



Pima County Community Development and Neighborhood Conservation Department Outside Agency Program



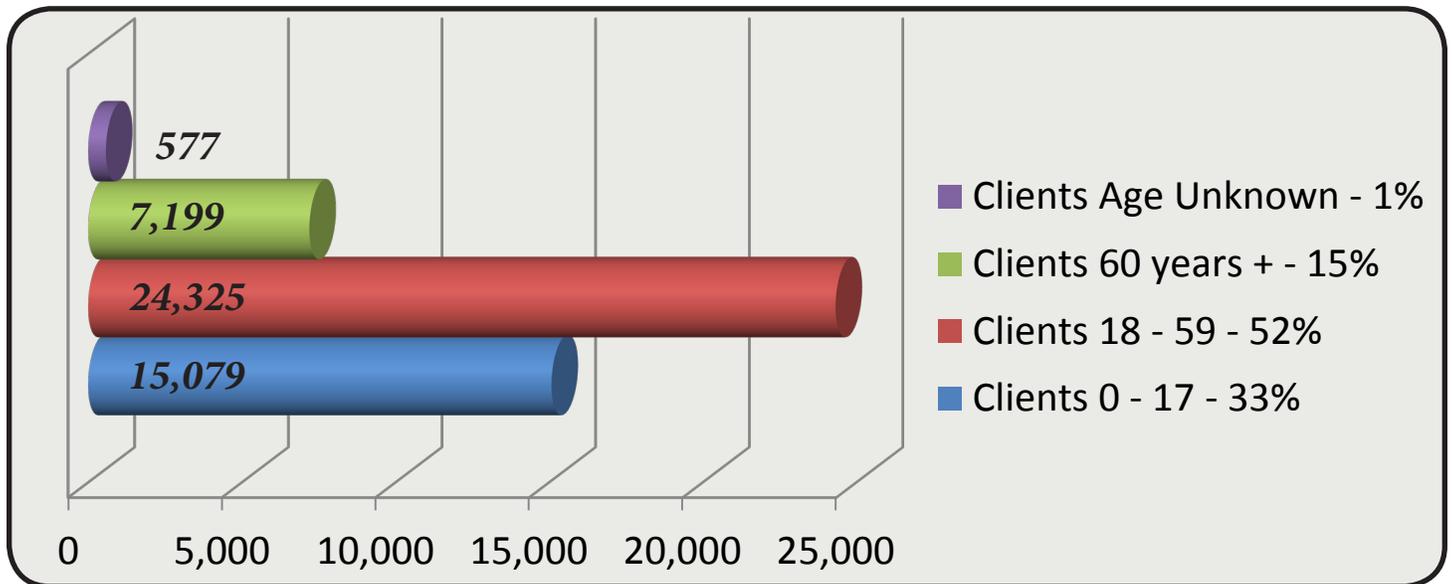
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**Fiscal Year 2012 - 2013
Semi-Annual Impact Report
July to December, 2012**

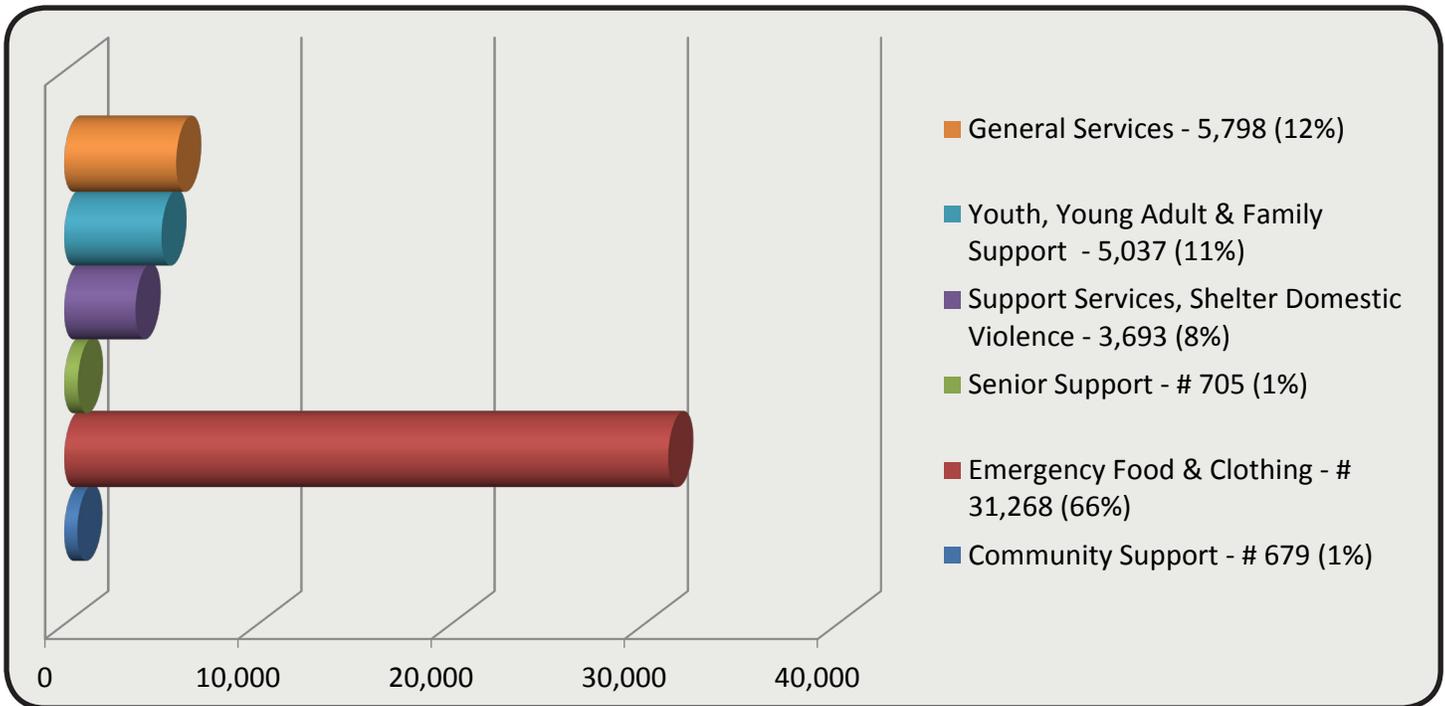
-Client Demographics-								
Demographic	Service Categories							
	Time Period	Community Support	Emergency Food and Clothing	Senior Support	Support Services, Shelter, and Domestic Violence	Youth, Young Adult & Family Support	General Services	Total Number of Clients Served
Female Head of Household	1st Qtr	50	1,369	170	743	463	246	3,041
	2nd Qtr	34	407	105	506	501	310	1,863
	YTD	84	1,776	275	1,249	964	556	4,904
Homeless	1st Qtr	0	382	22	357	185	41	987
	2nd Qtr	2	126	0	362	144	34	668
	YTD	2	508	22	719	329	75	1,655
Persons With Disabilities	1st Qtr	48	183	298	566	76	317	1,488
	2nd Qtr	64	46	151	410	67	348	1,086
	YTD	112	229	449	976	143	665	2,574
Low to Moderate Income (\leq 80% Median income)	1st Qtr	291	24,792	392	1,061	1,110	2,067	29,713
	2nd Qtr	191	5,972	224	1,183	1,013	2,218	10,801
	YTD	482	30,764	616	2,244	2,123	4,285	40,514
Age Group (0-17)	1st Qtr	12	8,126	0	463	1,385	667	10,653
	2nd Qtr	2	2,104	0	480	1,279	561	4,426
	YTD	14	10,230	0	943	2,664	1,228	15,079
Age Group (18-59)	1st Qtr	243	12,984	63	1,130	983	1,254	16,657
	2nd Qtr	201	3,490	31	1,294	1,217	1,435	7,668
	YTD	444	16,474	94	2,424	2,200	2,689	24,325
Age Group (60+)	1st Qtr	38	3,548	406	135	23	1,010	5,160
	2nd Qtr	42	773	205	147	93	779	2,039
	YTD	80	4,321	611	282	116	1,789	7,199
Age Unknown	1st Qtr	88	206	0	21	54	26	395
	2nd Qtr	53	37	0	23	3	66	182
	YTD	141	243	0	44	57	92	577

-Client Demographics By Area-								
Area	Service Categories							
	Time Period	Community Support	Emergency Food and Clothing	Senior Support	Support Series, Shelter, and Domestic Violence	Youth, Young Adult & Family Support	General Services	Total Number of Clients Served
Urban	1st Qtr	354	20,678	469	1,679	2,112	2,511	27,803
	2nd Qtr	247	5,702	236	1,870	1,749	2,577	12,381
	YTD	601	26,380	705	3,549	3,861	5,088	40,184
Rural	1st Qtr	27	0	0	50	158	446	681
	2nd Qtr	51	0	0	62	0	264	377
	YTD	78	0	0	112	158	710	1,058
Unincorporated Pima County	1st Qtr	0	4,186	0	20	175	0	4,381
	2nd Qtr	0	702	0	12	843	0	1,557
	YTD	0	4,888	0	32	1,018	0	5,938

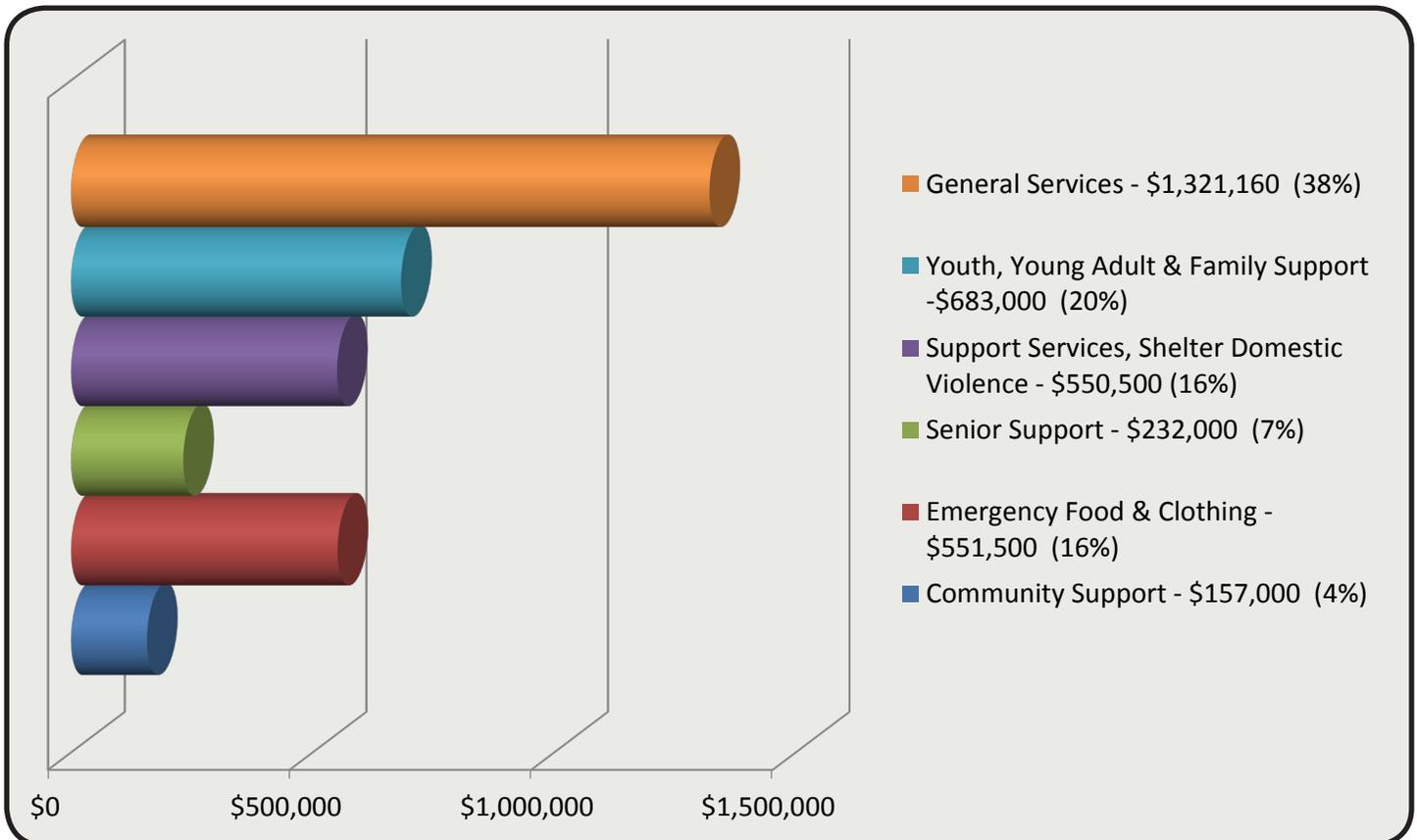
FY 12-13 YTD Clients Served by Age Group



FY 12-13 YTD Clients Served by Service Category



FY 12-13 Funds Awarded by Service Category



-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
Financial Assistance	Dollars	300	2 Households	1,514	5 Households	1,814	7 Households
Support	Hours	139	85 Individuals	125	16 Individuals	264	101 Individuals
Material Assistance	Items	420	105 Individuals	0	0 Individuals	420	105 Individuals
Professional Services	Hours	364	159 Individuals	374	140 Individuals	738	299 Individuals
Service Learning Activities	Hours	2,258	99 Individuals	0	0 Individuals	2,258	99 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	1,486	2,013 Individuals	1,426	485 Individuals	2,912	2,498 Individuals
Food Assistance	Meals - Congregate	8,272	8 Agencies	9,529	0 Agencies	17,801	8 Agencies
Food Assistance	Meals - Congregate	2,484	47 Individuals	2,629	2 Individuals	5,113	49 Individuals
Food Assistance	Pounds	553,644	38 Agencies	247,822	0 Agencies	801,466	38 Agencies
Food Assistance	Pounds	590,995	21,173 Individuals	367,962	5,158 Individuals	958,957	26,331 Individuals
Material Assistance	Items	11,893	1,202 Households	11,988	187 Households	23,881	1,389 Households
Material Assistance	Items	1,404	156 Individuals	1,341	142 Individuals	2,745	298 Individuals



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Senior Support							
Output	Unit	1st Qtr Units	1st Qtr New Beneficiaries	2nd Qtr Units	2nd Qtr Additional Beneficiaries	YTD Units	YTD Beneficiaries
Food Assistance	Meals - Congregate	6,710	239 Individuals	5,076	132 Individuals	11,786	371 Individuals
Food Assistance	Meals - Provided	5,577	96 Individuals	16,691	46 Individuals	22,268	142 Individuals
Pro-social Activities	Hours	3,151	87 Individuals	3,172	168 Individuals	6,323	255 Individuals
Transportation Assistance	Trips	784	53 Individuals	736	25 Individuals	1,520	78 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
Shelter	Nights	1,086	41 Households	616	24 Households	1,702	65 Households
Shelter	Nights	1,146	31 Individuals	847	14 Individuals	1,993	45 Individuals
Case Management	Hours	940	121 Individuals	876	79 Individuals	1,816	200 Individuals
Financial Assistance	Dollars	7,951	85 Households	7,393	84 Households	15,344	169 Households
Financial Assistance	Dollars	339	6 Individuals	1,391	15 Individuals	1,730	21 Individuals
Food Assistance	Boxes	525	282 Households	543	71 Households	1,068	353 Households
Food Assistance	Boxes	75	59 Individuals	86	214 Individuals	161	273 Individuals
Food Assistance	Meals - Provided	1,212	86 Individuals	1,208	21 Individuals	2,420	107 Individuals
Material Assistance	Items	4,209	222 Individuals	4,118	84 Individuals	8,327	306 Individuals



FY 2012 - 2013 Outside Agency Semi-Annual Report

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
Child Care	Hours	2,443	16 Individuals	1,527	2 Individuals	3,970	18 Individuals
Financial Assistance	Dollars	610	3 Households	2,312	2,312 Households	2,922	2,315 Households
Support	Hours	29	21 Individuals	19	2 Individuals	48	23 Individuals
Pro-social Activities	Hours	11,716	281 Individuals	11,225	840 Individuals	22,941	1,121 Individuals
Service Learning Activities	Hours	415	68 Individuals	580	78 Individuals	995	146 Individuals
Training-Skill Development	Hours	4,227	526 Individuals	3,068	222 Individuals	7,295	748 Individuals
Tutoring/Academic Assistance	Hours	2,000	116 Individuals	2,706	52 Individuals	4,706	168 Individuals

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	605	40 Individuals	610	14 Individuals	1,215	54 Individuals
Food Assistance	Meals - Congregate	2,545	305 Individuals	0	0 Individuals	2,545	305 Individuals
Food Assistance	Meals - Provided	1,016	18 Individuals	1,013	3 Individuals	2,029	21 Individuals
Support	Hours	1,191	941 Individuals	1,766	1,456 Individuals	2,957	2,397 Individuals
Professional Services	Contacts	2,777	1,324 Individuals	3,705	1,602 Individuals	6,482	2,926 Individuals
Screenng/Assessment	Screenings	877	887 Individuals	700	700 Individuals	1,587	1,587 Individuals
Service Learning Activities	Hours	4,614	84 Individuals	5,953	11 Individuals	10,567	95 Individuals
Training Skill Development	Hours	268	117 Individuals	342	107 Individuals	610	224 Individuals
Training Volunteers/Professionals	Hours	240	102 Individuals	109	12 Individuals	349	114 Individuals

-Outside Agency Accomplishments-

<p>United Way Tax Assistance Program</p>	<p>The Earned Income Tax Credit/Volunteer Income Tax Assistance Program trains and supervises volunteers who provide free tax preparation to low-to-moderate income taxpayers during the tax season.</p> <p>We began the volunteer recruitment process in August by contacting last year's VITA volunteers and confirming their participation for the upcoming tax season. While recruitment for new volunteers is a year-round activity, there has been a greater emphasis placed on those efforts starting since early August. Efforts include contacting community and church groups, service clubs, professional associations, and others who might be interested in VITA as a professional volunteer opportunity. We specifically try to recruit University of Arizona students enrolled in the accounting program, through classroom presentations and recruiting directly through the Accounting Student Association at the University of Arizona. - At the same time, we are recruiting tax trainers (to teach our tax certification classes), identifying locations for trainings, and establishing the training schedule for all trainings to take place in December 2012/January 2013. - Likewise, we are in the process of reconfirming our VITA sites from last year. We anticipate several adjustments/changes, based on the limited capacity of certain high-traffic sites which we would like to move to different locations that would allow for greater expansion and growth. –</p> <p>We will operate our SuperSite at the Armory Park Senior Center from January 25 to February 9, 2013. This site will also be used to conduct the mandatory mentoring component for new volunteers as they receive hands-on training by working alongside seasoned VITA volunteers for the first two weeks of the season. - Along with the permanent sites, UWVITA has begun preparations for the mobile tax preparation unit to provide services at ad hoc sites throughout Pima County. Mobile team travels to places of employment (usually at the employer's request) in traditionally low-paying employment sectors (such as healthcare, childcare, and hospitality), at refugee centers, residential facilities for the elderly and/or disabled, and in rural locations.</p>
<p>Primavera Homeless Intervention and Prevention (HIP)</p>	<p>Homeless Intervention and Prevention program provides survival items and basic needs at a drop-in site for homeless and near homeless individuals. Program links individuals to available resources.</p> <p>Through the use of Primavera's mailing address 264 people obtained Safelink phones during this quarter. Primavera's resource center continues to be one of the few community avenues where people that are homeless, but have no concrete proof of homelessness, can get a letter that allows them to obtain low income bus pass IDs. Staff can issue up to 40 letters a month. Computers have been installed at the check in desk for the center. Volunteers will be trained on how to use them in the near future. This will streamline a number of operations at the center such as signing in and getting mail. There are usually 2,000 or more individuals on the mail list at any given time.</p> <p>Case History: Maria came to the HIP drop in center back in May, 2012 because she was going to be kicked out of her family member's home. She was newly homeless. Primavera's Resource Specialist started working with her and created the goal of locating her own apartment and living independently. She had a diagnosis of severe mentally ill and she was pregnant. As the months passed she updated the Resource Specialist on the status of her situation and life issues she was struggling with at the time. The Resource Specialist met with her well over 10 times between May and September, 2012. In August Maria was in the process of locating an apartment and was assisted with several leads. She obtained preapproval for an apartment and paid September's rent. As she was on social security she didn't have enough income to cover basic household items or her deposit. Through the rental assistance program she was able to get assistance for her deposit and through the HIP program she was able to get an SOS kit, which contained basic household supplies. She was also given bedding and pillows and bathroom items through our in kind donations. She became stably housed and at this time still comes to the center to pick up her mail while she makes the transition of having her mail sent to her apartment.</p>

<p>Arizona’s Children Association: Parent Connection</p>	<p>Parent Connection provides home visitation by a certified Parent as Teacher educator to model ways to encourage the child’s learning and Increase the child’s school readiness and Stay and play groups in the neighborhood library, schools, churches or other location that are convenient to the targeted families.</p> <p>The Parent Connection received the following letters during the summer: When I moved to Tucson in July 2007 I didn’t know a soul. My husband and I had a son who was 1 year and 7 months old and twins who were three months old. Needless to say, we were overwhelmed. The fact we had no family in the USA did not make things any easier. A friend of a friend told me about The Parent Connection (TPC) and I decided to try it with my older son; We participated in the morning play based group on August 2007 for the first time and didn’t leave until we had to when my son turned five.</p> <p>“I don’t think I can express in words my gratitude towards the educators in TPC. The parenting tools I received there help me every day with my children who are now almost seven and five and a half. I have to admit they are very useful when dealing with adults, as well...”</p> <p>“My children and I participated in the play-based group almost on a daily basis and the monthly visits from Parents as Teachers. The fact I had a place to come with all my child rearing issues from throwing food around to not talking to being a picky eater saved my sanity. When I was in TPC I didn’t feel like a freak; like I’m the only bad parent on the planet. I understood that parenting, like everything I want to excel in requires A LOT of education.”</p> <p>“My husband and I participated in S.T.E.P. evening classes and we both feel it changed our parenting completely. Whenever I receive complements about how easy going, well behaved and friendly my children are, I say I only have 10% part in their education. TPC has the other 90% and I do mean it. I work in a preschool and meet parents with no or very little parenting skills on a daily basis. I am so grateful for the educators in TPC. The work they do is a calling; it is priceless.”</p>
<p>Our Family Senior Companion</p>	<p>The Senior Companion program recruits and trains senior volunteers to be a companion to homebound seniors and provides daily living assistance, respite and transportation for the homebound senior. The senior volunteers receive a stipend and ongoing training to support their work as a companion.</p> <p>Senior Companions have 7 new volunteers trained and in the field. We are up and running in Green Valley with 2 Senior Companions serving that community. We are in talks with JFCS to open a station at Jewish Elder Access very soon; this will increase services to the Jewish community in Tucson, which has been an unmet need in this program.</p> <p>Senior Companions had Mayor Jonathan Rothschild and Rep. Raul Grijalva as their guest speakers for Annual Recognition. Now Mayor Rothschild is aware of Senior Corps/Senior Companions, and has a photo of this group on his new web page! He is highly supportive of this program, and sees it as one of the fundamental pieces to keeping a healthy senior community in Tucson. We very much appreciate his active support of Senior Companions!</p> <p>Our biggest obstacle is not having enough funds to expand this program. Senior Companions currently has a waiting list of 40 people who wish to serve in this program! We also have a waiting list of 3 places who would like to become stations. Since funding has remained flat over the past few years, no expansion is possible. Should greater funds become available, we could open the doors to more seniors helping frail seniors and disabled persons in Tucson. With our group of 44 volunteers, we are able to positively effect the lives of approximately 400 elders in the Tucson community. Imagine if we could double the volunteer corps, and reach nearly 1,000 Tucson seniors; this is my dream! It is challenging to survey seniors, as many have early dementias and do not recall they are a part of a program. Since Senior Companions have started wearing identifying polo shirts, this has been slightly clearer to clients, but many can’t see the emblem on the shirt anyhow and just take their Senior Companion as a “friend.” This is also a face-saving strategy, since not even seniors want to admit they need help!</p>

<p>Pima Prevention Partnership Teen Court</p>	<p>The Teen Court Program works with teens that have been recently arrested, their parents and the Pima County Juvenile probation officer who refers the youth to the program. Teen Court uses peer engagement and restorative justice models to help families and the offending youth in skill-building and community service learning activities. Parents and caregivers are involved in the Teen Court process and attend workshops</p> <p>Concerns and solutions: Referrals from Pima County Teen Court remain slower than usual. The months of October through December are a traditionally slow time for referrals due to the holidays. There are several additional factors to the current low referral rate that Teen Court is attempting to mediate. 1) Many shoplifting referrals are being referred in-house to an expensive online course. Staff intends to communicate with probation officers about the benefits of youth participating in a group workshop for a much lower fee. 2) Domestic violence referrals are also remaining in-house despite a lengthy waitlist for juvenile court's program. Staff is currently creating an independent study specifically to address domestic violence and another to address bullying. Once these resources are complete, we hope to receive more referrals for these offenses. 3) Staff turnover at juvenile court remains high. Teen Court staff has met with all but one of the probation teams; however, additional efforts are needed to help new probation officers become familiar with the referral process.</p>
<p>Administration of Resources and Choices Elder Shelter Project</p>	<p>Elder Shelter Program provides a 24/7 crisis phone line to provide additional support for first responders or others when they find a person over 60 years of age who is at immediate risk</p> <p>On July 8th an age 77 female with dementia was placed with Elder Shelter Project (ESP) when her husband/caregiver was taken to the hospital by paramedics after collapsing at church. Client was abandoned at ESP for over 3 months. Client's daughter refused to assist ESP in any way. Client's husband was unable and/or unwilling to provide for his wife's caregiving or with the obtaining the financial information necessary to apply for ALTCS and other services. No client has ever been left with ESP for this length on time. This client also required a record number of case management hours from agency staff members. In addition to her dementia, client has a complex med regimen as a result of a heart transplant some years ago. Client is unable to assist in her care so APS opened a case and made efforts to obtain a guardianship. ARC staff represented client with ALTCS proceedings. During this time ESP had contact with client's step-daughter. Initially she was uninterested in assisting as she lives in Nebraska and because her father was still in rehab following heart surgery. Eventually her Dad need to be placed in a care home as he was unable to return to the couple's apartment. His daughter came to Tucson to take him to a care home and moved the client in with her husband at that time.</p>
<p>Youth on Their Own Stipends</p>	<p>Stipend Program provides \$125 per month for homeless youth who are attending school, keeping a "C" average and maintaining excellent school attendance. The funds help the youth earn their high school diploma. Volunteer school liaisons identify and enroll homeless youth and act as mentors. The school liaisons monitor school attendance and their grades</p> <p>Challenges: With the increase in the number of students this year over last year, being able to meet their needs and provide guidance to those who may be at-risk of dropping out has been very difficult. We have added additional staff in order to be able to increase the actual on-site time at the schools in our program. By being on site, we will be able to meet with the students to determine what is going on in their lives to see in what manner we can assist them best. In addition, we are working on forging new relationships with organizations and businesses in Tucson that will be able to be new resources for assistance in areas such as housing and job training.</p>

<p style="text-align: center;">Wingspan Anti-Violence Project</p>	<p>Anti-Violence Program provides support services for victims of violence and abuse within the LGBT community. This quarter 135 clients in Pima County received direct services from the Wingspan Anti-Violence Program via a combination of the 24 Crisis Phone Line and in-person visits (walk-ins and appointments) with AVP Advocates.</p> <p>Many of these clients needed support around a combination of experiences including: domestic violence, sexual assault, bias-motivated crimes, and stalking.</p> <p>This quarter, the AVP experienced an unusually high number of clients having experienced sexual assault. We attribute this, based on client feedback, to a combination of factors including:</p> <ul style="list-style-type: none"> • Increased outreach and education throughout the county • An expected spike in sexual assaults near the onset of a new college year. • Spike in chilly weather toward the end of the Quarter pressing clients to access risky housing situations <p>As a number of these assaults were perpetrated within intimate relationships and by known assailants, the AVP is re-initiating our dating/relationship violence prevention workshops for youth, to attempt to normalize safety planning early on.</p> <p>Also, this quarter, the AVP was able to strengthen its impact throughout Southern Arizona, including rural Pima County (thanks to the support of PCOA). AVP staff provided education to service providers and community groups, and responded to crisis clients throughout Tucson, in Marana, South Tucson, Green Valley, Sierra Vista, Nogales, Douglas, Yuma, Ajo, Sells, Bisbee, Apache Junction, and beyond. (Those locations outside of Pima County were supported by additional funders).</p> <p>A portion of this work included the provision of support for the families and others affected by hate violence. In this Quarter, a notable example is the AVP's provision of support to the family of a young transwoman from Sells who was murdered. This support is ongoing and will continue in the next Quarter.</p>
<p style="text-align: center;">Tucson Urban League Tutoring</p>	<p>Project YES: Tutoring and Mentoring Program provides out-of-school time activities for youth who primarily attend Mission View Elementary school and Wakefield Middle School</p> <p>We continue to help students with homework. They have reading included in their homework to see that they read often. One student who started coming to our program in Kindergarden, is now a freshman in high school. She has been having a lot of trouble in school, especially math. She had to go to summer school so that she could graduate from 8th grade. She comes to us every day and works with one of our tutors. Last report card period, she had brought her math grade up to an "A". She brought all her other subjects up too. She is feeling confident and when she is finished with her homework, she has volunteered to help some of the younger students.</p> <p>We are getting more and more ADHD students and they need the one-on-one attention. This is hard because it takes a lot of time. We appreciate the help of the Kappa Delta Chi girls from the University but their attendance is not consistent. We ask the older students from our program to help with the younger students when they finish their homework. We continue to find ways to make sure all the children get the time and attention they need.</p>

Pima County Board of Supervisors



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Pima County Community Development & Neighborhood Conservation Department

Margaret Kish, Director

Jane Krosen, Outside Agency Program Coordinator

Kino Service Center, 2797 E. Ajo Way, Tucson, AZ 85713, Phone (520)243-6763

CDNC website: www.pima.gov/CED/CDNC/index.html

OA Website: www.pima.gov/ced/agency/outside.shtml