



# Maricopa County Human Services Department

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## ANNUAL REPORT

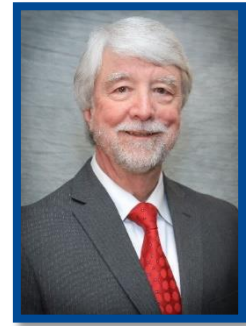
*Fiscal Year 2017*

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# Director's Message

I am proud to present the 2017 Maricopa County Human Services Department Annual Report. HSD provides critical support and social services in the nation's fourth largest county, with over 4.2 million residents and the nation's highest annual population growth - an average of 222 new people per day! Maricopa County's vulnerable, low-income populations face many barriers and need access to the comprehensive and coordinated array of programs and services provided by HSD and its community partners.



This report provides an overview of the incredible range of programs and services provided through five program divisions: Early Education (EED), Housing and Community Development (HCD), Senior and Adult Services (SASD), Community Services (CSD), and Workforce Development (WDD), with essential support by the Administration, Policy, and Planning Division (APP).

HSD continues to have a significant and lasting impact on children, families, and local communities. Our department supports families and prepares children for success in school and life, invests in affordable housing and community infrastructure, finds housing and shelter for the homeless, allows seniors and individuals with disabilities to remain in their homes safely and with dignity, stabilizes families with personal or financial crises while providing opportunities for self-support, and provides job seekers guidance and occupational training geared to meet employer needs.

I am extremely appreciative of the high level of dedication and commitment of our employees who work tirelessly each day to assist our customers. HSD's supervisors and managers ensure that programs are operated in the most effective and efficient manner possible. HSD's senior leadership team: Alecia Jackson (EED), Rachel Milne (HCD), Jeff Tourdot (SASD), Sandra Mendez (CSD), Tom Colombo (WDD), and Jacqueline Edwards (APP) provide inspiring leadership, emphasizing innovation, for an integrated human services delivery system.

Developing and maintaining robust partnerships makes this system successful. HSD works with a large number of state and federal funders, local governments, community and faith organizations, and educational institutions. These partnerships result in improved access to the services the residents of Maricopa County need and deserve.

Working together, we will continue to build on all of our accomplishments and make continuous improvements in 2018 and beyond.

*-Bruce*

Bruce Liggett, Director  
Maricopa County Human Services Department

# About the Human Services Department

The Maricopa County Human Services Department (HSD) provides a wide array of services in Maricopa County for vulnerable populations and persons with barriers, including low-income families, persons seeking employment opportunities, and communities in need. Five program divisions are responsible for coordinating and delivering services for the most vulnerable residents of Maricopa County.



## Human Services by the Numbers

**303** – Full time employees in the Human Services Department

**159** – Contracts/agreements and amendments processed in FY 2017

**44** – Locations where services can be accessed

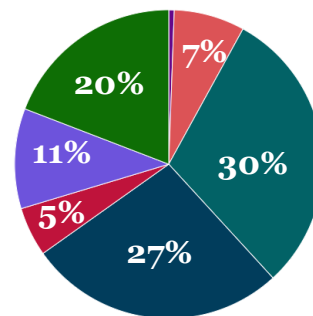
**117** – Formal partnerships

**5** – Community boards or commissions

**97** – Percentage of HSD employees that feel the department's mission is personally meaningful

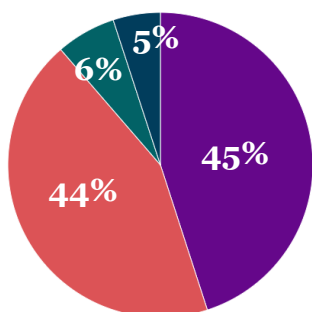
### Division Expenditures FY2017:

Office of the Director:	\$268,527
Senior and Adult Services:	\$2,424,830
Administration, Policy, & Planning:	\$3,494,792
Community Services:	\$4,929,717
Housing and Community Development:	\$9,010,178
Workforce Development:	\$12,700,432
Early Education:	\$14,190,302
<b>Total Expenditures:</b>	<b>\$47,018,778</b>



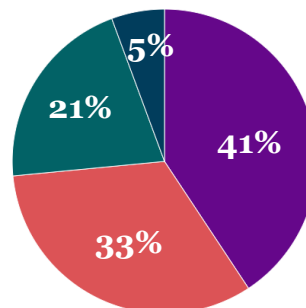
### Division Revenue FY2017:

Federal (Direct):	\$21,166,076
State & Federal Pass-Thru:	\$20,521,381
Non-Profit/Other:	\$2,975,367
County General Fund:	\$2,355,954
<b>Total Revenue:</b>	<b>\$47,018,778</b>



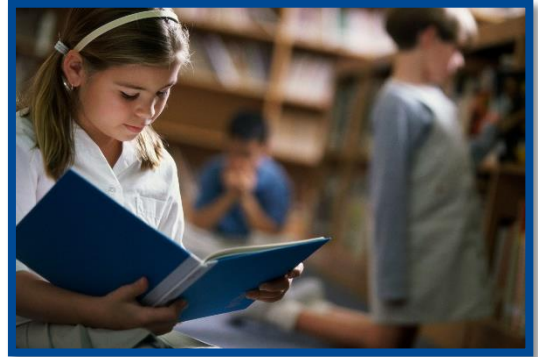
### Division Expenditures FY2017:

Personnel:	\$19,134,108
Contracted:	\$15,414,223
Direct Services & Materials:	\$9,824,289
Internal Services:	\$2,646,158
<b>Total Expenditures:</b>	<b>\$47,018,778</b>



# Early Education Division

The Early Education Division (EED) offers comprehensive child development services for young children from birth to age five, pregnant women, and their families. The program's goal is to promote children's social, emotional, cognitive, and physical development, to be prepared for future success in school. This educational program recognizes that children grow in the context of their family and culture.



## Early Education by the Numbers

**203** – Children enrolled in Early Head Start (ages 0-2)

**202** – Children with disabilities served

**945** – Children enrolled in Head Start (ages 3-5)

**84** – Foster care children served

**257** – Children enrolled in Child Care Partnership Programs

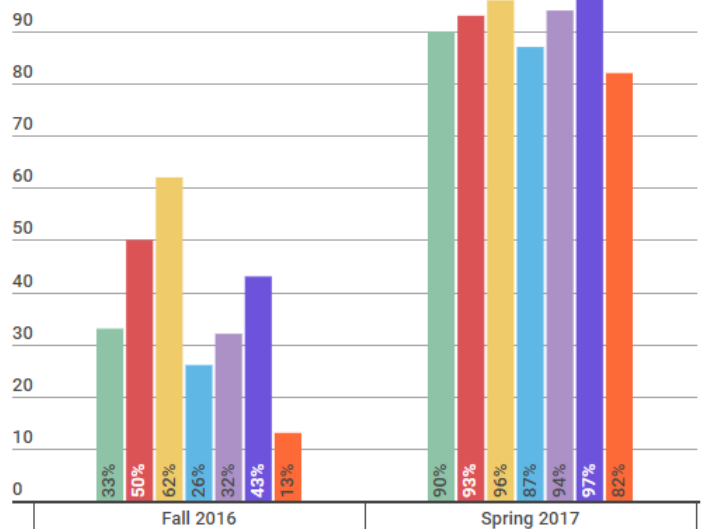
**876** – Children that received preventative dental care

**34** – Classroom sites

**283,680** – Meals served to children in Fiscal Year 2017

### Significant increases in measurable skills from Fall 2016 to Spring 2017:

- Social/Emotional Skills
- Gross Motor Skills
- Fine Motor Skills
- Language Skills
- Cognitive Skills
- Literacy Skills
- Mathematic Skills



### 2017 Highlights

- Recognized by National Resource Center for innovative approaches to educational attainment and leadership development in Child Care Partnerships

### Looking Ahead to 2018

- Plans for greater parent engagement through implementation of newly developed smartphone application

# Housing and Community Development Division

The Housing and Community Development Division (HCD) is dedicated to making the communities of Maricopa County safe and affordable. 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 and shelter people experiencing homelessness.



## Housing and Community Development by the Numbers

**4** – Affordable homes built and sold to low-income homeowners

**10** – New affordable rental units created

**22** – Homes made safe, livable, and accessible through rehabilitation

**30** – People experiencing homelessness provided with housing

**165** – Homes made more affordable by improving energy efficiency

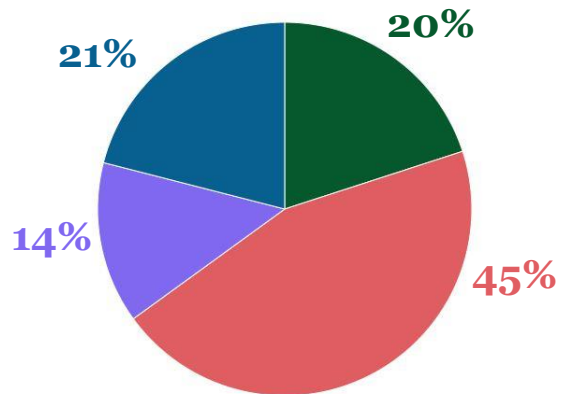
**661** – People impacted by safer streets with new streetlights and/or sidewalks

**1,010** – People with access to safe drinking water due to new water lines

**4,036** – People experiencing homelessness provided with shelter

### HCD Investments FY2017:

- Affordable Housing
- Energy Efficiency and Home Improvement
- Neighborhood Infrastructure Improvements
- Homelessness Services



### 2017 Highlights

- National Association of Counties (NACo) Award winner for “Home Improvement for Heroes: Accessibility Modifications for Veterans with Disabilities”

### Looking Ahead to 2018

- Launching a Rental Assistance program for justice involved, homeless individuals and families
- Partnering with the Housing Authority of Maricopa County to rehab 48 affordable rental units in the Town of Guadalupe

# Senior and Adult Services Division

The Senior and Adult Services Division (SASD) provides quality case management services coordinating home and community based resources and services for individuals age 60 and older as well as for adults ages 18-59 with physical disabilities. By partnering with the Area Agency on Aging, the SAIL program is able to provide the following services: adult day healthcare, home delivered meals, nursing services, homemaker services, and personal care services.



## Senior and Adult Services by the Numbers

**270** – Clients over the age of 90 able to live independently with assistance from SAIL services

**1,542** – Clients receiving homemaker services

**123** – Clients receiving nursing services

**2,845** – Clients receiving home delivered meals

**622** – Clients receiving personal care services

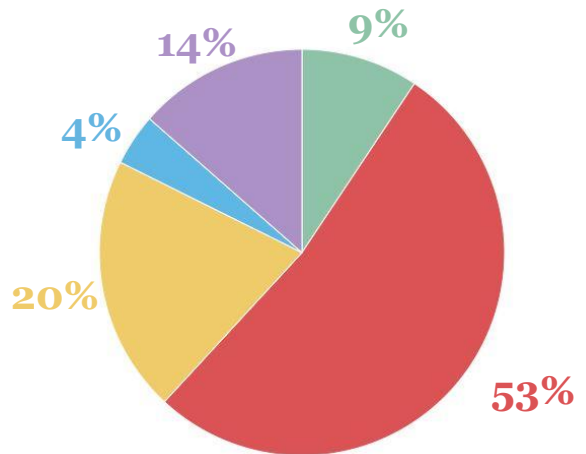
**15.5** – Average number of days to complete intake process after referral

**74** – Percentage of clients living below 150% of the Federal Poverty Level

**3,061** – Average number of people served each month

### Estimated value of Area Agency on Aging funded services coordinated each month:

■ Adult Day Healthcare:	\$58,080
■ Home Delivered Meals:	\$325,440
■ Homemaker Services:	\$126,720
■ Nursing Services:	\$25,515
■ Personal Care Services:	\$84,040
Total Estimate:	\$619,795



### 2017 Highlights

- Provided in-home services to 577 new clients with new State funding

### Looking Ahead to 2018

- Launching Provider Portal to increase accuracy and efficiency with service authorization process

# Community Services Division

The Community Services Division (CSD) provides a broad array of safety net resources for communities throughout Maricopa County. These services work to prevent homelessness, address crisis situations and assist low income households increase self-sufficiency. CSD provides these services through the Community Action Program and the Family Self-Sufficiency Program.



## Community Services by the Numbers

**7,400** – Households receiving assistance in FY 2017

**6,815** – Households receiving utility assistance

**12** – Local Community Action Program offices supported

**1,926** – Households with a resident age 60 or older receiving crisis assistance

**2,128** – Single parent households receiving crisis assistance

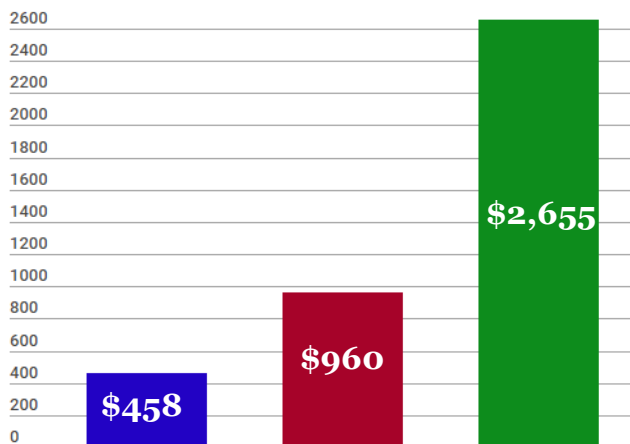
**523** – Households receiving rental assistance

**62** – Households participating in case management

**28** – Households participating in the Family Self Sufficiency Escrow Savings program

### Average Amount of Assistance/Household Savings:

- Average Utility Assistance Payment
- Average Rental Assistance Payment
- Average Saved by Households Enrolled in Escrow Savings Program



### 2017 Highlights

- Established a partnership with Housing Authority of Maricopa County to coordinate comprehensive resident services in two Public Housing Resource Centers

### Looking Ahead to 2018

- Establishing a 5 year Community Action Strategic Plan in collaboration with local service providers

# Workforce Development Division

The Workforce Development Division (WDD) is part of the statewide workforce development network that helps employers of all sizes and types recruit, develop and retain employees for their needs. For job seekers throughout the County, WDD provides services and resources to pursue employment opportunities. WDD also strives to serve populations with significant barriers to employment. Funding is provided through the Workforce Innovation & Opportunity Act (WIOA).



## Workforce Development by the Numbers

**2,892** – Individuals enrolled in WIOA program (Adults and Dislocated Workers)

**304** – Veterans receiving WIOA services

**156** – Homeless individuals receiving WIOA services

**600** – Justice involved individuals receiving services through the Smart Justice program

**1,022** – Enrolled individuals also receiving public assistance

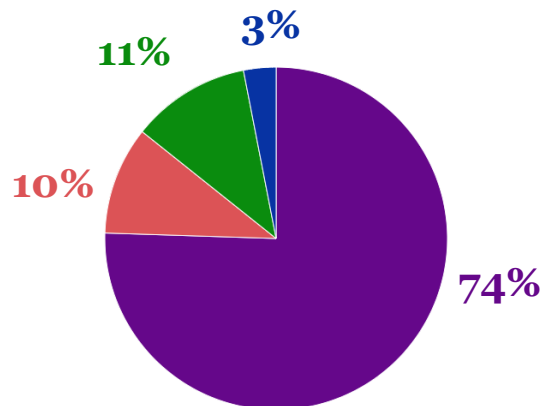
**1,429** – Low income individuals enrolled in WIOA program

**498** – Employers receiving services in FY 2017

**735** – Youth ages 16-24 enrolled in Youth WIOA program

### WDD Client Investments FY2017:

- Apprenticeships
- Job Training
- Support Services
- Work Experiences



### 2017 Highlights

- Winner of four National Association of Counties (NACo) Awards

### Looking Ahead to 2018

- Launching standardized assessment tool that will result in an employer recognized credential for job seekers



# Mission, Vision, & Values

## Mission

To provide and coordinate essential support and social services to vulnerable populations to chance economic, educational, and social opportunities and strengthen communities.

## Vision

All Maricopa County residents will have equal access to opportunities to improve their lives.

## Values

- **Respect:** Our interactions with clients, community partners, and colleagues are based on the foundation of treating all with respect and dignity, ensuring fairness, and maintaining the highest standards of integrity.
- **Commitment:** We focus on the current and emerging needs of our clients through having an engaged staff who are dedicated to their work and making a difference in the lives of our clients.
- **Accountable:** We hold ourselves responsible for our conduct, for the efficient use of resources, and promote transparency and quality in all services we deliver.
- **Collaborations:** We encourage quality, cooperative partnerships that engage stakeholders and one another to achieve common goals and support a well-functioning human services system.
- **Continuous improvement:** We incorporate innovative best practices and use data to rigorously strive to improve our programs and services based on outcomes.

# Partnerships

## Community & Faith-Based Organizations

- A New Leaf
- Arizona Call-A-Teen
- 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
- Bridging-AZ Furniture Bank, Inc.
- Central Arizona Shelter Services
- Chicanos por la Causa
- Circle the City
- Community Asset Resource Enterprise Partnership
- Community Bridges, Inc.
- Community Information & Referral
- Cornerstone Solutions, Inc.
- East Valley RSVP
- First Presbyterian Church
- First United Methodist Church of Mesa
- Foundation for Senior Living
- Gabriel's Angels
- Human Services Campus
- Innovate+Educate
- Jump Start
- Lodestar Day Resource Center
- Markle Foundation
- Maximus Human Services, Inc.
- National Association of Workforce Boards
- New Life Center
- Respite Shelter for Homeless Men
- Society of St. Vincent De Paul
- Son Rise Faith Community Center, Inc.
- Southwest Human Services Development
- Tempe Community Action Agency
- UMOM New Day Centers
- Valley of the Sun United Way

## Healthcare Services & Providers

- Dignity Health Chandler Regional Medical Center
- KEOGH Health Connection
- Mercy Maricopa Integrated Care

## 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 Peoria
- City of Phoenix
- City of Scottsdale
- City of Surprise
- City of Tempe
- City of Tolleson
- Housing Authority of Maricopa County
- Maricopa County Association of Governments
- Maricopa County Adult Probation Department
- Maricopa County Department of Public Health
- Maricopa County Correctional Health Services
- Maricopa County Justice Systems Planning
- Maricopa County Library District
- Maricopa County Sheriff's Office
- Regional Public Transportation Authority
- Advisory Council on Historic Preservation
- Salt River Pima-Maricopa Indian Community
- Town of Fountain Hills
- Town of Gila Bend
- Town of Gilbert
- Town of Guadalupe
- Town of Wickenburg
- Town of Youngtown

## School Districts/Educational & Training Institutions

- A Shining Star Pre-School
- Arizona State University
- Bright Future Stars
- Chandler Unified School District
- Garden City Child Development Center
- Gilbert School District
- Great Explorers

- Higley School District
- Kyrene School District
- Maricopa County Community College District
- Maricopa County Regional School District
- Mesa Unified School District
- Nadaburg School District
- Portable, Practical, Educational Preparation, Inc. (PPEP)
- 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 District
- Tutor Time Learning Center
- University of Arkansas for Medical Sciences
- WestEd
- Year Up

## State & Federal Agencies

- Arizona Office of Economic Opportunity
- Arizona Dept. of Economic Security
- Arizona Dept. of Education
- Arizona Dept. of Health Services
- Arizona Dept. of Housing
- Arizona State Museum
- Arizona State Historic Preservation Office
- US Dept. of Health & Human Services
- US Dept. of Housing & Urban Development

## Additional Partners

- Arizona Public Service (APS)
- AZ School Meals, LLC
- Guadalupe Community Development Corporation
- Madison Heights
- Mesa Broadway Property Limited Partnership
- Newtown Community Development Corporation
- Orchard Estates Apartments Limited Partnership
- Wipfli LLP

# Contact Information

## Central Office

234 N. Central Avenue, 3<sup>rd</sup> Floor  
Phoenix, AZ 85004

602-506-5911

Located at Central Office:

- Office of the Director
- Administration, Planning, & Policy
- Community Services
- Housing and Community Development
- Senior and Adult Services
- Workforce Development Administration

## Early Education Administration

2150 S. Country Club Drive  
Mesa, AZ 85210

480-464-9669

Located at EED Administration:

- Head Start
- Early Head Start
- Early Head Start Childcare Partnerships (Enrollment)

## 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. 95<sup>th</sup> Avenue, Suite 160  
Phoenix, AZ 85037

602-372-4200

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## Additional Resources

- **Area Agency on Aging – Senior Help Line:** 602-264-4357 (HELP)
- **Community Information and Referral Services:** Dial 2-1-1 or 1-877-211-8661
- **[www.FindHelpPHX.org](http://www.FindHelpPHX.org)**