>During this quarter, 3 households were served using Outside Agency funds in the amount of \$1,032.50 Of these households -1 Green Valley, one in Amado, 1 household homeless</p>
<p>Southern Arizona Legal Aid, Inc, Homeowner and Tenant Protection Program \$448,648 Budget</p> <p>Community Support \$67,300 OA</p> <p>Projected Individual Support Hours: 1,760 Projected Unduplicated Contacts: 440</p>	<p>SALA staff (attorney and paralegals) opened 178 cases in the first quarter of FY2015-16 and closed 166 cases. During this reporting period, staff provided legal services in 262 cases. Below is a case history:</p> <p>Client was a victim of domestic violence: her ex-boyfriend was stalking her and followed her from the Corner-store to her apartment, where he observed her talking to one of her male neighbors. The ex-boyfriend then assaulted the male neighbor and the police were called. The apartment manager improperly attempted to evict the client for violation of the crime free housing addendum (because it was her ex-boyfriend who got arrested, even though he did not live there and was not invited). The apartment management was also improperly billing the client for expensive bed bug treatments, even though she did not knowingly bring bed bugs into the unit and did not know how they got there. The charges for bedbug treatments is not allowed under the Section 8 contract terms. SALA assisted client in getting an Order of Protection against her former boyfriend, then negotiated a termination of the client's lease and secured an emergency Section 8 voucher "moving packet" due to the domestic violence situation and the offender's continued stalking of client. SALA also wrote the landlord about the improper charges for bedbugs and had the PHA contact the landlord to tell him they could not charge for the bedbug treatment. Client was able to move out of the apartment successfully and used her moving packet to find a new apartment.</p> <p>Based on SALA's services, staff recovered \$93,212.33 lump sum and \$4,868.34 monthly on behalf of clients and avoided \$6,957.59 which they would have had to pay.</p>

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