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**Pima County Community Development and  
Neighborhood Conservation Department**

<b>-Client Demographics-</b>								
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	41	1,601	249	394	608	283	3,176
	2nd Qtr	51	1,317	98	377	588	232	2,663
	YTD	92	2,918	347	771	1,196	515	5,839
Homeless	1st Qtr	3	423	47	228	309	85	1,095
	2nd Qtr	2	420	14	149	427	52	1,064
	YTD	5	843	61	377	736	137	2,159
Persons With Disabilities	1st Qtr	48	294	412	511	123	349	1,737
	2nd Qtr	128	114	98	364	135	295	1,134
	YTD	176	408	510	875	258	644	2,871
Low to Moderate Income ( $\leq$ 80% Median income)	1st Qtr	151	20,209	576	994	1,336	2,729	25,995
	2nd Qtr	275	25,171	319	788	1,322	2,500	30,375
	YTD	426	45,380	895	1,782	2,658	5,229	55,099
Age Group (0-17)	1st Qtr	5	6,535	0	473	1,864	1,124	10,001
	2nd Qtr	0	8,272	0	474	2,300	1,254	12,300
	YTD	5	14,807	0	947	4,164	2,378	22,301
Age Group (18-59)	1st Qtr	159	11,085	86	1,074	1,165	2,326	15,895
	2nd Qtr	248	13,358	36	941	1,116	2,008	17,707
	YTD	407	24,443	122	2,015	2,281	4,334	33,602
Age Group (60+)	1st Qtr	57	2,983	526	169	26	1,277	5,038
	2nd Qtr	121	3,612	291	243	21	1,063	5,351
	YTD	178	6,595	817	412	47	2,340	10,389
Age Unknown	1st Qtr	9	95	0	12	21	62	199
	2nd Qtr	0	248	0	17	13	33	311
	YTD	9	343	0	29	34	95	510

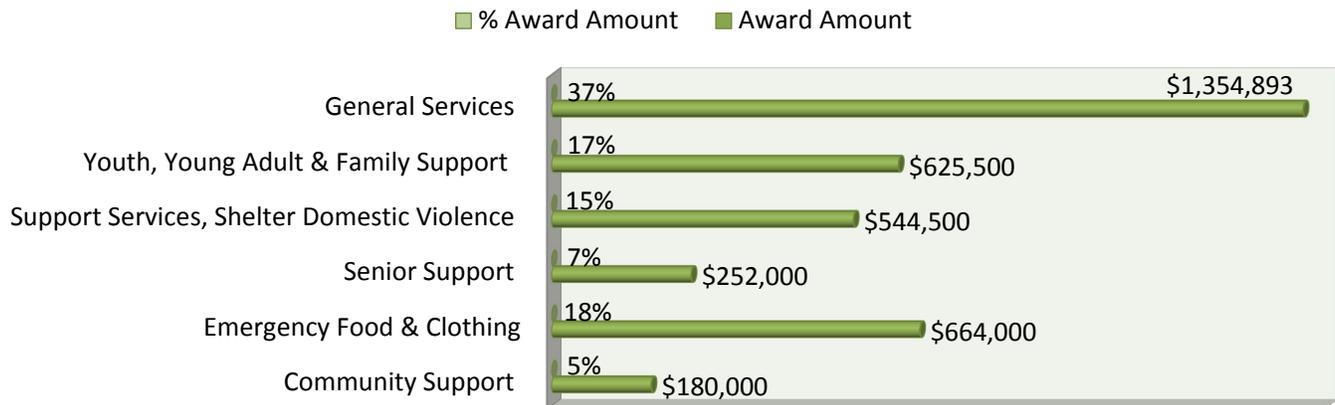
## -Client Demographics By Area-

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	192	16,136	612	1,658	2,682	4,439	25,719
	2nd Qtr	294	23,403	327	1,582	2,738	4,124	32,468
	YTD	486	39,539	939	3,240	5,420	8,563	58,187
Rural	1st Qtr	38	4,562	0	70	394	350	5,414
	2nd Qtr	75	2,297	0	93	712	234	3,411
	YTD	113	6,859	0	163	1,106	584	8,825
Unincorporated Pima County*	1st Qtr	0	4,562	0	19	144	0	4,725
	2nd Qtr	0	2,297	0	39	289	0	2,205
	YTD	0	6,859	0	58	433	0	6,930

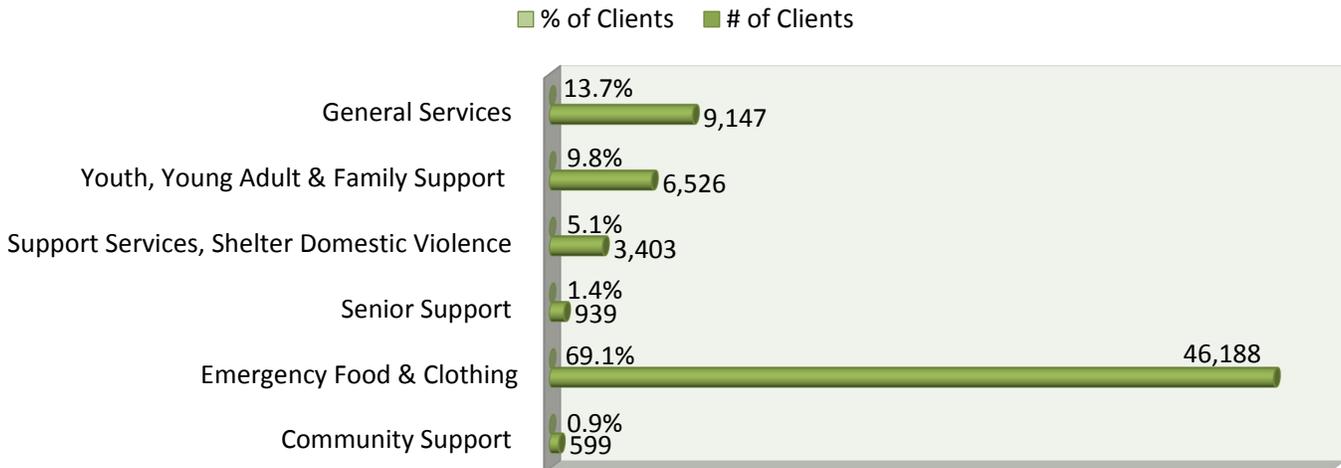
\*Unincorporated Pima County numbers included in the Rural Category



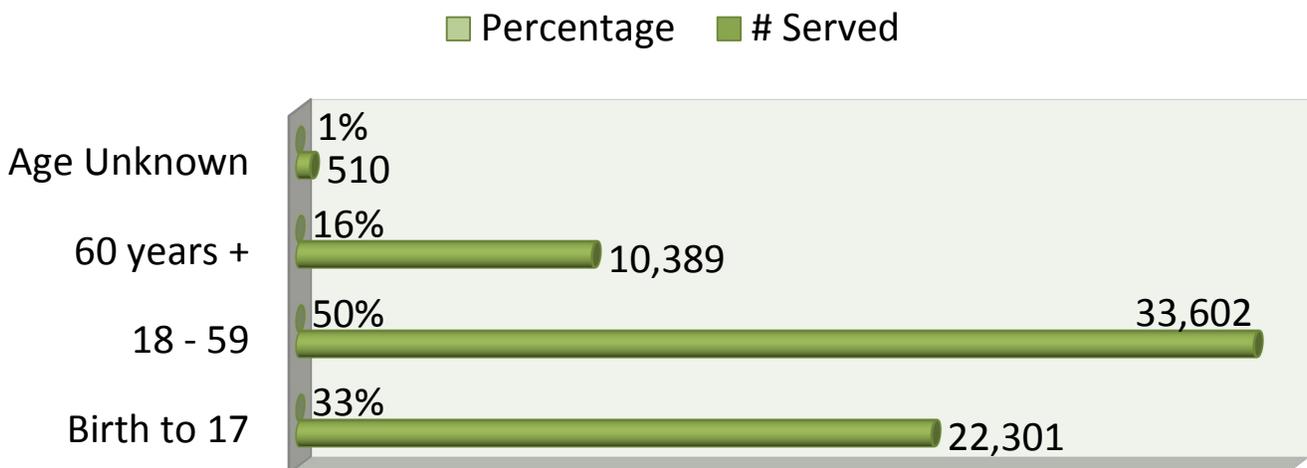
### FY 13-14 Funds Awarded by Service Category



### FY 13-14 Clients Served By Service Category



### FY 13-14 Clients Served By Age Group



**-Outputs By Service Category-**

<b>Community Support</b>							
Output	Unit	1st Qtr Units	1st Qtr New Beneficiaries	2nd Qtr Units	2nd Qtr Additional Beneficiaries	YTD Units	YTD Beneficiaries
Case Management	Hours	91	35 Households	152	13 Households	243	48 Households
Financial Assistance	Dollars	0	5 Households	1,355	2 Households	1,355	7 Households
Support	Hours	252	19 Individuals	144	10 Individuals	396	29 Individuals
Professional Services	Hours	12	4 Households	13	6 Households	25	10 Households
Training Volunteers/ Professionals	Hours	120	3 Individuals	0	0 Individuals	120	3 Individuals

<b>Emergency Food and Clothing</b>							
Output	Unit	1st Qtr Units	1st Qtr New Beneficiaries	2nd Qtr Units	2nd Qtr Additional Beneficiaries	YTD Units	YTD Beneficiaries
Food Assistance	Boxes	2,085	2,412 Individuals	2,312	526 Individuals	4,397	2,938 Individuals
Food Assistance	Meals - Congregate	10,100	8 Agencies	10,000	8 Agencies	20,100	16 Agencies
Food Assistance	Meals - Congregate	2,678	49 Individuals	2,731	2 Individuals	5,409	51 Individuals
Food Assistance	Pounds	639,613	38 Agencies	600,020	38 Agencies	1,239,633	76 Agencies
Food Assistance	Pounds	684,882	15,838 Individuals	656,956	23,787 Individuals	1,341,838	39,625 Individuals
Material Assistance	Items	14,606	1,395 Households	13,522	211 Households	28,129	1,606 Households
Material Assistance	Items	6,843	381 Individuals	8,739	335 Individuals	15,582	716 Individuals



**FY 2013 - 2014 Outside Agency Semi-Annual Report**

<b>Senior Support</b>							
Output	Unit	1st Qtr Units	1st Qtr New Beneficiaries	2nd Qtr Units	2nd Qtr Additional Beneficiaries	YTD Units	YTD Beneficiaries
Food Assistance	Meals - Congregate	5,709	200 Individuals	5,030	142 Individuals	10,739	342 Individuals
Food Assistance	Meals - Provided	11,060	154 Individuals	5,754	82 Individuals	16,814	236 Individuals
Support	Hours	1,374	14 Individuals	1,395	16 Individuals	2,769	30 Individuals
Pro-social Activities	Hours	3,725	63 Individuals	3,610	37 Individuals	7,335	100 Individuals
Transportation Assistance	Trips	1,215	117 Individuals	839	33 Individuals	2,054	150 Individuals

<b>Support Services, Shelter, and Domestic Violence</b>							
Output	Unit	1st Qtr Units	1st Qtr New Beneficiaries	2nd Qtr Units	2nd Qtr Additional Beneficiaries	YTD Units	YTD Beneficiaries
Case Management	Hours	670	110 Individuals	1,380	477 Individuals	2,050	587 Individuals
Financial Assistance	Dollars	3,800	27 Households	10,819	40 Households	14,619	67 Households
Food Assistance	Boxes	518	277 Households	571	94 Households	1,089	371 Households
Food Assistance	Boxes	40	31 Individuals	54	41 Individuals	94	72 Individuals
Food Assistance	Meals - Provided	875	75 Individuals	984	11 Individuals	1,859	86 Individuals
Material Assistance	Items	446	112 Individuals	1,226	43 Individuals	1,672	155 Individuals
Shelter	Nights	784	33 Households	549	25 Households	1,333	58 Households
Shelter	Nights	1,159	34 Individuals	661	18 Individuals	1,820	52 Individuals
Training-Skill Development	Hours	241	205 Individuals	62	420 Individuals	303	625 Individuals



**FY 2013 - 2014 Outside Agency Semi-Annual Report**

<b>Youth, Young Adult &amp; Parenting Support</b>							
Output	Unit	1st Qtr Units	1st Qtr New Beneficiaries	2nd Qtr Units	2nd Qtr Additional Beneficiaries	YTD Units	YTD Beneficiaries
Child Care	Hours	1,566	27 Individuals	2,354	2 Individuals	3,920	29 Individuals
Financial Assistance	Dollars	2,001	11 Households	1,487	10 Households	3,488	21 Households
Financial Assistance	Dollars	13,000	95 Individuals	42,642	346 Individuals	55,642	441 Individuals
Group Support	Hours	2,651	207 Individuals	3,213	124 Individuals	5,864	331 Individuals
Pro-social Activities	Hours	12,022	356 Individuals	7,843	288 Individuals	19,865	644 Individuals
Service Learning Activities	Hours	1,003	195 Individuals	257	15 Individuals	1,260	210 Individuals
Training-Skill Development	Hours	4,903	489 Individuals	6,836	851 Individuals	11,739	1,340 Individuals
Tutoring/Academic Assistance	Hours	10,542	149 Individuals	12,000	52 Individuals	22,542	201 Individuals

<b>General Services</b>							
Output	Unit	1st Qtr Units	1st Qtr New Beneficiaries	2nd Qtr Units	2nd Qtr Additional Beneficiaries	YTD Units	YTD Beneficiaries
Case Management	Hours	610	53 Individuals	615	14 Individuals	1,225	67 Individuals
Food Assistance	Meals - Congregate	3,757	137 Individuals	0	0 Individuals	3,757	137 Individuals
Food Assistance	Meals - Provided	1,053	20 Individuals	851	2 Individuals	1,904	22 Individuals
Support	Hours	1,130	878 Individuals	1,021	2,012 Individuals	2,151	2,890 Individuals
Professional Services	Contacts	4,548	1,996 Individuals	4,473	1,976 Individuals	9,021	3,972 Individuals
Screenng/Assessment	Screenings	792	792 Individuals	518	518 Individuals	1,310	1,310 Individuals
Service Learning Activities	Hours	4,213	69 Individuals	6,046	14 Individuals	10,259	83 Individuals
Training Skill Development	Hours	1,250	185 Individuals	2,250	207 Individuals	3,500	392 Individuals
Training Volunteers/Professionals	Hours	947	240 Individuals	796	285 Individuals	1,743	525 Individuals

## -Outside Agency Accomplishments-

<p><b>Our Family Services, Inc. La Escuelita After School Education &amp; Prevention Program</b></p> <p><b>Youth &amp; Young Adult \$69,000 Projected Hours: 4,410 Projected Unduplicated Individuals: 30</b></p>	<p>Out of school program to promote academic achievement, build life skills, increase feelings of self-worth, tutoring, arts, sports and community projects.</p> <p>Within three months, the Out of School Time (OST) indicator scores for academic achievement, positive identity and social competency will be five or better. Program staff conducts quarterly assessments of the students enrolled in the program. Our students continue to improve academically. We strive to keep them academically focused and engaged, even during the summer months, with the use of various experiential methods to ensure they are enjoying their time as they learn. The varied learning activities help to engage students with different learning styles. Daily homework help time ensures students are completing their assignments, holding them accountable for their work, in an environment that supports them as they tackle what can be new or challenging.</p> <p>Most of the students are on track with their school work and are able to actively participate and engage in enrichment activities offered. Students who are struggling receive assistance from mentors and are encouraged to work to their highest ability. All students evaluated seem to have a strong sense of self-worth, particularly as their time in the program increases. New students score on the lower end, as compared to students who have been participating longer, which is a positive indicator for the impact of the program. Program staff, volunteers and students work to incorporate new students right away to help them integrate with the larger program group. Students are positively encouraged and praised for their accomplishments. Activities focus on positive character development.</p> <p>Attendance is the only challenge when trying to observe as many students as possible during the use of the observation tool. Program attendance is generally high and we have implemented an attendance policy to ensure students and families committed to the program are receiving the services, rather than those who drop in seemingly to take advantage of program resources or special events.</p>
<p><b>El Rio Health Center, Inc dba El Rio Pueblo Health Center TCE Program</b></p> <p><b>General Services \$166,506 Projected Contacts: 7,682 Projected Unduplicated Individuals: 3,538 Projected Screenings: 200 Projected Unduplicated Individuals: 200</b></p>	<p>Providing primary medical care, monitoring, lab testing, specialty referrals, wellness and prevention services.</p> <p>726 referrals were made for TCE Program participants to specialty care, including external providers and internal referrals for important services like clinical pharmacy, podiatry, nutrition counseling, and ophthalmology for diabetes patients. A new referral processing and tracking program, Medical Referral Source, has been implemented at El Pueblo. We can't be sure how many of the external referrals are completed. However, we are confident that a high percentage of internal referrals are being completed because in many cases the resource is also stationed at El Pueblo. For example, the clinical pharmacist for diabetes management.</p> <p>The biggest barrier to the completion of external referrals under PCAP is the low reimbursement available to providers for seeing PCAP patients. Currently, some specialties have capped the number of monthly referrals they will provide to PCAP members. One of the largest providers of referrals under PCAP, University of Arizona Health Network(UAHN), had announced that their 600 specialists will no longer accept PCAP referrals at the current discounted rate on January 1. Patients will still be seen but will be required to pay much higher fees than they do now. The PCAP staff is working diligently to identify new providers to replace those ending participation in the program to ensure an existing network of specialty coverage continues in place. PCAP is encouraging its members to find coverage through the federally-facilitated Marketplace under the Affordable Care Act or to re-apply for coverage under AHCCCS under the newly expanded income guidelines and addition of single adult eligibility. El Pueblo outreach and enrollment personnel are actively involved in this transitional process.</p>

<p><b>Casa de Los Ninos Family Respite Care</b></p> <p><b>Support Services, Shelter, DV \$29,500</b></p> <p><b>Projected Hours &amp; Screenings: 200 each Projected Nights: 500 Projected Unduplicated Individuals: 50 each</b></p>	<p>One hundred percent(100%) of the child client’s immediate needs for health and safety were satisfied during their stay. This is supported by a review of client case files which reflected that no related critical incidence reports were filed, no children were asked to leave the Program, and no Social Work Communications were filed related to safety/health concerns that had not been immediately addressed. In total five discharge surveys were completed. One hundred percent (100%) of the families reported that they strongly agreed, or agree, they were satisfied overall with the care their child(ren) received while at the shelter.</p> <p>No challenges arose. The personal safety skills for preschool and school age children are increased through reinforcement of safety during structured daily activities, modeling appropriate behavior, and routinely pre-teaching children prior to activities and routines.</p>
<p><b>Primavera Foundation Inc. Catalina Men’s Shelter</b></p> <p><b>Support Services, Shelter, DV \$35,500</b></p> <p><b>Projected Hours: 182 Projected Unduplicated Individuals: 7 Projected Nights: 994 Projected Unduplicated Individuals: 7</b></p>	<p>The majority of the men entering the program are either on social security disability or social security retirement. Upon exiting the program they continue receiving a monthly income. Some men, those who enter with employment, earn very little through minimum wage. Of these, only a few remain employed at exit because the job isn’t permanent or they stop going due to decreased hours. For some, this is their first job in a very long time. Other men struggle with maintaining a consistent schedule or may have issues with stamina.</p> <p>The men who do not have a strong employment history, and want to work, are encouraged to enroll with Pima County One Stop, Goodwill Employment Center or Primavera WORKS. They work with a job developer to help with job skills, resume building and interviewing skills. Disabled men with enough income to meet the requirements are encouraged to file for SSDI. Those who have some work history, but are unable to work, are encouraged to file for S.S.I. Receiving benefits will not happen quickly. For many their first request is denied. However, they are encouraged to begin the appeal process. Participants with a behavioral health provider will be assisted by them. Otherwise, we will assist them or provide resources.</p> <p>Residents want to have stable income. Most come with benefits. The resource specialist encourages residents to consider a part time job to subsidize their income. All are afraid to work for fear of losing their benefits.</p> <p>In the 1st quarter five participants completed the Financial Fitness Workshop. This is a good start due to our turnover rate. The program implemented a Residence Counsel. Nine men participated, learning how to take ownership of their program.</p> <p>Substance abuse, mental health and staying on dosages of medications are factors making it challenging for residents to fully understand the importance of healthy living. We collaborate with mental health case managers, when needed, to ensure residents are meeting their appointments.</p> <p>We continue to support and encourage residents to get their names on housing lists upon their arrival. Most subsidized housing has such a long waitlist that their name may not be called by the end of their stay with us. Most men find it difficult to save with the limited income they have. Most residents have some sort of entitlement benefit.</p> <p>25% , or 1 in 4, of participants exiting the program left with both permanent housing and some form of income.</p>

<p><b>Catalina Community Services Food Bank Operations</b></p> <p><b>Emergency Food &amp; Clothing \$31,500</b></p> <p><b>Projected Boxes: 3,840</b> <b>Projected Unduplicated Individuals: 320</b></p>	<p>Verbal feedback is our tool of choice in the summer and early fall. Our customer service volunteers ask if our clients are utilizing SNAP and WIC services to get the most benefit to improve nutrition. They check to be sure all clients who come in know these programs are available. Volunteers also ask clients about their food situations. If someone expresses difficulty in meeting their food needs, they are referred to our program manager who sits down to talk about the variety of community resources. Many clients tell us how much they appreciate the variety of food we provide and comment about the positive effect the additional perishable foods make in their lives. Many are very excited to get the frozen dinner meats and fresh vegetables donated to our food bank through corporate and community partnerships. We ask if they see any improvements in their diets and health, and also refer them to the County Health Department, which shares our building space with us. We served more than 470 unduplicated households this quarter, so we think it is reasonable to assume we gathered this type of evaluation information from at least 300 household representatives.</p> <p>We are having success in implementing the outcome evaluation plan over a wide number of participants. Our biggest issue is how to provide better nutrition, and have the clientele see that this improves their health. We have many clients with severe health issues which will never be notably curbed with a few days' supply of supplements; so they have difficulty seeing that several days of healthy food will make a difference in their overall health. We hope to help them understand the significance by sharing nutritional information with them as well as healthy food supplements. We have worked to eliminate many of the lesser healthy items which are often distributed by food banks in general. The volumes, of distributed healthy components, certainly outweigh the more dessert style items we offer; but, it tends to be the sweets upon which some feedback is focused.</p>
<p><b>Catalina Community Services Clothing Bank Operations</b></p> <p><b>Emergency Food &amp; Clothing \$32,000</b></p> <p><b>Projected Items: 53,320</b> <b>Projected Unduplicated Households: 1,720</b></p>	<p>Verbal feedback is our tool of choice in the summer and early fall. Our customer service volunteers always ask clients if they are finding the items they seek in the clothing bank, in many cases working as personal shoppers to learn more about the items families' need and desire. Clients are asked regularly if there are other things we might carry that would help them at home. This information is reviewed by staff and management as a tool to develop clothing drive sponsorships and policies with regard to product needs and limits. Overall we have feedback from more than 400 individuals over the three month period. People seem very happy with the program, reporting the service we provide improves their lives, and are excited about the anticipated move. Many tell us all their clothes come from our clothing bank and they save money by not having to buy clothes at local stores. Generally, they tell us they are relieved and thankful to have access to this clothing service.</p> <p>We do not have much difficulty implementing this phase of our evaluation plan. Our clients have wonderful relationships with staff and volunteers and always feel free to share their opinions – negative as well as positive. We do go out of our way to include feedback from new, and shy, clients as well as established clientele. We evaluated the number of people who participated during the first quarter of this year in comparison to last year's numbers for the same period. The number of participants and items distributed is up. We will be looking at ways to identify clients who have not yet been into the clothing bank to find out why that might be so.</p>



<p style="text-align: center;"><b>YWCA Women’s Counseling Network</b></p> <p><b>Support Services, Shelter, DV \$18,000 Projected Hours: 790 Projected Unduplicated Individuals: 100 Projected Referrals: 135 Projected Unduplicated Households: 65</b></p>	<p>During the past quarters we have increased awareness of the Woman’s Counseling Network for people in the YWCA’s workforce development program called YWorks. This includes Skills for Successful Employment, a four session, 28 hour long course and Mi Carrera, a 12 week program for women whose primary language is Spanish. By providing these women access to the WCN while they are attending the workforce development program, they are able to address multiple barriers to maintaining successful employment. We will continue to monitor satisfaction with WCN services through the survey tool that we currently utilize and seek a bilingual therapist who can translate our form into Spanish.</p> <p>While clients have a long term goal of selfsufficiency, clients who are in the beginning phase of the counseling process have the initial goal of connection. The very nature of that includes a desire for a healthy/supportive connection where they are listened to, understood and provided some coping strategies. The main challenge we have experienced is encouraging women to respond to the satisfaction surveys we have created. We will continue to increase the way in which we solicit input on our program, using an on-line survey sent to the email addresses we have begun to collect.</p> <p>Currently we are challenged with finding a bilingual therapist to provide services to Mi Carrera and other Spanish-speaking women. Our ASU graduate student will only be with the WCN until March, at which time we will have no bilingual resource. The YWCA will seek to recruit bilingual therapists from the community. We are also beginning to complete an application to work with the University of Phoenix, as they have a counseling program that accepts clients for no charge. They also offer a Master’s in counseling, and many of their students enter that program after working in the field for years. These students will be a good fit for the WCN.</p>
<p style="text-align: center;"><b>International Sonoran Desert Alliance Ajo Las Artes</b></p> <p><b>Youth &amp; Young Adult \$48,000 Projected Hours: 5,600 Projected Unduplicated Individuals: 70</b></p>	<p>The final opportunity to take the ‘old’ GED in Ajo was on Oct 24/25. Six students passed, some with high average scores. One student has a job and another is now attending Estrella Mountain Community College. After October we had primarily pre-GED students. As we reported last year, reading is important for life skills, academic learning, and personal pleasure. Our pre-GED students are reluctant readers and when left to themselves with a book have trouble focusing. Therefore we continue to use our successful strategy of reading aloud in a group. We have read a variety of genres aloud including science articles, short stories and novels. We are currently reading “We Were Here” by the Mexican American writer, Matt de la Peña. Our students identify with the teenage Mexican-American protagonist. We continue to see each student improve their oral and literacy skills. In our isolated rural community, our students rarely experience going to an urban museum where learning is engaging, current and relevant. In November we went on a successful fieldtrip to the Arizona Science Center in Phoenix. Students enthusiastically interacted with most of the hands-on exhibits. They especially enjoyed learning about tornados from the iMax movie.</p> <p>The GED test is going through major changes nation wide starting January 2014. It is expected to be much harder to pass. No one can predict what will happen, but we are optimistic that given the Co-Directors’ extensive experience and flexibility we will be able to report on our strategies for managing the transition to meet these challenges. In preparation, we have redesigned our GED program. Whether we can recruit and retain new students willing to study hard enough to pass the new test will be another challenge for the next months. By the end of December we had four low-level students in our new program. The challenge now will be to retain them.</p> <p>Arithmetic is an especially difficult area and in this case our current students are working consistently on their basic math skills. It will take a while before they are ready to take the new GED test. But they are learning steadily and making progress in their academic skills, and their self-esteem is increasing.</p>

# Pima County Board of Supervisors

Sharon Bronson– Chair, District 3

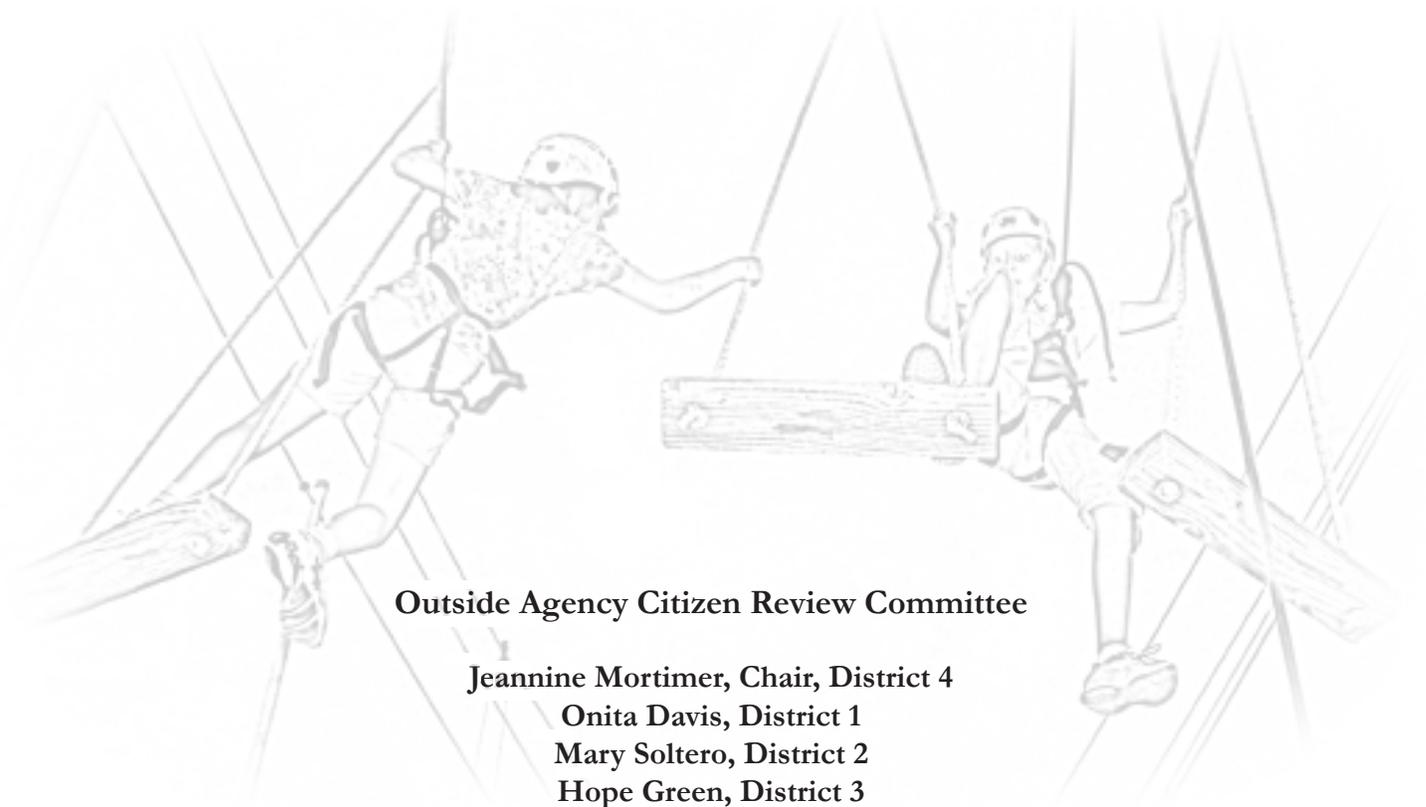
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## **Outside Agency Citizen Review Committee**

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CDNC website: [http://webcms.pima.gov/government/community\\_development\\_neighborhood\\_conservation/](http://webcms.pima.gov/government/community_development_neighborhood_conservation/)

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