



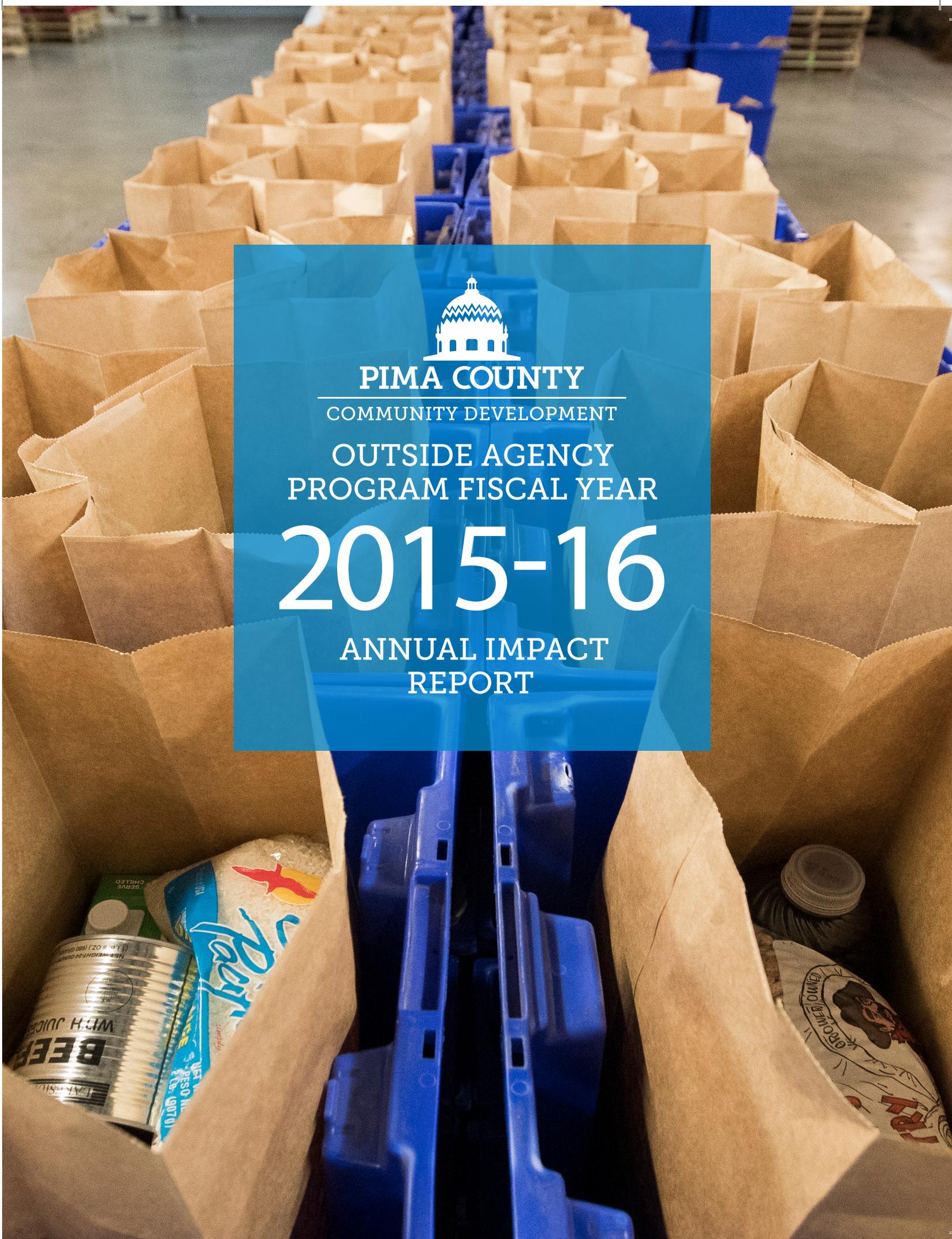
PIMA COUNTY

COMMUNITY DEVELOPMENT

OUTSIDE AGENCY  
PROGRAM FISCAL YEAR

2015-16

ANNUAL IMPACT  
REPORT





*The University of Arizona Pima Cooperative Extension Program received \$36,100 in Outside Agency funds to offer a variety of educational opportunities to help people improve their lives and surroundings. The program will provide over 1,100 hours in workshops providing information and education on landscaping, gardening, safe food preparation and water conservation.*

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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 (OA) 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 appoints a citizen committee which holds a public review process to consider requests and make recommendations to the Board.

The Outside Agency Citizen Review Committee, (the Committee) met several times throughout the past year to review the progress programs made and discuss issues that the agencies encountered, including the contractual process, contractual requirements, outcomes and outputs and the organizational capacity of outside agencies to deliver quality services.

This past fiscal year, a new round of grants was reviewed and programs were funded in five service categories, with the amount of funding for each service category based upon the Committee's determination of community needs. The Committee's funding priorities for fiscal year 2015-2016 included: Community Services, Emergency Food & Clothing, Senior Support, Support Services/Shelter/Domestic Violence and Youth and Young Adult. The Outside Agency Program provided over \$3.6 million in funding for social service programs.

## OUTSIDE AGENCY CITIZEN REVIEW COMMITTEE

The following is a list of the current Outside Agency Community Advisory Committee members:

<b>Committee Member</b>	<b>Date Appointed</b>	<b>Appointed By</b>
Jeannine Mortimer, Chair	February 2010	Ray Carroll, District 4
Rosalva Bullock, Vice Chair	February 2010	Richard Elías, District 5
Onita Davis	August 2013	Ally Miller, District 1
Steve Huffman	December 2010	Chuck Huckelberry, County Administrator
Noe P. Mayotte	April 2016	Sharon Bronson, District 3
Victor Soltero	April 2016	Ramón Valadez, District 2



*Youth on Their Own client*

## OUTPUTS BY SERVICE CATEGORY

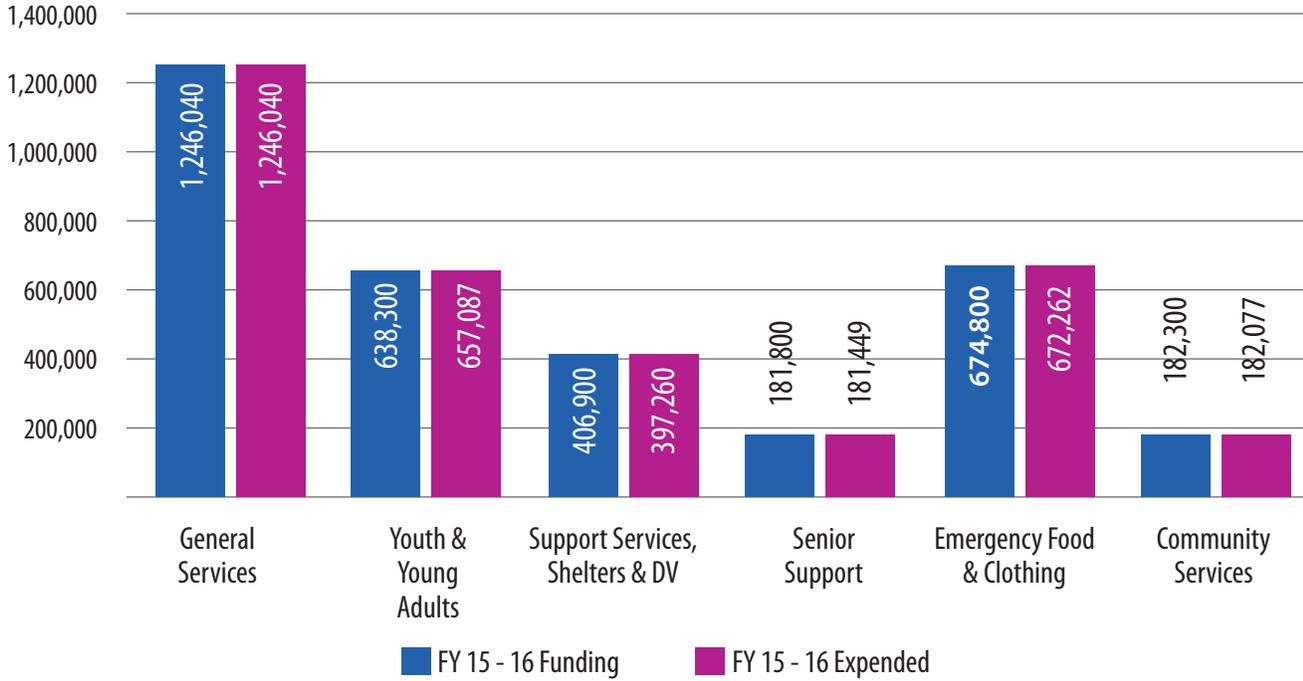
<b>Service Categories</b>							
<b>CLIENT DEMOGRAPHICS</b>	Community Services	Emergency Food & Clothing	Senior Support	Support Services, Shelter & Domestic Violence	Youth & Young Adults	General Services	Total Number of Clients Served
Female Head of Household	176	8,394	423	553	774	3,149	13,469
Homeless	29	2,042	173	316	804	217	3,581
Persons with Disabilities	762	1,554	995	100	171	944	4,526
Low to Moderate Income (≤ 80% Medium Income)	1,679	56,006	890	971	2,846	10,844	73,236
Age Group (0-17)	66	36,202	0	34	4,220	10,096	50,618
Age Group (18-59)	1,562	52,459	183	989	1,074	6,733	63,000
Age Group (60 +)	1,008	17,632	1,934	108	47	2,451	23,180
Age Unknown	11	349	501	15	56	71	1,003

<b>Service Categories</b>							
<b>AREA</b>	Community Services	Emergency Food & Clothing	Senior Support	Support Services, Shelter & Domestic Violence	Youth & Young Adults	General Services	Total Number of Clients Served
Urban	2,647	58	1,877	543	16	5,674	10,815
Rural*	0	106,584	741	603	5,381	13,677	126,986

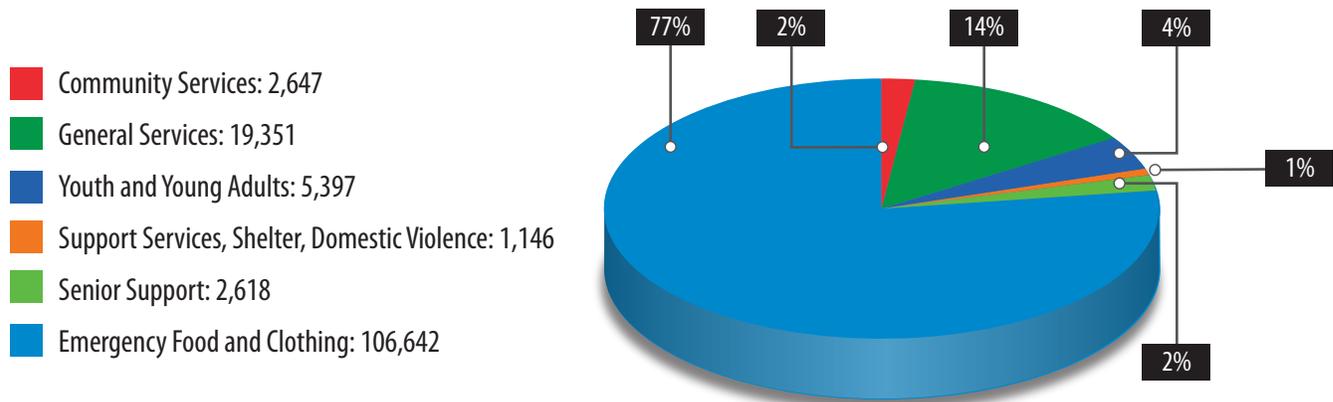
\*Unincorporated Pima County numbers are included in the Rural category.

## CLIENT DEMOGRAPHICS

### FY 2015-16 OUTSIDE AGENCY FUNDING / EXPENDITURES



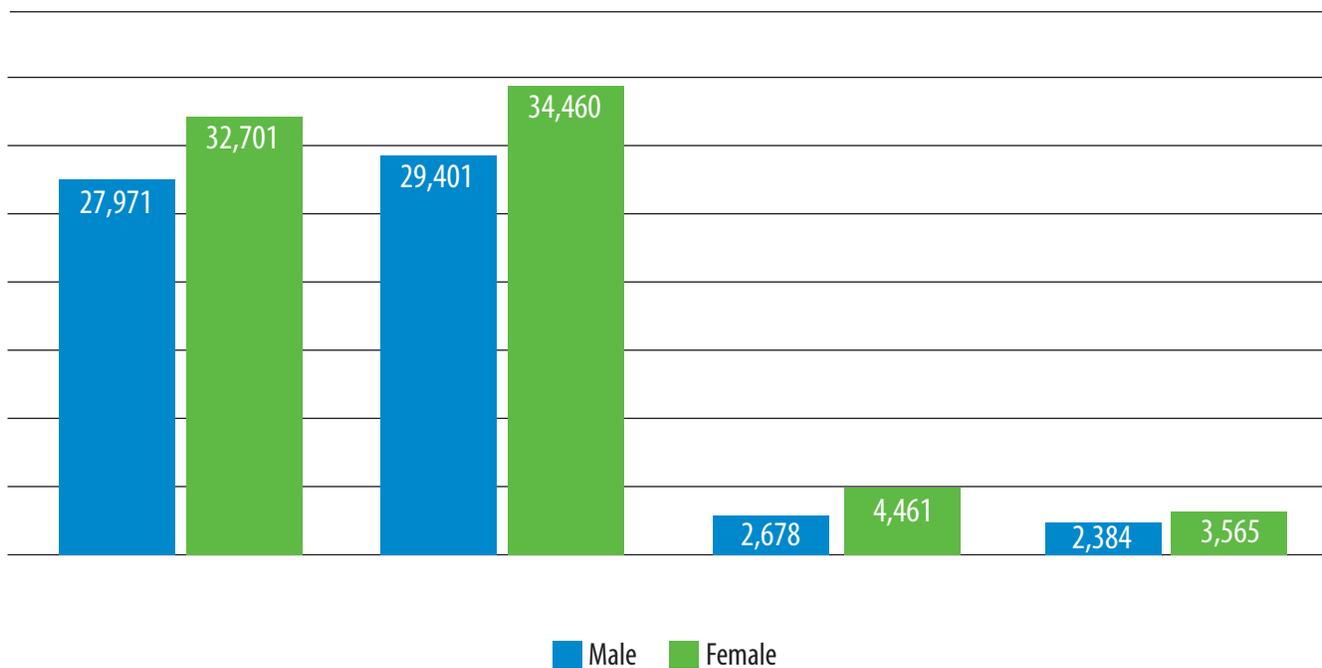
### FY 2015-16 NUMBER OF CLIENTS BY SERVICE CATEGORY



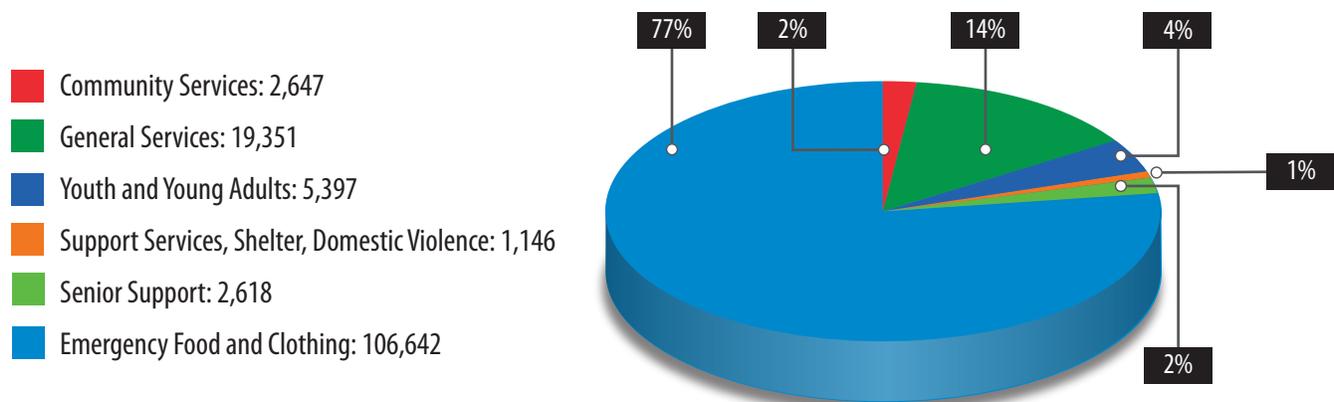
\*The Committee does not make funding recommendations for General Services requests.

## CLIENT DEMOGRAPHICS

### FY 2015-16 UNDUPLICATED INDIVIDUALS BY QUARTER



### FY 2015-16 CLIENTS SERVED BY AGE GROUP



## OUTPUTS BY SERVICE CATEGORY

<b>Community Support</b>					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	30	90 Individuals	2,611	420 Individuals
Education Hours	Hours	8	120 Individuals	8	114 Individuals
Financial Assistance	Dollars	2,000	15 Individuals	2,000	37 Individuals
Individual Support	Contacts	1,760	440 Individuals	2,670	582 Individuals
Professional Services	Hours	975	190 Individuals	301	105 Individuals
Screening/Assessment	Hours	300	300 Individuals	255	207 Individuals
Training-Skill Development	Hours	416	75 Individuals	304	43 Individuals

<b>Emergency Food and Clothing</b>					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Food Assistance	Boxes	3,400	1,275 individuals	4,285	1,783 Individuals
Food Assistance	Meals	6,256	8 Agencies	195	30 Agencies
Food Assistance	Meals	11,856	48 Individuals	2,414	15 Individuals
Food Assistance	Pounds	660,600	300 Agencies	92,239	16 Agencies
Food Assistance	Pounds	1,989,710	152,515 Individuals	1,910	4,290 Individuals
Material Assistance	Items	38,400	8 Agencies	214,745	36 Agencies
Material Assistance	Items	15,000	2,400 Individuals	43,149	3,685 Individuals
Professional Services	Contacts	400	400 Individuals	227	227 Individuals
Training - Skill Development	Hours	340	155 Individuals	20	95 Individuals
Transportation Assistance	Trips	874	46 Individuals	134	46 Individuals

## OUTPUTS BY SERVICE CATEGORY

<b>Senior Support Services</b>					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	3,448	114 Individuals	4,375	150 Individuals
Food Assistance	Meals	5,625	45 Individuals	12,590	461 Individuals
Food Assistance	Meals	50,295	171 Individuals	76,045	350 Individuals
Individual Support	Hours	3,500	35 Individuals	2,700	29 Individuals
Professional Services	Hours	3,200	32 Households	1,625	64 Households
Screening/Assessment	Screenings	950	950 Individuals	611	429 Individuals
Training - Parent Skills	Hours	60	40 Individuals	47	38 Individuals
Training - Skill Development	Hours	88	2 Individuals	44	4 Individuals
Training-Volunteers Professionals	Hours	96	2 Individuals	132	8 Individuals
Transportation Assistance	Trips	3,190	94 Individuals	953	142 Individuals

<b>Support Services, Shelter, and Domestic Violence</b>					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	1,260	332 Individuals	498	842 Individuals
Counseling	Hours	288	12 Individuals	484	74 Individuals
Education	Hours	232	15 Individuals	290	15 Individuals
Financial Assistance	Dollars	37,575	139 Individuals	12,789	59 Individuals
Material Assistance	Items	12,000	300 Individuals	2,038	172 Individuals
Screening/Assessment	Screenings	129	117 Individuals	119	75 Individuals
Shelter	Nights	2,130	54 Individuals	1,183	58 Individuals
Shelter	Units	11	11 Household	6	6 Households
Training-Skill Development	Hours	524	77 Individuals	1,030	295 Individuals

## OUTPUTS BY SERVICE CATEGORY

<b>Youth and Young Adults</b>					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	2,030	61 Individuals	3,668	178 Individuals
Education	Hours	9,767	593 Individuals	21,800	2,100 Individuals
Education Hours	Hours	1,534	305 Individuals	259	188 Individuals
Financial Assistance	Dollars	40,517	7 Households	25,660	16 Households
Financial Assistance	Dollars	111,507	494 Individuals	151,537	745 Individuals
Food Assistance	Meals	92	45 Individuals	201	61 Individuals
Mentoring	Hours	3,572	330 Individuals	3,331	695 Individuals
Professional Services	Hours	100	200 Households	3	59 Households
Professional Services	Hours	13,590	582 Individuals	5,608	1,750 Individuals
Screening/Assessment	Screenings	84	57 Individuals	159	148 Individuals
Shelter	Beds	270	27 Individuals	142	11 Individuals
Training-Skill Development	Hours	2,300	367 Individuals	26,203	362 Individuals



The Outside Agency Program contributed to construction of the 4-H High Ropes Course which consists of 4 low and 11 high elements, including a zip line and trapeze leap.

Managed and supervised by certified Challenge Course Facilitators, the course seeks to develop confidence and build trust, leadership and communication skills in 4-H students.



## OUTPUTS BY SERVICE CATEGORY

<b>General Services</b>					
<b>Output</b>	<b>Unit</b>	<b>Projected Units</b>	<b>Projected Beneficiaries</b>	<b>Actual Units</b>	<b>Actual Beneficiaries</b>
Case Management	Hours	1,440	40 Individuals	1,443	34 Individuals
Education	Hours	1,760	5,550 Individuals	1,113	3,305 Individuals
Education Hours	Hours	1,000	1,000 Individuals	3,900	133 Individuals
Financial Assistance	Dollars	13,500	40 Households	13,296	46 Households
Food Assistance	Boxes	225	75 Individuals	2,354	1,385 Individuals
Food Assistance	Meals Provided	3,925	25 Individuals	4,079	31 Individuals
Home Modifications	Modifications	6	6 Individuals	5	5 Individuals
Material Assistance	Items	1,441	2,320 Individuals	425	2,626 Individuals
Professional Services	Contacts	8,720	4,360 Individuals	5,433	2,758 Individuals
Professional Services	Hours	7,000	2,500 Individuals	5,664	2,229 Individuals
Pro-social Activities	Events	17	50 Group Contacts	21	120 Group Contacts
Referral/Information	Referrals	225	90 Individuals	143	114 Individuals
Respite	Hours	625	5 Individuals	943	9 Individuals
Screening/ Assessment	Screenings	4,316	2,611 Individuals	3,178	2,319 Individuals
Screening/ Assessment	Hours	220	220 Individuals	475	475 Individuals
Training-Parent Skills	Hours	6,724	2,805 Individuals	1,727	1,101 Individuals
Training - Skill Development	Hours	15,280	1,103 Individuals	8,182	852 Individuals

## OUTSIDE AGENCY ACCOMPLISHMENTS

In their annual reports, agencies describe outcomes that have been accomplished during FY 15-16. The following are examples of the outstanding outcomes achieved by these agencies:

### Tu Nidito Children and Family Services Pathways

#### Youth, Young Adult and Family Support

Tu Nidito recognizes that the illness of a sibling can be devastating for children. The agency seeks to provide a safe place where families can share their experiences with other families facing similar circumstances. Tu Nidito hosted its third annual “Super Siblings” event May 13 to honor the brothers and sisters of children with serious illnesses. Many times, healthy siblings feel left out when they see an ill child receiving extra attention or gifts. The theme of this year’s gathering was “Animals” and appropriately, it featured a petting zoo with chickens, rabbits, goats and ponies as well as pony rides, face painting, dinner and a movie with popcorn and treats. The kids felt important and special.

Tu Nidito continues to expand our services to the Spanish-speaking community and is able to offer support to families that have a language

barrier, especially at the hospital. Also, the non-profit implemented a new communications plan intended to allow client families to better access Tu Nidito’s support services when needed. The effort included providing clients with refrigerator magnets designed to serve as a handy reminder to call when they need help.

Tu Nidito’s main referral source for its Pathways program are the nurses and social workers at Banner University Medical Center. But frequent staff turnover at the hospital often results in new employees being unfamiliar with Tu Nidito’s services or how to make referrals. To counteract this obstacle, Tu Nidito conducts presentations to all new Banner staff every six months.

The agency sometimes struggles to convert referrals into clients out of an overabundance of caution for the often fragile state of the families with whom it comes into contact. Tu Nidito management always seeks to respect the boundaries of those in crisis but always attempts maintain contact with people classified as NTUC (Not Taken Under Care) should a change of heart occur.



*Tu Nidito staffers play with a young client.*

## Tu Nidito Children and Family Services Pathways

### Case History:

Shared from the experience of a Tu Nidito Support Specialist:

*"I have the privilege of working with a patient who I solely see out in the community, primarily at Banner University Medical Center in the dialysis unit. I have been working with this patient since April 2014 and visits occur on a weekly basis. When I first began seeing this patient, it was clear that it would take time to create and establish a trusting relationship. Such a relationship emerged from following the patient's request of doing simple science experiments.*

*This was no easy feat to do in the dialysis unit but the staff was incredibly kind, accommodating and supportive. Science experiments are something I have not done with other patients, but with this patient it was particularly important in building rapport.*

*Once trust was formed, we began engaging in activities that were more directly therapeutic in nature to process the emotions related to diagnosis and treatment. It took time for this patient to feel comfortable discussing and expressing personal thoughts and feelings, but it was done in their own way and on their own time.*

*One of the most profound things this patient shared with me took place during a writing activity using metaphor and simile to describe the diagnosis, enabling the patient to consider things on a more abstract level. The patient wrote, "If my illness was a building it would be the Twin Towers because they got hit without noticing."*

*This was an incredibly impactful statement, showing how the patient was completely taken off guard by the diagnosis and how it caused their whole world to change in an instant."*



Tu Nidito and Family Services Pathways

## Jewish Family and Children's Service Project Safe Place

### Youth, Young Adult and Family Support

Project Safe Place (PSP) has been in high demand enrolling 157 new clients in need of trauma-related counseling services during the fiscal year. Therapists are also working with their non-offending family members. PSP provides counseling services to children ages 3-18 who are victims of abuse and/or neglect. The project staff continues to see positive outcomes in the children and families that they work with. JFCS recognizes the continued need for trauma work for so many children in Pima County and is responding with trained and skilled staff that can help provide excellent care. We have been able to increase the number of clients seen due to the addition of new PHD and Masters level intern counselors.

### Case Histories:

Jesus who suffered a history of physical abuse and abandonment was referred to Project Safe Place in August 2013 when he returned to Tucson at age seven following a period in the custody of the Mexican Government's child protective system. When Jesus started working with Project Safe Place he was hurting himself on a daily basis, running away from caregivers and unable to stay in school for more than one or two hours at a time. He has shown great progress since the start of treatment with greatly increased emotional regulation, self-expression and utilization of coping skills – most noticeable by a marked decrease in self-harming behaviors, attempts to escape from moving vehicles or running away from caregivers.

Tyler, is an 11-year-old who came to Project Safe Place to address issues related to the physical abuse he endured from his father. Initially hesitant to engage in therapy, Tyler grew to love coming to Project Safe Place after six months of individual counseling. It made him truly sad when his therapist told him he was ready to stop their sessions. Tyler came to accept the abuse was not his fault, address his low self-esteem, and learn safety skills for the future. Tyler's mom was so glad to see the transformation in her son, especially the growth in his self-concept.

Siblings Steve and Stacy came into the program September 2014 after DCS removed them from their biological mother and step father due to neglect and domestic violence. Steve and Stacy stayed in a foster home for over a year and a half, during which time a Project Safe Place therapist worked with the children to help them cope with their overwhelming feelings of loss and fear while placed in foster care. Sadly, despite many attempts, their birth mother could not successfully complete a case plan, including treatment for substance abuse and ultimately, she relinquished her parental rights.

The Project Safe Place therapist had built a rapport with the children and was able to provide ongoing support as they struggled with the loss of their mother and the fears for the future. Fortunately, the children's foster mother developed a love for them and agreed to adopt them and allow them to have regular supervised contact with their birth mother so long as she is appropriate and safe. The therapist was able to help the children accept this offer of love and transition successfully into their new permanent home.

## Youth on Their Own Monthly Stipend Program

### Youth and Young Adults

Youth On Their Own (YOTO) students have the opportunity to earn a monthly stipend with the assurance that they will remain in school and pursue their high school graduation. The stipends help youth pay for rent, utilities, food, healthcare, transportation, or other basic needs. During the first two quarters 598 students received stipends with Pima County Outside Agency funds. These students earned a stipend by maintaining passing grades and steady school attendance per school standards. Stipends were not awarded in July or August as school was not in session.

While the beginning of the school year is always very busy with enrolling students and processing applications, we have experienced tremendous growth among applications this year. YOTO received 1,115 applications, representing a staggering 21% increase over the same time last year. As of 12/31/2016, we served 1,290 homeless students (13% increase over same time last year).

YOTO expended all remaining Outside Agency contract funds during Quarter 2, therefore no students were served with Outside Agency funds in Quarter 3. Nevertheless, the agency continued to serve students enrolled in the Stipend Program. During January, February, and March 2016, YOTO provided 2,167 earned stipends to

students who maintained passing grades and steady school attendance. As of March 31, YOTO had served 1,580 students during the 2015-2016 school year (an 18% increase over same time last year) while also receiving 1,825 applications (25% increase over same time last year.)

Youth On Their Own is grateful to have received an additional \$15,300 during the 4th Quarter.

Those funds allowed YOTO able to support an additional 118 students in May and June 2016. During April, May and June, YOTO provided 1,704 earned stipends to students enrolled in the program. In all, statistics show the stipend program benefited 1,588 students during the 2015-2016 school year (8% increase over last year) out of 1,825 applications received (25% increase over last year).

Because student stipends are YOTO largest programmatic expense the agency must work continuously to find consistent, diverse sources of funding to implement all of its goals and objectives and keep up with an ever-increasing demand.

Every month, YOTO enlist volunteers to write encouraging notes to the students such as "Great job this month. Keep it up!" or other motivating thoughts then attach the message to the students' stipend checks and sort them by schools. It may seem like a small gesture, but the students love seeing that someone is thinking of them and encouraging them to do well.



*Youth On Their Own seeks to eliminate barriers to education and empower Arizona's homeless youth to stay in school.*



*The Community Food Bank Child Nutrition Program received \$15,000 in Outside Agency funds to provide over 100 meals and snacks to children who lack access to food through take-home backpacks, school pantries or afterschool in high-need schools in Pima County.*

## Administration of Resources and Choices Elder Shelter Project

### Senior Support

The Elder Shelter Project provides all clients with advocacy and crisis services, as well as referrals and resource information, safety planning and placement or housing advocacy and referral. However, accomplishing those goals comes with many challenges.

Project staffers report the process of providing the required paperwork to care homes can be particular difficulty in times of crisis, often necessitating a trip to hospital emergency facilities for evaluation, TB clearance and physicians' orders. This places undue, and unnecessary, demands on the community's healthcare system. By way of a solution, the Project recommends creation of a placement evaluation clinic to would provide the medical assessments and documentation needed to ensure it can serve more clients more efficiently and with the dignity they deserve.

Additionally, the Elder Shelter Project frequently receives requests from clients who need temporary shelter but do not fit the criteria for care home placement. These are clients who are over age 60 but who do not have suffer from chronic medical or physical conditions requiring day-to-day care. These clients often are not appropriate candidates for traditional shelter facilities either, as they may have some difficulty getting in and out of bunk beds which are used in traditional shelter facilities. Elder Shelter currently is seeking funding to be able to provide assistance to these clients by providing them with hotel vouchers for duration of up to a week, while allowing staff to provide assistance with applications for transitional housing programs.

Many of the Project's elderly clients have temporary care needs following discharge from hospital care. It can be difficult to get them from the volunteer care homes into transitional housing programs, particularly because ESP is limited to two-week placements and wait-lists for transitional housing programs or senior subsidized housing programs can be three months or more. There is a huge need in Pima County for senior-focused transitional housing

programs as well as more traditional emergency shelter facilities for women who are 55 and over. Part of the high volume of crisis calls and screenings this quarter came as a result of a decision by the Emerge! Center Against Domestic Violence limiting its services to those experiencing partner abuse, which leaves many women 55 and over without service coverage. Although ESP works closely with ARC's Late Life and Domestic Violence program, not all of these clients have medical or physical care needs that would qualify them for care home placement. Without services through Emerge! there are very few shelter resources available for these clients who need temporary, anonymous, safe housing.

The Elder Shelter Project partners closely with the Late Life Domestic Violence Program (LLDV) to assist some seniors with shelter who did not qualify for Elder Shelter Placement (ESP). This collaboration allows some of these clients back into their homes or to secure long term stability through independent housing.

ESP experiences a significant drop in case management clients and crisis line screening requests during the last quarter of each fiscal year. This is, in part, seasonal. Many clients and their families do not live in the area year-round and depart for cooler climes during the summer months. However, it is during summertime that one of ESP's most crucial activities occurs: care home recruitment. It is a fundamental function of the Project to keep an updated network of care homes who volunteer regularly or are willing to volunteer.

Without these homes, ESP would be unable to provide temporary emergency care home placement, and the services it provides are nearly entirely dependent on maintenance of this network. ESP management hopes to expand services in the future by securing funding to provide some care homes with a subsidized daily rate for clients with higher and more expensive levels of care. That would benefit clients who need to transition to long term care but have not yet been accept into the Arizona Long Term Care System (ALTCS.) The ALTCS application process is extensive and often takes more than a month for funding to be approved following completion of the application process. Since ESP is limited to a two-week emergency placement, clients can go a substantial period of time without necessary care.

### Case History:

The Elder Shelter Project received a call from a Salvation Army case manager regarding a man suffering from advanced stage Huntington's Disease who had been dropped off at its shelter by Tucson Police. Additionally, Adult Protective Services (APS) became involved due to allegations of financial exploitation and neglect with local family members. Unable to care for himself at all, the 54-year-old needed emergency placement. ESP prevailed upon the Salvation Army to bring the man to a nearby hospital in order to complete the needed medical evaluation and documentation he need to be accepted by a care home. Afterward, ESP arranged for the hospital to transport the man long-term care facility and requesting APS reopen the case regarding his financial situation and ensure he had the income to pay the care home until ALTCS funds became available.



Girl Scouts in the Adelante Jovencitas program enjoy a chemistry experiment as part of a STEM (Science, Technology, Engineering and Math) curriculum. Adelante Jovencitas (“Girls Moving Forward”) is operated, in part, with Outside Agency Funds by The Girl Scouts of Southern Arizona. AJ groups provide girls with a space to learn life skills, give back to the community, and accomplish important leadership goals.

## Girl Scouts of Southern Arizona Adelante Jovencitas

### Youth and Young Adults

During the year, program participants took part in numerous instructional activities covering a wide variety of topics, everything from STEM education and job skills to team building, nutrition and financial literacy. The main focus in all of the groups is development of self-care and stress relief techniques. Many AJ girls love sharing their personal favorites and learning new ways to stay grounded and keep their emotions on an even keel.

This year saw an increased influx of girls coming from juvenile detention programs and group homes with fewer participants joining in from the program’s three community groups. Staff changes presented some challenges but those were addressed by the Program Director taking a more hands-on approach while continuing to seek out new hires to work with the girls to come up with new projects; favorites included creating safe cosmetics, making marble mazes and planning out new goals through creation of a vision board.

One of the most meaningful activities AJ girls participated was the creation of affirmation cards. The idea came following a meeting where some girls shared with staff that they or their friends sometimes struggled with feelings of negativity. In response, the

girls created or chose pre-printed cards with short, positive phrases such as “Remember what got you here last time,” “Focus on the future” or “Love yourself” to carry with them and share on bad days.

They were confident that they would be able to utilize them as helpful reminders in the future.

A holiday field trip to Winterhaven was another standout activity. Two separate groups of Adelante Jovencitas girls took part and quickly bonded into a tight-knit unit. They went out of their way to make sure everyone on the exclusion felt included, paying particular attention to a first-timer - the foster sister of a veteran member. By the end of the trip, staff reported seeing clear evidence of growth in all of the girls.



The TMM Family Services, Inc. Community Closet Program received \$21,000 in Outside Agency funds to provide 2,000 individuals in crisis with clothing, bedding, shoes and household items.



**Board of Supervisors**

Sharon Bronson, *Chair*, District 3

Ally Miller, District 1

Ramón Valadez, District 2

Stephen W. Christy, District 4

Richard Elías, District 5

**County Administrator,**

Chuck Huckelberry

**Deputy County Administrator for  
Community and Health Services,**

Jan Leshner