



CITY OF PHOENIX HUMAN SERVICES DEPARTMENT



Summary Report
2015-2016

Education Division

The City of Phoenix Head Start Birth to Five program promotes school readiness and provides supportive services to low-income children and families. The program offers three program options: Center-based preschool, Infant/Toddler home-based, and Infant/Toddler center-based to children and families within the City of Phoenix. The program partners with 13 school districts and 4 child care centers. During the 2015-16 program year, 4,462 children and families were served. The program emphasizes early learning opportunities that promote strong child outcomes in the areas of social and emotional development, language, cognitive, early reading, science, math and physical development.

Arizona Coalition for Tomorrow

In September 2015, the City of Phoenix Head Start Birth to Five program marked its 25th Anniversary of their partnership with Arizona Coalition for Tomorrow (ACT). This partnership has provided an annual health fair for children 0 – 12 years of age providing comprehensive medical and dental services to tens of thousands of Phoenix Head Start and non-Head Start children over the past 25 years. The health fair offers physical exams, dental, vision, hearing, height, weight, blood pressure screenings, lead testing and immunizations. Flu shots have also been available to all adults who bring their children. ACT is a not-for-profit organization committed to improving the health and education of low-income children. Through the partnership of the ACT health fair and Head Start program, many children have been able to receive needed medical services and immunizations helping them to be school ready.

Abriendo Puertas/Open Doors Training

The Head Start Birth to Five program provided training to parents to build parent leadership and advocacy capacity. From May 26 to July 28, 2016, the infant/toddler home-based program facilitated Abriendo Puertas/Opening Doors Training for 20 parents. Abriendo Puertas/Opening Doors is an evidence-based comprehensive training program developed by and for Latino parents with children ages 0-5.

The 10-week curriculum, promoted school readiness, family well-being, and advocacy by addressing best practices in brain development, key aspects of early childhood development (cognitive, language, physical, and social/emotional), early literacy, numeracy, bilingualism, health, attendance, civic engagement, parent leadership, goal setting, and planning for family success.

The Abriendo Puertas/Opening Doors lessons supported parents in their roles as family leader and as their child's first and most influential teacher in a home that is their child's first school. Abriendo Puertas/Opening Doors' two-generation approach builds parent leadership skills and knowledge to promote family well-being and positive education outcomes for children. During each session, parent interactions and hands-on activities were implemented and community resources were introduced by guest speakers.

At the end of the ten sessions the participating parents celebrated their accomplishment as well as new resources, skills and friendships.



Community and Senior Services Division

In FY 2015-16, the Community Services Section spent nearly \$6 million on food, rent, mortgages, emergency shelter and utility payments for over 8,141 distinct families, who also received emergency assistance and case management services.

Over \$5 million was spent to assist 7,578 families make utility payments or deposits and over \$1 million was spent to assist 1,076 families avoid eviction or foreclosure.



Volunteers provided approximately 121,506 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 \$2.8 million annually.

The Community Initiatives Section partnered with the Internal Revenue Service and other community partners to facilitate the annual Earned Income Tax Credit Campaign. With the help of 268 volunteer tax preparers who provided 8,720 volunteer hours or \$205,443 of in-kind services, nearly 4,700 taxpayers received over \$6.6 million in federal tax refunds.

The Community Initiatives Section coordinated the city Paint Phoenix Purple and Human Trafficking campaigns, through a myriad of events and awareness efforts. In October, the City of Phoenix hosted the 3rd Annual "Paint Phoenix Purple" campaign in observance of National Domestic Violence Awareness Month. The campaign kickoff was attended by Justice Sandra Day O'Connor, the Mayor and City Council members.

Working in concert with the Human Trafficking Task Force, the Community Initiatives staff supported the Human Trafficking Campaign's Compass Plan through a variety of community awareness and outreach, training, law enforcement and victims services efforts.



Victims and Homeless Services

Family Advocacy Center

The City of Phoenix Family Advocacy Center (FAC) provides comprehensive services for victims of violent crime and their families to include victims of intimate partner violence, sexual assault and sex trafficking. Through a collaborative effort with multiple agencies, the center provides comprehensive services in one central location. In addition, the FAC provides services at two satellite locations and on-scene with the Phoenix Police Department. Services include crisis intervention, safety planning, forensic medical exams, and information and referrals. Assistance obtaining Orders of Protection, emergency assistance (food, clothing, transportation), shelter referrals and emergency housing assistance, along with assistance navigating the criminal justice system and short and long term counseling, and long-term case management.

Homeless Programs

The Homeless Programs Section provides a variety of services to individuals and families who experience homelessness in the city of Phoenix. This section supports homeless services through contracts with community-based organizations to provide street outreach, emergency shelter, rapid rehousing, permanent supportive housing and other supportive services for single individuals and families with children experiencing homelessness.

The Watkins Emergency Shelter Program provides year-round emergency shelter and supportive services for single females and families with children. Services include sleeping accommodations, meals, case management, clothing, toiletries, supervised activities for children, and behavioral health services.

Homeless programs staff collaborate with other City departments including Police, Neighborhood Services, Parks, Streets, and Public Works to address business and neighborhood concerns related to street homelessness, and engage persons experiencing homelessness in obtaining services.

The City facilitates the collection of basic needs items for persons experiencing homelessness living on the streets. The Summer and Winter Respite Programs coordinate the collection of essential items. Water, sunscreen, hats, hygiene items, clothing, blankets and shoes are donated by the community and distributed to outreach professionals as part of the engagement service.



Management Services Division

Information Management

The Information Management Section (IMS) is responsible for developing the department's business applications and supporting the desktops, servers and network.

The department's case management system (CMS) has been enhanced to support Family Services Centers' (FSC) new appointment management process. FSC staff are able to schedule appointments for the week and manage all steps during service delivery from the time the client checks-in until the appointment is complete. In addition, document imaging and storage, and electronic signature functionality have been added to the system to support paperless service delivery. The changes are being piloted at Travis L Williams FSC (TLW) where staff are scanning client eligibility documents and uploading them into CMS. Also, at TLW, case workers and clients will soon begin electronically signing documents. Once the new features are fully implemented at TLW, they will be rolled out to the other two FSCs and 15 senior centers. The system enhancements allow FSCs to eliminate hardcopy documents and reduce document storage and printing costs. In addition, staff can access case file documents from any FSC, thereby improving customer service.

Other CMS development projects include VOCA tracking and Senior Center deposit. IMS Staff closely worked with FAC staff to map VOCA data tracking requirements to CMS and developed system modifications and program reports. The senior center deposit feature has been expanded to support bank deposits of center collections once a week or when the balance reaches a limit. The new deposit process will reduce trips to the bank and saves staff time.

Contracts Administration

During FY 2015-16, Contracts Administration (CA) processed 257 contracts and contract amendments totaling \$35,046,974 and issued 7 solicitations for service.

Facilities and Property Management

The section maintains 20 Human Services facilities by evaluating facility requirements and conducting repairs; coordinating, directing and inspecting maintenance and construction projects; and creating building evacuation plans and coordinating evacuation drills.

Major construction projects completed this year included the installation of three HVAC energy management control systems to produce long term energy savings at the Family Service Centers, the sealcoat and restripe of the Travis L. Williams Family Services Center parking lot, and the replacement of front entry atrium structural beams at the Sunnyslope Family Services Center. An additional project initiative included performing facility inspection assessments to inspect all building systems at the three Family Service Centers using industry best practice generating a Facility Condition Index and also producing a five-year maintenance plan.

Payroll

The payroll section processes payroll, leave transactions and mileage claims for over 300 employees. This section is responsible for initiating background checks for employees, volunteers, interns and contractors working with vulnerable adults and minors.

Fiscal

The Fiscal Section processed 4,068 accounting transactions and manually cash receipted \$3,423,683 in revenue for FY 2015-16. In addition, the section was able to take 100% of the discounts offered by vendors. This section successfully closed out the year utilizing the new citywide procurement system.

Senior Nutrition Meal Program

The City of Phoenix Human Services Department provides nutritious meals to senior center and homebound clients. In FY 2015-16, 253,069 morning snack, healthy breakfast and lunch meals were served at the city's 15 senior centers. The healthy breakfast and lunch meals contain at least one-third of the daily recommended allowance for an individual. In addition, 289,360 meals were delivered to homebound clients. The purpose of the home delivered meal program is to provide older adults with an opportunity to remain independent in their homes and communities. A wellness check is conducted during meal deliver to ensure the general health and well-being of the client. Home delivered meals are funded in part by the Area Agency on Aging, Region One, Inc.



Budget Information

FY16 Major Fund Sources by Estimate	
TANF	\$1,012,131
SSBG	\$574,714
ACAA	\$382,366
LIHEAP	\$5,152,855
Head Start	\$36,124,685
General Fund	\$17,111,066
ESG	\$1,288,602
CSBG	\$1,352,878
CDBG	\$545,645
Area Agency on Aging	\$2,231,232
Other Sources	\$1,349,738
Department Total	\$67,125,912

FY16 Major Fund Sources	
TANF	\$1,012,131
SSBG	\$574,714
ACAA	\$345,560
LIHEAP	\$5,108,492
Head Start	\$32,151,043
General Fund	\$16,519,372
ESG	\$1,269,842
CSBG	\$1,350,853
CDBG	\$545,645
Area Agency on Aging	\$2,237,925
Other Sources	\$1,163,528
Department Total	\$62,279,105

HSD by Division	
Director's Office	\$501,377
Management Services	\$2,764,476
FAC	\$2,265,773
Homeless Programs	\$2,575,122
Education Services	\$32,067,333
Senior Services	\$8,956,924
Community Services	\$12,894,406
Lease Purchase	\$253,694
Department Total	\$62,279,106

The Vision: The Human Services Department will build strong foundations for Phoenix residents in collaboration with the community.

The Mission: The Human Services Department is committed to enriching lives and building community within the City of Phoenix through the delivery of quality services.



Our Values:

Positive Attitude

Team Work

Open Mindedness

Integrity

Respectful

Reliability

Engagement

Accountability

Initiative

City of Phoenix

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