

2002/2003 ANNUAL REPORT

Connecting those in need with those who care







A community partnership with the City of Tempe and Valley of the Sun United Way





Executive Director's Message

These are times of significant change in Tempe, and this doesn't happen often. Just this summer, Hugh Hallman was sworn in as only the third Mayor in 26 years. Two of the three comprehensive school districts that serve Tempe children (the Tempe Union High School District and Tempe Elementary) have also seen leadership changes this year.

While change can sometimes be discomforting, it allows one to reflect on previously held notions and ways of doing things. Change can offer an opportunity for both affirmation and renewal. As changes were taking place in Tempe's leadership structure, TCC engaged in a Drucker self-assessment

process. Going through this process requires a willingness to ask tough questions, to accept difficult answers and the courage to question past methods and assumptions. As a result of this process, we have made some changes as well. You may have noticed our new mission statement:

"Connecting those in need with those who care."

Our community is strengthened by the connections between us. In fact, that is the essence of community. In times of change, working together, in partnership, with local residents, service agencies, our schools and school districts, and with our city government, is vital. We remain a community dedicated to the notion that we all benefit by helping those among us who are most in need. In fact, positive change only happens when we all work together.

While change is often necessary and change can be good, change without a foundation from which to build, leaves us blowing in the wind. Though some of the faces have changed in our community, the caring spirit of Tempe has not. This is our strength and this is the foundation from which we build.

Sincerely yours, atherese Hasley

Katherine Hanley

TCC Personnel

Katherine Hanley, M.A.

Executive Director

Shana Ellis, M.P.A.

Assistant Director

Steve Wise, M.S.W.

Resources Coordinator

Jayson Matthews, M.P.A.

Management Assistant

Martha Cronin

Management Assistant

Catherine MacDonald

Operations Manager

Rose Pinson

Accounting Manager

Lisa Marmur

Administrative Assistant

Amanda Baldwin

Administrative Assistant

Cheryl Hornyan

Events Coordinator

Special Projects

Tempe/Kyrene Communities In Schools

Lynette Stonefeld, M.P.A., M.C., Director

Open Horizons

Jennifer Johnson. Director

Shared Living Village for the Elderly

Nancy Winchip, Director

TCC Board of Directors

Executive Committee:

President: Wayne Ettenborough, Pinnacle West Capital.

Term 2 ends in 2004.

Vice President: Jan Nicpon, Co-Owner, Pizzeria Uno.

Term 1 ends in 2004.

Treasurer: Brenda Shears, ASU.

Term 2 ends in 2006.

Secretary: Mary O'Connor, City of Scottsdale.

Term 1 ends in 2004.

Member-At-Large: Kathie Lee, SRP.

Term 2 ends in 2005.

Member-At-Large: Steve Bauer, Development Strategies, Inc.

Term 1 ends in 2005.

Past Board President: Linda Redman, Management Consultant

Term 2 ends in 2004.

Board Members:

Nikki Amberg, AZ State Senate. Term 2 ends in 2007.

Cheryl Beard, Fenestra Counseling Center. Term 1 ends in 2006.

Becky Bowman, Banner Mesa Medical Center. Term 1 ends in 2005.

Lance Cypert, Cypert & Associates. Term 1 ends in 2006.

Scott Doren, FT Mortgage. Term 1 ends in 2005.

Leslie Evans, Lanton Associates. Term 1 ends in 2005.

John Herman, Desert Palm United Church of Christ. Term 2 ends in 2006.

Jan Lewis, Community Volunteer. Term 2 ends in 2005.

Jodi Liggett, Southwest Ambulance. Term 1 ends in 2006.

Sandra McClelland, Smartschoolsplus, Inc. Term 2 ends in 2004.

Councilman Mark Mitchell, Tempe Paint & Decorator, Inc. Term 2 ends in 2006.

Lorraine Oglesby, Chase BankCard Services. Term 2 ends in 2006.

Ross Reck, Author/Consultant. Term 1 ends in 2005.

Janet Regner, Jamieson & Gutierrez. Term 1 ends in 2006.

Diane Rutherford, The Arizona Republic. Term 2 ends in 2004.

Linda Spears, C.P.A. Term 1 ends in 2004.

Kate Spielmann, ASU. Term 1 ends in 2006.

Mary Turner, Community Volunteer. Term 1 ends in 2004.

Ruben Valenzuela, Terrano Design. Term 2 ends in 2005.

Bill Was, MCW Holdings, L.L.C. Term 2 ends in 2005.

Grant Whitney, Community Volunteer. Term 2 ends in 2004.

Alan Wulkan, Parsons Brinckerhoff. Term 1 ends in 2006.

^{*}Board meetings are held the 1st Wednesday of every month, except in July.

2002/2003 Highlights

HUMAN SERVICE PLANNING:

As a human service planning agency, one of TCC's primary goals is to encourage and facilitate community participation in identifying and developing solutions for meeting human service needs. In this effort, TCC has been actively involved in coordinating the following ongoing planning initiatives.

Tempe's People Improvement Plan (PIP): Together, with the City of Tempe, the concept of a "People Improvement Plan" was developed to provide a formal structure for gathering citizen and expert input to determine and prioritize Tempe's human service needs. The purpose of the PIP is to guide the community in a more strategic and long-range approach in addressing quality of life needs for Tempe residents. This is done through a series of citizen-based task forces designed to coordinate with Tempe's biennial budget cycle. The PIP designated five target groups for intensive study by citizen task forces: the homeless; Tempe's aging population; people with disabilities; children and youth; and adults and families. Two of these citizen-based task forces have been completed and accepted by the Tempe City Council, and one is currently in process. TCC staff remain actively involved in on-going efforts to implement the task force recommendations.

The Homeless Task Force, completed in 2000, was the first in the series and resulted in the hiring of a Homeless Coordinator for Tempe and the establishment of the Tumbleweed Day Resource Center for Homeless Youth. A Homeless Advisory Working Group made up of community representatives, city staff, and other stakeholders has been meeting on a regular basis to work toward greater coordination of services, and to advocate for a shared social services day resources center in Tempe.

The Task Force on Aging concluded with the acceptance of the report by the City Council in December, 2002. The Task Force on Aging spent several months studying aging issues and their possible impacts on Tempe. Of critical note is that the number of residents age fifty and older will be a much greater percentage of Tempe's population than in the past. This has far- reaching implications for Tempe regarding housing, transportation, recreation, and aging services. The impact of these senior citizens to both the cultural and economic vitality of our city will be significant. The recommendations of the Task Force on Aging are currently being implemented as part of the planning for Tempe's forthcoming Northside Multigenerational Center, and the "Life Options" and "Communities for All Ages" initiatives.

The Task Force on Disability Issues convened in 2003, with a report scheduled for release in the Fall, 2004. In Tempe, 22,308 people (15%) over the age of 5 live with at least one disability. This is an issue that touches, or will touch, most people at some point in their lives. Tempe hopes to become a model community of accessibility and the Task Force recommendations will provide action steps to make that a reality.

TCC participated in the **Building Blocks for the Future: East Valley Needs Assessment** to help determine, on a regional basis, what human services might be lacking, and how to best meet the community needs when funding is limited. Homelessness, poverty, addiction, and other social ills are not confined within city borders. Regional problems require municipalities and social service agencies to work together to address the issues in a coordinated way. While the East Valley Needs Assessment did show that east valley communities do differ in what are considered to be their most pressing needs, there are also many common issues, such as, the need for additional resources, greater collaboration, information and referral and more accessible and available services. This assessment was a necessary first step to further collaboration and the efficient use of available resources.

TCC Board President's Message, from Wayne Ettenborough:

The City of Tempe is unique in how it administers its Human Services Budget. Whereas most municipalities have departments dedicated to this task, the City of Tempe has entrusted the Tempe Community Council (TCC) with administering and managing its human service dollars for the Tempe community. Resources are allocated to Human Service agencies through a citizen-based grant submittal and review process, called "Agency Review."

Each year, a volunteer community panel of approximately 45 members is formed to help TCC's professional staff screen, interview, evaluate, and select the agencies that will receive funding for the next fiscal year. The use of this community panel is a wonderful attribute of this allocation model. It provides for citizen-based oversight and equity within the process, while proactively responding to the most pressing human service needs of the community. Community volunteers who serve on the agency review board, without exception, find the process to be both challenging, educational and heartening. While it is gratifying to learn of all of the wonderful organizations working every day to provide valuable services and assistance to those most in need, it is also difficult and sometimes frustrating to balance the need against the available resources.

This process has served the Tempe community well. Programs like the ARC of Tempe provide a recreation and life skills enrichment program for developmentally challenged individuals in the community. The Sojourner Center gives shelter to those affected by domestic violence and the Tumbleweed program operates a Tempe Youth Resource Center. These programs and the many others funded through the Agency Review process, are the caring foundation of our community and they have rightly received our support.

Sincerely yours,

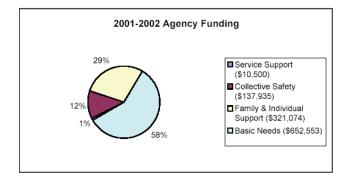
Wayne Ettenborough

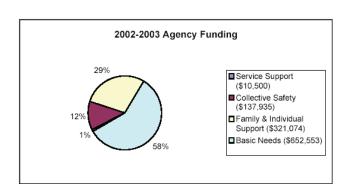
Agency Review: funding descriptions for FY 2001/2002 and FY 2002/2003:

Funding for Agency Review comes from the City of Tempe through general revenue, Community Development Block Grants (CDBG), and Tempe's Help to Other's (H2O) program.

As the charts below illustrate, there was a shift in the funding priorities between the 2001-2002 and the 2002-2003 funding cycles.

In the 2001-2002 funding cycle, a total of \$1,122,062 was allocated between Service Support, Collective Support, Family & Individual Support, and Basic Needs program categories (see chart for percentages). In the 2002-2003 funding cycle, the most notable change was the shifting of funds from the Collective Safety category to the Basic Needs category. The total allocation for this fiscal year was \$1,207,428. The allocation increase of \$18,572 can be attributed to the greater strain of human service programs as the reverberating effects of the national economy impact our local community.





TCC SPONSORED PROJECTS:

Tempe/Kyrene Communities In Schools (CIS) promotes community partnerships to encourage young people to stay in school and prepare for life. Together with its partner schools, CIS identifies unmet needs that interfere with school participation and develops school and community-based programs designed to mitigate those needs. Current programs include: Family Resource Centers on nine campuses; a Youth Health Center providing free acute care; mental health services on school campuses; and programs that promote positive youth development for children from underserved schools. CIS provided support for programs in fourteen partner schools in three school districts (Tempe Elementary, Kyrene Elementary and the Tempe Union High School District). Over 7,000 children and their families participated in school-based and community-based programs and services.

In 2002/2003, CIS celebrated the following accomplishments:

- Opened two new Family Resource Centers, bringing the total to four in Tempe elementary schools.
- Served the health needs of more than 1,500 students through the Youth Health Center, a partnership
 with the ASU College of Nursing and Tempe St. Luke's Hospital. With the addition of evening hours, services were expanded to include high school students.
- Began a new partnership with the University of Arizona and the Phoenix Police Department to provide high-risk youth in an underserved area with a free after school program based on positive youth development principals.
- Offered mental health screening and services to all Compadre High School students, in partnership with Columbia University and the City of Tempe.
- Facilitated a year-long planning process to prepare Tempe to be a "Community for Kids". This initiative is focused on ensuring that all children start school ready to learn.
- Provided 2,300 Valley students with backpacks, new clothes, and school supplies during the Supplies-4-Students drive, a partnership with Communities In Schools of Arizona and the Arizona Mills Mall.

Open Horizons Child and Family Development Center provides quality child care and parent support to students attending school in the Tempe Union High School District. Open Horizons is a community-based partnership that is funded through donations from private citizens, churches, small businesses, civic organizations and corporations. Program partners include Arizona State University, the Tempe Elementary School District and Tempe Union High School District.

Open Horizons is pleased to report the following accomplishments for 2002/2003:

- 5 teen moms and dads continued their education, 2 graduating from high school.
- A 13 year dropout rate of 7%. (the national average among teen parents is 80%.)
- No repeat pregnancies among teen parents.

Shared Living Village for the Elderly provides an affordable, homelike environment for Maricopa County residents age 60 and over. The program was established in 1988 as part of a joint effort by the City of Tempe, Tempe Community Council and Maricopa County. Shared Living Village was founded on the philosophy that elderly persons remain independent, healthy, contributing members of the community when afforded the opportunity to have companionship in carrying-out the responsibilities of daily living. It includes four affordable homes, each with room for five residents, with a related support program designed to promote independence and provide companionship for the residents.

Shared Living Village celebrates the following accomplishments for 2002/2003:

- The program became eligible to accept HUD, Section 8 vouchers.
- To promote wellness and the importance of a healthy lifestyle, Shared Living Village partnered with the ASU College of Nursing, and participated in the ElderCARE Coalition through the Tempe Community Action Agency.
- Volunteers from the National Charity League, Boy Scouts of America, ASU School of Social Work, the LDS Church, and the Jewish Federation of Greater Phoenix helped residents plant winter and spring gardens, held birthday parties for the residents, and organized other social activities.
- Providing 4,380 occupancy days to support an independent and social lifestyle for elderly residents.

TCC INITIATIVES:

Tempe's Help to Others (H2O): Update & Future:



Tempe's Help to Other's (H2O) is a voluntary utility donation partnership between the City of Tempe and Tempe Community Council. The City of Tempe administers the program and the donations are distributed through the agency review process. Tempe citizens donate to those in need by contributing one dollar per month when they pay their water utility bill. One

hundred percent of H2O donations are distributed through the agency review process to essential human services for families, children and the elderly.

This year, Tempe citizens donated \$50,849, one dollar at a time, to the H2O program. While the Tempe community continues to donate generously, the total dollar amount available for programs for those in need decreased significantly from the previous two years.

Most notable has been the departure of the Arizona Republic/McCormick Tribune Foundation as a donation match partner. Tempe's Help to Other's enjoyed very generous match contributions of \$32,500 for both fiscal years 2001-2002 and 2002-2003. This match contributed to respective total donations of \$98,036 in 2001-2002 and \$97,500 in 2002-2003. Tempe Community Council sincerely appreciates the Arizona Republic/McCormick Tribune Foundation for their past support of Human Service agencies in Tempe, and we are seeking one or more match partners to fill the future need.

The 2003-2004 and 2004-2005 fiscal years are the first fiscal funding cycles without the corporate match, but Tempe residents still gave generously by donating \$1 on their water bills, either through individual contributions or through the SurePay system. The following agencies benefited directly from this generosity: Tempe Community Action Agency's Home Delivered Meals & Utility Bill Assistance program; Arizona Action for Foster Children; HomeBase Youth Services' Homeless Youth Outreach program; Association for Supportive Childcare, Ninos en Mi Casa & Kith and Kin programs; Valley Center for the Deaf; Valley of the Sun YMCA, Youth Achievers Program; Mesa Senior Services, Retired and Senior Volunteer Program; and the Community Land Trust, Affordable Housing Program.

As we approach this new year, we see a great opportunity for H2O to grow in both its participation and ability to help others in need. The success of this program is assured because it is rooted in the conscience and spirit of the Tempe community.

Earned Income Tax Credit (EITC): Update & Future:

Building on the success of last year's effort, TCC and our many community partners helped qualified individuals and families claim \$531,797 in EITC credits. To help us accomplish this goal, we recruited, trained and engaged 48 volunteers who collectively gave 865 hours of service valued at \$21,625. Our volunteers worked at three Tempe sites (Westside Community Center, Escalante Community Center and the Arizona Mills Mall) and benefited from the tremendous support of business, non-profit, and government partners such as: Direct Alliance, City of Tempe, Boys and Girls Club of the East Valley, South Mountain Community College, IRS, Town of Guadalupe, Arizona Mills, ASU's Department of Accountancy, Tempe Union, Tempe Elementary & Kyrene School Districts, the Association for Supportive Childcare, APS, JP Morgan Chase, The Church of Jesus Christ of Latter Day Saints, SRP and ConocoPhillips (Circle K). These partners not only helped us meet our goal, but they helped create a 59% increase in the amount of claimed EITC credits from the Initiative's first year.

Additionally, last year's Initiative saw the much appreciated support of the Governor's Office and the participation of the City of Phoenix which has expanded the range and visibility of this program far beyond our initial venture of two years ago.

In 2004-2005, the final year of our three year pilot EITC project, TCC will help the Initiative focus on some key goals, including: financial literacy and housing counseling components, the design of custom outreach messages and the identification of a community partner to carry on the Initiative's work. TCC feels that these goals are vital to the further development and expansion of this initiative to ensure that those who work so hard to make ends meet receive the tax credit they are due.

TCC EVENTS:

Don Carlos Humanitarian Award:

Considered to be one of Tempe's most prestigious honors, the Don Carlos Humanitarian Award is presented annually by the Tempe Community Council Board of Directors to the person selected to be most deserving on the basis of service to our community. This award is presented to a person, or a couple, who has given outstanding service to our community over an extended period of time, has benefited the less fortunate in lasting ways, and has made Tempe a better place to live. This event is held each November at the Arizona Historical Society Museum.



For his tireless advocacy on behalf of people with developmental disabilities, **David B. Cutty Received the 2003 Don Carlos Humanitarian Award.** As President and CEO of The Centers for Habilitation (TCH), Dave's life's work and passion has been to remove barriers to independence for individuals with disabilities. Among Dave's many volunteer activities, he has been a member of the Board of Directors of the ARC of Tempe, has served as president of the Arizona Association for People with Disabilities, the Governor's Council on Developmental Disabilities and on the Tempe Mayor's Committee on Disability Concerns. He has served on the Tempe Community Council Board of Directors, the City of Arizona Foster Care Review Board. He is also actively involved with his church, St. Benedict's Catholic Parish. Tempe is a more compassionate and understanding community because of Dave Cutty's devoted service.

Stephen's Ace Hardware "Tooling up for the Holidays" Fundraiser for Open Horizons Child and Family Development Center:

The seventh annual Stephen's Ace Hardware holiday fundraiser for Open Horizons raised \$4,200 for parenting teens. Steve Herrgesell of Stephen's Ace Hardware generously offers all proceeds from the evening's sales to Open Horizons. This is a truly festive evening as the holiday spirit is on display throughout the store and on the faces of all of the happy shoppers. Wandering the aisles while enjoying brownies, and drinking hot chocolate makes purchasing holiday gifts, decorations and everyday items a lot more fun. The raffle is always popular, as well.



Friends of TCC and community partners generously offer prizes and most shoppers leave with bags full of purchased items and a special prize for themselves or family members.

TEAM Thanksgiving Interfaith Service:

Tempe Emergency Assistance Ministry (TEAM), a coalition of Tempe clergy and social service agencies, celebrated Thanksgiving with a community interfaith service featuring many Tempe cultures and faith communities. This service is held annually and is hosted by a different participating congregation on a rotating basis. Temple Emanuel hosted the service on November 26, 2003. Collections from the service are divided between Tempe's two primary safety-net organizations: Tempe Community Action Agency and Salvation Army, to provide emergency assistance for Tempe's homeless population. Collection boxes are also available for donations of non-perishable, canned food items. Tempe Community Council has provided staff support for TEAM for over 20 years.

Tempe Empty Bowls Event:

The second annual Tempe Empty Bowls Event was held Saturday, February 22, 2003 from 11:00 a.m. until 2:00 p.m. at Tempe Town Lake at Tempe Beach Park. With a \$10 donation, participants choose a beautiful hand crafted bowl, and receive a simple meal of soup, bread and water (a meal equivalent to the calorie amount that must sustain many for an entire day).



United Food Bank's Kids Café Program received \$8,000 from the event proceeds. This program provides a free, nutritionally balanced evening meal for over 300 low income/at-risk Tempe children who otherwise would often go to bed hungry.

The event is spearheaded by a group of community volunteers who partner with Tempe Community Council to provide administrative and staff support. This group has enlisted the talents of several local potters and has relied significantly on Tempe high school and

middle school students to make ceramic soup bowls for the event. There is a remarkable level of artistic talent among Tempe's young people, and through this experience they gain a greater awareness of and compassion for the needs of the less fortunate, while empowering them with created problem-solving skills.

This event also features a silent auction reception and musical entertainment. Event sponsors include the City of Tempe, Whole Foods Market, SRP, and Motorola.



The Cinderella Affair:

Established in 2003, The Cinderella Affair is an all-volunteer program of Tempe Community Council. The mission of this program is to make attending prom affordable to all Phoenix-area high school junior and senior students by collecting and distributing gently used formal wear. In February, the group held a community-wide dress drive and collected over 700 dresses, as well as shoes, purses, wraps and jewelry. It was sorted and then distributed at a boutique-style event held on March 29th and 30th at the Pyle Adult Recreation Center, 655 E. Southern Avenue in Tempe,

with the help of over 80 volunteer "Godmothers." Over 200 students from throughout the valley attended the event with nearly everyone leaving with the perfect outfit for their prom.

Tempe Mayor's Disability Awards:

The Commission on Disability Concerns, the City of Tempe and Tempe Community Council together hosted the annual Mayor's Disability Awards Ceremony on Thursday, May 8, 2003. The Awards, presented by Tempe Mayor Neil Giuliano, recognize Outstanding Student Employees, Outstanding Employers of Students, Employer of the Year and Employee of the Year. The Mayor's Disability Awards have been presented since 1988 to recognize both those who provide opportunities for individuals facing adverse challenges in everyday life and individuals with disabilities who have exemplified incredible examples of courage and perseverance. The employers honored at this ceremony recognize and appreciate the positive opportunities that can be experienced by hiring those with physical and developmental disabilities. Tempe Community Council has provided staff support for the Commission on Disability Concerns and related activities since 1986.

SCHEDULE OF ACTIVITIES

For the Year Ended June 30, 2003

REVENUES AND OTHER SUPPORT

Contributions	
Valley of the Sun United Way	\$122,500
Other	\$48,712
Grants from governmental and other agencies	
City of Tempe	\$1,095,993
City of Chandler	\$12,248
Tempe School Districts	\$39,500
Other	\$22,612
Interest	\$11,094
In kind contributions	\$80,120
Fundraising	\$18,506
Other	\$812
Total revenues and other support	\$1,452.097
EXPENSES	
Salaries	\$660,301
Employee related expenses	\$202,052
Contract and professional fees	\$210,622
Materials and supplies	\$46,694
Event costs & fund distributions	\$183,742
Training, meetings, conferences and dues	\$27,606
Facilities	\$19,899
Equipment rental and maintenance	\$14,206
Insurance	\$6,664
Depreciation	\$9,702
In kind contributions	\$80,120
Fundraising	\$4,561
Total expenses	\$1,466,169
CHANGE IN NET ASSETS	\$ (14,072)

STATEMENT OF FINANCIAL POSITON

June 30, 2003

ASSETS

ASSETS	
Cash & cash equivalents	\$1,176,411
Accounts receivable	\$21,687
Prepaid expenses	\$ 2,325
Property and equipment, at cost, less accumulated depreciation	\$22,172
Other assets	\$1,021
Total assets	\$1,223,616
LIABILITIES	
Accounts payable	\$6,375
Accrued expenses	
Payroll and related taxes	\$36,657
Vacations	\$37,822
Other	\$65,008 ======
Total liabilities	\$145,862
NET ASSETS	
Unrestricted	
Undesignated	\$733,946
Designated	\$279,209
Investment in property and equipment	\$22,172
Temporarily restricted	\$42,427
Total liabilities and net assets	\$1,223,616

October	November	December
1 st -3 rd —Tempe Oktoberfest	2 nd —Election Day	1 st —TCC Board meeting
6 th —TCC Board Meeting	3 rd —TCC Board Meeting Don Carlos Humanitarian Awards	2 nd —Agency Review Orientation
6 th —Tempe Walk to School Day	10 th —Agency Review Applications Due	3 rd -5 th —Tempe Festival of the Arts
13 th —Presidential Debate at Gammage	11 th —Veteran's Day (TCC closed)	7 th —"Tooling Up for the Holidays" ACE Hardware Event to benefit Open Horizons
19 th —Agency Review Bidder's Conference	16th—TEAM Interfaith Panel Discussion (Topic: Abraham)	21st —TCC Executive Committee Meeting
20 th —Agency Review Bidder's Conference	21st —Shared Living Village for the Elderly Open House	24 th —Christmas Eve (TCC Closed)
26 th —TCC Executive Committee Meeting	23 rd —TCC Executive Committee Meeting	31st — New Year's Eve (TCC closed) Tempe Tostitos Fiesta Bowl Block Party
27 th —East Valley Resource Committee (EVRC) Meeting TEAM Bi-Annual Meeting	24 th —TEAM Thanksgiving Interfaith Service at First Congressional Church.	
	25 th & 26 th — Thanksgiving holiday (TCC closed)	

For confirmation and further details of meetings and events listed above, please call (480) 858-2300.



Connecting those in need with those who care

34 E. 7th Street, Bldg. A Tempe, AZ 85281

Contact us:

Phone: (480) 858-2300 Fax: (480) 858-2319 TTY: 1-800-367-8939

Web Address: http://www.tempe.gov/tcc



