HUMAN SERVICES DEPARTMENT

ANNUAL REPORT

FY19

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DIRECTOR'S MESSAGE

A single parent making minimum wage with young children who lag developmentally, a senior struggling to take care of herself at home, families experiencing a crisis and unable to pay their bills, a job seeker lacking skills to get a job that pays enough to support the household, families unable to find and afford adequate housing, and those who have become homeless - these are the individuals and families that the Maricopa County Human Services Department (HSD) serves every day. HSD staff deliver early education, family support, crisis assistance, employment assistance, home-based services, as well as housing and local infrastructure services through an exceedingly complicated array of federal, state, and local programs; each narrowly designed and targeted, and none resourced to meet the needs of the community.

This past year, HSD has integrated services at all levels - from individual case coordination to cross-program linkages, service delivery, and funds utilization. HSD Divisions have moved from required eligibility-based transactions to an understanding of whole-family needs and the range of services and supports necessary to achieve lasting positive outcomes. Yet, while HSD administers many critical "pieces of the puzzle," other essential services (e.g., public assistance, health, and mental health) are delivered by other agencies at the state or local level. HSD has again emphasized and expanded public and private partnerships with other service delivery systems, including the faith and nonprofit community.

The HSD Fiscal Year 2019 Annual Report provides a summary of HSD's initiatives, accomplishments, funding, service levels, and impacts for five major program divisions. These efforts reflect HSD's commitment to our mission, quality service delivery, and continuous improvement in meeting the social and economic needs of Maricopa County residents.

Yet, no summary of program performance can adequately reflect the impact of our work on the individuals, families, and communities we serve. I am grateful for HSD's direct service staff, program managers, administrative support staff, executive team leaders, and our network of 134 community and intergovernmental partners, who work every day to help improve the lives of Maricopa County residents.

Bruce Liggett, Director
Maricopa County Human Services Department

OUR IMPACT

55,374 Human Services Department

3,788	21,130	16,993	9,179	4,284
Early Education	Community Services	Workforce Development	Housing & Community Development	Senior & Adult Services

With 15.7% of the population (approximately 644,476 people) earning an income below the poverty line, Maricopa County's vulnerable, low-income individuals and families face many barriers to becoming self-supporting. The range of services provided by the Human Services Department assist people in moving out of poverty and provides opportunity for success in life.

QUALITY SERVICE

In our commitment to ensuring a quality service experience for every client that seeks our support, HSD launched an online, mobile-friendly client satisfaction survey in February 2019. For FY19, 1,633 surveys were submitted by clients rating the quality and impact of services received.

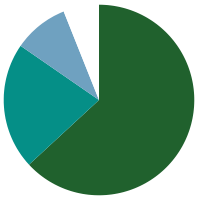
82%

Clients Satisfied with the Quality of Services Received

- 52% Very Satisfied
- 30% Satisfied
- 11% Neutral

84%

Clients would Recommend HSD Services



- 63% Very Likely
- 21% Likely
- 9% Neutral

Clients' Self-Assessment of Impact of Services Received:

- 96% Rental &/or Utility Assistance Positively Impacted Ability to Address Financial Needs in a Time of Crisis
- 95% Weatherization Services Positively Impacted Individual or Family Health
- 94% Early Education Services Positively Impacted Parenting Goals
- 88% Senior & Adult Services Positively Impacted Ability to Remain in Home
- 73% Career Services Positively Impacted Ability to Find & Retain a Job

CLIENT EXPERIENCES

"I have limited income provided by Social Security and a small pension while the cost of living keeps going up. Sometimes I have to choose between medical and food costs. The utility assistance has helped enormously. "

-Utility Assistance Recipient

"Having a new A/C helps with keeping our family cool, especially our children. We don't have to worry about overheating."

-Weatherization Homeowner

"I believe that the care given to my family has had an impact on my goals as a parent. It gives me better learning goals, teaching techniques, and content to teach my child."

-Early Education Parent

"Without the support from SAIL [Senior Adult Independent Living Program] I would not know where to go or who to be with and could not afford to be in an assisted living situation...SAIL gives me the freedom to have a good life, a contented life."

-Senior & Adult Services Client

"I came into the program not even knowing where to find a job or what I wanted to do. They got me into the community kitchen program and now I have employers offering me positions. Now I have more of a problem deciding where I want to work because I have so many options."

- Career Services Participant

DEPARTMENT ACCOMPLISHMENTS

Each year, the Human Services Department strives to develop and implement innovative, evidence-based practices and programs that enhance our ability to serve vulnerable, low-income individuals, families, and communities throughout Maricopa County. Our FY19 accomplishments include:

DRIVEN BY CLIENT & COMMUNITY NEEDS

HSD focused on the needs of the community by leveraging the Community Services Division's (CSD) capacity to support programs administered within HSD and in conjunction with community partners. CSD provided utility assistance to clients served across the department, including families in Head Start and seniors served by the Senior and Adult Services Division. CSD also directed funding to shelter and rapid rehousing services as well as workforce development services.

EXTENDING EARLY CHILDHOOD EDUCATION & CARE

The Early Education Division received $133,000 from the federal Office of Head Start to extend the school day for 20 toddlers to accommodate the needs of working parents and ensure the growth, education, and well-being of those children.

FATHER FIDELIS KUBAN HOMES

The Housing & Community Development Division partnered with the Housing Authority of Maricopa County to rehabilitate 48 affordable rental units in Guadalupe.

WORKFORCE DEVELOPMENT COORDINATORS

Workforce Development Coordinators located within the communities of Surprise and Wickenburg provided over 700 combined total workforce services to job seekers and businesses in those communities. Their close work with local governments, businesses, and clients yielded 7 job fairs with 491 job seekers attending, 165 job placements, and 263 clients who received resume, interview, and customer service workshops.

BRIGHT SPOT AWARD

The National Head Start Association recognized Maricopa County Head Start as one of ten Bright Spot Award recipients for serving as a shining example of the unique characteristics of Head Start that contribute to the program's strength as a force of positive change for millions of at-risk children and families.

CONTINUOUS IMPROVEMENT COMMITMENT

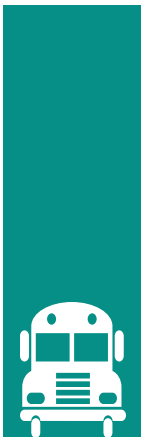
This fiscal year, HSD emphasized evidence and capacity building as the central thread to creating a system of accountability as well as space for innovation. Applying a continuous improvement framework inspired HSD to revise strategic planning practices, streamline administrative processes, and identify key performance measures and targets.

2GEN APPROACH

Utilizing best-practice methods, the 2Gen initiative is an intensive, joint case management and coaching model designed to meet the needs of both parents and their children. In two years, 70 families have participated resulting in the enrollment of 86 children in early education and childcare, an earnings increase of 87% for parents who received workforce development services, and the delivery of over $20,000 in utility and rental assistance to eligible families.

EVICTION PREVENTION PILOT PROGRAM

The Community Services Division launched an Eviction Prevention Pilot Program that utilizes a bundled services approach. Clients participating in the pilot program receive coordinated case management, rental assistance, and utility assistance over a 90-day timeframe to prevent eviction.



VETERAN HOME REHABILITATION

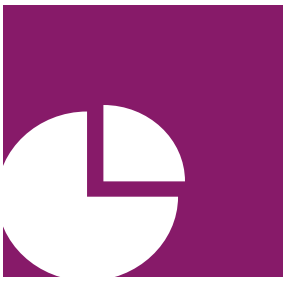
The Housing & Community Development Division was able to make needed home repairs for veterans with disabilities to maintain a healthy and safe home. This was accomplished through receipt of $75,000 from the Salt River Pima-Maricopa Indian Community and $55,000 of federal HOME program funds for veterans' home rehabilitation.

SENIOR SERVICES CASE AIDE PILOT

In the Senior and Adult Services Division, a case aide model was successfully piloted to increase the cost effectiveness of service operations and delivery. In their supportive role, the case aides assist case managers with Senior and Adult Independent Living program client communications and data entry.

NEW DIAL-A-RIDE SERVICE OPTIONS

HSD identified new service options to address Dial-A-Ride (paratransit) rider and cost increases to maintain service availability and accessibility in unincorporated areas of the County.



FAMILY-CENTERED COACHING

HSD trained staff on Family-Centered Coaching, which utilizes a set of strategies, tools, and resources to create a client-centered, whole-family approach across all Human Services programs. Major training accomplishments include the development of 7 in-person workshops for over 130 direct service staff as well as the creation of 3 online trainings for all HSD employees.

ENHANCED DATA MANAGEMENT

The Department established a Data Committee to evaluate data needs and implement best practices across all programs. This cross-divisional committee developed a data collection methodology as well as a detailed reporting catalog to document current reporting activities.

EARLY EDUCATION

The Early Education Division (EED) provides high-quality early education services that promote early learning, health, and well-being for children birth to five and their families. This is achieved by focusing on school readiness in social-emotional, cognitive, language and literacy, math and science, and physical development. In addition, EED uses a comprehensive family-centered approach to build positive parent-child relationships that enable children to succeed in school and life.

PROVIDING QUALITY EARLY EDUCATION

1,623

Children Enrolled in Early Education & Child Care Programs

677

Children in Early Head Start

946

Children in Head Start

81%

Children Ages 4-5 Demonstrated School Readiness by End of Year

PROMOTING HEALTH & WELL-BEING

96%

Children Up-To-Date on Immunizations

248,212

Nutritious Meals Served to Children for Breakfast & Lunch

157

Children with Disabilities or Developmental Delays Enrolled

BUILDING POSITIVE PARENT-CHILD RELATIONSHIPS

1,093

Families Served, of which 71% Live Below the Poverty Line

4,809

Family Engagement Activities

78,836

Hours Parents Spent Reading to their Child

"The Early Head Start program prepares my kids to write their name and know all the letters and numbers before they go into kindergarten. They also teach the kids good manners and healthy eating habits. As a parent, I am able to work full time and not worry about daycare expenses and who can watch my kids while I'm at work."

- Early Head Start Parent

COMMUNITY SERVICES

The Community Services Division (CSD) is committed to assisting households in averting crisis and alleviating the conditions of poverty in communities throughout Maricopa County. In partnership with 10 local Community Action Program (CAP) offices, services are provided to help low-income households reduce financial burdens through programs like utility and rental assistance, crisis case management services, energy education, and information and referral.

SERVING THE MOST VULNERABLE

6,671

Households Served, Impacting 21,130 Individuals

93%

Households Served Living at or Below 150% of the Federal Poverty Line

80%

Households Served with an Adult 60+, a Child 5 or Under, &/or an Individual with a Disability in the Home

ENSURING FAMILIES HAVE A HOME

2,372

Households Provided Crisis Assistance to Avert Utility Shutoff or Eviction

1,188

Households Received Rental Assistance

$1,187

Average Amount of Rental Assistance Provided to Households

REDUCING FINANCIAL BURDENS

6,453

Households Received Utility Assistance

$569

Average Utility Payment Provided to Low-Income Households

$5,336,672

Saved by Households Enrolled in APS's Utility Discount Program

"They paid my rent and electric [bill] when I was about to get evicted and my electricity was turned off. I avoided homelessness thanks to their help."

"With the utility assistance we were able to get caught up on other bills and get back on track."

-Community Services Recipients

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. WDD also supports the Business Community by connecting employers to a skilled workforce.

CREATING CAREER GROWTH OPPORTUNITIES

3,600

Adults Received Career Services Ranging from Skills Training to Job Search Assistance

670

Youth Ages 18-24 Received Comprehensive Educational Support & Career Services

850

Employers Provided Business Services to Hire Skilled Workers

BUILDING SKILLS FOR EMPLOYMENT

757

Clients Participated in Apprenticeships, Primarily in Construction

286

Clients Completed Work Experience Activity Promoting On-The-Job Learning

696

Clients Received Skills Training in Healthcare & Other Growing Industries

ENHANCING THE LABOR FORCE

72%

Clients Earned an Industry-Recognized Credential After Participating in Training Program

$15.50

Median Hourly Wage of Clients who Received Individualized Services

71%

Clients were Employed 6 Months After Program Participation

"When I went home after the resume and job search class, I cried happy tears. I thought I knew what I was doing until I took the class...I just got a job [where] I will be working with a big international company with excellent benefits that start on day one. I will be making way more money than I did in my last job...I am so happy."

- Workforce Development Participant

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 working to house people experiencing homelessness, creating affordable rental and home ownership opportunities, rehabilitating owner-occupied homes, and improving infrastructure in low-income communities.

IDENTIFYING SHELTER & HOUSING FOR THE HOMELESS

1,241

Individuals Experiencing Homelessness were Provided Emergency Shelter

82

Individuals Experiencing Homelessness Received Rapid Rehousing Services

14

Homeless & Justice-Involved Individuals Housed with Rental Assistance

IMPROVING HOUSING QUALITY & SAFETY

197

Houses made More Energy Efficient

12

Owner-Occupied Houses Rehabilitated

22

Apartment Units Rehabilitated for Low-Income Residents

INVESTING IN COMMUNITY DEVELOPMENT

1,185

Gila Bend Residents Impacted by Community Center Expansion

60

Homeless Youth Access Rehabilitated Shelter in the West Valley

5,545

Youngtown Residents Travel More Safely due to New Streetlights

"My grandson and I have extremely bad asthma. Our symptoms have gotten considerably better since the weatherization [of our home]."

"I've lived in my home for 2.5 years with no heat or A/C, so services provided greatly improved my health and comfort."

- Weatherization Homeowners

SENIOR & ADULT SERVICES

The Senior and Adult Services Division (SASD) provides quality case management to individuals 60 years of age and older, as well as adults ages 18-59 with physical disabilities. Using a person-centered case management model of care, SASD coordinates the delivery of home and community-based services that meet the unique needs of each person served. The overarching goal of the program is to help individuals continue to live independently and safely in their home for as long as possible.

PROVIDING QUALITY CASE MANAGEMENT

4,283

Individuals Received Quality Case Management Services

7,288

Client Home Visits by SASD Case Managers

690

Clients Living Independently for 5+ Years due to Services Received

SERVING THE MOST VULNERABLE

74%

Clients Served Living at or Below 150% of the Federal Poverty Line

419

Clients Ages 18-59 with a Physical Disability

66%

Clients Served 70+ Years of Age

COORDINATING HOME & COMMUNITY-BASED CONNECTIONS

3,322

Clients Received Nutritious, Home-Delivered Meals

1,835

Clients Referred to Housekeeping Services

730

Clients Connected to In-Home Personal Care Assistance

"I have been very blessed with amazing case workers! With their efforts on my behalf, I can tend to my personal needs like bathing, have a nutritional meal to depend on, and help with home care I am simply unable to perform on my own. With this help, I am able to live independently on my own. Amazing work on my behalf."

- Senior & Adult Services Client

DEPARTMENT OPERATIONS

Through six divisions, which include the Administration, Policy, & Planning Division, the Human Services Department coordinates and delivers services to vulnerable populations across Maricopa County. This is achieved by the dedication and support of our staff, partnerships, and community.

6 Divisions

309 Staff

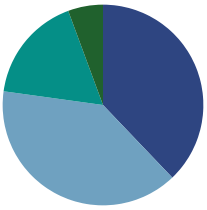
50 Locations

148 Contracts, Agreements, & Amendments

134 Formal Partnerships

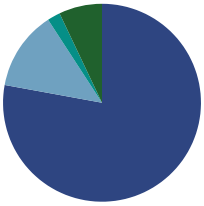
5 Community Boards & Commissions

EXPENDITURES: $55,056,830



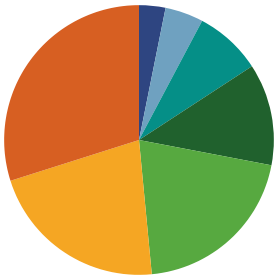
38% Personnel	$20,848,224
39% Contracted	$21,647,631
17% Direct Services & Materials	$9,459,925
6% Internal Services	$3,101,050

REVENUE: $55,056,830



78% Federal (Direct)	$29,131,868
13% State & Federal Pass-Thru	$20,878,462
2% Nonprofit/Other	$1,161,341
7% County General Fund	$3,885,159

DIVISION EXPENDITURES: $55,056,830



3% Office of the Director	$1,741,296
5% Senior & Adult Services	$2,530,521
8% Administration, Policy, & Planning	$4,424,740
12% Community Services	$6,721,194
20% Housing & Community Development	$11,277,052
22% Workforce Development	$11,905,377
30% Early Education	$16,456,651

PARTNERSHIPS

COMMUNITY & FAITH-BASED ORGANIZATIONS

A New Leaf • Area Agency on Aging Region I • Arizona Call-A-Teen-ACYR • Arizona Community Action Association • ARM of Save the Family • AZCEND • Banner Health Olive Branch Senior Center • Boys & Girls Club of East Valley • Bridging-AZ Furniture Bank, Inc. • Catholic Charities Community Services Inc • Central Arizona Shelter Services • Chicanos por la Causa • Child Crisis Arizona • Community Bridges, Inc. • Community Information & Referral • Cornerstone Solutions, Inc. • First Christian Church of Mesa • First Presbyterian Church • First United Methodist Church of Mesa • Foundation for Senior Living • Gabriel's Angels • Housing for Hope, Inc • Human Services Campus • Innovate+Educate • Maximus Human Services, Inc. • National Association of Workforce Boards • Native American Connections • Rebuilding Together-Valley of the Sun, LLC • 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 • Valley of the Sun United Way • Valor on Eighth • Vitalyst Health Foundation

HEALTHCARE 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 Queen Creek • 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 • Auburn University for Dietetic Interns • Bright Futures Stars • Carrington College • Chandler United School District • DK Advocates • Garden City Child Development Center • Gilbert Unified School District • Great Explorers • Gulf Coast Dietic Program • 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 • National Head Start Association • U.S. Department of Health and Human Services • U.S. Department of Housing and Urban Development • U.S. Department of Labor

ADDITIONAL PARTNERS

114 Partnerships • 2150 Country Club, LLC • Arizona Gulf Resort • Arizona Public Service (APS) • BAR/JCR PHX FLEX Investors, LLC • Brookwood URMTA, LLC • Carter's • Country Club Dental • Guadalupe Community Development Corporation • Haydon Building Corporation • HF1-D Phoenix, LLC • Hunter Contracting Company • Learning Genie, Inc. • Madison Heights Phase I • Madison Heights Phase II • Markham Contracting Company • Mesa Broadway Property Limited Partnership • Montoya Pediatric Dentistry • Newtown Community Development Corporation • Orchard Estates Apartments Limited Partnership • Rummel Construction • Western Dental Centers • Wipfli LLP

CONNECT WITH US

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