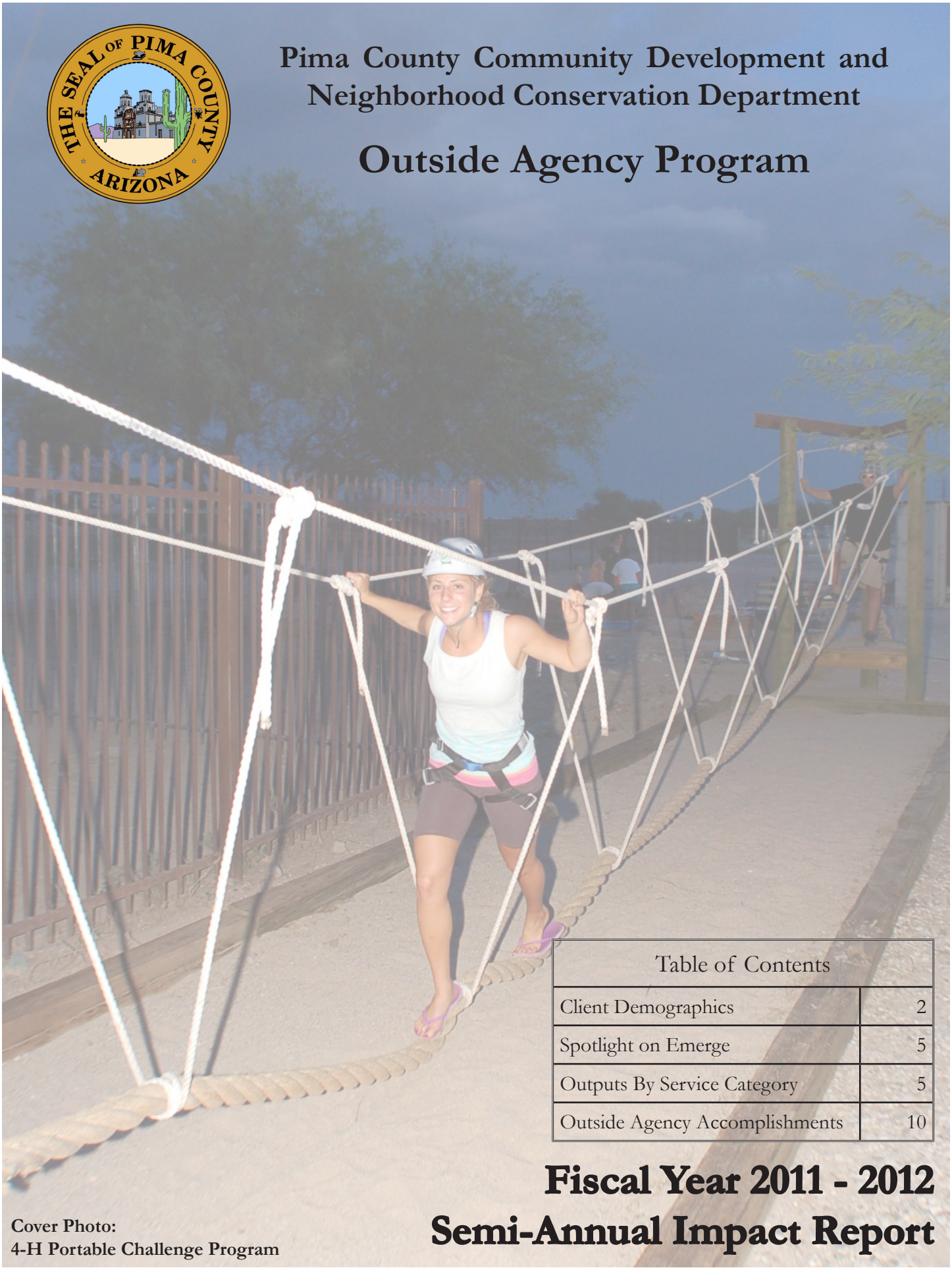
Pima County Community Development and Neighborhood Conservation Department

Outside Agency Program



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Fiscal Year 2011 - 2012 Semi-Annual Impact Report

Cover Photo:
4-H Portable Challenge Program

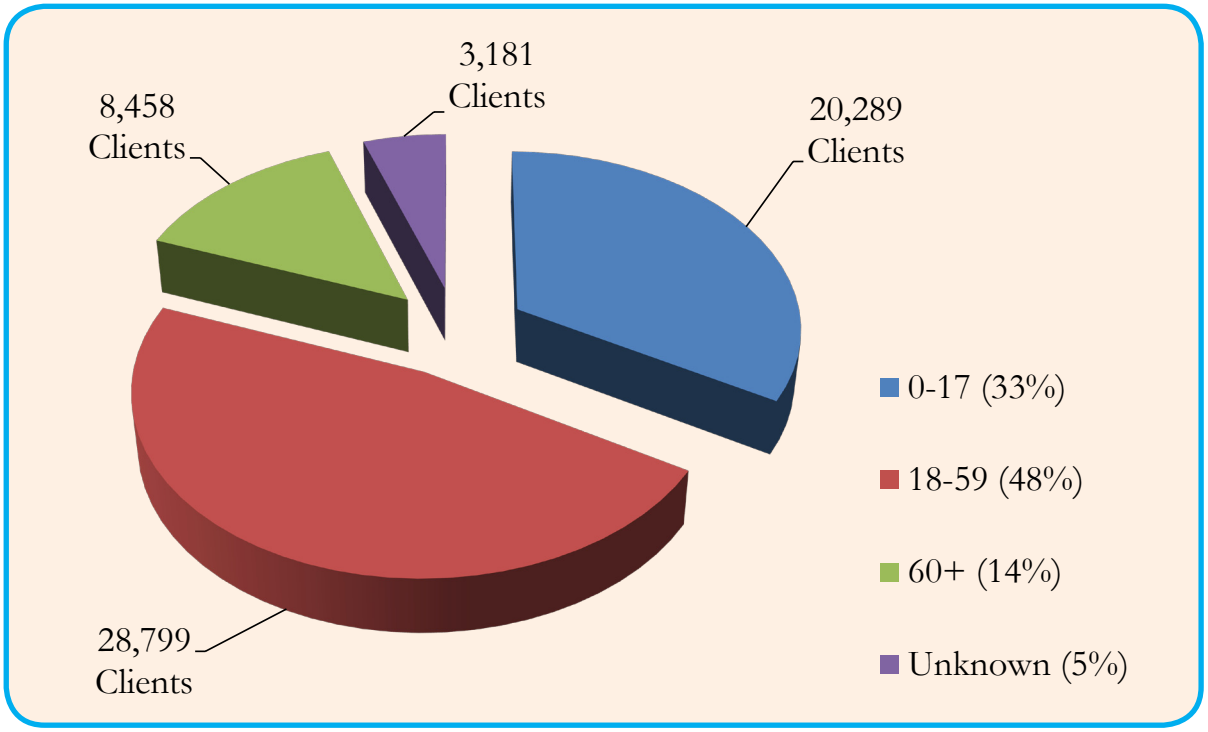
Client Demographics

Demographic	Service Categories							
	Time Period	Support Serives, Shelter, and Domestic Violence	Youth, Young Adult & Parenting Support	Emergency Food and Clothing	Senior Support	Community Support	General Services	Total Number of Clients Served
Female Head of Household	1st Qtr	370	451	1,333	208	106	472	2,940
	2nd Qtr	637	347	1,333	73	138	439	2,967
	YTD	1,007	798	2,666	281	244	911	5,907
Homeless	1st Qtr	301	114	314	21	9	78	837
	2nd Qtr	325	105	14	29	3	1	477
	YTD	626	219	328	50	12	79	1,314
Persons WIth Disabilities	1st Qtr	528	126	260	230	53	342	1,539
	2nd Qtr	451	188	12	140	121	261	1,173
	YTD	979	314	272	370	174	603	2,712
Low to Moderate Income (≤ 80% Median income)	1st Qtr	965	1,170	18,314	364	327	735	21,875
	2nd Qtr	1,181	1,083	20,577	261	403	1,428	24,933
	YTD	2,146	2,253	38,891	625	730	2,163	46,808
Age Group (0-17)	1st Qtr	616	2,354	6,029	0	31	764	9,794
	2nd Qtr	481	2,699	6,864	0	4	447	10,495
	YTD	1,097	5,053	12,893	0	35	1,211	20,289
Age Group (18-59)	1st Qtr	1,227	1,166	9,728	46	309	1,323	13,799
	2nd Qtr	1,115	1,598	10,799	22	339	1,127	15,000
	YTD	2,342.00	2,764	20,527	68	648	2,450	28,799
Age Group (60+)	1st Qtr	150	0	2,427	387	87	1,089	4,153
	2nd Qtr	154	0	2,679	251	97	849	4,305
	YTD	304	0	5,106	638	184	1,938	8,458
Age Unknown	1st Qtr	2	13	631	0	30	1,074	1,750
	2nd Qtr	12	76	657	0	36	650	1,431
	YTD	14	89	1,288	0	66	1,724	3,181

Client Demographics By Area

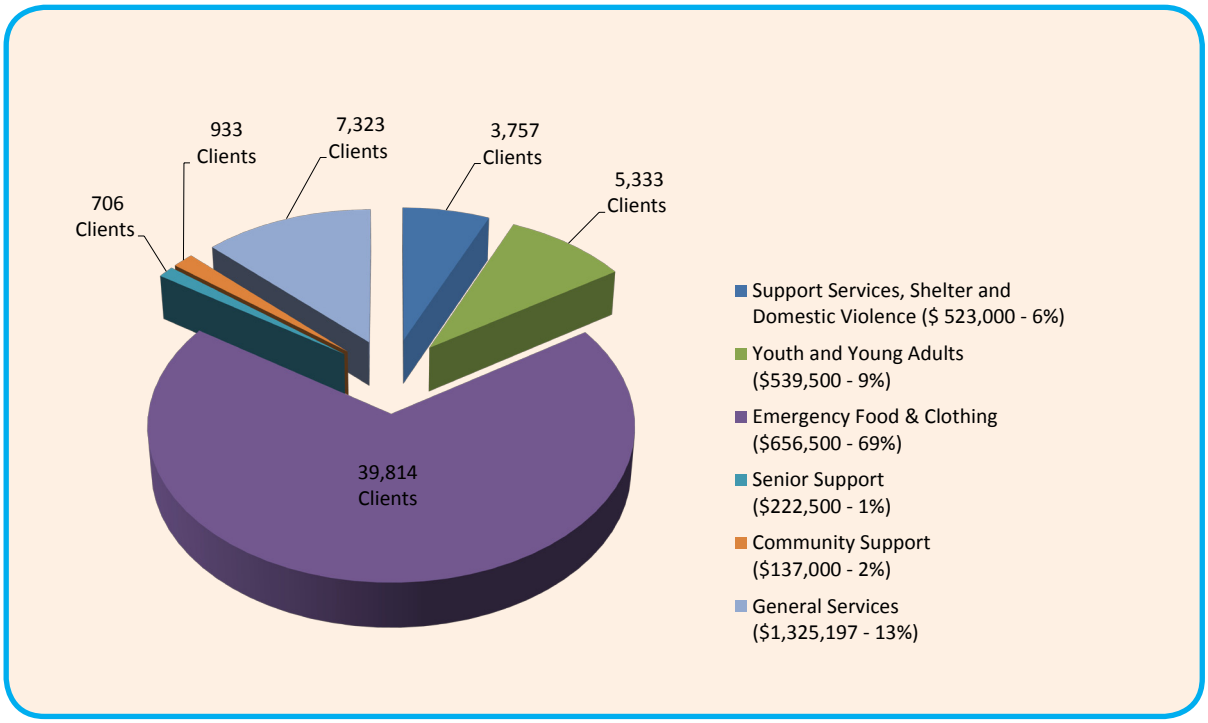
Area	Service Categories							
	Time Period	Support Serives, Shelter, and Domestic Violence	Youth, Young Adult & Parenting Support	Emergency Food and Clothing	Senior Support	Community Support	General Services	Total Number of Clients Served
Urban	1st Qtr	1,907	2,902	15,697	431	412	3,864	2,940
	2nd Qtr	1,692	3,785	19,002	270	420	2,973	2,967
	YTD	3,599	6,687	34,699	701	832	6,837	5,907
Rural	1st Qtr	88	644	3,118	2	45	386	4,283
	2nd Qtr	70	863	1,997	3	56	100	3,089
	YTD	158	1,507	5,115	5	101	486	7,372
Unincorporated Pima County	1st Qtr	26	82	3,118	2	0	160	3,388
	2nd Qtr	17	300	1,997	3	0	100	2,317
	YTD	43	382	5,115	5	0	260	5,805

FY 11-12 YTD Clients Served by Age Group

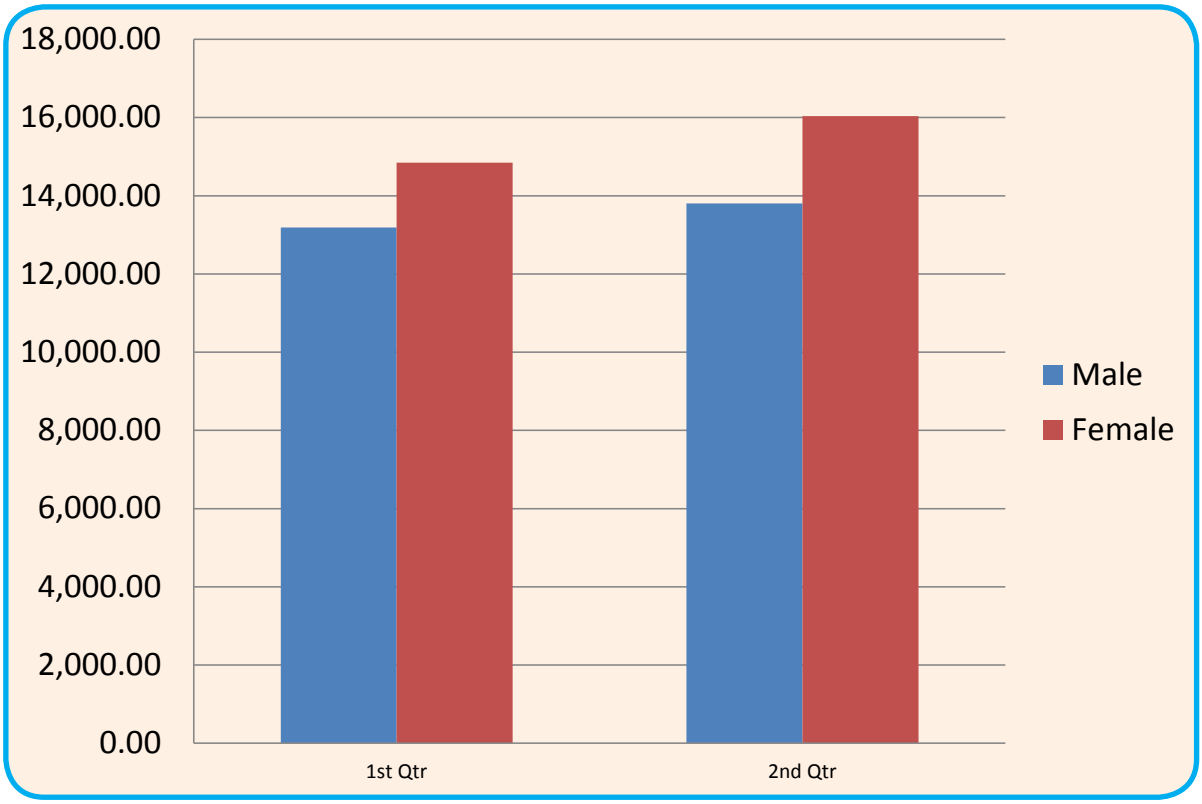


Client Demographics

FY 11-12 YTD Clients Served by Service Category/Award Amount



FY 11-12 YTD Unduplicated Indivduals Served by Quarter



Spotlight on: EMERGE
(Written by Sarah Jones, Executive Director)

Emerge Center for Domestic Violence provides shelter, transitional and permanent housing, child care services, case management, safety planning support and community based support for survivors of domestic violence.

Emerge continues to develop and implement enhanced elements of our service delivery model. This included:

- Implementation of the first stage of our new Community Care Program that includes a redesign of intake paperwork and process, creation of a more formal and comprehensive shelter orientation for new participants at shelter, new service delivery protocols, and revised/updated handouts for participants.
- Introduction of a new process through which staff and participants meet to discuss and problem solve challenges/ issues they are facing related to communal living conditions in shelter. This provides participants with another vehicle for discussing concerns with staff and allows them to work together with staff as a team to address these issues.
- Development of a new program called "I am!" This is a strengths mapping process that occurs with all participants before goal planning to better identify and leverage their existing strengths as a key to finding their pathway to personal success with goals for leaving shelter.

The new Lethality Assessment Program (LAP) – a multi-agency, multi-sector collaboration between the Pima County Attorney's Office-Victim Services Division, Emerge and several law enforcement agencies – expanded to include Superior Court Services. Personnel from Superior Court now utilize the LAP screening tool and protocol, and their staff were provided with extensive training regarding domestic abuse and the LAP.

Outputs By Service Category

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	1,693	57 Households	3,039	127 Households	4,732	184 Households
Shelter	Nights	1,241	35 Individuals	761	35 Individuals	2,002	70 Individuals
Case Management	Hours	755	97 Individuals	1,174	178 Individuals	1,929	275 Individuals
Financial Assistance	Dollars	8,510	57 Households	9,959	113 Households	18,469	170 Households
Financial Assistance	Dollars	6,260	13 Individuals	1,753	10 Individuals	8,013	23 Individuals
Food Assistance	Boxes	505	274 Households	545	89 Households	1,050	363 Households
Food Assistance	Boxes	54	51 Individuals	70	54 Individuals	124	105 Individuals
Food Assistance	Meals - Provided	1,253	90 Individuals	1,241	21 Individuals	2,494	111 Individuals
Material Assistance	Items	2,051	214 Individuals	1,759	98 Individuals	3,810	312 Individuals

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	9,226	72 Individuals	4,845	9 Individuals	14,071	81 Individuals
Financial Assistance	Dollars	2,051	2,051 Households	1,971	(2,051) Households	4,022	0 Households
Support	Hours	2,037	243 Individuals	3,126	168 Individuals	5163	411 Individuals
Pro-social Activities	Hours	5,261	316 Individuals	3,106	337 Individuals	8,367	653 Individuals
Service Learning Activities	Hours	5,477	956 Individuals	6,161	1,361 Individuals	11,638	2,317 Individuals
Training-Skill Development	Hours	7,921	946 Individuals	3,559	917 Individuals	11,480	1,863 Individuals
Tutoring/ Academic Assistance	Hours	11,248	371 Individuals	7,643	217 Individuals	18,891	588 Individuals

New Beginnings for Women and Children

Roof, Job and Beyond provides shelter in the form of transitional housing, basic needs supplies and case management to help the household attain stable housing.

This quarter NBWC was able to help 95% of families to leave NBWC shelter with secure and stable housing at exit. NBWC was able to do this, in part, because of collaborative relationships that has been developed with other service providers.

Case Story

A young woman, 20yrs old was pregnant with her 1st child when she entered Roof, Jobs and Beyond. While she was in shelter she completed job skills training at Jackson Employment and qualified for housing with Open Inn. NBWC was able to help with move-in cost to get her settled in her new home. It was the guidance and advocacy of her NBWC case manager that allowed her to access the services necessary for a successful transition out of shelter.

This quarter, NBWC transitioned to Centralized Screening. Instead of completing screening for shelter over the phone, families come to the office twice weekly to connect them with the best resources for them, whether that be a NBWC programs or referrals to other resources in the community. NBWC is able to assess an applicant's housing vulnerability if those applicants who are ineligible for NBWC programs they still leave with a referral to other organizations that can help with their situations.

Centralized Screening has proven particularly useful when clients have an urgent need for housing; if a space is available in the shelter that day, they can come directly to the shelter from the office for their intake.

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	2,136	1,060 Individuals	1,114	502 Individuals	3,250	1,562 Individuals
Food Assistance	Meals - Congregate	1,875	8 Agencies	2,125	0 Agencies	4,000	8 Agencies
Food Assistance	Meals - Congregate	2,648	46 Individuals	2,548	0 Individuals	5,196	46 Individuals
Food Assistance	Pounds	206,385	39 Agencies	361,443	0 Agencies	567,828	39 Agencies
Food Assistance	Pounds	336,285	14,969 Individuals	410,874	19,388 Individuals	747,159	34,357 Individuals
Material Assistance	Items	13,529	1,361 Households	13,883	187 Households	27,412	1,548 Households
Material Assistance	Items	7,843	885 Individuals	1,853	422 Individuals	9,696	1,307 Individuals

CODAC 51 Homes

CODAC 51 Homes coordinates community participants to house longterm homeless individuals. A navigator provides on-gong support for the homeless individual to assist the client to obtain and retain permanent housing.

51homes assisted ten adults who had been experiencing long-term homelessness into permanent housing. Among the most memorable successes was that of a younger man (39 years old) who in spite of his young age was found to be the 4th most medically-vulnerable individual interviewed. This gentleman was initially thought to be deceased upon beginning outreach to locate him. Through the persistent efforts of his Navigator, he was found in jail and upon his release was immediately engaged in services. Since being housed, his health has improved through a significant decrease in alcohol consumption and better health care management.

51homes Coordinator has continued to address system change efforts through on-going discussions and by conducting community research focusing on wide spread adoption of Housing First models and prioritization of housing services.

Tucson Urban League

Tucson Urban League: Case Management provides short-term case management services to assist clients who are experiencing a financial crisis so that they may gain self-sufficiency. Such services include the provision of utility (gas, electricity and water) assistance and rental or mortgage assistance to those who qualify. A walk-in system has been implemented that allows many clients with an urgent need the gratification of being assisted the same day along with client's that are already scheduled.

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	6,177	264 Individuals	5,041	190 Individuals	11,218	454 Individuals
Food Assistance	Meals - Provided	6,093	103 Individuals	5,976	40 Individuals	12,069	143 Individuals
Pro-social Activities	Hours	3,132	35 Individuals	3,132	2 Individuals	6,264	37 Individuals
Transportation Assistance	Trips	1,303	53 Individuals	1,262	20 Individuals	2,565	73 Individuals

Our Family

Our Family Common Unity Program provides housing for teen parents. The program pays their initial rent, provides basic needs, case management, goal planning, parenting and life skills classes, counseling and advocacy in order to help the teens attain a stable and healthy living situation. Program resources were reallocated to allow the program two case managers to work intensively with twenty residents in housing. The programs records are now kept in a secure, fully electronic format that allows staff to more easily share information and coordinate client services.

Primavera

Primvera's Relief and Referral (R&R) provides survival assistance to homeless and near homeless individuals and families who may be physically and/or mentally disabled, experiencing chronic or episodic homelessness, are recently released ex-offenders and/or women and children fleeing domestic violence. The R&R drop-in center offers clean restrooms, food, water, hygiene supplies and linkages to resources. A free telephone, message service and mailing address is provided to lead to employment and stable housing. Over 150 people use R&R weekly.

Case Story

A mother and her two teenage sons had been evicted from their home on September 19th as she lost her job and was unable to pay rent. That same day she came in to Primavera's drop in center needing immediate housing as she and her sons would be on the streets that evening. She had applied for section 8 housing and was waiting for her voucher, which was not yet available. Primavera placed her and her sons in a motel that same day. The Outreach Resource Specialist worked with her to update her resume and gave her several job leads. Within 2 weeks she had a full time job working at a day care facility. She received her Section 8 voucher and was able to successfully move in to her own apartment with her sons on October 5th 2011. The impact of the economy continues to be a challenge for people that are homeless, especially those becoming homeless for the first time. Loss of jobs where income is marginal can quickly result in homelessness.

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	900	4 Individuals	1,200	5 Individuals	2,100	9 Individuals
Support	Hours	301	52 Individuals	305	57 Individuals	606	109 Individuals
Material Assistance	Items	472	118 Individuals	460	115 Individuals	932	233 Individuals
Professional Services	Hours	654	187 Individuals	664	208 Individuals	1,318	395 Individuals
Service Learning Activities	Hours	1,923	61 Individuals	1,703	58 Individuals	3,626	119 Individuals

Green Valley Assistance

Green Valley Assistance provides direct financial assistance and financial education to eligible households. During one quarter, 48 households were granted $36,806 in funds to stabilize rents and prevent utility turnoffs. Assistance was provided for childless adults with payment of medical co-payments to prevent loss of AHCCCS insurance. For this same quarter one year earlier, 31 households were served, granting $19,930--2011 saw an 85% increase in funds granted and a 55% increase in households served.

During this period, 76 individuals received 236.5 hours of financial stability training compared to the same period in 2010 where 45 individuals received 58 hours of training. Note: Last year only two hours of class time were mandatory, the training requirement increased to 5 hours per family beginning in September 2010.

Families, single parent households and seniors are still struggling in our rural communities. The financial educators are spending more time with each family averaging 4 additional referral sources per household to Legal Aid, Don't Borrow Trouble, Benefits Check-Up, and Pima County One-Stop. The MAP (Monetary Assistance, Map A Plan) team continue to provide positive guidance so that families can hope to whether this economic downturn.

Pio Decimo

Pio Decimo Case Management for Homeless Families provides transitional housing to families who pay a sliding fee for furnished accommodations and case management to help residents gain financial independence to meet their housing goals.

The presence of economic stressors produced ongoing challenges for a significant number of program participants, specifically those individuals who are employed at lower pay rates. Residents were required to develop and to follow stringent budgets which incorporated the rising cost of essential items, such as groceries and gasoline. Unfortunately, when families struggled to make ends meet on a daily basis, their long-term savings goals were not attained.

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	610	77 Individuals	605	0 Individuals	1,215	77 Individuals
Community Information	Print Media Items	5,625	1,125 Contacts	5,625	1,125 Contacts	11,250	2,250 Contacts
Food Assistance	Meals - Congregate	2,647	226 Individuals	0	0 Individuals	2,647	226 Individuals
Food Assistance	Meals - Provided	626	11 Individuals	640	2 Individuals	1,266	13 Individuals
Support	Hours	935	648 Individuals	722	544 Individuals	1,657	1,192 Individuals
Outreach	Website Hits	1,882	1,882 Individuals	1,222	1,222 Individuals	3,104	3,104 Individuals
Professional Services	Contacts	2,473	1,178 Individuals	2,146	1,023 Individuals	4,619	2,201 Individuals
Service Learning Activities	Hours	3,288	52 Individuals	3,017	14 Individuals	6,305	66 Individuals
Training Skill Development	Hours	5,017	136 Indivduals	802	144 Individuals	5,819	280 Individuals
Training Volunteers/ Professionals	Hours	2,533	1,403 Individuals	1,880	948 Individuals	4,413	2,351 Individuals

Outside Agency Accomplishments

Tucson Urban League	**Tutoring and Mentoring Program** provides one-on-one tutoring during out-of-school time. Children increase academic success and remain in school. Intramural sports and positive recreational activities are provided for Mission View Students All the testing has been finished and individuals have been identified who need extra help in certain areas. Four students are diagnosed with autism. After talking to the teachers at Mission View, appropriate exercises and homework that will do the greatest good are identified. Speaking of the whole group, we are figuring out ways to read with them every day. After looking over individual report cards, a weak area is reading. The youth need to read daily and comprehend what they read.

University of Arizona	**4-H Portable Challenge Program** provides physical and emotional challenges through high ropes and a portable challenge program. These opportunities help develop life skills and leadership skills. During this past quarter, one of the major accomplishments was the addition of 12,800 square feet of space at the 4-H High Ropes Course Greenlot. The fence expansion project was a collaborative partnership between 4-H and Boys Scouts. The expansion projected was designed and implemented as an Eagle Scout project. The young man who did all of the fundraising, design, organization and execution of the project was a 17 year old boy who attends high school in Sierra Vista. The project had 16 youth involved and approximately 12 adults. It was an amazing project with lasting results. When I spoke to his mother last week to finish his final paperwork on the project she said, "I can't believe the change in my son after his completion of his Eagle Project, he is filled with determination and hope for a successful future." We are excited about the expansion; we will be adding 5-6 more "low" elements into the space to increase utilization of "built" low ropes course elements into programming.
International Sonoran Desert Alliance	**Ajo Las Artes** provides individual assessment, GED preparation, and testing for young people who have dropped out of school or are at risk to drop out. Concurrently students shall engage in team building, micro enterprise, job experience skills training, tutoring and mentoring. We have had more community service (what we call give back) from students than ever before. This particular group is very outgoing and prefers to spend time outside of class serving the community. Two of our students tested at the closest community college and received their GED. This was a great accomplishment for one who has been with us for more than two years and another who now has an incredible boost in confidence. It also allowed us to bring in two new students. We introduced a new online learning program, GED Academy, which is much more up to date and the students enjoy using it. Having it also allows students to work from home and at the library and any time they have Internet access. It has been a great tool for distance learning for those who can not attend class. We did our first field trip to a ropes course in Tucson. It was an excellent tool for team and confidence building and a great start to the new school year. We also went to the Phoenix Science Center for the first time and had a great experience. Some students took a walk over to a Makers' Fair which was exciting. We had a well-attended and enthusiastic Opening Celebration. Students were proud to share with guests the different components of the program. Job Club has regained steam this year and we had our first presenter, the canine unit of the Sherriff's Department. It was interesting but also promising in trying to shift the negative relationship between our students and the Sherriff's Department. Aaron Cooper, co-teacher, took on the position of career coach and has been involving former students and graduates in activities such as Job Club, entrepreneurial events, field trips, etc. He has also taken our exit interviews and transitioning of students to a new level. Jewel Fraser Clearwater served as a counselor for the program for the first time this year and was hugely successful in allowing students to shed baggage from home in order to get focused on school. She curtailed many behavior problems by allowing students space and time to share their concerns, problems, issues, etc.

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4-H Portable Challenge Program

Pima County Community Development & Neighborhood Conservation Department

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