



Pima County Community Development and
Neighborhood Conservation Department

Outside Agency Program

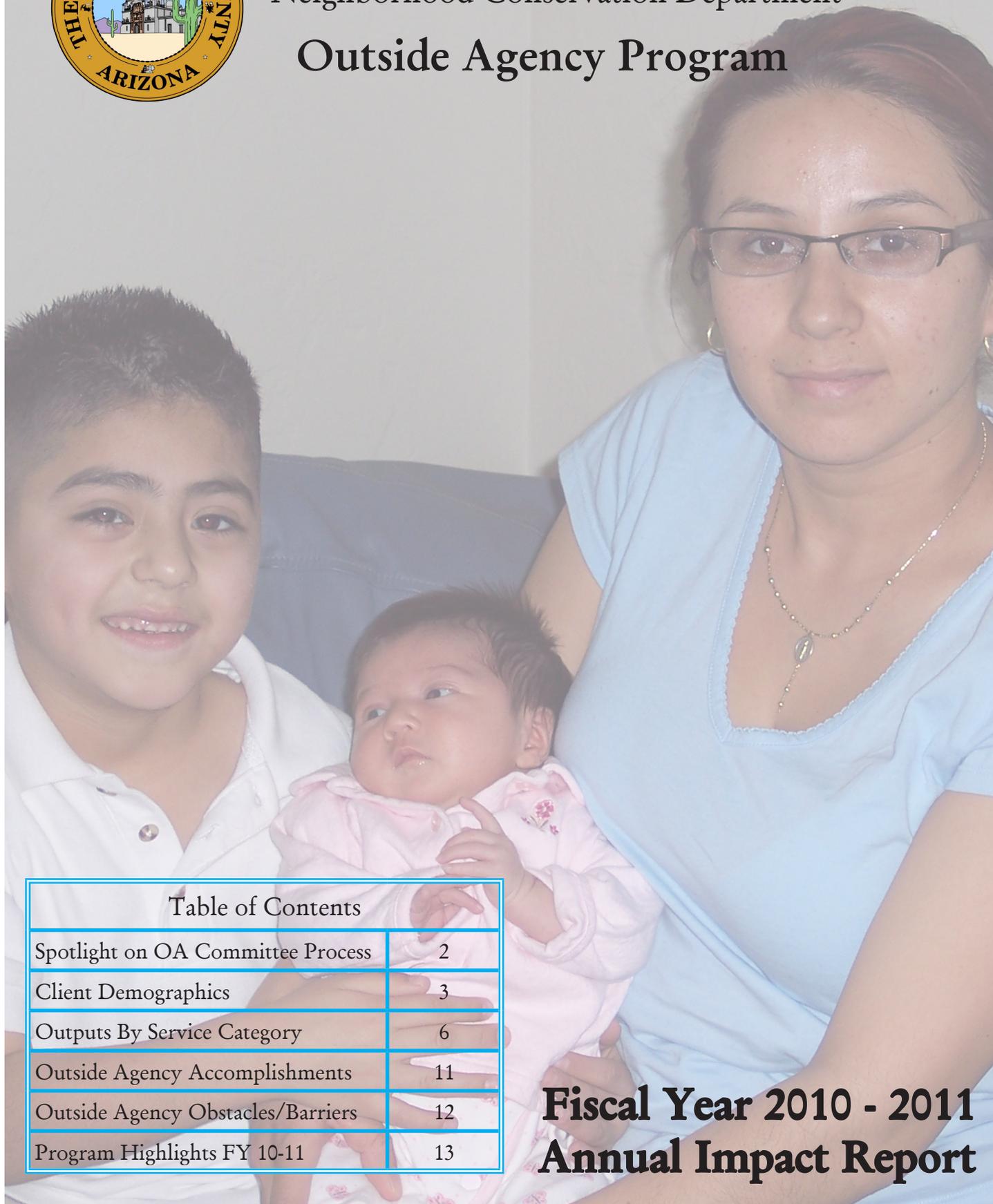


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**Fiscal Year 2010 - 2011
Annual Impact Report**

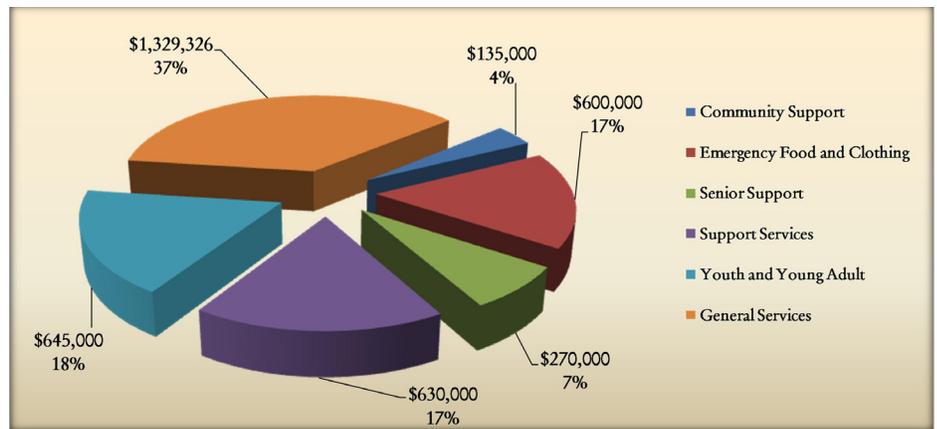
Spotlight on the OA Committee Process

-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 entities to serve economically and socially disadvantaged populations through human service programs. The Pima County Board of Supervisors establishes funding for the program and grants are awarded to agencies through a public committee process.

The Outside Agency Advisory Committee, with members appointed by the Board of Supervisors and County Administrator, met throughout the year to review the progress that was made for agencies funded through the Outside Agency process including a review of the contractual requirements, the outcomes and outputs and the organizational capacity to deliver quality services.



Allocated Outside Agency Funding FY 10-11

This fiscal year programs were funded in 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 2010-2011 included: Basic Needs, Safety, Quality of Life, and Support Services. The Outside Agency Program provided over \$3.6 million in funding for social service program

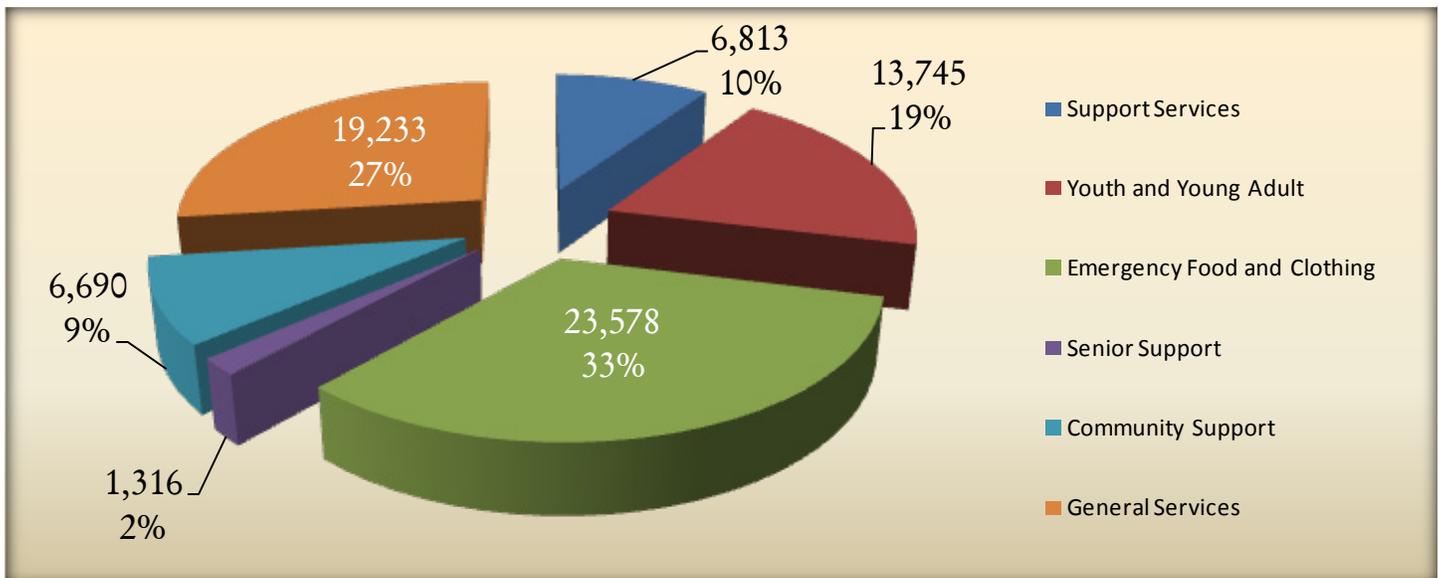
The following is a list of the current Outside Agency Community Advisory Committee members:

COMMITTEE MEMBER	DATE APPOINTED	APPOINTED BY
Corey Smith	October 2006	Anne Day
Mary Soltero	January 2011	Ramon Valadez
Hope Green	April 2011	Sharon Bronson
Jeannine Mortimer	February 2010	Ray Carroll
Rosalva Bullock	February 2010	Richard Elias
Steve Huffman	December 2010	Chuck Huckelberry

Client Demographics

Demographic	Service Categories						Total Number of Clients Served
	Support Services, Domestic Violence, Foreclosure Counseling	Youth and Young Adult	Emergency Food and Clothing	Senior Support	Community Support	General Services	
Female head of Household	1,556	2,648	2,239	535	1,389	2,809	11,176
Homeless	1,113	641	407	184	4,124	193	6,662
Persons with Disabilities	1,201	585	660	961	2,782	1,521	7,710
Low to Moderate Income (≤ 80% Medium Income)	3,329	7,323	20,803	899	4,885	5,711	42,950
Age Group (0-17)	1,862	9,086	6,579	0	202	2,910	20,639
Age Group (18-59)	4,246	4,279	13,511	231	5,856	5,731	33,854
Age Group (60 +)	525	86	3,336	1,085	564	4,179	9,775
Age Unknown	180	294	152	0	68	6,413	7,107

FY 10-11 Number of Clients Served by Service Category



Client Demographics

AREA	Service Categories						
	Support Services, Domestic Violence, Foreclosure Counseling	Youth and Young Adult	Emergency Food and Clothing	Senior Support	Community Support	General Services	Total Number of Clients Served
Urban	6,590	10,827	17,184	1,260	6,397	16,129	58,387
Rural	223	2,918	6,394	56	293	3,104	12,988
Unincorporated Pima County	65	353	6,394	56	0	1,920	8,788

Pima County Teen Court



Volunteer Center of Southern Arizona: Youth Now

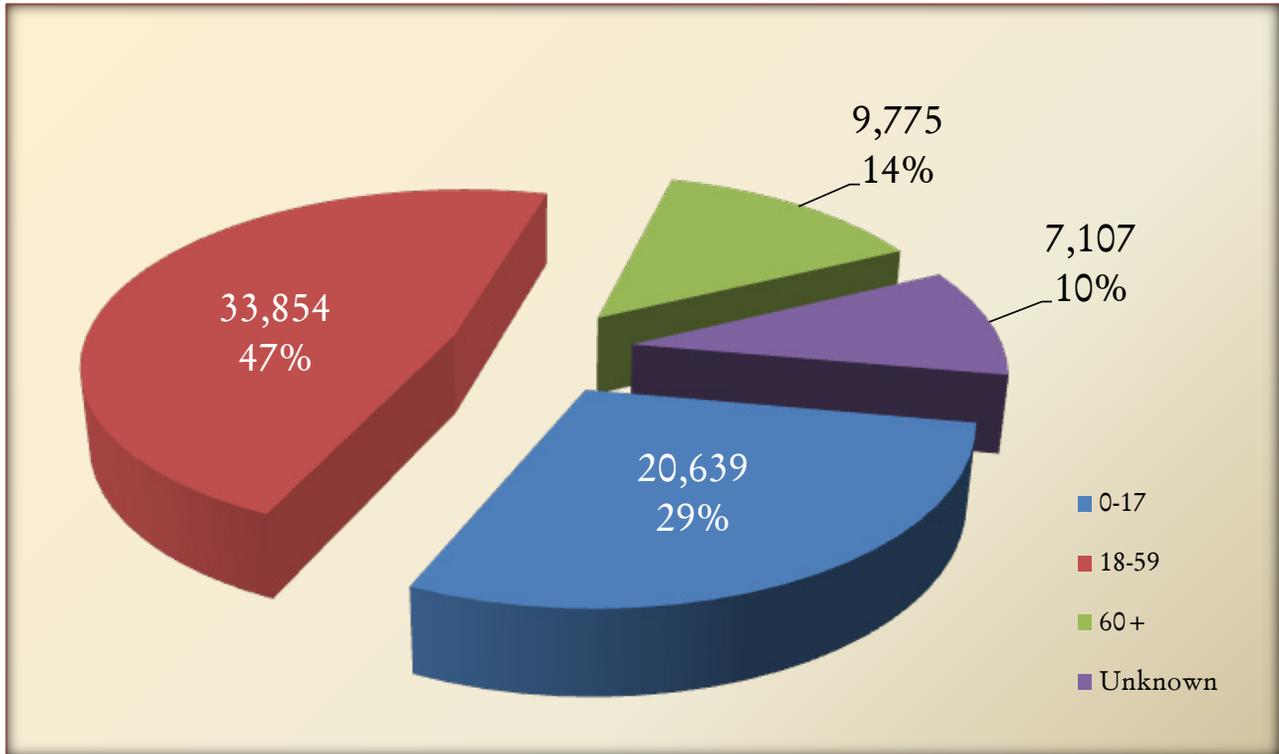
AmeriCorps members engage youth during the summer months. Projects ranged from planting new beds at the Marana Farm, to sewing dog toys for animal shelters, to reading to children. The Global Youth Service Day Girl Sprout Backyard Garden Project bring youth together to rejuvenate backyard garden space by planting container gardens and garden beds and painting a hopscotch course. In the process, girls learned about the importance of planting native seeds and developing urban agriculture spaces in Tucson.

Pima Council on Aging: Family Caregiver Support Program

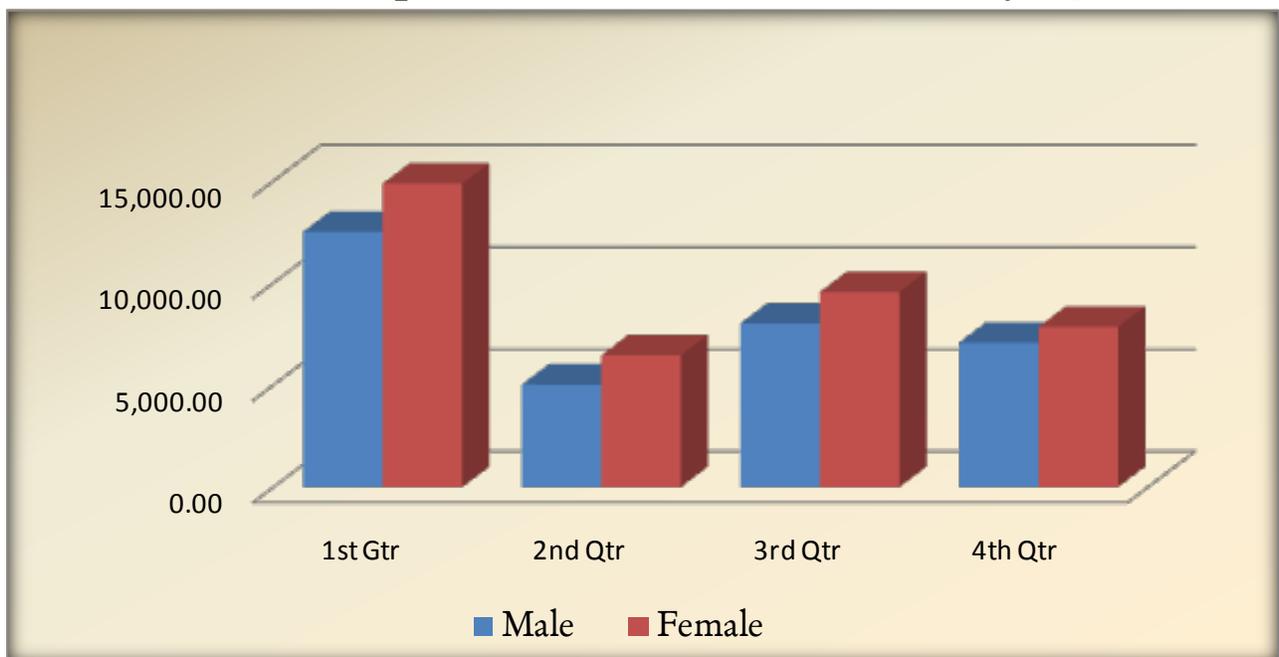
Betty is 79 years old and resides with her husband in their own home. She suffers from heart problems and has had 2 heart attacks. Betty is the caregiver for her 86 year old husband who is incontinent, blind, has dementia and is bedridden. Client receives Respite hours for her spouse as she is overwhelmed with her husband's care. Since her husband cannot be left alone, Betty is able to do her errands and appointments while the Respite Caregiver is with her husband. Betty is also receiving housekeeping services as she has a difficult time completing most housekeeping tasks. The system of services has been helping them stay in their home.

Client Demographics

FY 10-11 Clients Served By Age Group



FY 10-11 Unduplicated Individuals Served By Quarter





Outputs by Service Category



Support Services, Shelter, and Domestic Violence					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Appointments Scheduled	Appointments	502	502 Households	345	286 Households
Case Management	Hours	156	13 Households	164	16 Households
Case Management	Hours	1,963	381 Individuals	2,039	366 Individuals
Community Information	Events	11	11 Contacts	13	11 Contacts
Community Information	Print Media Items	15	30 Media Outlets	32	32 Media Outlets
Crisis Intervention/ Advocacy	Hours	60	30 Individuals	110	48 Individuals
Financial Assistance	Dollars	16,500	16 Households	16,500	26 Households
Financial Assistance	Dollars	19,000	80 Individuals	20,260	187 Individuals
Financial Assistance/ Education	Hours	30	6 Individuals	8	3 Individuals
Food Assistance	Boxes	1,620	360 Households	1,941	431 Households
Food Assistance	Boxes	690	460 Individuals	307	264 Individuals
Food Assistance	Meals	4,600	115 Individuals	5,016	141 Individuals
Individual Support	Hours	1,500	10 Households	115	20 Households
Material Assistance	Items	9,266	1,536 Individuals	1,837	514 Individuals
Outreach	Contacts	10	10 Contacts	84	10 Contacts
Professional Services	Events	18	72 Households	25	390 Households
Referral/Information	Referrals	1,200	10 Agencies	1,284	10 Agencies
Screening/Assessment	Appointments	140	140 Households	79	79 Households
Screening/Assessment	Initial Appointments Completed	207	207 Households	185	185 Households
Screening/Assessment	Screenings	1,527	1,527 Individuals	1,274	1,274 Individuals
Shelter	Nights	5,824	182 Households	6,365	291 Households
Shelter	Nights	4,052	135 Individuals	3,125	111 Individuals
Training-Skill Development	Hours	2,002	532 Individuals	2,256	731 Individuals
Training-Volunteers/ Professionals	Hours	1,075	175 Individuals	2,399	240 Individuals
Transportation Assistance	Trips	800	80 Individuals	873	159 Individuals



Outputs by Service Category



Youth and Young Adult					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	800	80 Individuals	800	80 Individuals
Child Care	Hours	20,180	26 Individuals	29,046	118 Individuals
Community Information	Events	9	275 Individuals	7	260 Individuals
Crisis Intervention/ Advocacy	Hours	1,440	60 Households	1,450	503 Individuals
Financial Assistance	Dollars	9,750	45 Households	9,119	64 Households
Group Support	Hours	13,984	339 Individuals	9,593	462 Individuals
Individual Support	Hours	88	10 Individuals	157	30 Individuals
Material Assistance	Items	1,644	126 Individuals	2,074	161 Individuals
Mentoring	Hours	320	49 Individuals	190	38 Individuals
Outreach	Contacts	1,465	1,435 Individuals	1,570	1,559 Individuals
Professional Services	Hours	1,860	50 Individuals	1,868	55 Individuals
Professional Services	Hours	240	15 Households	276	7 Households
Pro-Social Activities	Events	342	108 Individuals	226	302 Individuals
Pro-Social Activities	Hours	49,301	1,905 Individuals	27,972	2,625 Individuals
Respite	Hours	520	10 Individuals	520	12 Individuals
Screening/Assessment	Screenings	995	995 Individuals	1,186	1,186 Individuals
Service Learning Activities	Hours	12,450	836 Individuals	29,398	3,751 Individuals
Training-Skill Development	Hours	62,895	4,971 Individuals	44,851	4,784 Individuals
Training-Parent Skillst	Hours	1,116	93 Individuals	510	50 Individuals
Training-Volunteers/ Professionals	Hours	73	19 Individuals	90	25 Individuals
Tutoring/Academic Assistance	Hours	63,029	575 Individuals	57,508	652 Individuals



Outputs by Service Category



Emergency Food and Clothing					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Food Assistance	Boxes	4,988	990 Individuals	8,657	3,613 Individuals
Food Assistance	Meals	10,000	50 Individuals	11,421	117 Individuals
Food Assistance	Pounds	835,491	57 Individuals	680,031	57 Individuals
Food Assistance	Pounds	1,636,043	21,354 Individuals	1,955,603	14,585 Individuals
Material Assistance	Items	115,800	1,162 Households	45,514	1,705 Households
Material Assistance	Items	6,250	1,150 Individuals	25,168	2,089 Individuals
Training-Volunteers/ Professionals	Hours	2,100	150 Individuals	3,339	155 Individuals
Transportation Assistnce	Trips	2,900	95 Agencies	1,369	106 Agencies

Senior Support Services					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	960	140 Individuals	1,257	349 Individuals
Crisis Intervention/ Advocacy	Hours	240	240 Individuals	432	321 Individuals
Food Assistance	Meals	103,350	445 Individuals	80,000	424 Individuals
Food Assistance	Meals	23,789	148 Individuals	22,683	266 Individuals
Individual Support	Hours	2,380	35 Individuals	2,380	35 Individuals
Pro-social Activities	Events	125	30 Individuals	21	85 Individuals
Pro-social Activities	Hours	240	10 Individuals	240	10 Individuals
Referral/Information	Referrals	20	20 Individuals	18	13 Individuals
Training-Volunteers/ Professionals	Hours	88	2 Individuals	88	5 Individuals
Transportation Assistnce	Trips	4,189	93 Individuals	4,970	100 Individuals



Outputs by Service Category



Community Support

Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	427	60 Households	479	79 Households
Community Information	Events	8	50 Individuals	8	142 Individuals
Financial Assistance	Dollars	3,000	10 Households	3,000	29 Households
Group Support	Hours	616	130 Individuals	669	138 Individuals
Individual Support	Hours	277	30 Individuals	353	79 Individuals
Material Assistance	Items	576	144 Individuals	1,168	292 Individuals
Mini - Grants	Dollars	13,500	20 Agencies	13,000	18 Agencies
Outreach	Contacts	5	Individuals 20	6	27 Individuals
Outreach	Events	4	70 Individuals	7	181 Individuals
Professional Services	Hours	18	18 Households	33	19 Households
Professional Services	Hours	1,874	404 Individuals	1,894	515 Individuals
Service Learning Activities	Hours	2,250	90 Individuals	5,124	182 Individuals
Training-Skill Development	Hours	12	12 Individuals	84	39 Individuals
Training- Volunteers/ Professionals	Hours	3	3 Individuals	18	24 Individuals
Transportation Assistance	Trips	8,000	3,000 Individuals	10,238	5,389 Individuals

Relief and Referral (case story)

In April 2011 Primavera Outreach Case Manager, partnered with the La Frontera R.A.P.P. Outreach Case Manager responded to the pleas of homeless individuals living in a desert camp to look for a 77 year old man with a partially amputated leg living under his wheelchair in the desert near Kino hospital. The man appeared to be gravely ill and had a bad case of stomach flu. He was cognizant and expressed an interested in being placed in shelter. An ambulance was called but the gentleman refused to be transported or treated, insisting that he wanted shelter and not hospitalization. Both case managers continued to work with him over the course of several days, logging several hours establishing rapport and trust with the man. They found that he was eligible for the La Frontera Sonora House on a temporary basis. On his 78th birthday, the client was moved into long term care housing at the Oasis Assisted Living facility. This whole process took over two months to accomplish, with three case managers coordinating services. We call this success story, "from the desert to the Oasis."



Outputs by Service Category



General Services					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	2,400	50 Individuals	2,475	133 Individuals
Community Information	Events	282	13,250 Individuals	712	21,388 Individuals
Community Information	Print Media Items	22,500	4,500 Contracts	22,500	4,500 Contracts
Financial Assistance/ Education	Hours	1,025	820 Households	1,200	960 Households
Food Assistance	Meals Congregate	4,500	170 Individuals	6,023	513 Individuals
Food Assistance	Meals Provided	2,480	16 Individuals	2,366	17 Individuals
Group Support	Hours	80	40 Individuals	74	40 Individuals
Individual Support	Hours	50	50 Households	277	272 Households
Individual Support	Hours	5,740	2,295 Individuals	3,093	2,157 Individuals
Material Assistance	Items	4,000	2,000 Households	3,307	2,603 Households
Material Assistance	Items	660	660 Individuals	773	773 Individuals
Mini - Grants	Dollars	6,228	5 Agencies	13,250	11 Agencies
Outreach	Contacts	40	20 Group Contracts	58	71 Group Contracts
Outreach	Contacts	2,932	466 Individual Contracts	2,932	682 Individual Contracts
Outreach	Contacts	1,262	3,999 Individuals	1,769	3,263 Individuals
Outreach	Website Hits	1,000	1,000 Individuals	4,797	3,481 Individuals
Professional Services	Contacts	1,800	720 Individuals	4,049	2,096 Individuals
Referral/ Information	Calls	4,000	4,000 Households	12,721	14,650 Households
Referral/ Information	Calls	81	54 Individuals	262	64 Individuals
Respite	Hours	670	5 Individuals	579	5 Individuals
Screening/ Assessment	Screenings	1,103	763 Individuals	1,101	838 Individuals
Service Learning Activities	Hours	28,000	200 Individuals	26,626	204 Individuals
Training-Skill Development	Hours	3,486	1,162 Individuals	5,164	870 Individuals
Training- Volunteers/ Professionals	Hours	7,470	2,725 Individuals	9,504	3,542 Individuals

Outside Agency Accomplishments

In their annual reports, agencies describe outcomes that they have accomplished during the 10-11 fiscal year. The following are examples of the outstanding accomplishments made by these agencies:

Catalina Community Services	<p>“This year we have collaborated with many more partners to be sure we can offer as much clothing as needed. We re-established our connection to the diaper bank and have increased the number of diapers going out to infants as well as adults. We have many adults using such products. We also had a Back to School event at the beginning of the fiscal year and gave out brand new sets of school clothes to more than 120 children. Families were elated to receive the support, and children excited to go to school with truly new clothes and shoes.”</p>
<p style="text-align: center;">Pio Decimo <i>Youth Education and Enrichment</i></p>	<p>“For the summer six week education, fun and full summer childcare for the school age children. The County’s direct support for child care subsidy allowed school age children to participate in our youth enrichment and education program. These children would not otherwise be able to participate in such a formal setting. Refugee children from Somalia, Congo, Rwanda and Iraq participated for the second year. They loved being able to remain at the center and continue their stay with us. Out of ten refugee children that participated last year, ten of them returned this year. We were able to increase the total number of refugee children participating to sixteen this year.”</p>
Tucson Clean and Beautiful	<p>“Major accomplishments, graduation of additional students from the YARDS (Youth Achieving Resource Development Skills) in desert landscape and landscape maintenance. Since 2010 a total of 38 youth on juvenile probation have received certificates of achievement. Many have had summer job opportunities have, one has been hired by TC&B and another has completed his GED and is going to Pima College , studying landscape. As a direct result of the YARDS program the PC Juvenile Court has created a Job Developer position to reach out in the community for jobs for kids on probation.”</p>
<p style="text-align: center;">Interfaith Coalition for the Homeless <i>Plan to end Homelessness Implementation Coordinator</i></p>	<p>“The 51 homes campaign is an important vehicle for increased collaboration and systems change. In the 4th quarter the Plan to End Homelessness Coordinator organized worked with other members of the 51 homes Leadership Team to organize 11 survey sites as well as street interview locations, and to plan and deliver trainings to survey team captains and over 100 survey volunteers. The campaign also partnered with a synagogue and a church who provided venues for the training and for survey week headquarters. 51 homes presented survey findings at a large community briefing attended by volunteers and civic leaders, where attendees pledged \$53,000 in donations for move-in costs for homeless people housed by 51 homes. Following survey week, 7 staff members from four local agencies were identified who can work as Navigators to provide outreach, system navigation, housing placement, and ongoing support to homeless people identified by 51 homes. As of June 30, three medically vulnerable individuals were able to move in to housing.”</p>
<p style="text-align: center;">Our Family Services Inc. <i>After School Youth Program</i></p>	<p>“90% of program participants have had a 30% increase in academic achievement as indicated by an increase in reading ability. We have 8 reading levels that are organized in different areas of the room labeled with colored stars according to reading level. Participants are tested quarterly and assigned to new reading levels accordingly. We currently have 30 enrolled participants who participate regularly. Four (4) participants who began the quarter at a pre reading level have advanced two to three levels! The participants and their families are extremely proud of their achievements!”</p>

Outside Agency Barriers/Obstacles

In their annual reports, agencies describe the barriers or obstacles they have faced. The following are quotes that illustrate some of these barriers and ways they have addressed those obstacles:

<p style="text-align: center;">University of Arizona Arizona Board of Regents Rural Health Office <i>Mobile Health Program</i></p>	<p>“The tough economic situation makes it even harder for these clients to get standard care for their basic health needs. We tried to talk to health care professionals to get highly discounted rates for specialized services for these clients. We were able to find a place in Texas for an extremely discounted rate for some laboratory works. We were able to find a place in Green Valley for the cheapest ultrasound scans for pregnant mothers. We informed our clients regarding free health fairs when available. Some clients went to Mexico for these services. Our new medical director is having discussions with UPH and AHCCCS and planning to accept AHCCCS patients to our program and to use revenue that it would generate to provide comprehensive medical care for the uninsured population for absolutely free in the future.”</p>
<p style="text-align: center;">New Beginnings for Women and Children <i>Homeless Kids/ Children’s Program</i></p>	<p>“Every family enters the NBWC with a unique set of strengths and barriers just as individual children are unique and homelessness takes a different toll on every child. The staff and volunteers learn a great deal about the family’s stability through the child’s behavior. Identifying the needs of the child often provides insight into a family’s process towards stabilization. The two way flow of information between case management staff and children’s program staff helps to insure the individual needs of children and families are being met as well as highlights opportunities for program additions, modification and improvements.”</p>
<p style="text-align: center;">Casa de los Ninos <i>Great Beginnings</i></p>	<p>“Ten families discharged and ten subsequently completed Client Satisfaction Surveys during the third quarter of FY2010-2011. Therefore, the evaluative/outcome data for this quarter is based on a small percentage of Program participants. Program staff may begin to administer interim Client Satisfaction Surveys to children and families enrolled in Great Beginnings in order to collect additional data on client outcomes and overall satisfaction with Program services. Children and families enrolled in Great Beginnings tend to require long term therapeutic support and intervention which frequently is provided over a period of several years.”</p>
<p style="text-align: center;">Child and Family Resources Inc. <i>Healthy Families</i></p>	<p>“We have been receiving more referrals from CPS for children/families in process of substantiation at the time of intake. This is gradually increasing the programs child abuse rates as a result. Because this is such a vulnerable population and fewer services are available in the community for these families, we continue to accept these referrals when we have the capacity even though it is impacting our ability to meet the objective.”</p>
<p style="text-align: center;">Tu Nidito Children and Family Services <i>Children to Children, Grief Support</i></p>	<p>“One of the greatest challenges we encounter in our implementation is the nature of the grief process. While many families indicate improvements in their family function, coping and self-worth, the cyclical nature of grief can sometimes skew the survey results. For instance, if the time of the survey coincides with a birthday, death anniversary, or holiday, the client might not be dealing with their grief as well as they normally would. Our most recent updates to the surveys will hopefully cause clients to report on overall improvements, but it is still a challenge that we face.”</p>

Program Highlights

FY 10-11

***MORE THAN 116,000 PEOPLE WERE SERVED BY OUTSIDE AGENCY PROGRAMS
THROUGHOUT PIMA COUNTY DURING FY 10-11***

Outputs	Number Served
Case Management	1,023
Financial Assistance	306
Financial Assistance/Education	963
Food Assistance - Meals	1,478
Food Assistance - Boxes	4,308
Individual Support	2,585
Material Assistance	8,137
Shelter Nights	402
Training - Skill Development	6,424
Transportation Assistance	5,389
Tutoring - Academic Assistance	652

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

Ramón Valadez – Chairman, District 2

Ann Day, District 1

Sharon Bronson, District 3

Ray Carroll, District 4

Richard Elias, District 5

County Administrator, C.H. Huckelberry



Pima County Community Development & Neighborhood Conservation Department

Margaret Kish, Director

Allen Kulwin, Community & Rural Development Program Manager

Jane Krosen, Outside Agency Program Coordinator

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

OA Website: www.pima.gov/CED/CDNC/CRD/outsideAg.html