The Vision of the City of Phoenix Human Services Department is:
Excellence in Human Services. We Make Phoenix Better!

The Mission is:
To improve the quality of life for Phoenix residents through innovative social services, educational and victim advocacy programs, collaborations and partnerships.

Our Core Values are:

- Respect customers and coworkers.
- Trust in our leadership and the commitment to fellow staff.
- Teamwork multiplies the effectiveness of each and every employee.
- A strong work ethic and professionalism are the cornerstones of our success.
- Customer driven in our approach to solving problems and improving systems.
Community and Senior Services Division

In FY 2013-14, The Community Services section spent nearly $7 million on food, rent, mortgages, emergency shelter and utility payments for 10,284 distinct families, who also received emergency assistance and case management services.

Nearly $6 million was spent to assist 10,165 families make utility payments or deposits and $1 million was spent to assist 1,891 families avoid eviction or foreclosure.

Senior centers offered participants a healthy breakfast four days a week, a morning snack one day a week, and congregate lunch five days a week. During the 2013-14 fiscal year, there were 21,523 healthy breakfasts, 61,287 morning snacks and 221,089 congregate meals served in the centers. Additionally, 259,341 meals were delivered to homebound seniors throughout the city.

Volunteers provided approximately 134,738 hours of volunteer service throughout the city’s 15 senior centers. Volunteers performed a variety of tasks, including participation in site council, leading exercise and other activities, organizing events, and facilitating activities. Using national independent sector rates, these efforts are valued at more than three million dollars annually.

The Community Initiatives section partnered with the Internal Revenue Service and other community partners to facilitate the annual Earned Income Tax Credit Campaign. As a result, more than 5,300 households received $7.7 million in federal tax refunds.

### Budget Information

#### Major Fund Sources

- TANF
- SSBG
- ACA
- LIHEAP
- Head Start
- General Fund
- ESG
- CSBG
- CDBG
- Area Agency on Aging
- Other Sources

#### Human Services Department 2013-14 Division Expenditures

- Education Services: $25,820,786
- Community Services: $13,754,502
- Senior Services: $8,930,386
- Homeless Programs: $3,826,395
- Management Services: $2,699,693
- FAC: $1,626,830
- Director’s Office: $429,771
Management Services Division

The Information Management section installed public Wi-Fi at nine senior centers, increasing the number of centers with Wi-Fi service to 12. Network upgrades were also made as part of this project.

The citywide Samaritan Volunteer System was implemented to manage volunteer opportunities and tracking, replacing spreadsheets and other filing systems.

Numerous desktops were upgraded to the Windows 7 operating system. The work was completed well ahead of the end of the support date for Windows XP. In addition, all the desktops running unsupported Office XP suite were upgraded to Office 2010.

The Contracts Administration section managed 266 contracts totaling $32,957,935 and issued 16 solicitations for service.

The Facilities section completed numerous ADA improvements to public facilities such as senior centers, updated the department’s emergency plans, and addressed more than 430 work orders.

The Fiscal section processed more than 3,800 accounting transactions in Fiscal Year 2013-14. Accounts payable realized 85 percent of available discounts.

Family Advocacy Center and Homeless Programs Section

The Family Advocacy Center (FAC) served approximately 5,400 victims of crime with services including safety planning, crisis intervention, assistance obtaining protective orders, shelter placement and information and referral services.

Forensic sexual assault, strangulation, and medical exams were provided to 344 victims at the FAC, representing 20 percent of all exams provided in Maricopa County.

The first annual Paint Phoenix Purple, a domestic violence awareness campaign for both the community and within the city of Phoenix organization was held during the month of October 2013. Activities included messages in city publications, public service announcements, news and alternative media coverage, employer trainings, city department events and high school activities. The campaign was coordinated with other state and local awareness activities to maximize messaging opportunities throughout the month.

The CHAIRity fundraising event was held at the Herberger Theater on May 29. Councilwoman Thelda Williams and Councilman Michael Nowakowski co-chaired the event, which raised $20,311 for victim emergency assistance and community outreach efforts.

In December 2013, the FAC was awarded Juvenile Accountability Block Grant (JABG) funds to implement an evidence-based curriculum on healthy relations and violence prevention for teens in community based programs and high schools. Peer Solutions was selected as the contracted provider for the education scheduled for the summer and fall of 2014.

The Homeless Programs section partnered with the Police department (PD) and Prosecutor’s Office to identify and serve homeless individuals who have repeated interaction with the criminal justice system in a manner, which reduces crime and addresses the core issues of criminal behavior and homelessness through the Misdemeanor Repeat Offender Program (MROP). Through June 30, 2014, PD engaged more than 1,700 offenders.

Approximately 2,400 homeless people were served at the Watkins Emergency Shelter including 331 families with children.
Education Division

The Education Division’s Head Start and Early Head Start programs successfully closed the 2013 triennial review. The review resulted in improved checks and balances to ensure the safety of educational environments, such as random health and safety checks and the replacement of playground equipment.

On July 1, 2013, 186 Head Start slots and approximately 30 staff positions were eliminated as a result of sequestration. In January 2014, the Consolidated Appropriations Act of 2014 was signed by President Obama, restoring the 186 slots. City and delegate agency staff worked together to plan restoration for the 2014-2015 school year.

In September 2013, U.S. Department of Education Secretary Arne Duncan and Deputy Assistant Secretary of Early Learning Libby Doggett, along with U.S. Department of Health and Human Services Deputy Assistant Secretary of the Administration for Children and Families Linda Smith, paid a visit to the city of Phoenix Head Start and Early Head Start programs. They spoke to parents and community members about the importance of school readiness and enjoyed a tour of the Bret Tarver Early Childhood Center.


Community agencies such as Wells Fargo facilitated financial literacy trainings for parents. Phoenix Fire department staff provided water safety trainings, car seats and car seat trainings to families in need. Male involvement events took place at the delegate agencies and in Early Head Start to increase participation of fathers in the programs and in the lives of their children.

Head Start and Early Head Start staff participated in trainings to increase parent child interactions at the Head Start and Early Head Start classrooms. The Education Divisionement was presented by the Office of Head Start National Center on Quality Teaching and Learning and presented strategies to increase child outcomes.

Early Head Start opened a new site for socializations at Riverside Elementary School.

Letter from the Director

Moises “Moe” Gallegos
Acting Human Services Director

As I reflect on the year gone by, I am both proud and humbled by the level of service the city of Phoenix Human Services Department delivered, and even more so, by the dedication and commitment with which it was provided. Our continued success is a direct result of the passion of our staff and the support of our community partners—together, we truly make a difference in the lives of Phoenix residents.

Year in and year out, the department strives to deliver essential human services in the most efficient, effective manner possible, and this year was no exception.

- More than 3,700 families received Head Start and Early Head Start services.
- More than 5,300 households received $7.7 million in federal tax refunds through participation in the Earned Income Tax Credit program.
- More than 480,000 congregate and home delivered meals were provided to seniors.
- Approximately 5,400 victims of crime received services including safety planning, crisis intervention, assistance obtaining protective orders, shelter placement and information and referral services.
- Nearly $7 million was spent on food, rent, mortgages, emergency shelter and utility payments for more than 10,200 families in crisis.
- Approximately 2,400 homeless people were served at the Watkins Emergency Shelter, including 331 families with children.

Those are the numbers, and they are impressive, but they only tell half the story. I invite you to peruse this annual report update to learn more about the innovative programs and services the department is involved in, and the community partnerships, which make them work.

The year ahead is an important one. As a member of the Community Action Agency family, the department commemorated the 50th Anniversary of Community Action in the United States this year and next year we will reach the same milestone of the Head Start program. As we celebrate our past success, we must also prepare for future challenges and embrace opportunities to strengthen the systems, which serve the most vulnerable among us. Now, more than ever, we must join forces—public, private, faith, and nonprofit—to achieve this goal.

On behalf of the city of Phoenix Human Services Department, I extend my most sincere appreciation to all those—past and present—who have joined us in our journey, or who have allowed us to walk along side you in service of the Phoenix community. We look forward to continuing these partnerships, and building new ones to extend our reach and impact—together, we make Phoenix better!

Sincerely,

Moises Gallegos
Acting Human Services Director
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