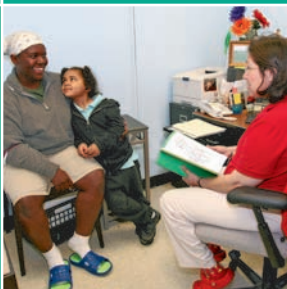
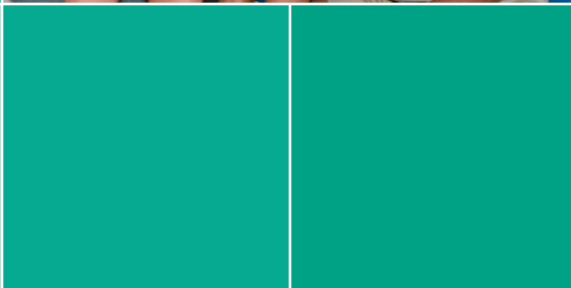


CITY OF PHOENIX
HUMAN SERVICES DEPARTMENT

a helping hand

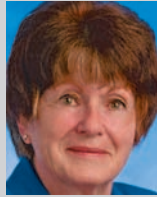


ANNUAL
REPORT
UPDATE
2007-08





Phil Gordon
Mayor



Thelda Williams
District 1



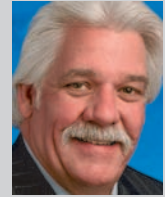
Peggy Neely
Vice Mayor
District 2



Maria Baier
District 3



Tom Simplot
District 4



Claude Mattox
District 5



Greg Stanton
District 6



Michael Nowakowski
District 7



Michael Johnson
District 8



Frank Fairbanks
City Manager



Alton Washington
Assistant
City Manager



Rick Naimark
Deputy
City Manager

EXCELLENCE IN HUMAN SERVICES... We Make PHOENIX Better!

In Fiscal Year 2007-08, the Human Services Department continued building upon its rich history of providing innovative and effective social services for Phoenix residents. Existing programs were strengthened while new opportunities were explored to connect with community and faith organizations, local businesses and our residents to help improve the quality of life for children, families, the elderly and those with special needs.

Our nationally recognized Family Outcomes Project, now in its fifth year, continued to demonstrate that Phoenix Head Start works. The project expanded this year and now all families are given the opportunity to participate. The 2007-08 Family Outcomes Project demonstrated improvement in eight different areas of family-well being. The highest areas were child health with a 53 percent improvement over the base score, adult health with 35 percent and employment with 33 percent.

The city's Earned Income Tax Credit (EITC) Campaign seeks to increase

public awareness and utilization of the EITC Program and to reduce transaction costs by providing free tax preparation services. In the 2007-08 campaign, staff managed 31 free tax preparation sites, which produced more than \$7 million in tax returns for nearly 8,500 low-income families.

Utilizing bond funds, the first-ever children's playground opened at the Watkins Overflow Shelter. The playground is equipped with a 2,000-square-foot tot turf surface and has a shaded red and blue playground structure with monkey bars and slides. This playground provides a safe place for homeless children to completely relax and just be kids.

Our 17 senior centers continue to be the heart of our community providing 2,600 congregate and home delivered meals daily to seniors while promoting independence and maximizing the quality of life for our citizens. One new program is the "Matter of Balance" initiative whose goal is to improve agility and reduce injuries from falls.



Gloria Hurtado
Human Services Director

The Human Services Department continues to "Make Phoenix Better" through building new innovative programs, forming community partnerships and, most especially, through the professional and compassionate work of the people who make it happen.

Sincerely,

Gloria Hurtado
Human Services Director
602-262-6668

HUMAN SERVICES DEPARTMENT

Education Division

- Head Start staff developed a pilot “I Am Moving, I Am Learning” project to focus on overweight Head Start children. The project included a “Healthy Head Start” half-day event of music and movement activities. As a result, the children’s Body Mass Index scores improved by 66 percent by the end of the school year. According to the Center for Disease Control and Prevention, since the mid-’70s obesity has increased sharply, from 5 percent to 13.9 percent, for children ages 2 to 5 years.
- A partnership with the Department of Economic Security Division of Benefits and Medical Eligibility allowed the city’s Head Start caseworkers to verify AHCCCS eligibility and expedite the eligibility process for family members. The expedited eligibility process allowed for same day decisions reducing the time needed to access services. Of the 70 contacts made, 61 families were approved for benefits.
- In 2003, the city’s Head Start Program initiated a Family Outcomes Pilot Project with 100 families that measured eight different areas of family well-being. During 2007-08, all areas showed an improvement compared to those not targeted. The highest areas of improvement were child and adult health, and employment.
- Head Start programs must assess the progress in eight areas of learning important to school readiness. They include language development, literacy, mathematics, science, creative arts, social/emotional development, approaches to learning and physical development. The city’s Head Start children made gains in all eight areas of learning, however, the most notable gains were vocabulary knowledge and letter recognition.

Youth Services Division

- Safe Schools and School-Based Programs reported that 80 percent of the target students were promoted and 91 percent received no discipline referrals. This compares to 66 percent being promoted and 88 percent receiving no discipline referrals for the control group.
- Youthbuild Phoenix participants rehabilitated 10 affordable housing and shelter units and completed three community service projects.
- The 2008 Summer Youth Work Experience Program provided job opportunities to 601 youth participants.
- The Student Work Study Program placed 32 students in jobs in 13 city departments during the school year. Three student workers were offered full-time employment with the Parks and Recreation Department after completion of the program.



Community Services Division

- More than \$5 million was spent on food, rent, mortgages, emergency shelter and utility payments for 12,522 unduplicated families, who also received emergency assistance and case management services.
- More than 2,400 homeless people were served at the Watkins Overflow Shelter including 431 families with children.
- More than \$2.8 million was spent to assist 13,773 families make utility payments or deposits and \$1.6 million was spent to assist 3,384 families avoid eviction or foreclosure.
- The first-ever children’s playground, equipped with 2,000-square-foot tot turf and a playground structure, opened at the Watkins Overflow

Shelter. The structure was built with funding from the 2006 Capital Improvement Bond Program. The playground is part of extensive remodeling completed at the shelter in fiscal year 2007-2008.

- More than 8,500 households received \$7 million in tax refunds at 31 free tax preparation sites managed by the city, community groups and the American Association of Retired Persons (AARP).

Senior Services Division

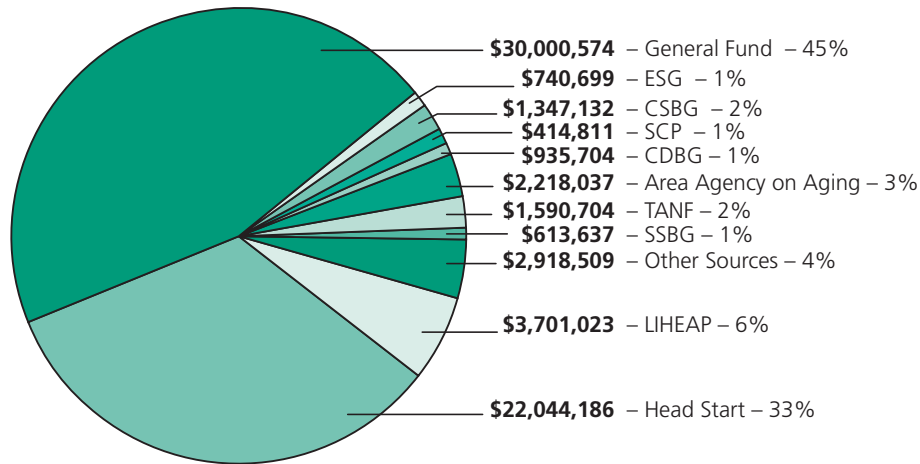
- Seniors were served approximately 2,600 congregate and home-delivered meals per day. Annually, senior center participants received 269,939 meals while homebound customers received 361,318.
- Reserve-A-Ride provided 166,299 services.
- The Senior Companion Program provides friendly visits and support to homebound or special needs adults through 32 volunteer stations. Approximately 90 senior companions supported more than 600 Phoenix residents through 95,345 volunteer hours.
- More than 15,000 hours of casework services were provided to approximately 2,000 elderly and disabled Phoenix residents through the city’s PACE Program.
- Staff developed a skit, “A Day in a Senior Center,” dealing with cultural and racial conflict. The actors and actresses, all center participants, performed the skit, which dealt with respecting and embracing people of different religions, race and gender.

Management Services Division

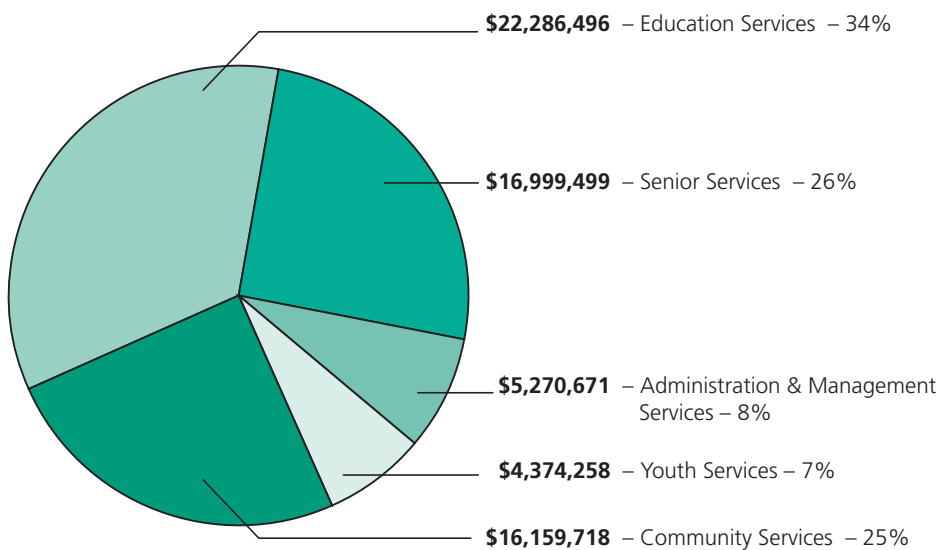
- Information Management Section staff worked closely with ITS and Parks to upgrade the computer network at Paradise Valley and setup

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Human Services Department 2007-08 Major Funding Sources



Human Services Department 2007-08 Division Expenditures



Management Services Division *continued from previous page –*

a WiFi system. The WiFi provides free, public access Internet in/around the Senior Services Cafe.

- Grants and Contracts Section, using federal, state and city funding, processed 210 contracts totaling \$31,445,735 and issued 15 solicitations for service.
- Planning and Research Section staff processed 582 work orders for repairs and maintenance to 25 HSD facilities, finalized 289 telephone service requests and assisted with dozens of staff moves.
- Budget and Accounting Section staff processed 10,672 accounting transactions for an increase of 11 percent over the past year. The section developed a Web page on the department's Intranet site to provide a resource to HSD employees on procurement processes and procedures.
- Personnel Section processed 296 separate personnel transactions, and audited and data entered 14,020 leave slips and 533 Performance Management Guides.



City of Phoenix

Human Services Department
200 W. Washington St., 18th Floor
Phoenix, AZ 85003

602-262-6666/Voice
602-534-5500/city TTY relay

This publication is available in alternate format upon request.

This report also is available at phoenix.gov/reports/hsd2008.pdf

10/08



HSD MISSION AND VISION

Our Mission

The Human Services Department provides comprehensive social services to improve the quality of life for Phoenix residents.

Our Vision

Excellence in Human Services -
We Make Phoenix Better!