



# HUMAN SERVICES DEPARTMENT



ANNUAL REPORT **FY18**



# DIRECTOR'S LETTER

I am very pleased to share a summary of the essential services provided by the Human Services Department (HSD) and the many significant accomplishments for Fiscal Year 2018. We are grateful for the leadership and support of the Maricopa County Board of Supervisors and County Management, and the many Federal, State, and private funders.

Yet, none of this would have been possible without the dedication and expertise of the **300+** caring and committed HSD employees and the invaluable services provided by our many partners, including local community and faith based groups, government agencies, school districts, educational and training institutions, health and mental health providers, and a number of other organizations.

HSD staff in Early Education, Community Services, Workforce Development, Housing and Community Services, Senior and Adult Services, and Administration, Policy, and Planning positively impact over **64,000** residents annually in Maricopa County. This impact is significant as Maricopa County continues to be one of the largest and fastest growing counties in the country.

This year and going forward, HSD continues to emphasize making connections within the Department and across the County to improve the overall regional system of human services as well as streamlined coordination of access to a comprehensive array of quality services that are needed by the individuals and families we serve.

I am grateful for the opportunity to work with a highly talented HSD Executive leadership team and the amazing, dedicated human service professionals throughout Maricopa County, who daily make a lasting difference in the lives of the people we serve.

Bruce Liggett, Director  
Maricopa County Human Services Department

## OUR IMPACT

<b>Human Services Department</b>	<b>64,435</b>
Early Education	<b>5,457</b>
Community Services	<b>17,502</b>
Workforce Development	<b>16,698</b>
Housing & Community Development	<b>20,904</b>
Senior & Adult Services	<b>3,874</b>

With **16.5%** of the population earning an income below the poverty line, Maricopa County's vulnerable, low-income populations face many barriers to being self-supporting. The range of services provided by the Maricopa County Human Services Department assists people in moving out of poverty and provides opportunity for success in life.

### Poverty Status in the Past 12 Months in Maricopa County

	Estimated Number	Percent of Population	Percent of U.S. Population	Poverty Level for Family of 3
Income Below Poverty Level	666,513	16.5%	15.1%	\$20,780
Income Below 150% of Poverty Level	1,046,870	25.9%	24.5%	\$31,170
Income Below 200% of Poverty Level	1,426,885	35.4%	33.6%	\$41,560

Sources: Maricopa Association of Governments, State Demographic Viewer; U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates



**Our mission is to provide and coordinate essential support and social services to vulnerable populations to enhance economic, educational, and social opportunities and strengthen communities.**

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# DEPARTMENT ACCOMPLISHMENTS

The Human Services Department is committed to developing and implementing innovative, evidence-based practices that enhance our ability to assist vulnerable, low-income families and communities throughout Maricopa County.

## SUPPORTING WHOLE FAMILIES THROUGH 2GEN APPROACH

The Human Services Department (HSD) adopted a two-generation (2Gen), whole-family approach to move families out of poverty by providing opportunities to meet the needs of children and their parents together. Through this 2Gen approach, low-income families are connected to high quality early education and child care, career development services, and basic needs services. While children are receiving quality education and care, parents are able to pursue their GED, participate in job training, and use job search services. In the first year of its implementation, 2Gen has:



- served **55** families;
- connected **64** children to early education and child care services;
- linked **95%** of parents to educational and job training opportunities as well as job search resources;
- seen a wage increase of **93%** for unemployed and underemployed parents; and
- provided **17** families with utility, rental, and transportation assistance.

"I have been able to set goals for myself. I got my nursing assistant certificate which I am really happy about. Also, I know how to search for jobs easily. I am very thankful for this program; it's been a blessing." - 2Gen Client

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## LINKING JUSTICE, MENTAL HEALTH, & HOUSING FOR RE-ENTRY

Through a partnership between the Housing & Community Development Division, Correctional Health Services, Justice System Planning & Information, Housing Authority of Maricopa County, and other community-based partners, the Hand-in-Hand program was created to reduce recidivism and connect justice-engaged individuals experiencing homelessness to appropriate housing and supportive services. Individuals are connected to housing providers, supportive services, and physical and mental health services upon re-entry into the community.

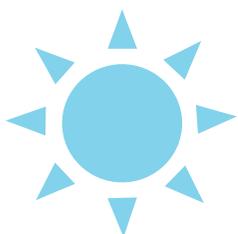
By implementing a person-centered continuum of services, the collaboration expects to leverage resources, create efficiencies, reduce recidivism, and reduce the number of unsheltered people in Maricopa County.



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## PROVIDING UTILITY ASSISTANCE FOR SENIORS PILOT PROGRAM

As reported by the National Institutes of Health, people aged 65 years or older are at an increased risk of developing heat-related illnesses during the summer months. This risk is further heightened for low-income seniors who struggle to pay their utility bills and are vulnerable to rising home energy costs.



In the effort to mitigate health risks and offset financial concerns, a collaboration between the Seniors & Adult Services and Community Services Divisions formed to provide financial utility assistance to older adults of low-income households.

This past summer, **97** senior citizen households were provided with utility assistance with the average amount received of **\$700**.

# DEPARTMENT ACCOMPLISHMENTS

## ENSURING HIGH-QUALITY EARLY EDUCATION & CARE

The Early Education Division successfully completed a comprehensive 5-year performance review - known as Focus Area Two - as required by the U.S. Department of Health and Human Services. This accomplishment demonstrates the division's commitment to providing high-quality early education and care that promotes the healthy development and school readiness of children ages birth to five. The dedication of teachers and staff to foster positive relationships with children and families speaks to the division's capacity and commitment to serve Maricopa County.

## HELPING JUSTICE-INVOLVED WOMEN FIND WORK

In the effort to reduce recidivism and create employment opportunities for justice-involved women, the Workforce Development Division's Smart Justice Employment Team created the Clean Start Work Experience Pilot program in collaboration with the Maricopa County Sheriff's Office. The 12-week program provided full-time work experience alongside career-guidance services. This last year:

**209** medium- to high-risk women participated in the work experience opportunity, as well as occupational and behavioral training designed specifically for women on probation

**67%** of participants successfully completed the program or left prior to completion due to permanent employment attainment

**74%** increase in earnings for women employed prior to participation

## NATIONAL ASSOCIATION OF COUNTIES AWARDS

1

### HAND-IN-HAND: A COLLABORATIVE FOR JUSTICE-INVOLVED HOMELESS HOUSEHOLDS

**Recipient: Housing & Community Development Division**

Hand-in-Hand is a collaborative partnership among County Departments and organizations aimed at reducing recidivism among justice-involved homeless individuals and families by connecting them to housing and supportive services.

2

### REGIONAL WORKFORCE COHORT MODEL

**Recipient: Workforce Development Division**

The Workforce Development Division designed and implemented a job training and employment Cohort Model to teach information technology skills to individuals interested in pursuing an IT career. Through the model, approximately 60 individuals obtained A+ and Net+ certifications that led to successful employment at call center and help desk businesses.

3

### FROM COAL TO DIAMONDS: EMPOWERING CLIENTS TO SHINE!

**Recipient: Workforce Development Division**

The Workforce Development Division's Smart Justice Employment Team guides and provides supportive services to justice-involved individuals as they transition back into the workforce. For the duration of this support, the Team works towards accountability and self-empowerment to help re-entrants navigate through the seemingly insurmountable pressures of rebuilding their lives and reentering the community as law-abiding citizens.

# EARLY EDUCATION

The Early Education Division (EED) provides quality early education and child care services that promote early learning, health, and well-being of children ages birth to five. This is achieved by fostering school readiness through mathematics, language, and literacy learning along with emotional, social, and physical well-being development. In addition, EED uses a comprehensive family-centered approach to build positive parent-child relationships that support children to lead healthy, productive lives.

## Families Enrolled in Early Education & Child Care:

**1,408** Families Enrolled in Early Education Services



Of Which, **50%** Were Single-Parent Families

**1,078** Families Served are Low-Income Households



**1,225** Families Received at Least One Form of Public Assistance



For FY18, **1,588** children were enrolled in early education and child care services



- Early Head Start (15.49%)
- Head Start (63.16%)
- Child Care (21.35%)

EED promotes healthy child development and positive family relationships:



**271,407** School Breakfast and Lunch Meals Served



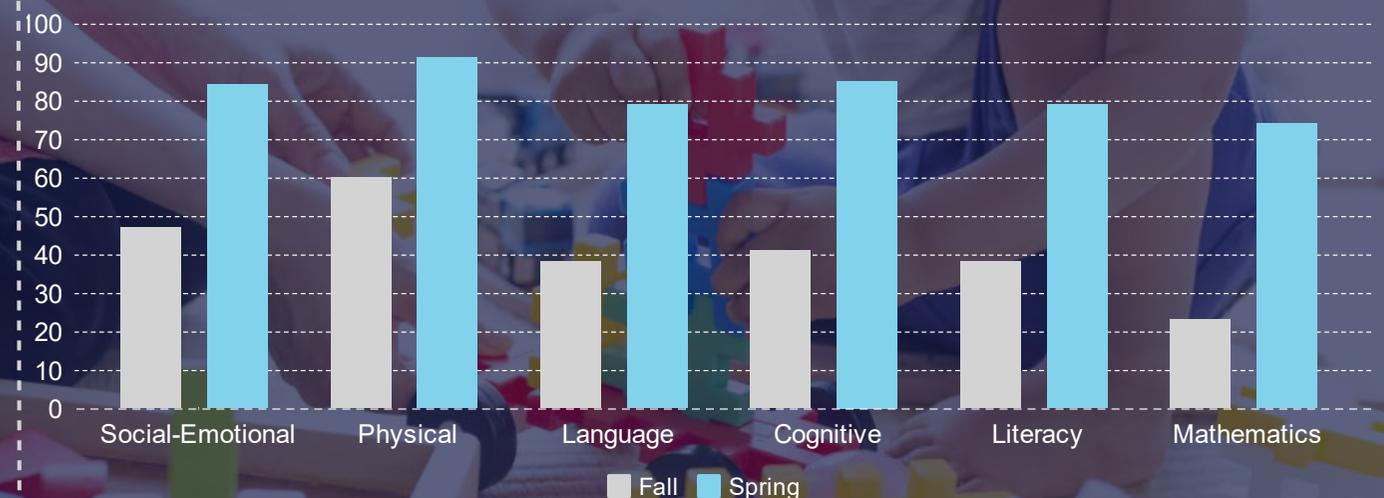
**177** Children with Development Delays/Disabilities Served



**3,971** Hours of Family Engagement Activities Completed

## PREPARING CHILDREN FOR EDUCATIONAL SUCCESS

### 1 HEAD START SCHOOL READINESS SCORES



# COMMUNITY SERVICES DIVISION

The Community Services Division (CSD) aligns services to create systems of support to avert crisis and manage the impact of poverty. In partnership with local Community Action Program (CAP) offices, CSD administers crisis case management to households seeking utility and rental assistance. Additionally, CSD assists individuals in gaining economic independence through its Family Self-Sufficiency program. This is achieved through the development of self-supporting goals and the establishment of an escrow account.

## Households Assisted By Community Services:

**6,366** Households  
Received Assistance  
from CSD

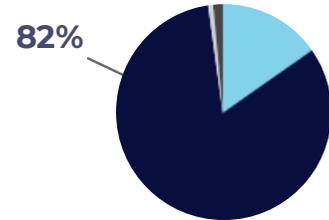


**51%** of Households  
have 2-4 People  
Living in the Home



■ 1 (32.17%) ■ 2-4 (50.96%) ■ 5+ (16.87%)

**82%** of Households  
Rent



Community Services assists households that are the most vulnerable in our community:



**68%**  
of Households  
Served Live At or  
Below the  
Poverty Line



**60%**  
of Households  
Served Receive  
Public  
Assistance



**30%**  
of Households  
Served are Single,  
Female-Headed  
Households

CSD partners with 10  
Community Action Programs  
across the County:

City of Avondale • AZCEND  
•Town of Gila Bend • Town of  
Guadalupe • Foundation for  
Senior Living: Peoria • Tempe  
Community Action Agency • City  
of Tolleson • City of Scottsdale •  
City of Surprise • Foundation for  
Senior Living: Wickenburg

## REDUCING FINANCIAL BURDENS

1

### UTILITY ASSISTANCE

6,168 households received utility assistance  
\$524 is the average low-income payment received

2

### RENTAL ASSISTANCE

772 households received rental assistance  
\$850 is the average amount of assistance received

3

### FAMILY SELF-SUFFICIENCY

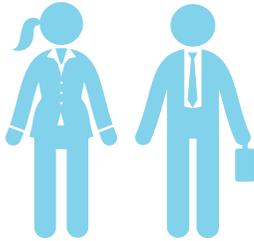
100 households participated in the Family Self-Sufficiency program  
\$3,913 is the average amount accrued in household escrow savings

# WORKFORCE DEVELOPMENT

The Workforce Development Division (WDD) prepares adults and youth for employment by ensuring they have the training, experience, and support required to obtain, retain, and advance in a career pathway that meets the skills necessary for employers to compete in the local and global economy. This is achieved by providing job training, apprenticeships, and work experience opportunities in addition to job search services and resources.

## Clients Supported Through Career Services:

57% of Clients are Male

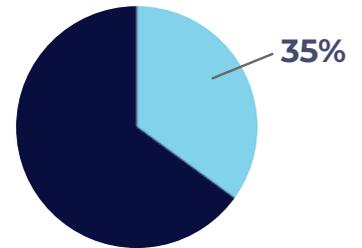


42% of Clients are 25-44 Years of Age



15-24 yrs. (29.11%) 25-44 yrs. (42.41%)  
45-64 yrs. (26.05%) 65+ yrs. (2.43%)

35% of Clients are Low-Income



4,573

clients received career services from WDD enabling them to:



pursue educational opportunities



participate in hands-on job training



cultivate effective job search skills

WDD supports clients in building the knowledge and skills essential for successful employment:



704 Clients Participated in Construction Apprenticeships



333 Clients Completed a Work Experience Activity



486 Clients Received Occupational Skills Training

## ENHANCING EMPLOYABILITY

1

### CREDENTIAL RATE

74% of clients that participated in an education or training program received an industry-recognized credential including educational certificates and degrees

2

### EMPLOYMENT RATE

70% of career service clients were employed in the second quarter after program participation

3

### MEDIAN HOURLY WAGE

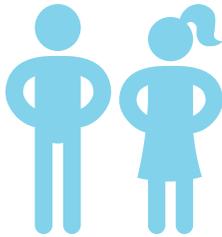
\$14.70 is the median hourly wage of clients that secured a job placement

# HOUSING & COMMUNITY DEVELOPMENT

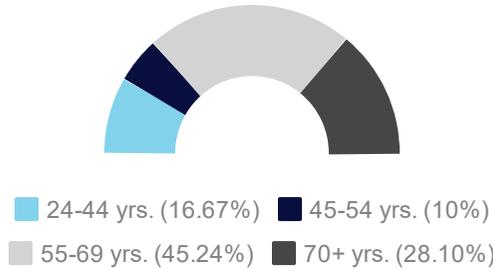
The Housing and Community Development (HCD) Division is dedicated to making the communities of Maricopa County affordable and safe. This is accomplished by rehabilitating owner-occupied homes, improving infrastructure in low-income communities, creating affordable rental and home ownership opportunities, and working to house people experiencing homelessness.

## Clients Receiving Home Weatherization and Rehabilitation Services:

**77%** of Clients are Female



**73%** of Clients are 55 Years of Age and Older



**75%** of Clients have a Disability



Through the services HCD provides, homes are made more affordable, accessible, and safe:



**148**  
Homes made Energy Efficient



**165**  
Homes with New or Repaired Appliances



**9**  
Homes Rehabilitated



For FY18, **74 people** experiencing homelessness were provided permanent housing, which is a **146% increase** from the previous year

## STRENGTHENING COMMUNITIES

1

### WICKENBURG

428 residents have improved access to safe drinking water through the replacement of water lines

2

### GUADALUPE

303 residents can travel more safely in their neighborhood due to the development and repair of roadways

3

### EL MIRAGE

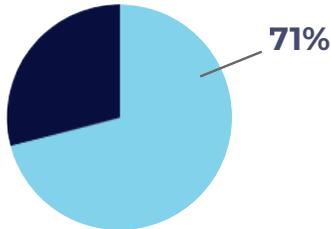
17,160 low-income residents impacted by the investment in new fire safety equipment to protect and save lives

# SENIOR & ADULT SERVICES

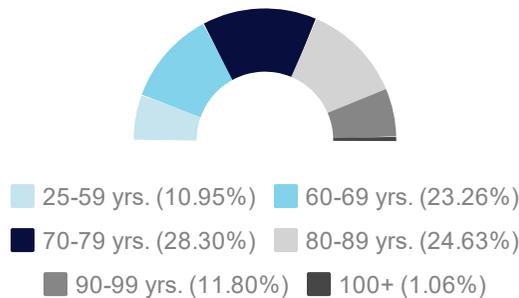
The Senior and Adult Services Division (SASD) provides quality case management to individuals age 60 and older as well as adults ages 18-59 with physical disabilities. Through human-centered case management, SASD coordinates the delivery of home- and community-based resources and services that meets the needs of the individual. The goal of this program is to ensure individuals supported are able to continue living independently in their homes for as long as possible.

## Clients Served Through Human-Centered Case Management:

71% of Clients Are Female



66% of Clients are 70+



42% of Clients Served Live At or Below the Poverty Line



12% of the population served by SASD case management are adults ages 18-59 with disabilities

Through quality case management, individuals served are able to continue living independently:



3,874 Cases Managed



7,006 Home Visits Completed



5,609 Services Referred

## ENSURING ACCESS TO ESSENTIAL SERVICES

1

### HOME-DELIVERED MEALS

2,880 people were connected to a meal delivery service to guarantee access to safe and nutritious food

2

### HOUSEKEEPING SERVICES

1,834 people were referred to housekeeping services that assist individuals with cleaning, laundry, and grocery shopping activities

3

### PERSONAL CARE ASSISTANCE

721 people were connected to personal care services that allow individuals to maintain healthy grooming practices

# DEPARTMENT OPERATIONS

Through six divisions, the Human Services Department is able to coordinate and deliver services to vulnerable populations across Maricopa County. This is achieved by the dedication and support of our employees, partnerships, and community.



**6 Divisions**



**167 Contracts, Agreements, and Amendments**



**316 Staff**



**125 Formal Partnerships**



**54 Locations**



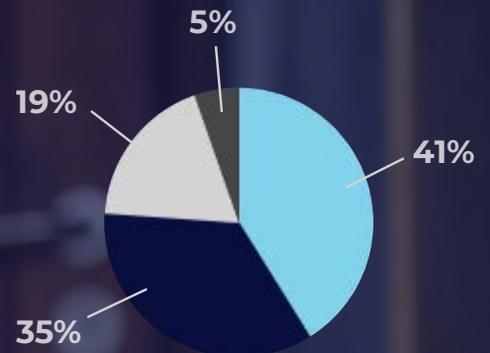
**5 Community Boards and Commissions**

## DEPARTMENT FINANCES

### 1 EXPENDITURES

Personnel	\$20,477,840
Contracted	\$17,456,588
Direct Services & Materials	\$9,234,640
Internal Services	\$2,671,616

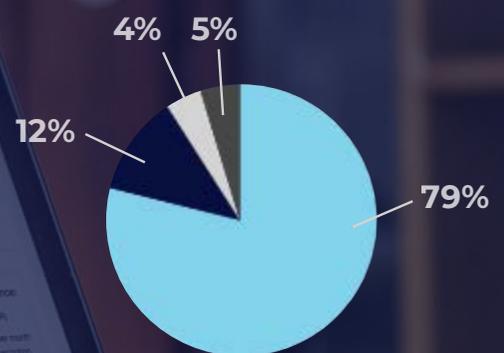
**Total Expenditures \$49,840,684**



### 2 REVENUE

Federal (Direct)	\$39,295,928
State & Federal Pass-Thru	\$6,026,456
Nonprofit/Other	\$2,171,506
County General Fund	\$2,346,794

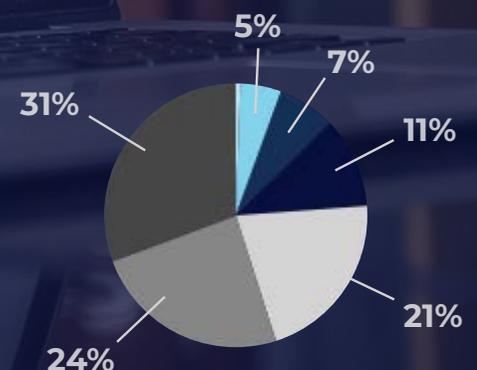
**Total Revenue \$49,840,684**



### 3 DIVISION EXPENDITURES

Office of the Director	\$277,805
Senior & Adult Services	\$2,517,918
Administration, Policy, & Planning	\$3,554,169
Community Services	\$5,530,994
Housing & Community Development	\$10,571,711
Workforce Development	\$12,114,989
Early Education	\$15,273,098

**Total Expenditures \$49,840,684**



# PARTNERSHIPS

## Community & Faith-Based Organizations

A New Leaf • Area Agency on Aging Region I • Arizona Call-A-Teen-ACYR • Arizona Community Action Association • Arizona Women's Education & Employment, Inc. • ARM of Save the Family • AZCEND • Banner Health Olive Branch Senior Center • Boys & Girls Club of East Valley • Bridging-AZ Furniture Bank, Inc. • Central Arizona Shelter Services • Chicanos por la Causa • Circle the City • Community Asset Resources Enterprise (CARE) Partnership • Community Bridges, Inc. • Community Information & Referral • Corporation for Supportive Housing • Cornerstone Solutions, Inc. • First Presbyterian Church • First United Methodist Church of Mesa • Foundation for Senior Living • Gabriel's Angels • Human Services Campus • Innovate+Educate • Lodestar Social Services • Maximus Human Services, Inc. • National Association of Workforce Boards • Native American Connections • New Life Center • Respite Shelter for Homeless Men • Society of St. Vincent De Paul • Son Rise Faith Community Center, Inc. • Southwest Human Services Development • St. Mary's Food Bank • Tempe Community Action Agency • UMOM New Day Centers • Valley of the Sun United Way • Valor on Eighth • Vitalyst Health Foundation

## Health Care Services & Providers

Dignity Health dba Chandler Regional Medical Center • KEOGH Health Connection • Mercy Maricopa Integrated Care • Thirteen 21 L.L.C.

## Local Governments & Agencies

City of Avondale • City of Buckeye • City of Chandler • City of El Mirage • City of Glendale • City of Goodyear • City of Litchfield Park • City of Mesa • City of Peoria • City of Phoenix • City of Scottsdale • City of Surprise • City of Tempe • City of Tolleson • Housing Authority of Maricopa County • Maricopa Association of Governments • Maricopa County Adult Probation Department • Maricopa County Correctional Health Services • Maricopa County Department of Public Health • Maricopa County Justice Systems Planning • Maricopa County Library District • Maricopa County Sheriff's Office • Regional Public Transportation Authority • Salt River Pima-Maricopa Indian Community • Town of Fountain Hills • Town of Gila Bend • Town of Guadalupe • Town of Wickenburg • Town of Youngtown

## School Districts/Educational & Training Institutions

1st Academy Preschool and Childcare - Goodware LLC • A Shining Star Preschool • Arizona State University • Bright Futures Stars • Carrington College • Chandler United School District • DK Advocates • Garden City Child Development Center • Gilbert Unified School District • Great Explorers • Higley Unified School District • Kyrene School District • Maricopa Corporate College • Maricopa County Community College District • Maricopa County Regional School District • Mesa Unified School District • Mi Escuelita Childcare LLC • Nadaburg Unified School District • Queen Creek School District • ResCare Arbor Education and Training LLC • Rio Salado Community College • Scottsdale Unified School District • St. Scholastica • Tempe Elementary School District • Tempe Union High School • Tutor Time Learning Center • University of Arkansas for Medical Sciences • WestEd • Year Up

## State & Federal Agencies

Arizona Department of Economic Security • Arizona Department of Education • Arizona Department of Health Services • Arizona Department of Housing • U.S. Department of Health and Human Services • U.S. Department of Housing and Urban Development • U.S. Department of Labor

## Additional Partners

Arizona Public Service (APS) • Country Club Dental • Guadalupe Community Development Corporation • Haydon Building Corporation • Humnter Contracting Company • Madison Heights Phase I • Madison Heights Phase II • Markham Contracting Company • Mesa Broadway Property Limited Partnership • Montoya Pediatric Dentistry • Newton Community Development Corporation • Orchard Estates Apartments Limited Partnership • Rummel Construction • Western Dental Centers • Wipfli LLP





**The Human Services Department envisions a county where all residents have equal access to opportunities to improve their lives.**

## CONNECT WITH US

### **CENTRAL OFFICE**

234 N. Central Avenue  
3rd Floor  
Phoenix, AZ 85004

602-506-5911

### **EARLY EDUCATION ADMINISTRATION**

2150 S. Country Club Drive  
Mesa, AZ 85210

602-372-3700

### **ARIZONA@WORK COMPREHENSIVE SITE: EAST VALLEY**

735 N. Gilbert Road  
Suite 134  
Gilbert, AZ 85234

602-372-9700

### **ARIZONA@WORK COMPREHENSIVE SITE: WEST VALLEY**

1840 N. 95th Avenue  
Suite 160  
Phoenix, AZ 85037

602-372-4200

