



PIMA COUNTY

COMMUNITY DEVELOPMENT

Community Development and
Neighborhood Conservation
Department

**Community Support
\$152,500**

**Emergency Food and
Clothing
\$664,000**

**Outside Agency Program
Fiscal Year 2013 - 2014
Annual Impact Report**

**Senior Support
\$223,500**

**Support Services, Shelter,
and Domestic Violence
\$473,000**

**Youth, Young Adult and
Family Support
\$698,500**

**General Services
\$1,343,214**

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-Outside Agency Overview-

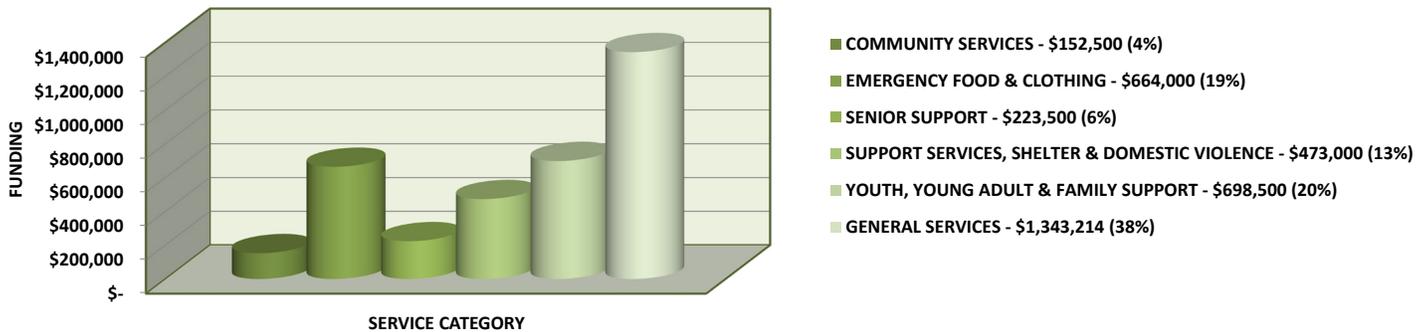
The Board of Supervisors allocates General Funds provided through the Outside Agency Program to address the most critical needs throughout the County, targeting services to underserved and economically disadvantaged populations and communities.

The Pima County Outside Agency program provides funding to non-profit organizations which serve economically and socially disadvantaged populations through human service programs. The Pima County Board of Supervisors establishes funding for the OA program and an appointed Committee holds a public process to review requests and make recommendations to the Board.

The Outside Agency Advisory Committee, with members appointed by the Board of Supervisors and the County Administrator, met throughout the past year to review the progress programs have made and discuss issues that the agencies may have including the contractual process, the contractual requirements, the outcomes and outputs and the organizational capacity to deliver quality services.

This past fiscal year programs were funded in five service categories, and the amount of funding for each service category was based upon the Committee’s determination of community needs. The Committee’s funding priorities for fiscal year 2013-2014 included: Basic Needs, Safety, Quality of Life, and Support Services. The Outside Agency Program provided over \$3.5 million in funding for social service programs.

OUTSIDE AGENCY FUNDING FY 13-14

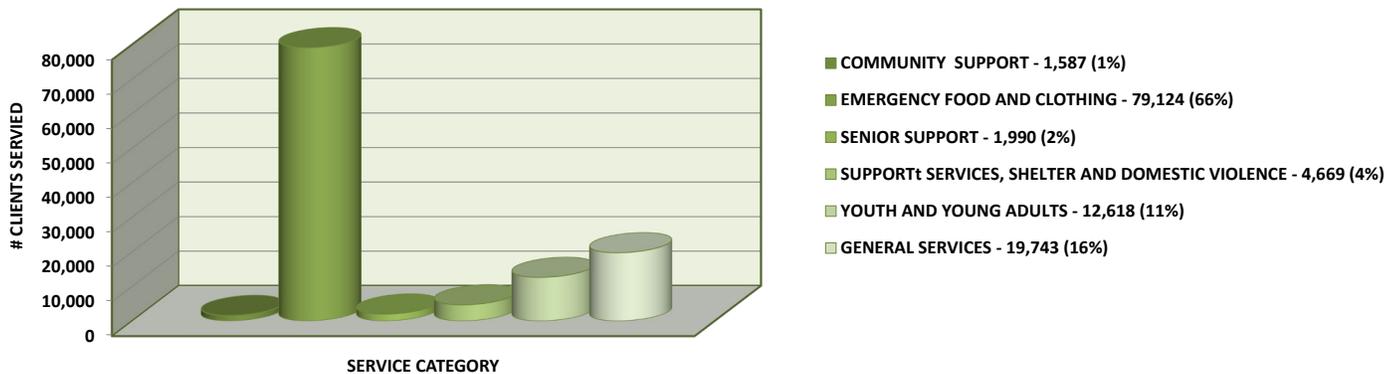


The following is a list of the current Outside Agency Community Advisory Committee members:		
COMMITTEE MEMBER	DATE APPOINTED	APPOINTED BY
Onita Davis	August 2013	Ally Miller
Mary Soltero	January 2011	Ramón Valadez
Terri Hutts	September 2014	Sharon Bronson
Jeannine Mortimer, Chair	February 2010	Ray Carroll
Rosalva Bullock, Vice Chair	February 2010	Richard Elias
Steve Huffman	December 2010	Chuck Huckelberry

-Client Demographics-

Demographics	Service Categories						
	Community Support	Emergency Food and Clothing	Senior Support	Support Services, Shelter & Domestic Violence	Youth and Young Adults	General Services	Total Number of Clients Served
Female head of Houshold	247	7,235	547	1,152	2,124	1,379	12,684
Homeless	17	1,528	89	623	1,058	229	3,544
Persons with Disabilities	457	617	1,191	1,123	465	1,376	5,29
Low to Moderate Income (≤ 80% Medium Income)	1,142	77,659	1,272	2,588	5,697	10,087	98,445
Age Group (0-17)	23	15,771	0	1,143	7,795	5,681	30,413
Age Group (18-59)	1,148	43,636	195	2,905	4,645	8,676	61,205
Age Group (60 +)	405	19,353	1,264	538	81	5,098	26,739
Age Unknown	11	364	531	83	97	288	1,374

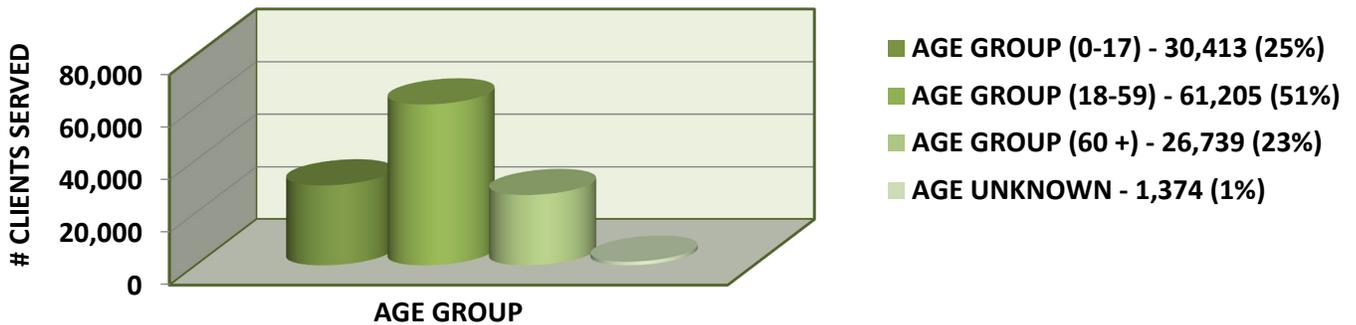
FY 13-14 NUMBER OF CLIENTS BY SERVICE CATEGORY



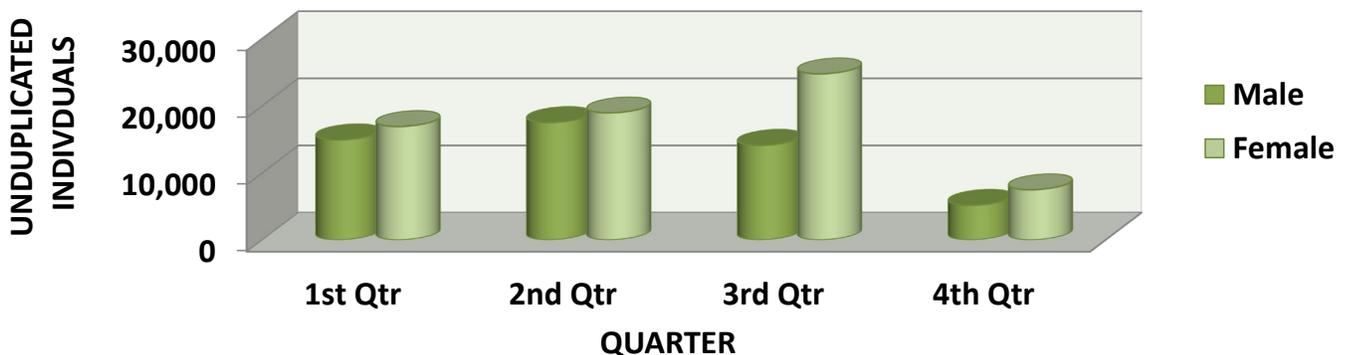
AREA	Service Categories						
	Community Support	Emergency Food and Clothing	Senior Support	Support Services, Domestic Violence	Youth and Young Adults	General Services	Total Number of Clients Served
Urban	1,233	69,414	1,990	4,435	10,248	18,542	105,862
Rural	354	9,710	0	234	2,370	1,201	13,869
Unincorporated Pima County*	0	9,710	0	88	583	0	10,381

*Unincorporated Pima County numbers are included in the Rural category.

FY 13-14 CLIENTS SERVED BY AGE GROUP



FY 13-14 UNDUPLICATED INDIVIDUALS BY QUARTER



-Outputs by Service Category-

Community Support					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	400	50 Households	849	82 Households
Financial Assistance	Dollars	4,200	15 Households	138,405	19 Households
Individual Support	<u>Contacts</u>	950	950 Individuals	930	930 Individuals
Individual Support	<u>Hours</u>	450	15 Individuals	670	56 Individuals
Material Assistance	Items	700	175 Individuals	1,772	443 Individuals
Professional Services	Hours	54	18 <u>Households</u>	54	18 <u>Households</u>
Professional Services	Hours	2,002	801 <u>Individuals</u>	2,534	335 <u>Individuals</u>
Service Learning Activities	Hours	2,500	100 Individuals	9,792	346 Individuals
Training- Volunteers/ Professionals	Hours	120	3 Individuals	120	3 Individuals

Emergency Food and Clothing					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Food Assistance	<u>Boxes</u>	5,560	1,005 Individuals	7,486	3,862 <u>Individuals</u>
Food Assistance	<u>Meals</u>	4,810	5 <u>Agencies</u>	40,100	38 <u>Agencies</u>
Food Assistance	<u>Meals</u>	5,681	23 <u>Individuals</u>	10,941	54 <u>Individuals</u>
Food Assistance	<u>Pounds</u>	705,623	36 <u>Agencies</u>	1,823,352	150 <u>Agencies</u>
Food Assistance	<u>Pounds</u>	922,833	16,942 <u>Individuals</u>	2,026,433	57,082 <u>Individuals</u>
Material Assistance	Items	4,000	35 <u>Agencies</u>	9,400	88 <u>Agencies</u>
Material Assistance	Items	53,320	1,720 <u>Households</u>	52,011	1,774 <u>Households</u>
Material Assistance	Items	4,000	400 <u>Individuals</u>	30,102	1,101 Individuals
Training-Volunteers/ Professionals	Hours	1,358	38 Individuals	1,536	152 Individuals
Transportation Assistnce	Trips	700	35 Agencies	512	49 Agencies

Senior Support Services					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	1,040	260 Individuals	569	306 Individuals
Crisis Intervention/ Advocacy	Hours	260	260 Individuals	254	219 Individuals
Food Assistance	Meals	17,575	138 Individuals	19,365	503 Individuals
Food Assistance	Meals	45,670	158 Individuals	60,240	290 Individuals
Individual Support	Contacts	5,884	118 Individuals	5,000	336 Individuals
Individual Support	Hours	5,495	55 Individuals	5,495	55 Individuals
Pro-social Activities	Events	0	0 Individuals	35	110 Individuals
Pro-social Activities	Hours	14,227	71 Individuals	14,220	168 Individuals
Training-Volunteers/ Professionals	Hours	63	53 Individuals	67	65 Individuals
Transportation Assistnce	Trips	6,884	92 Individuals	3,600	254 Individuals

To Pima County Teen Court,

To begin with my experience with your organization was full of new experiences. Now, I've enjoyed my time with you guys, but I intend on being back only for vol. Next, your strange and healthy environment has made me more confident; stronger mentally and emotionally. Although I've had my regreatable moments your great staff has helped me through it. Then, I know it was not expected of me to write two abbtional letters, but it was very important to me. I look forward to my last day at your downtown location for illegal actions. Once, again thank you for your work and support.

Support Services, Shelter, and Domestic Violence					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	312	26 <u>Households</u>	312	26 <u>Households</u>
Case Management	Hours	1,952	345 <u>Individuals</u>	3,338	957 <u>Individuals</u>
Crisis Intervention/Advocacy	Hours	8,000	200 <u>Individuals</u>	1,588	359 <u>Individuals</u>
Financial Assistance	Dollars	25,500	128 <u>Households</u>	25,500	139 <u>Households</u>
Financial Assistance	Dollars	7,495	48 <u>Individuals</u>	5,276	88 <u>Individuals</u>
Food Assistance	Boxes	1,800	400 <u>Households</u>	1,089	371 <u>Households</u>
Food Assistance	Boxes	510	340 <u>Individuals</u>	166	119 <u>Individuals</u>
Food Assistance	<u>Meals</u>	4,600	115 <u>Individuals</u>	1,859	86 <u>Individuals</u>
Individual Support	Contacts	6	6 <u>Contacts</u>	29	29 <u>Contacts</u>
Individual Support	Contacts	380	8 <u>Individuals</u>	380	32 <u>Individuals</u>
Individual Support	Hours	150	10 <u>Households</u>	85	12 <u>Households</u>
Material Assistance	Items	2,091	523 <u>Individuals</u>	3,613	223 <u>Individuals</u>
Professional Services	Hours	2,000	20 <u>Households</u>	2,445	37 <u>Households</u>
Professional Services	Hours	790	100 <u>Individuals</u>	777	206 <u>Individuals</u>
Referral/Information	Referrals	335	165 <u>Households</u>	357	254 <u>Households</u>
Referral/Information	Referrals	2,886	1,497 <u>Individuals</u>	4,077	2,761 <u>Individuals</u>
Screening/Assessment	Screenings	1,311	1,161 <u>Individuals</u>	970	938 <u>Individuals</u>
Shelter	Nights	3,640	104 <u>Households</u>	2,732	122 <u>Households</u>
Shelter	Nights	3,566	95 <u>Individuals</u>	3,128	81 <u>Individuals</u>
Training-Skill Development	Hours	2,406	836 <u>Individuals</u>	3,183	1,293 <u>Individuals</u>
Training-Volunteers/ Professionals	Hours	273	177 <u>Individuals</u>	337	359 <u>Individuals</u>
Transportation Assistance	Trips	800	80 <u>Individuals</u>	315	118 <u>Individuals</u>

Youth and Young Adults					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	2,950	210 Individuals	2,780	375 Individuals
Child Care	Hours	21,141	30 Individuals	20,277	51 Individuals
Crisis Intervention/ Advocacy	Hours	870	40 Households	675	263 Individuals
Financial Assistance	Dollars	9,000	40 <u>Households</u>	6,952	45 <u>Households</u>
Financial Assistance	Dollars	65,000	52 <u>Individuals</u>	65,000	513 <u>Individuals</u>
Group Support	Hours	12,632	304 Individuals	12,634	605 Individuals
Individual Support	Hours	90	10 Individuals	108	26 Individuals
Material Assistance	Items	1,000	10 Households	0	0 Households
Mentoring	Hours	4,320	30 Individuals	4,240	43 Individuals
Professional Services	Hours	560	40 Individuals	591	56 Individuals
Pro-Social Activities	Hours	39,010	517 Individuals	38,435	1,169 Individuals
Respite	Hours	520	10 Individuals	520	10 Individuals
Screening/Assessment	Screenings	600	600 Individuals	551	551 Individuals
Service Learning Activities	Hours	3,200	450 Individuals	2,858	464 Individuals
Training-Skill Development	Hours	19,644	2,427 Individuals	26,418	3,187 Individuals
Training-Volunteers/ Professionals	Hours	500	54 Individuals	1,077	354 Individuals
Tutoring/Academic Assistance	Hours	16,310	215 Individuals	38,034	252 Individuals

FY 2013 - 2014 Outside Agency Annual Report

General Services					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	2,400	60 Individuals	2,440	95 Individuals
Food Assistance	Meals Congregate	2,040	170 Individuals	5,709	293 Individuals
Food Assistance	Meals Provided	3,565	23 Individuals	4,084	27 Individuals
Group Support	Hours	2,250	150 Individuals	5,011	1,429 Individuals
Homeownership	Hours	30	30 Households	14	17 Households
Individual Support	Hours	4,426	3,701 Individuals	7,234	7,380 Individuals
Material Assistance	Items	500	250 <u>Households</u>	8,855	3,700 <u>Households</u>
Material Assistance	Items	660	660 <u>Individuals</u>	1,501	583 <u>Individuals</u>
Mini - Grants	Dollars	5,179	7 Agencies	4,479	5 Agencies
Professional Services	<u>Contacts</u>	7,682	3,538 Individuals	15,117	6,892 Individuals
Professional Services	<u>Hours</u>	1,580	1,931 Individuals	1,515	2,064 Individuals
Pro-social Activities	<u>Events</u>	2	350 Individuals	2	280 Individuals
Pro-social Activities	<u>Hours</u>	8,600	4,300 Individuals	4,700	2,550 Individuals
Public Facility Improvement	Modification	200	40 Individuals	83	83 Individuals
Referral/ Information	<u>Calls</u>	128	69 Households	167	43 Households
Referral/ Information	<u>Print Media</u>	20	45 Individuals	20	45 Individuals
Referral/ Information	<u>Referrals</u>	600	300 Households	20,684	12,667 Households
Respite	Hours	540	3 Individuals	949	8 Individuals
Screening/ Assessment	Screenings	700	1,200 Individuals	2,224	2,224 Individuals
Service Learning Activities	Hours	18,560	128 Individuals	20,535	137 Individuals
Training-Skill Development	Hours	6,210	1,708 Individuals	12,434	2,280 Individuals
Training- Volunteers/ Professionals	Hours	3,927	838 Individuals	3,312	819 Individuals

-Outside Agency Accomplishments-

In their annual reports, agencies describe outcomes that have been accomplished during FY 13-14.
The following are examples of the outstanding outcomes achieved by these agencies:

<p>Our Family Services, Inc. Community Mediation Program</p> <p>Community Services \$15,000</p> <p>Projected Hours: 54 Projected Unduplicated Households: 18</p>	<p>We had 46 mediations. 45 (98%) came to an agreement. In the follow-up 30-45 days later, 98% of those who responded reported that the agreement was still in place.</p> <p>Here are a range of comments made by the parties: "Learned that there is a time to keep silent and listen." "While no agreement reached, things are better." "CO and AO have been communicating, CO is very happy with the process and outcome." "Mediators were very good at putting parties at ease and making them feel safe."</p> <p>The number of calls received by the mediation office is not directly proportional to the number of mediations conducted. We have approximately 223 cases listed in the database representing contact with approximately 455 unduplicated individuals. In addition, 67 individuals were referred to other resources appropriate to their situation.</p>
<p>Catholic Community Services dba Pio Decimo Center</p> <p>Emergency Food and Clothing Program</p> <p>Emergency Food & Clothing \$27,000</p> <p>Projected Boxes: 1,300 Projected Unduplicated Individuals: 650</p>	<p>During the past 12 months, 1557 individuals were graciously furnished with food assistance. Technical improvements to the Community Food Bank web-based system made it markedly easier to provide this essential service to new and established participants. In addition, intake forms, which were streamlined by staff, continued to expedite front desk procedures. When prompted to comment on the benefits of the food assistance program, 90% of families indicated that our pantry had enhanced their daily diets and had improved their eating habits.</p> <p>The EFC program promptly gives households the opportunity to receive food assistance while accessing supplementary referral sources. However, the ability of the program to adequately process the considerable volume of food products through the organization proved to be an ongoing challenge. The food assistance program, in itself, continues to involve a significant number of individuals, including office employees, maintenance staff, and volunteer workers, to keep it up and running. Nonetheless, program adjustments will be made in order to create an optimal area of service.</p>
<p>Our Family Services, Inc. Senior Companion Program</p> <p>Senior Support \$35,000</p> <p>Projected Hours: 5,495 Projected Unduplicated Individuals: 55</p>	<p>The Senior Companion Program succeeds in assisting 90% of its clients to increase positive attitude and obtain self-sufficiency by providing two or more Assistance to Daily Living (ADL) services like reading, playing games, and providing companionship. The following testimonies speak to the increased positive attitude and self-sufficiency value added to the community through the Senior Companion Program:</p> <p>Before becoming a Senior Companion, one participant says she lived a sad and lonely life, and experienced deep depression. While riding the bus one day, she asked God to help her out of the sadness. When she looked up, she saw an advertisement sign for the Senior Companion Program. Soon after, she became a Senior Companion and says, "It was the best thing I did in years! Now, I am a Senior Companion, if I cry it is because I am happy--they are tears of joy!" The Senior Companion receives a sense of joy and vitality from serving her ladies, and believes she receives more from them than they do from her! She learned quickly that helping another person is a powerful force—in individual lives and in the community. "I keep serving because it is changing my life and theirs too!"</p> <p>A Senior Companion provides companionship to a widow who survived domestic violence in her marriage. She was not permitted to leave her house or make decisions on her own. When her husband died, she bravely reached out for help and companionship. The first time the Senior Companion asked where she would like to go, she was so surprised by the question that she almost cried. After talking through her fear, she finally decided to go to Sears. By the time the two arrived, she shivered with excitement! The Senior Companion and the lady shopped and talked, and enjoyed the freedom. "She told me that our trip together was the most exciting adventure she experienced in years! I feel blessed to have given her this gift!"</p> <p>The Senior Companion Program also provides engaging opportunities and positive pro-social activities to the 44 volunteers who serve as Senior Companions. This past year, they reached out and connected with clients in excess of 18 to 25 hours per week, providing 46,592 hours of self-sufficiency support to 552 clients in our community.</p>

<p>Green Valley Assistance Services, Inc. dba Valley Assistance Services Temporary Monetary Assistance Program Support Services, Shelter DV \$17,500</p> <p>Projected Dollars: 17,500 Projected Unduplicated Individuals: 28</p>	<p>26 households were given the post survey and 90% of the families scored 85% and above.</p> <p>The financial educators have taken a different approach this quarter, getting more families to write down where they spend their money, since the “budgeting approach” seemed to polarize the families. This quarter we saw 38% actively voicing a way to write their expenses down and begin to save. Over the past year, 112 households logged 560 hours of financial educational training. The post survey test results showed an average score of 86.87% for families, wage-earners or seniors participating in this program. As part of this survey, we ask the clients their next steps. Almost 100% of the wage-earners or their spouses readily come up with one or two ideas.</p> <p>One recent client stated that he received more practical budgeting tips from this program than what he was given at a financial institution. The volunteer financial educators are committed to finding new resources, programs and or discounts to rally and support the families to “stretch their income” to meet their basic needs each month. We believe the educators’ enthusiasm begins to motivate families to look at where they’re spending their hard-earned money and begin to take steps to change. Concrete comments show us that they understood the program and want to change. Here are some examples: “keep receipts to track my money”; “save for emergencies”; “monitor my credit report”; and “I now know the difference between a need and a want.”</p>
<p>Youth On Their Own Stipend Program Youth & Young Adult \$65,000</p> <p>Projected Dollars: 65,000 Projected Unduplicated Individuals: 52</p>	<p>Two student surveys were administered during the year, one when the student entered the program (“pre”) and also when the student exited the program (“post”). These two data collection points have allowed YOTO to gain deeper insight of the cohort’s experience with Youth On Their Own. 323 of a possible 1,229 students enrolled in YOTO during the study period completed the pre survey only (26%), 225 students completed the post survey only (18%), and 126 students completed both the pre and post survey (10%).</p> <p>Ninety percent of respondents to the post survey agreed or strongly agreed that the stipend motivated them to stay in school; 89% agreed or strongly agreed that the stipend motivated them to get good grades.</p> <p>Based on the Student Survey findings, it appears that a majority of YOTO students that completed a survey are, with assistance from YOTO, able to meet their basic daily needs. At post, 81% of respondents reported that most of time or always they had a comfortable place to live, 85% reported having enough to eat and 84% reporting having enough closest to wear.</p> <p>By helping meet their basic needs, YOTO helps homeless students focus their attention on staying in school and excelling to their high school graduation. A high school diploma is critical for self-sufficiency and our 281 graduates can celebrate that.</p> <p>In addition, YOTO has an exciting partnership with the University of Arizona College Of Education (Educational Psychology Department). Since January 2014, YOTO and the U of A have been working in collaboration to determine the significance of YOTO interventions. The focus is on the behavioral health needs of McKinney-Vento homeless youth including protective and risk factors for dropout, educational success, suicide and risky behaviors. The importance of this collaboration is that this demographic has been previously unstudied, largely due to the level of transiency of the youth and the inability to track them over time. It will build upon the United States Interagency Council on Homelessness (USICH) national framework to end youth homelessness by 2020. Ultimately, this collaboration will support YOTO’s efforts to become a more robust, evidence based model that not only serves the homeless youth in Pima County better, but can be a replicated national model that impacts the local, state and national issue of youth homelessness.</p>

-Outside Agency Accomplishments-

<p>Arizona Youth Partnership, Inc Rural Middle School After School Program Youth & Young Adults \$20,000 Projected Hours: 4,000 Projected Unduplicated Individuals: 60</p>	<p>15 youth in the 3rd and 4th grade participated in Positive Action (PA) modules focusing on self-image and esteem and positive peer interaction. These lessons also contained exercises on refusal skills. Over 90% of these youth perceived risk in using alcohol, tobacco and other drugs although only 60% had talked to their parents about these topics at some point during the school year. 93% reported never having tried alcohol, tobacco or other drugs. These youth demonstrated a high level of refusal skills with these substances with over 90% responding that they would “Tell them ‘no’ or ‘no thanks’” and “Tell them it’s a bad idea” when asked to smoke, drink or use marijuana. 70% of participants reported that since participating PA, they referred a friend to a counselor or other source of help and more 50% responded that since participating they gave a friend advice and/or tried to stop them from doing something that was bad for them. 83% of respondents said what they learned in the modules helped them be a better peer leader.</p> <p>These findings tell us that the youth are applying the skills presented during the modules, especially the exercises dealing with peer interaction. This data also reveals that the participants might still be at an age where parents/guardians are not talking about alcohol, tobacco and other drugs. These findings will be discussed during planning sessions for the upcoming school year with staff and local coalition members.</p>
<p>University of ArizonaAZ Board of Regents Pima County Cooperative Extension General Services \$36,806 Projected Hours: 2,070 Projected Unduplicated Individuals: 128</p>	<p>The SmartScape Program taught a Residential, Rainwater Harvesting Incentives Rebate Program. Five classes were taught for a total of 15 hours. 141 people attended. In the SmartScape Espanol Series, 9 classes were taught for a total of 23 hours with 60 participants. All or nearly all of the participants completed the course. The Rainwater Harvesting Incentives Rebate Program draws significant interest from the community. This helps homeowners who wish to qualify for available rebates. This indicates that the SmartScape programs provide a valuable service to both homeowners and professional landscapers.</p> <p>The Rainwater Harvesting Incentives Rebate Program continues to draw significant interest from the community, with Gray Water comparatively less so. SmartScape is one of 3 entities in Tucson sanctioned by Tucson Water to offer these rebate classes, which are mandatory for homeowners to attend if they want to qualify file for the available rebates. These courses will continue to be offered as a way to help both residential owners and landscape professionals with certification, rebates, and water conservation techniques for the desert climate. Feedback from participants is always taken into consideration when planning future stand-alone classes and series. Furthermore, the fact that participants complete courses for certification indicates the necessity for the workshops</p>
<p>Tucson Clean & Beautiful, Inc. Waste Reduction/Recycling, Trees for Tucson and Special Parks General Services \$40,896 Projected Items: 500 Projected Unduplicated Households: 250</p>	<p>Trees for Tucson: We continued our work in schools and disadvantaged communities while meeting the season’s peak demand. The distribution strategy paid off because we will easily meet our tree contracts but we will be selective and strategic about future events and look forward to re-negotiating a mutually beneficial contract with Long Realty that doesn’t rely quite so heavily on TEP subsidized trees.</p> <p>Adopt-a-Park & Public Areas: The current number of adopted sites is 258. This includes 7 cancelations and 3 dedication ceremonies held for committed groups. Overall it has been a successful year with many new groups starting up. There is always a need for additional groups to take on the many sites available. Working towards more collaboration and partnership with non-profits in the community to assist with clean ups.</p> <p>Recycling Education: Interviewed another actress for the play, working with the plastic bag committee on another awareness contest for the fall and planned 2 more ewaste events, increasing recycling directory content and updates with intern help</p> <p>Other programs, development & outreach: Maintaining a very effective outreach and publicity effort, though need to focus on metrics to turn outreach into actual community action and donations.</p>

<p>Pima Council on Aging Neighbors Care Alliance</p> <p>General Services \$60,000</p> <p>Projected Hours: 1,287 Projected Unduplicated Individuals: 143</p>	<p>A survey and program evaluation for recipients, volunteers and coordinators was distributed to all programs in the 4th Quarter. 2673 participants reported receiving services, while 1220 volunteers reported providing service. 493 volunteers provided transportation, including 228 who provided both rides and errands to the people of their neighborhood community. The program recipients reported a 95% satisfaction with the volunteer services which meet their needs, provide companionship, independent living assistance, support and security. Outreach coordinator feedback included this comment from a long-time participant: "The NCA coordinators are always full of information, support and encouragement. It is a joy to work with them." Another wrote: "They are always willing to answer questions and help solve problems." 97% Satisfaction with the Neighbors Care Outreach Coordinators service and support was reported.</p> <p>NCA Outreach Coordinators developed a Leadership Workshop which was provided to new and continuing coordinators during the 1st quarter. Continued training was provided for all new coordinators in the NCA. Extensive information, qualified speakers and service referrals were offered at each of the monthly NCA meetings. Information regarding community events, conferences and training opportunities was shared with all the members throughout the year.</p>
<p>Metropolitan Education Commission</p> <p>Regional College Access Center</p> <p>General Services \$32,806</p> <p>Projected Hours: 2,252 Projected Unduplicated Individuals: 2,252</p>	<p>During the 2013-2014 academic year; the total number of indirect program participants measured is sixteen thousand five hundred and seventy-two (16,572). The number of direct participants to date is five thousand seven hundred and seventy-nine (5,779). In addition, there have been fifteen thousand three hundred and fifteen (15,315) visits to the RCAC website by absolutely unique visitors as reported by Google Analytics. This is a 208% increase when compared to the seven thousand three hundred and sixty-nine (7,369) unique website visits during the 2012-2013 Program Year. There were eight hundred and ninety-seven (897) referrals to post secondary institutions through one on one coordinator and student ambassador advising sessions, one hundred and sixty-four (164) training workshops and participation in forty-eight (48) community tabling events, and four (4) RCAC Advisory Committee Meetings</p> <p>The evaluation findings indicate that the RCAC Program has increased its visibility within city and county educational entities, and more importantly within post-secondary seeking populations. Since 2012 there have been steady community participation increases in RCAC programming and services. The 2013-2014 data can be interpreted through the total number of indirect program participants measured at sixteen thousand five hundred and seventy-two (16,572), and the number of direct participants measured at five thousand seven hundred and seventy-nine (5,779). This was accomplished through one hundred and sixty-four (164) direct contact events, and forty-eight (48) tabling events, college fairs, and parent workshops (Indirect). In addition, there have been fourteen thousand one hundred and thirty-two (14,132) visits to the RCAC website by absolutely unique visitors as reported by Google Analytics. This is a 192% increase when compared to the seven thousand three hundred and sixty-nine (7,369) unique website visits during the 2012-2013 Program Year. All of this has been accomplished through a greater emphasis on community partnerships and the willingness of staff (RCAC Youth Ambassadors and Coordinator) to contribute as much as possible towards the college going culture of this community. This being said there are a number of challenges and weaknesses that the RCAC will face in the coming year.</p> <p>The first issue is availability of the limited staff structure. As the RCAC Program becomes more visible there are more demands placed on the limited staff structure. This issue is already being felt with the planned expansion of the RCAC Program throughout 8 Pima County School Districts. One step that has been taken to alleviate this issue is the creation of the RCAC College Intern's Program. As of today, there are four (4) University of Arizona students that have made the commitment to serve the RCAC as community liaisons and college mentors.</p> <p>The next issue is funding for the continuation of the RCAC Youth Ambassador Program. Local high school students have served the RCAC in extraordinary ways over the last two years. The 2013-2014 was a banner year for RCAC Youth Ambassador Services; our students presented college access workshops to three thousand one hundred and forty-four (3,144) high school students, and met with two hundred and seventy (270) high students in scheduled one on one peer advising sessions. This is a 262% from the previous year.</p>

-Outside Agency Accomplishments-

<p>Catholic Community Services dba Pio Decimo Center</p> <p>Case Management for Homeless Families</p> <p>General Services \$39,261</p> <p>Projected Hours: 2,400 Projected Unduplicated Individuals: 60</p>	<p>During the past 12 months, twenty-seven homeless families, which consisted of 35 adults, actively participated in financial education workshops. Throughout this time frame, each household enhanced its knowledge base within key areas of economic stabilization, such as debt reduction, emergency budgeting, predatory lending, and supermarket strategies. Along with training sessions, twenty households began a 30-day journal of their spending habits in order to help distinguish “wants versus needs”. As an interesting point, residents reported that they did not realize how much funding was spent by family members on non-essential goods.</p> <p>The CMHF program gives households various opportunities to engage in group activities, including financial education workshops. Staff was pleased to witness a number of participants boost their knowledge in relation to economics. Unfortunately, however, the majority of households, though employed, continued to struggle with frugal salaries as well as job insecurity. Ongoing factors made it difficult for families to balance monthly expenses, to set aside funds for unexpected events, and/or to create long-term action plans. As previously mentioned, because of these dynamics, residents would benefit from financial coaching along with case management in order to accomplish lasting objectives.</p>
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-Program Highlights FY 113-14-

**MORE THAN 100,000 PEOPLE WERE SERVED BY OUTSIDE AGENCY PROGRAMS
THROUGHOUT PIMA COUNTY DURING FY 13-14**

Outputs	Number Served
Case Management	1,733
Financial Assistance	601
Food Assistance - Meals	1,253
Food Assistance - Boxes	3,981
Individual Support	7,517
Material Assistance	2,350
Professional Services	2,661
Shelter Nights	81
Training - Skill Development	6,760
Transportation Assistance	372
Tutoring - Academic Assistance	252

Community Development & Neighborhood Conservation Mission:

“To create a more livable County and to improve the quality of life for residents, with a special emphasis on economically and socially disadvantaged communities, through the development and coordination of programs and services.”

-Outside Agency Program Goals and Objectives-

1. Direct funds to programs & agencies that have demonstrated a beneficial community impact
2. Identify gaps and community assets to determine an effective systematic approach for allocating funding
3. Identify best practices implemented by agency programs and act as a resource for other agencies to obtain best practice models and information
4. Provide technical assistance to agencies for program enhancement & board/staff development

Pima County Board of Supervisors

Sharon Bronson – Chair, District 3

Ally Miller, District 1

Ramón Valadez , District 2

Ray Carroll, District 4

Richard Elias, District 5

County Administrator, C.H. Huckelberry



Pima County Community Development & Neighborhood Conservation Department

Margaret Kish, Director

Ana Durazo, Outside Agency Program Coordinator

Kino Service Center, 2797 E. Ajo Way, Tucson, AZ 85713, Phone (520)724-3777

CDNC website: http://webcms.pima.gov/government/community_development_neighborhood_conservation/

OA Website: <http://webcms.pima.gov/cms/one.aspx?portalId=169&pageId=23268>