memorandum

To: Mayor and City Council

From: Chris Gonzalez, Tempe Community Council, Board President
James Gilleylen, J-QUAD Planning Group, Principal Consultant

Through: Naomi Farrell, Human Services Director

Date: December 3, 2015

Subject: **Tempe Human Services Community Needs Assessment**

In FY 2014/2015, J-QUAD Planning Group from Addison, Texas, was contracted by Tempe Community Council (TCC), in partnership with the City of Tempe, to complete a Community Needs Assessment for Human Services. The assessment process was intended to gather public input to help determine the human service priority needs of the community, satisfaction with the current service delivery system, identify gaps in services offered and make recommendations to inform the Agency Review process.

At the December 3 City Council Work Study Session, J-QUAD Planning Group, along with TCC representatives, will provide an overview of the assessment findings. The compiled data from the Community Needs Assessment will serve as a tool for City Council to provide input to the upcoming Agency Review process for FY 2016/17.

METHODOLOGY
- Demographic Research and Analysis
- Community Workshop, January 10, 2015
- Community Survey, January–March 2015
- Client Survey, February-March 2015
- Agency Interviews, March–May 2015

IDENTIFIED PRIORITY NEEDS
- <u>Crisis Programs</u>: emergency shelter, food, utility and public assistance, mental and physical health, advocacy/court referrals for reentry of former felons, awareness, outreach, education, service referrals, and centralized intake, triage and coordinated case management
- <u>Stability Programs</u>: education, job placement, employment services, preventive healthcare, mental health services, youth services, afterschool and child care, and senior services, adult daycare and food services
- <u>Self-sufficiency Programs</u>: financial literacy, employment training, workforce development, life skills, child care and adult daycare, improved access to transportation, human services and advocacy/stewardship for community needs

IDENTIFIED GAPS
- Insufficient funding to meet current needs
- Current capacity of service providers is limited due to staffing or resources
- Some services have long wait lists or timeline
- Limited follow-up with clients after services are provided and post-service contact to determine satisfaction with services

- Referrals to other agencies and services are limited when services are not available at the agency of initial contact
- Coordinated services and case management is limited
- Federal, state, local government-mandated requirement for receiving services is sometimes an obstacle - eligibility, verifications and qualifications for applicants to receive services
- Limited public and client awareness of programs and services
- Prejudices, NIMBYism (Not In My Back Yard), and stigmas for persons in need of public services are a barrier

OPERATIONAL CONSIDERATIONS
- <u>Consideration 1</u>: The coordinated human service application intake, triage, and service delivery system should be enhanced as part of an overall strategy for funding and addressing human services (move toward client self-sufficiency). Agencies participating in service delivery will be expected to include the following as part of their overall delivery of services:
  - Comprehensive assessment of human service needs for people entering the system - regardless of the specific service being requested
  - Referrals to appropriate agencies based on clients' needs addressing determinants impacting current condition - educational attainment, income, employment, job training, services/treatment for substance abuse, mental health and medical care, housing assistance

- <u>Consideration 2</u>: Implement formula for evaluating funding request and leveraging of resources.
  - Leveraging City and Federal resources with other funding
  - Client contributions to their services – actual dollars or services to others
  - Restrictions on funding for administrative cost

- <u>Consideration 3</u>: Priority needs should continue to be determined on an annual basis as part of updating the Community Needs Assessment.

CONCLUSION
The current system for allocation of funds and determination of priority needs is working well, and all programs currently being funded are deemed priorities for the community. The needs assessment reveals very little differences of perspective, attitude, and opinion among stakeholder groups. Most clients and potential users of services believed the current system is adequate, accessible, and most clients were satisfied with services received. Agencies see the system as adequate currently, but they anticipate as demand for services continues to increase, the more difficult it will become for the current system to keep pace with service demands.

<u>KEY TAKE AWAYS</u>
- Increased funding should be identified and allocated to address gaps
- Focus on increasing awareness of services available to those in need
- Operationally, move toward a more centralized application intake, triage and referral system that transitions clients out of public assistance and public intervention programs permanently with a move toward self-sufficiency
- The current priorities for services, methodology for allocating funds and delivery system for human services should be continued

COMMUNITY NEEDS ASSESSMENT

Human Services in Tempe

December 3, 2015

J-QUAD
PLANNING GROUP

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INTRODUCTION

In order to meet the human services needs prevalent in the community, the City of Tempe, Tempe Community Council (TCC), initiated a Community Needs Assessment (CNA), as reported in this document. The community needs assessment process was used to gather public input to help determine the human service priority needs of the community, satisfaction with the current service delivery system, and to identify any gaps in services offered. The assessment included survey tools; a Community Workshop; and interviews with select service providers. The CNA includes a community profile assessment of pertinent demographic data, performed in conjunction with the City of Tempe Consolidated Plan and used to determine how demographics are impacting human serve needs.

Tempe Community Council (TCC) has been serving the community since 1972 and is committed to addressing immediate and long-term human service needs in Tempe. TCC provides a means for individuals and organizations to work together to identify and plan for needed human service programs in the Tempe community. TCC's unique model of including residents to make decisions is an example of what makes Tempe a great city.

Vision: TCC's vision is to nurture Tempe's sense of community where children, seniors, families, and individuals care for and about one another.

Mission: TCC's mission is to connect those in need with those who care by; convening community, conducting research, determining priorities, implementing effective programs and exemplifying prudent stewardship of resources.

Values: TCC is committed to building a community that:

- Cares for and about each other
- Appreciates diversity in its people and ideas
- Fosters and respects resident input
- Works cooperatively and respectfully with stakeholders
- Is efficient and effective with resources

History: Tempe Community Council's staff and consultants serve the City of Tempe under the direction of a 30 member volunteer board of directors. The Board, together with input from volunteers and staff, establish policy, identify programs, and work with the staff to implement programs in the community. TCC was formed to give Tempeans a central place to discuss needs for human services and ways the needs could be met. TCC incorporated and received its 501(c) (3) tax exemption in 1976 and became a United Way agency soon thereafter. TCC is dedicated to working in partnership with the City of Tempe, community organizations and dedicated individuals to serve as planner, researcher, advocate and resource to advance the human services in Tempe for all our residents.

Programs and Funding: The Tempe Community Council programs support human service programs providing services to persons residing in the City of Tempe. The City's General Fund, donations to the City H2O Fund which collects voluntary donations through the water bill, and Federal Entitlement Community Development Block Grant (CDBG), and private sector donations have been the primary sources of funds for their efforts since its inception. In 1996, the City was designated an "Entitlement Jurisdiction" in accordance with federal entitlement fund regulations and made eligible to apply for funding under U.S. Department of Housing and Urban Development (HUD) guidelines, and therefore receiving its' first allocation of Community Development Block Grant (CDBG) entitlement program from the federal government. The entitlement grant which is received annually, allows the use of up to 15% of the grant to be used to fund human service programs. The two funding sources were coordinated to expand the impact of public service programs and a new process based upon a Community Needs Assessment (CNA) was developed to assist in determining allocation of funds. TCC operated a budget of $632,196 for Program Year 2014 – 2015 which included $89,822 H2O, $102,145 CDBG and $440,229 in General Fund Dollars.

METHODOLOGY

The CNA methodology included a community participation process aimed at gathering public input used in determining the human service needs and service priorities based on that public input. Recommendations are based on (1) a demographic assessment and community profile resulting from analyses of census and demographic data; (2) surveys and interviews conducted with Tempe human service agencies and service providers; human service clients; the general public in Tempe; and (3) a Community Workshop with elected and appointed government officials, general public, human service agencies / service providers, and TCC staff and Board. The demographic assessment and community profile were prepared in conjunction with the City of Tempe Consolidated Planning process. Survey instruments and results, details results for the workshop, demographic assessment and community profile, and definitions are included in Appendix A - G.

A **Community Workshop** was conducted with participation from the TCC Board and staff, general public, city officials and human service providers on January 10, 2015 to provide input to the CNA process. Participation was solicited both through direct invitations and publically advertised in the newspaper. After an overview of the workshop, participants were divided into three groups. These groups rotated through three stations where they discussed and prioritized needs relative to Crisis Programs; Stabilization and Support Programs; and Self Sufficiency Programs. The agenda, format of the workshop and results from this meeting are included in this document as **Appendix A**.

A **Community Survey** was conducted during the months of January, February, and March 2015. The survey instrument and detail of the results can be found in **Appendix B** of this report. The survey was available to all persons in the community and included responses from residents, business owners, industry, human service agencies, nonprofits, and public elected and appointed government officials. A total of 171 to 157 responses were received for each question.

A **Clients Survey** was gathered February 28 – March 31, 2015, through the use of a survey very similar to the online survey. The survey was administered by the agencies on site to their clients, provided in paper form for the clients to fill out and return while receiving consultation or services. The survey instrument is included as **Appendix C**.

The **Agency Interviews** were conducted to determine their satisfaction with the human service delivery systems and recommendations for priority needs, funding and delivery system enhancements. Details including questions asked are included in **Appendix D**. Results of the **Consolidated Plan Priority Needs Survey** and results are included as **Appendix E**.

The **Demographic Assessment and Community Profile** of pertinent census data and needs assessment for the CNA process were a part of a more extensive effort utilized for the development of the City's Consolidated Plan prepared for 2015 - 2019, Annual Action Plan for 2015 - 2016 and Analysis of Impediments to Fair Housing Choice. Public input for this report was also gathered during consolidated plan public engagement sessions held August 19[th,] 2014 at the Tempe Public Library, 3500 South Rural Road, Tempe, Arizona. In addition to the aforementioned surveys administered as part of the CAN process, a separate Priority Needs Survey was administered during the Consolidated Plan to receive input. Approximately 357 surveys were received. The complete survey results are included as **Appendix F**.

Definitions - The surveys, interviews and workshop discussions are based on a set of services and programs supported by TCC. Respondents were asked about the need for and their satisfactions with, the service or program, according to their own experiences, and how accessible the service or program are. The definitions are intended to create a common understanding of what each of these services include. A complete listing of the services and programs with definitions are included in **Appendix G.**

Recommendations - The 2015 Community Needs Assessment of human services needs and priorities has resulted in recommendations for priority service needs; gaps in service needs currently needed and improvements to services currently

offered; and improvements in service delivery; and key observations and conclusions based on the CAN. Recommendations pertain to services currently provided by City of Tempe and administered by TCC. Recommendations are not intended for programs and services administered under the Community Development Block Grant Program by other City departments and sub recipients.

The sections that follow provide a summary and the key finding and results of each component of the process. The full Community Needs Assessment process is depicted on graphic below.

PROCESS

Community Workshop

Online Survey

Client Surveys

Agency Interviews

Observations

Recommendations

COMMUNITY WORKSHOP

A Community Workshop was held on Saturday, January 10, 2015 at the Professional Learning Center at Bustoz, 2020 East Carson Drive, Tempe Arizona. The purpose of the meeting was to serve as a community workshop for engaging representatives of government, nonprofits, human service and government service providers, and the general public in a discussion of the community's human service needs and the determination of the priorities for those needs and services.

J-QUAD Planning Group served as facilitator for the workshop and the breakout sessions. TCC Board Members and Staff served as resource persons to the breakout groups and as participants in the work sessions as well. Participants were randomly divided into three groups during registration process and remained in those groups for three rotation sessions for discussions on Crisis Programs, Stability and Support Programs, and Self Sufficiency Programs.

J-QUAD opened the workshop with an explanation of the goal and purpose of the session and an overview for the format of the workshop. Participants were then divided into their respective groups to complete the three rotation breakout sessions. After all of the breakout sessions were completed, everyone re-convened in a general session. The three groups then reported their top issues and priorities per breakout session.

Priorities as a whole span the program offerings supported by TCC, as well as services provided by other City and non-profit agencies. The topics most mentioned by all group related to housing including homebuyer education, increasing homeownership assistance, affordability and senior housing. Economic development priorities included employment, workforce development and job services. Human service priorities range from youth and senior services, financial independence, mental and physical healthcare services, life skills programs, transitional housing, homeless shelters and specialized services such as Open Table.

Results for human services were a little more focused. All three groups supported senior services, healthcare, financial independence, economic development and workforce development, childcare and youth services as a priority. Discussions also

identified coordinated centralized services and intake; food programs, including community gardens; and services for people with disabilities as priority needs. Priorities for Economic Development, Employment, & Education were the most focused, concentrating on employment assistance and workforce development (training and job search) and services for small businesses (retention and incubators to encourage growth). All groups supported increased incentives from government to employers to create and sustain jobs.

While Infrastructure, Public Facilities, Transportation, & Mobility discussions did not make the top four priorities that should be supported by TCC, they were still deemed as needs. The priorities for public transportation included expanded services for second and third shift workers, and providing transportation services to service centers. Other priorities included upgrades to parks and public facilities, adding senior centers and services, updating the recreation centers, education to the public about services that are currently being offered, playground expansion, street lighting, and pedestrian linkage. The following are the priorities for each of the groups:

Community Needs Assessment Work Groups

Crisis Programs

Green Group
1. Mental/physical health	22
2. Emergency housing	12
3. Services and re-entry assistance by the courts	12
4. Case management	09
5. Child/adult care	07

Blue Group
1. Outreach, education, awareness of services provided	22
2. Advocacy for human service needs by agencies/public	22
3. Community and education base coordination	10
4. Coordination and information sharing among agencies	08

Red Group
1. Outreach, education, awareness	22
2. Centralized and coordinated case management	40
3. Public Awareness	24

STABILITY PROGRAMS

Green Group
1. Prevention and education services   34
2. Job creation   20
3. Housing and supportive services   16
4. Child/adult care   11

Blue Group
1. Education, advocacy and awareness of service needs   21
2. Senior services   21
3. Youth services   20
4. Supportive services   18

Red Group
1. Education   31
2. Healthcare   13
3. Restorative justice   07
4. Housing   07

SELF SUFFICIENCY PROGRAMS

Green Group
1. Service navigator e.g. Open Table   20
2. Employment and financial literacy   12
3. Stewardship   12
4. Affordable housing   05

Blue Group
1. Education   26
2. Housing   21
3. Workforce development   19
4. Mental health services   08

Red Group
1. Transitional services   26
2. Marketing and outreach   21
5. Life skills   19
6. Housing   08

COMMUNITY SURVEY

A survey of human service needs was conducted through an online service during the months of January, February, and March 2015. The survey instrument can be found as Appendix B of this report. A total of 171 to 157 responses were received for each question. Questions 1 - 3 presented an array of service options and questioned asking respondents about their needs for those services and their success experienced in receiving them; the relative importance of those services; and how accessible those services are perceived to be. Survey Questions 4 - 7 of the solicited responses relate to the effectiveness of the City of Tempe, Tempe Community Council and local service organizations in meeting service needs not included in the first three questions - to what extent do you feel human service needs in Tempe are being met by the current system; - what primary improvements are needed to make the system more effective; and - what are the unmet needs in Tempe and why are these needs not being met? The remaining Questions 8 – 14 ask for additional comments, and solicit demographic information about the respondents. The results of the questions are reported below.

Question 1: With 1 being the highest priority and 7 being the lowest priority, please rank the priority that should be given for each of the following human service needs in Tempe. Ranking Results:

Youth 32%   Homeless 23%   Working Poor 21%   Housing 20%

Domestic Violence 19%   Persons with Disabilities 19%   Senior 16%

Question 2: In your opinion, indicated the relative importance of each human service need for Tempe Residents: Very Important, Important, Neutral, Unimportant, and Very Unimportant. Percentage selecting Very Important:

The percentages selecting Very Important range from a high of 49% for Youth and Domestic Violence Services, and 48% for Mental Health Services, to a low of 14% for both Legal Assistance and Housing Counseling / Fair Housing. The percentages of persons selecting Very Important between the 43% to 20% range included Educational Enrichment 43%; Food Assistance 40%; Senior, Disabilities, and Homeless 37%; Childcare 36%; Housing 35%; Veterans 32%; Workforce

Development and Substance / Alcohol 27%; and Adult /Juvenile, Health / Dental, and Counseling 21%. The percentages of persons selecting Very Important less than 20% included Emergency Assistance / Accessibility 17%; Specialized Transportation 16%; Financial Independence and Immigration 15%; and Legal Assistance and Housing Counseling / Fair Housing 14%.

However, much higher percentages selected Important in all service categories and when combining percentages selecting Very Important and Important, all categories received a total percentage of 50% or greater with the exception of Legal (48%) and Immigration (46%). This included a combined percentage of 80% or greater selecting Very Important and Important for Disabilities (91%); Senior (87%); Youth and Mental Health (83%); Domestic Violence (82%); and Food Services (81%). A combined Very Important and Important percentage of 70% or greater was selected for Educational Enrichment and Homeless (78%); Childcare (73%); Substance / Alcohol Abuse (72%); and Affordable Housing (71%). A combined Very Important and Important percentage of 50% or greater was selected for Workforce Development and Adult / Juvenile Services (69%); Veterans (68%); Health / Dental (64%); Housing / Fair Housing Counseling (63%); Emergency Mortgage / Rental / Utility Services (61%); Financial Independence and Specialized Transportation (59%); Emergency Home Repair (58%); and Transitional / Group / Halfway Houses (50%). This demonstrates that respondents placed a high level of importance on all services provided or supported by the TCC.

Question 3: Please indicate whether you and or your family have needed or received the following services over the past five years: Needed Services, Did Not Need Services, Received Services, Did Not Receive Services. Complete percentages for persons selecting one of the designated responses are provided in Table 1.

Responses for Question 3 range from a low of 2% identifying Immigration Services as a Needed Service; 3% identifying services for Victims of Domestic Violence and services for Substance and Alcohol Abuse as Needed Services; and 4% selecting Transitional Housing / Group Homes / Halfway Houses and Homeless Shelters services as Needed Services. Percentages selecting Needed Services was under

15% in every service category. Approximately 7% selected Needed Services for Legal, Childcare, Specialized Transportation, and Housing Counseling services. Another 8% selected Emergency Mortgage / Rent / Utilities, Food Assistance, and Workforce Development as Needed Services. Persons selecting Needed Services at 9% to 14% included Affordable Housing and Financial Independence (9%); Emergency Home Repair (10%); Senior and Disability (11%); Youth and Mental Health (12%); and Health / Dental and Educational Enrichment (13%) and (14%) respectively.

In contrast, the percentage of persons selecting Did Not Need Services accounted for 49% to 68% of all respondents in all service categories. Did Not Need Services accounted for 49% of Educational Enrichment respondents. For all other services categories, Did Not Need Services was selected by more than 50% of those responding. One possible explanation for the low percentages of survey respondents selecting Needed Services and high percentages selecting Did Not Need services is reflected in the demographics of the respondents. Approximately 90 percent of persons responding to the survey identified themselves in categories other than client. This included 59% of respondents identifying themselves as Tempe Residents and General Public; 10% Business Owners; 18% Nonprofit Service Providers; and 3% identifying themselves as City Staff and Elected Officials.

Those categories where persons selected Received Services were significantly lower percentages as well including: Educational Enrichment (12%); Youth Services (10 %); Health/Dental Care Services (8%); Childcare and Disabilities (7%); Mental Health (6%); and Food and Hunger (5%). Percentages for those selecting Did Not Receive Services range from 24% to 30 % of all persons responding to the survey.

Opinions about the relative need of the various services listed seem to lean toward the type of services that are utilized by a larger share of the population, rather than those services that cater to smaller demographics of need. Again, the services that were viewed as most important (Very Important and Important) by respondents are Senior and Disability Services; Youth Services; Food Services; Mental Health Services; and services for Victims of Domestic Violence all receiving responses above 80%.

Significant in the responses to demographic related questions in the survey were approximately 68% of respondents identified youth under the age of 18 in their households. Only 28% of households identified person age 65 years or older as members of their households and 17% of respondents indicated their age as being 65 years or older. Some 71 % of respondents identified a member of their household as having a disability, and 84% indicated that at least one veteran was included in the household. Approximately 57% identified the respondent's age as being between 45 and 64 years old. Other demographics included 83% of respondents identifying themselves as White and 9% Hispanic. Household income was fairly well distributed ranging from Less than $20,000 (4%); $20,000 to $40,000 (9%); $40,000 to $60,000 (11%); $60,000 to $80,000 (11%); $80,000 to $100,000 (8%) and more than $100,000 (35%). Approximately 19% preferred not to indicate a household income.

When comparing the response in the Community Survey with responses in the Community Workshop, services were rated as Very Important and Important and deemed Accessible and Somewhat Accessible by at least 50% of respondents to the survey and participants in the workshop with the exception of Immigration Services and Legal Services. However both received a response rate of greater than 45 % of respondents selecting Very Important and Important in the survey and were listed in the top 10 issues and priority needs in the workshop groups.

Survey results were somewhat skewed by the respondents selecting Neutral as the category for the relative importance of a Service Needs. For example, when asked if a Service Need was Very Important, Important, Neutral, Unimportant, or Very Unimportant, a Neutral response was selected by 20% or more of respondents for all service categories - Legal (41%); Transitional / Group / Halfway Houses (38%); Financial Independence, Specialized Transportation, and Emergency Mortgage / Rent / Utilities (32%); Housing Counseling / Fair Housing and Immigration (31%); Emergency Home Repair (30%); Health Dental (27%); Veterans (26%); Adult / Juvenile Counseling (25%); Substance / Alcohol Abuse (22%); and Childcare and Housing (21%). A Summary of survey question 3 and responses to the relative need for services is provided in Table 1.

Services	Needed Services	Did Not Need Services	Received Services	Did Not Receive Services	Total Responses
Table 1: Survey Question 3 and Responses					
Senior Services	20 11%	91 53%	14 8%	46 26%	171
Disability Services	20 11%	91 53%	12 7%	48 28%	171
Youth Services	22 12%	88 51%	18 10%	42 24%	170
Services for Victims of Domestic Violence	5 3%	108 66%	1 0%	48 29%	162
Substance and Alcohol Abuse Services	5 3%	108 67%	2 1%	46 28%	161
Legal Assistance	12 7%	101 60%	5 3%	48 28%	166
Child Care	13 7%	94 56%	13 7%	46 27%	166
Educational Enrichment: After School; Pre-K, Mentoring Services	25 14%	84 49%	22 12%	39 22%	170
Health/Dental Care Services	23 13%	91 52%	15 8%	43 25%	172
Mental Health Services	21 12%	93 54%	11 6%	45 26%	170
Financial Independence Services	16 9%	96 56%	8 4%	49 28%	169
Specialized Transportation Services	13 7%	99 59%	8 4%	46 27%	166
Adult/Juvenile Detention Discharge/Counseling	13 7%	103 61%	7 4%	44 26%	167
Emergency Mortgage, Rent, Utility Assistance	14 8%	103 60%	5 2%	49 28%	171
Food Assistance	14 8%	100 59%	9 5%	46 27%	169
Housing Counseling, Fair Housing	12 7%	101 61%	2 1%	50 30%	165
Transitional, Group Homes, Halfway Houses	7 4%	106 65%	2 1%	48 29%	163
Homeless Shelters and Services	7 4%	105 64%	2 1%	49 30%	163
Affordable and Assisted Housing	16 9%	97 58%	6 3%	48 28%	167
Housing for Special Needs Populations - Seniors, Large Families	13 7%	94 56%	13 7%	46 27%	166
Emergency Home Repairs	13 7%	94 56%	13 7%	46 27%	166
Major Home Repairs	17 10%	99 58%	3 1%	50 29%	169
Veteran Services	8 5%	103 64%	3 1%	45 28%	166
Workforce Development Employment Training	14 8%	97 58%	5 3%	49 29%	165
Immigration Services	4 2%	107 68%	1 0%	45 28%	157

CLIENT SURVEY

A survey of Client Needs, overall satisfaction with human services, access to services, and quality of service delivery was conducted through an agency administered survey of their clients for the period of February 28, 2015 and March 26, 2015. The survey instrument can be found in Appendix D of this report. A total of 19 responses were received for each question. Questions relative to access to services, responsiveness to service needs, and service satisfaction presented an array of service options and questions. Clients were asked about their need for services; their success experienced in applying for and receiving services; the relative importance of those services; and how accessible those services are perceived to be. Survey Questions also solicited responses relative to the effectiveness of the local service organizations, quality and care shown in meeting service needs including – Were you treated with respect and courtesy? - Did you receive the services you needed? - Were you assisted in a timely manner? – Were the services you received helpful? – Were your needs or problems resolved or improved after your initial contact? – Were you connected to other related services? and – Were there follow up contacts by the agency. The remaining Questions asked for additional comments, and demographic information about the respondents. The results of the questions are reported below.
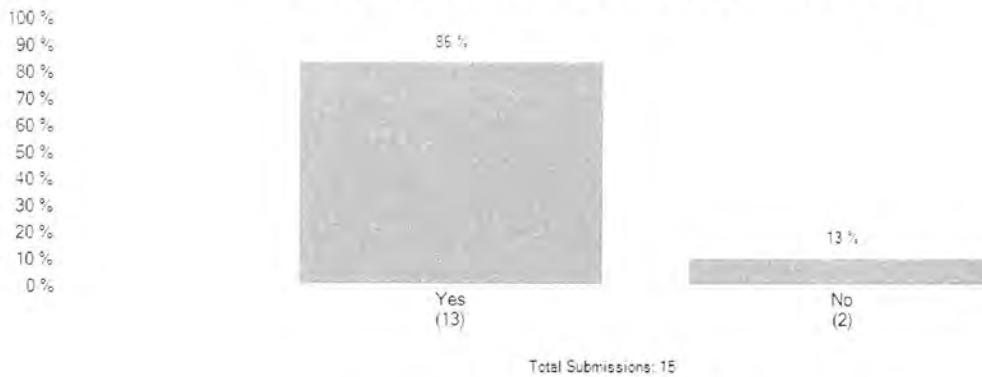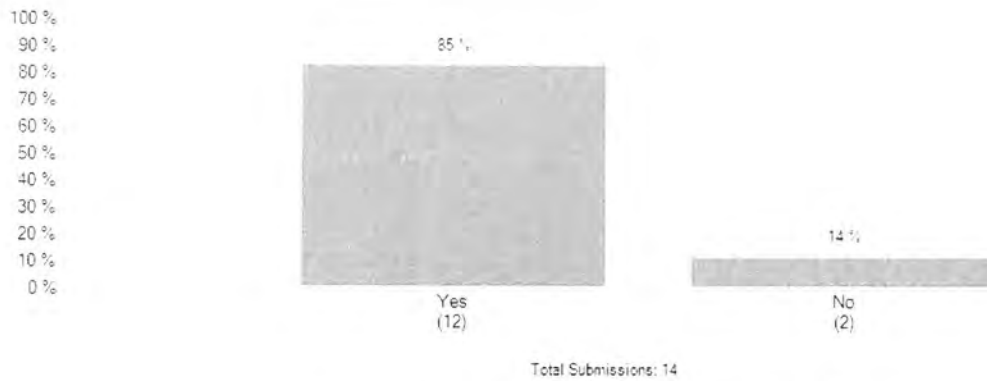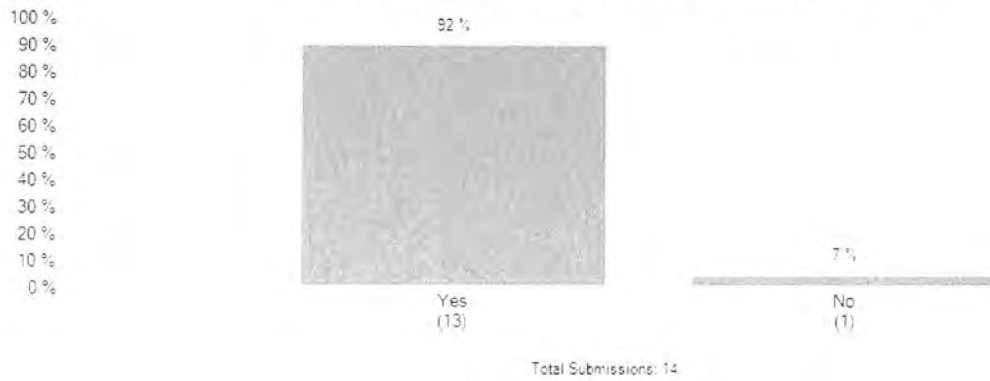
Question: Please indicate whether you and or your family have needed or received the following services over the past five years: Response options included: Did Not Need Services, Needed and Received Services, Needed and Did Not Receive Services.

Responses range from a low of 54% to a high of 100% selecting Did Not Need Services for the services provided. Substance and Alcohol Abuse and Immigration Services was reported by 100% of clients as Did Not Need Services. Senior, Domestic Violence, Mental Health and Housing Counseling / Fair Housing Counseling Services was reported by 94% of respondents as Did Not Need Services. Other services having high total responses for Did Not Need Services included Legal (99%); Affordable Housing (89%); Financial Independence (88%); Emergency Mortgage / Rent / Utilities and Emergency Home Repair (84%); and

Disabilities (77%). Service indications of Did Not Need Services for less than 70% of respondents included Food Services (63%); Child Care (61%); Youth (58%); and Educational Enrichment and Health / Dental (57%).

In contrast, the percentage of persons selecting Needed and Received Services range from a high of 41% to a low of 0% of respondents for the service categories. Substance and Alcohol Abuse and Immigration Services reported 0% respondents that Needed and Received Services. Affordable Housing, Legal Senior, Domestic Violence, Mental Health, Housing Counseling / Fair Housing Counseling Services, Emergency Home Repair, and Emergency Mortgage / Rent / Utilities all reported Needed and Received Services at 5%. Higher percentages for Needed and Received Services were reported for Youth (41%); Child Care (38%); Food, Educational Enrichment, and Health / Dental (36%); and Disabilities (22%). All other services were reported 0% of clients as Needed and Did Not Receive Services with the exception of Affordable Housing, Financial Independence, Legal and Health / Dental reporting 5% Needed and Did Not Receive Services.

Client Satisfaction: Client satisfaction was recorded above 90% for all questions relating to quality of service, care and courtesy in delivering services, effectiveness and responsiveness to problems, timeliness of services provided, and agency wiliness to listen to and allow questions to be asked regarding services and their service needs.

Client satisfaction was 26% when clients were asked if agencies provided follow up in addressing client needs and whether or agencies were effective in making referrals to appropriate agencies that could resolve service issues not resolved or provided by their agency.

Question: When asked were you treated respect and courtesy, 100% of respondents indicated yes.

Question: When asked were you assisted in a timely manner, 85% of respondents indicated yes.

Question: When asked was the service you received helpful, 92% of respondents indicated yes.

Question: When asked was your need / problem resolved or improved from initial contact 100% responded yes.

Question: When asked were you connected to other related services, only 26% of respondents indicated yes.

Question: When asked was there follow up by the agency, 26% of respondents indicated yes.

Question: When asked were you able to ask questions and voice problems, 92% of respondents indicated yes.

Question: When asked what you see as the primary strength/s of the agency providing services, respondents indicated the following:

Quality of Service 14%   Number of Clients Served 7%   Service   Accessibility 14%

Service Affordability 21%   and Other 42%

Question: When asked what barriers were experienced when attempting to access services provided by the agency, respondents indicated the following:

Knowledge of the Services 18%   Eligibility 16%   Application Process 16%

Lack of Services 50%   Cultural Heritage and Transportation 0%

Question: When asked would you recommend the agency to others, 91% of respondents indicated yes.

AGENCY INTERVIEWS

A survey / interview of agency service providers were administered by telephone for the period of March 2015 through May 2015. All of the ten agencies either currently receive or have received funding in past years administered by TCC. These agencies also contribute to this assessment through their completion of the Community Surveys and by administering the Client Survey. All of the agencies participated in the Community Workshop on January 10, 2015.

Agencies included:

- Boys & Girls Club
- EMPACT
- Foundation for Senior Living
- Tempe Community Action Agency
- Alzheimer's Assoc.
- Community Bridges
- Homeward Bound
- Save the Family
- UMOM
- The Centers for Habilitation (disability)
- Tempe Community Council
- City of Tempe Neighborhood Revitalization and Redevelopment Division

Questions included:

Question 1: Are there any particular problems or service needs individuals and families have that are not currently being addressed or met?

- Most responses included desired service levels not being met due to limited staffing and funding.
- Follow up with clients receiving services and with clients after services are complete is limited due to funding and staffing.

- Funding is limited to increase the number of persons served and to meet increasing demands for services.

Question 2: Are there any particular special populations or group of individuals that are not currently being served? None Identified

Question 3: Are their particular services that should be given a higher priority for funding? None Identified

Question 4: Are their particular services that should be given a higher level of funding based on unmet needs? None Identified

Question 5: Based on a 10 point scale with 10 being the highest, would you rate the current service delivery system between (a) 1 – 4 (b) 5 – 7 or (c) 8 - 10? All agencies selected (c) 8 – 10.

Question 6: Are you satisfied with the City's current method of allocating funding and priorities assigned to service needs considered for funding? All agencies satisfied with system.

Overall agencies were pleased with the current process for allocation of funds and the relative priority given to the various service needs funded by the TCC. While agency and service delivery organization indicated that resources are stretched and that better facilities, more staff, and more money would help, all agencies believe that the system is appropriately targeting important problems and that the system generally is responding to most of the community's most critical problems. Resources, while limited, are viewed as being fairly allocated by the City, and effectively and efficiently administered by recipient agencies.

Agency representatives while satisfied with the current system believed that additional funding and staffing is needed to provide enhancement in service delivery and increases in services. As a group, agency participants believe the service system operates at a level of 8 - 10 on a 10-point scale. Agencies see the system as adequate currently, but they anticipate as demand for services continue to increase, the more difficult it will become for the current system to keep pace with service demands.

COMMUNITY NEEDS ASSESSMENT RESULTS / FINDINGS

The 2015 Human Services Needs Assessment Study has resulted in the following recommendations for priority service needs; improvements to services; and improvements in service delivery; based on the services currently provided by City of Tempe funding administered by TCC. The analysis focused on the perspectives of three groups of participants (1) general public, (2) human service agencies and service providers, and (3) clients served or desiring services.

Recommendations are based on (1) analyses of census data; (2) surveys and interviews conducted with Tempe human service agencies and service providers; (3) human service clients; (4) the general public in Tempe; and (5) a Community Workshop with elected and appointed government officials, general public, human service agencies / service providers, and TCC staff and Board.

KEY OBSERVATIONS

1. The Tempe community, for the most part, is caring, informed, compassionate, and concerned. Agency heads see the community—both its residents and its leaders—as caring, engaged, and generally aware of and responsive to the community's human service needs. The community needs survey and workshop demonstrated that the community as a whole in fact is generally aware of the city's needs and concerned about meeting those needs. Participants say services generally meet their needs, and that they find virtually all services to be reasonably accessible and convenient.

2. The community recognizes the system's efforts to identify and meet human needs, and is appreciative of those efforts. Large percentages of the public survey respondents and workshop participants believe the community's human services agencies are doing a good job, they believe that those needing services are treated with respect by the system, and they believe that the system responds positively to those needs.

3. All survey groups and workshop participants evaluated positively the efforts of human service agencies as well as city staff. Clients are pleased with services received from the various agencies as well as with the state of facilities and professionalism of staff at each agency. Agency heads, too, are quite pleased with the TCC staff and with their efforts to not only rationalize the funding process but also to improve communication among agencies and achieve greater coordination in service delivery.

4. There appears to be a consensus that there exist a good working relations between agencies and their clients, among agencies and between agencies and city staff. Respondents also viewed both agency staff and the TCC staff and elected officials as very supportive, responsive, and attending fairly to concerns of all in need of human service support. Agency, clients and general public respondents also see human service agencies as supportive, communicative, and helpful to each others' needs and objectives. Most respondents identified very little duplication in service delivery.

5. There is a general feeling that even greater inter-agency interaction, communication, and cooperation is possible and desirable. Those agencies attending the TCC-sponsored human service needs workshop in January found the sessions helpful and useful. Virtually all agencies support the TCC's efforts at bringing about effective collaboration of service providers and say they want the city to continue and expand its efforts in this area.

6. Clients, agencies and the general public indicated that while needs are increasing, the system is improving its ability to respond. While agency and service delivery organization respondents indicated that resources are stretched and that better facilities, more staff, and more money would help, all groups believe that the system is appropriately targeting important problems and that the system generally is responding to most of the community's most critical problems. Resources, while limited, are viewed as being fairly allocated by the City, and effectively and efficiently administered by recipient agencies.

7. Most respondents believe the community's ability to address and respond to housing issues is improving. Greater proportions of respondents believe that the availability of affordable housing supply in all areas (rental, apartments, single family, homeownership, and for low-moderate income individuals) has improved since over the years.

8. Considerable overlap exists between respondents' rankings of the seriousness of problems in surveys, interviews and the workshop. Agencies, clients and the general public alike rank issues like health care, youth services, and senior facilities very high in importance. Substance abuse ranked lower in importance. In most service areas, including neighborhood stability, housing affordability, and transportation ranked significantly higher in importance in all areas.

9. Respondents generally believe they have easy and sufficient access to information regarding human service programs in Tempe. Most of the participants say they have enough information about existing human service programs, and large majorities of clients say it is reasonably easy to obtain needed information. When asked "to what extent do you feel the human services needs in Tempe are being met by the current system", 28% indicated most of the time and 51% indicated sometimes,

10. For the most part, there is relative little variance in responses to the surveys that can be attributed to the social and demographic characteristics of respondents. While some differences exist, there were no indications in the general response patterns that responses vary greatly by age, gender, education, or most other characteristics collected.

SUMMARY OF WORKSHOP, SURVEYS, INTERVIEWS

As reflected in the Community and Client Surveys, Client and Agency Interviews, and Community Workshop, respondents are generally satisfied with the provision of human services in Tempe; with agencies providing services and their relationships with the City of Tempe and Tempe Community Council; and coordination and cooperation between the City of Tempe and TCC, clients and human service

agencies. For the most part, respondents indicate that existing service agencies satisfy at some level, most of the City's human service needs.

There are however some gaps in services and unmet needs due to limited funding and staffing. Community Workshop participants also point out that needs are growing rapidly, in many cases outpacing the growth of agency staff, resources, and facilities. Respondents also indicated that rapid growth is occurring among non-English speaking groups, elderly, homeless, those suffering mental health problems, victims of domestic violence and those with substance abuse issues, resulting in those groups being the most difficult to meet their growing service needs in the community.

In both the workshop and survey assessments, respondents viewed the community as supportive of human service needs, but generally unaware of the magnitude of the problem. They believe human service agencies are staffed with professional, well-trained, and caring individuals; and they view agencies as generally cooperative and communicative with each other. Service agencies and delivery organizations find the City staff and elected officials to be very supportive of their operations and activities. Many wanted increased involvement of the City in encouraging greater cooperation, collaboration, and the sharing of ideas and opportunities among service providers.

Among the most important challenges facing human service providers in Tempe, respondents identified limited resources, some negative public perception of the persons served by human service providers and a lack of awareness of the extent of the problems experienced by the rapidly growing non-English speaking populations. Some participants were concerned that politically, there are a growing number of residents who do not favor government funding for human services which may impact future City funding. Among the most pressing organizational needs facing human service agencies in Tempe today, respondents identified limited resources, the need for greater community outreach and public relations, stronger emphasis on volunteer recruitment, and stronger emphasis on applying for additional grant funding.

IDENTIFIED PRIORITY NEEDS – The methodology and tools were used to determine priority needs. The assessment of priority needs and gaps were determined based on input for service providers, clients and persons served or those needing services, and the general public. All services currently provided were deemed high priorities and therefore, there a no recommendations for changes in funding of current services.

Highest priorities for services are divided among three categories:

Crisis Programs – Immediate intervention is needed to respond to urgent needs such as shelter, food, mental and physical health, incarceration and re-entry, emergency housing, utility assistance to avert eviction, loss of housing, homelessness.

- ➢ Emergency shelter, housing and utility assistance
- ➢ Mental and physical health
- ➢ Advocacy, court referrals
- ➢ Awareness, outreach, education, service referrals
- ➢ Centralized intake, triage, and coordinated case management

Stability Programs – Programs needed to stabilize persons in their current situations or facilitate transition into a more stable environment relative to employment, education, and income; healthcare and mental health; substance abuse; and other essential services.

- ➢ Preventive, healthcare, and mental health services
- ➢ Education, job placement and employment services
- ➢ Youth services, afterschool and childcare
- ➢ Senior services, adult daycare, food services, public program assistance

Self Sufficiency Programs – Supportive Service Programs needed to maintain a stable lifestyle and eventually reach self-sufficiency and sustainability.

- ➢ Financial Literacy, employment training, workforce development, life skills
- ➢ Child care, adult daycare
- ➢ Transportation, access to services, and advocates/stewardship

IDENTIFIED GAPS IN SERVICE NEEDS AND DELIVERY – The assessment revealed the following gaps in services needed and not currently provided, or services currently provided but deemed inadequate or gaps in service delivery.

- ➢ Insufficient funding to meet current needs
- ➢ Current capacity of service providers limited due to staffing or resources
- ➢ Some services have long wait list or timeline for some services
- ➢ Follow-up with clients after services are provided and post service contact to determine satisfaction with services is limited
- ➢ Referrals to other agencies and services are limited when services are not available at the agency of initial contact
- ➢ Coordinated services and case management is limited – tendency to address only the services requested rather than evaluation of complete needs or addressing underline cause of current needs
- ➢ Federal, state, local government mandated requirement for receiving services is sometimes an obstacle - eligibility, verifications and qualifications for applicants to receive services
- ➢ Limited public and client awareness of programs and services; greater outreach and advocacy needed.
- ➢ Prejudices, NIMBYism (not in my backyard), and stigmas for persons in need of human services are a barrier.

OPERATIONAL CONSIDERATIONS – The considerations primarily address furthering the opportunity for TCC and human service agencies to address the need for coordinated intake of applicants, referral of applicants to appropriate service providers when the initial agency cannot address their needs, and to improve the opportunity for applicants to address their needs comprehensively, therefore leading to their reduced dependence on the human services system and increasing their self sufficiency.

Consideration 1: The Coordinated Housing and Human Service Application Intake, Triage, and Service Delivery system should be enhanced as part of an overall strategy for funding and addressing human services (move toward client self-sufficiency). Agencies participating in service delivery will be expected to include the following as part of their overall delivery of services.

❖ Comprehensive assessment of housing / human service needs for people entering the human services, assisted housing, affordable housing, and homeless assistance systems, regardless of the specific service being requested.

❖ Referrals to appropriate agencies based on client's needs / conditions addressing determinants negatively impacting current condition - high school diploma, income and poverty, unemployment, job training and needed services treatments – substance abuse, mental health and medical care.

❖ Benefits – individual clients and households get best fitting intervention from the start, service delivery provides a system wide prevention and diversion opportunity, improves system efficiency, collaboration among providers, transitions clients out of public assistance and public intervention programs permanently with a move toward Self Sufficiency

Consideration 2: A formula for evaluating leveraging of resources should be developed to insure that agencies are leveraging City and Federal resources with private funding and client contributions to their services as part of their overall funding strategy for human services. Federal regulations governing Community Development Block Grant funding currently restricts funding for administrative cost

to 20% of the entitlement grant. Organizations should continue to be monitored and evaluated for their effectiveness in meeting the specified performance goals, leveraging goals and timely investment and expenditure of existing funding.

Consideration 3: Priority Needs should continue to be determined on an annual basis as part of the updating of this Community Needs Assessment. Selection of projects in each funding cycle should be based on priorities established through community input; Consolidated Plan and Annual Plan Objectives, Goals, Strategies, and Performance Measures when utilizing CDBG funding; and other criteria as established by the TCC Board for funding all projects. Projects responding to established priority needs should not be considered for funding if the project is not deemed a high priority through this evaluation.

CONCLUSIONS

The current system for allocation of funds and determination of priority needs is working well and all programs currently being funded are deemed priorities for the community. All of the community interests participating in this effort are important stakeholder in the city's human service needs and delivery system. Each has a particular perspective, and each perspective is important to the overall assessment and evaluation of the delivery of human services in Tempe.

The needs assessment reveals very little differences of perspective, attitude, and opinion among stakeholder groups. Most clients and potential users of services believed the current system is adequate, accessible, and most clients were satisfied with services received. Agency representatives were also satisfied with the current system but believed that additional funding and staffing is needed to provide enhancement in service delivery and increases in services. As a group, agency participants believe the service system operates at about a level of eight on a 10-point scale. Agencies see the system as adequate currently, but they anticipate as demand for services continue to increase, the more difficult it will become for the current system to keep pace with service demands.

The assessment identified common trends and observations that represent a reasonable interpretation of the data collected provide a basis for establishing the priority needs for services and for the allocation of future funding. Overall, the workshop, surveys and interviews reveal broad support for Tempe's human service needs and delivery system. Key takeaways are as follows:

❖ The current priorities for services, methodology for allocating funds, and delivery system for human services should be continued.

❖ Increased funding should be identified and allocated to address gaps identified.

❖ Focus on increasing awareness of services available to those in need.

❖ Operationally, move toward a more centralized application intake, triage and referral system that transitions clients out of public assistance and public intervention programs permanently with a move toward Self Sufficiency.

Appendix A –

Community Workshop

City of Tempe – Tempe Community Council
Community Needs Work Session

Saturday, January 10, 2015
8:30 a.m. – 12:00 Noon

Registration and Breakfast	**8:30 - 9:00 a.m.**
Welcome and Orientation **Hon. Louraine C. Arkfeld**	**9:00 – 9:30 a.m.**
Overview of Community Needs **Assessment Work Session:**	**Kate Hanley**
Community Needs Assessment **Survey:**	**Caterina Mena**

Work Session Instructions:
    Ice Breaker Exercise
    Work Group Assignments
    Select Recorder / Reporter
	James Gilleylen

Break:	**9:30 - 9:40 a.m.**
Facilitation of Workshops: **Breakout Session I**	**9:40 - 10:15 a.m.**
Facilitation of Workshops: **Breakout Session II**	**10:15 - 10:45 a.m.**
Facilitation of Workshops: **Breakout Session III**	**10:45 - 11:15 a.m.**
Break:	**11:15 - 11:20 a.m.**
General Session:	**11:20 - 12:00 Noon**
Workgroup Reports (10 minutes) **Questions / Responses** **Discussion / Comments**	**11:20 – 11:50 a.m.**
Closing Remarks / Adjourned **12:00 Noon**	

Please complete the Community Needs Survey in your packet

CITY OF TEMPE – TEMPE COMMUNITY COUNCIL - COMMUNITY SERVICES WORKSHOP

January 10, 2015   8:30 a.m. – 12:00 Noon

- **Work Session Stations   One - Three**

Work Station One – Crisis Programs
Breakout Room 1

Work Station Two – Stability / Support Programs
Breakout Room 2

Work Station Three – Self Sufficiency Programs
Breakout Room 3

- **Instructions**

Participants Divided into Three Work Groups

25 Minutes at each Work Session then rotate until completing all Three

Facilitator Will Direct the Session

Four Task to Complete in Each Session

1. Identify Issues / Needs
2. Identify Solutions

3. Discuss-Prioritize Needs / Solutions
4. Select 4 to Report in General Session

- **GROUP ASSIGNMENTS**

GROUP ONE - BLUE

First Rotation: Work Station One – Crisis Programs

<mark>Breakout Room 1</mark>

<mark>Group Blue Council Resource Recorder</mark>:

<mark>Group Blue Council Resource Reporter</mark>:

GROUP TWO - RED

First Rotation: Work Station Two – Stability / Support Programs

<mark>Breakout Room 2</mark>

<mark>Group Red Council Resource Reporter</mark>:

<mark>Group Red Council Resource Reporter</mark>:

GROUP THREE - GREEN

First Rotation: Work Station Three – Self Sufficiency Programs

<mark>Breakout Room 3</mark>

<mark>Council Resource Recorder</mark>:

<mark>Council Resource Reporter</mark>:

Note: Council Resources Reporter, Recorder, Alternate remain with your Group for all three rotations. Council Resources Technical Resource and Time and Logistics remain with facilitator.

Work Station One: **Facilitator: Jenea Craig**
Crisis Programs   **J-Quad Planning Group**

Tempe Community Council Resources:
Caterina Mena   – Technical Resource
– Time and Logistics
– Alternate

Discussion Topics:

1. **Shelter – local night lodging, showers/resource center, evictions**

2. **Food**

3. **Emergency Assistance – utilities, rent, deposits, emergency housing, assaults, domestic violence, sexual assault, child abuse, emergency shelter**

4. **Case Management**

5. **Family Services**

6. **Special Populations – seniors, large families, drug and alcohol addiction, mental health, domestic violence, former convicted felons**

7. **Stability Management**

8.

Work Station Two: **Facilitator: Derek Hull**
Stability and Support Programs   **J-Quad Planning Group**

Tempe Community Council Resources:
                                                   – **Technical Resource**
                                                   – **Time and Logistics**
                                                   – **Alternate**

Discussion Topics:

1. **Childcare, after school care, and youth services**

2. **Senior services, benefit assistance, in-home services, caregiver training,**

   Aging in place

3. **Healthcare, mental health, dental services**

4. **Juvenile and adult detention – discharge services and counseling,**

5. **Restorative therapy and adult day care**

6. **Transitional and permanent supportive housing, halfway housing, group homes**

7. **Educational enrichment: after school, pre-k, mentoring**

8. **Housing Services – credit counseling, fair housing, tenant rights**

9.

Work Station Three: **Facilitator: James Gilleylen**
Self Sufficiency Programs   **J-Quad Planning Group**

Tempe Community Council Resources:
                        – Technical Resource
                        – Time and Logistics
                        – Alternate

Discussion Topics:

1. **Workforce Development, Job Training, vocational and career counseling,**

2. **Legal advocacy, English as a second language**

3. **Community Gardens, Land Trust, GED, Educational Enrichment, continuing education, labor skills and certifications**

4. **Affordable Housing, Public and Assisted Housing, Family Self Sufficiency**

5. **Housing assistance - rent subsidies, home repair, down payment / closing cost**

6. **Transportation and Mobility**

7. **Small business assistance – technical assistance, business assistance centers, micro lending**

- **Blue Team Work Session Station Rotations**

  Registration: 8:30 – 9:15 a.m.

  Orientation: 9:15 – 9:30

  Work Station One: 9:40 – 10:15 a.m.
  Crisis Programs

  Breakout Room 1

  Work Station Two: 10:15 – 10:45 a.m.
  Stability and Support Programs

  Breakout Room 2

  Work Station Three: 10:45 – 11:15 a.m.
  Self Sufficiency Programs

  Breakout Room 3

  General Session: 11:20 – 12:00 noon

- **Red Team Work Session Station Rotations**

  Registration: 8:30 – 9:15 a.m.

  Orientation: 9:15 – 9:30

  Work Station Two: 10:15 – 10:45 a.m.
  Stability and Support Programs

  <mark>**Breakout Room 2**</mark>

  Work Station Three: 10:45 – 11:15 a.m.
  Self Sufficiency Programs

  <mark>**Breakout Room 3**</mark>

  Work Station One: 9:40 – 10:15 a.m.
  Crisis Programs

  <mark>**Breakout Room 1**</mark>

  General Session: 11:20 – 12:00 noon

- **Green Team Work Session Station Rotations**

  Registration: 8:30 – 9:15 a.m.

  Orientation: 9:15 – 9:30

  Work Station Three: 10:45 – 11:15 a.m.
  Self Sufficiency Programs

  Breakout Room 3

  Work Station One: 9:40 – 10:15 a.m.
  Crisis Programs

  Breakout Room 1

  Work Station Two: 10:15 – 10:45 a.m.
  Stability and Support Programs

  Breakout Room 2

  General Session: 11:20 – 12:00 noon

Appendix B –

Community Survey

The City of Tempe and Tempe Community Council (TCC) are embarking on a Community Needs Assessment to determine where we should be directing our city dollars for our human service needs. This is an important process and we need your expertise and your voice to be heard. We are asking you to help us prioritize how we care for our neighbors in need.

This survey is one of the various methods of gathering input that will also include direct interviews and demographic research and analysis. All responses will remain anonymous.

To fill out the survey online please visit: www.tempecommunitycouncil.org/survey

Name _____

Address _____

City _____ State _____ Zip _____

Phone _____E-Mail_____

"Human services are organized efforts to advance human wellbeing. Supportive services and meaningful opportunities are provided to meet needs in times of crisis, prevent risk behaviors, promote economic security and self-sufficiency, provide meaningful opportunities for personal and community growth, and promote social equity."

City of Tempe Human Social Services Audit December 2013

1. With 1 being the highest priority and 7 being the lowest priority, please rank what the priority should be for the following human service needs in Tempe.

_____ Homeless

_____ Domestic Violence

_____ Youth

_____ Working Poor

_____ Seniors

_____ Persons with Disabilities

_____ Affordable Housing

LEVEL of IMPORTANCE

2. In your opinion, please mark HOW IMPORTANT each of the following human services are for Tempe residents.					
	Very Important	Important	Neutral	Unimportant	Very Unimportant
Senior services					
Disability services					
Youth services					
Services for survivors of domestic violence					
Substance and alcohol abuse services					
Legal assistance					
Child care					
After school programming; pre-k, college and career prep, mentoring services					
Health/dental care services					
Mental health services					
Financial independence services					
Specialized transportation services					
Adult/juvenile counseling					
Emergency mortgage, rent, utility assistance					
Food assistance services					
Housing counseling, fair housing, tenant rights					
Transitional, group homes, halfway houses					
Homeless shelters and services					
Affordable housing assistance					
Emergency home repairs and accessibility modifications					
Veteran services					
Workforce development, employment training					
Immigration services					

NEED of SERVICES

3. Please indicate whether you and/or your family have needed or received these services over the past five years.				
	Needed Services	Did Not Need Services	Received Services	Did Not Receive Services
Senior services				
Disability services				
Youth services				
Services for survivors of domestic violence				
Substance and alcohol abuse services				
Legal assistance				
Child care				
After school programming; pre-k, college and career prep, mentoring services				
Health/dental care services				
Mental health services				
Financial independence services				
Specialized transportation services				
Adult/juvenile counseling				
Emergency mortgage, rent, utility assistance				
Food assistance services				
Housing counseling, fair housing, tenant rights				
Transitional, group homes, halfway houses				
Homeless shelters and services				
Affordable housing assistance				
Emergency home repairs and accessibility modifications				
Veteran services				
Workforce development, employment training				
Immigration services				

4. To what extent do you feel the human services needs in Tempe are being met by the current system?

☐ Most of the time

☐ Sometimes

☐ Rarely

☐ Not at all

☐ Don't Know

5. What primary improvements do you feel are needed to make the human service system more effective in Tempe, and why?

_____

_____

_____

_____

_____

_____

_____

6. What do you feel is the greatest unmet human services need in Tempe, and why?

_____

_____

_____

_____

_____

_____

_____

7. Additional Comments

_____

_____

_____

_____

_____

_____

The following questions are optional. If you choose to respond, please mark all that apply.

8. Please mark all that apply
   - ☐ Resident of Tempe
   - ☐ Business owner
   - ☐ Nonprofit
   - ☐ City staff/elected official
   - ☐ Client
   - ☐ Other_____

9. What is your ethnicity/race?
   - ☐ American Indian/Alaskan Native
   - ☐ Asian/Pacific Islander
   - ☐ Hispanic/Latino
   - ☐ African American/Black
   - ☐ White
   - ☐ Other

10. What is your age?
    - ☐ 18-24
    - ☐ 25-44
    - ☐ 45-64
    - ☐ 65+

11. Does anyone in your household have a disability?
    - ☐ Yes
    - ☐ No

12. Is anyone in your household a veteran?
    - ☐ Yes
    - ☐ No

13. How many youth under the age of 18 live in your household? _____

14. Is anyone in your household age 65 or older?
    - ☐ Yes
    - ☐ No

15. What was your total household income last year before taxes?

☐ Less than $20,000

☐ $20,001 to $40,000

☐ $40,001 to $60,000

☐ $60,001 to $80,000

☐ $80,001 to $100,000

☐ More than $100,000

☐ Prefer not to answer

16. How did you hear about the survey?

☐ Tempe Community Council website

☐ Tempe Today – water bill newsletter

☐ Facebook

☐ Twitter

☐ Poster/flier

☐ Other_____

17. What motivated you to be involved in the community needs assessment?

_____

_____

_____

Would you like to be added to the Tempe Community Council e-mail distribution list to be informed of future human services issues?   Yes____   No____

Please return via one of the contact options below by February 28, 2015.

For more info or questions, please contact:

        Caterina Mena, Community Impact Manager
        Tempe Community Council
        34 E. 7th Street
        Tempe, AZ 85281
        480.858.2311 (Direct)
        480.858.2300 (Main)
        480.858.2319 (Fax)
        caterina_mena@tempe.gov
        www.tempecommunitycouncil.org

Thank you for taking the time to complete our survey!

Form Title	Community Needs Assessment
Start Date	01/07/2015

Question's results to display

(Display All Results)

Results layout	Column Chart
Results order	Answer Order
Date range	[ ] To [ ] Apply Range

Homeless

Total Submissions: 152

Domestic Violence

Total Submissions: 150

Youth

Total Submissions: 149

Working Poor

Total Submissions: 151

Seniors

Total Submissions: 149

Persons with Disabilities

Total Submissions: 151

Affordable Housing

Total Submissions: 152

Senior Services

Total Submissions: 151

Disability Services

Total Submissions: 149

Youth Services

Total Submissions: 151

Survivors of Domestic Violence Services

Total Submissions: 152

Substance and Alcohol Abuse Services

Total Submissions: 151

Legal Assistance

Total Submissions: 151

Child Care

Total Submissions: 150

Educational enrichment, after school programming, pre-k, college & career prep, mentoring services

Total Submissions: 151

Health/Dental Care Services

Total Submissions: 151

Mental Health Services

Total Submissions: 152

Financial independence services

Total Submissions: 150

Specialized transportation services

Total Submissions: 152

Adult/juvenile counseling

Total Submissions: 152

Emergency mortgage, rent, utility assistance

Total Submissions: 152

Food assistance services

Total Submissions: 149

Housing counseling, fair housing, tenants rights

Total Submissions: 148

Transitional, group homes, halfway houses

Total Submissions: 150

Homeless shelter and services

Total Submissions: 151

Affordable housing, assisted housing

Total Submissions: 152

Emergency home repairs and accesibility modifications

Total Submissions: 149

Veteran services

Total Submissions: 150

Workforce development, employment training

Total Submissions: 151

Immigration Services

Total Submissions: 151

Senior Services

Total Submissions: 171

Disability Services

Total Submissions: 171

Youth Services

Total Submissions: 170

Survivors of Domestic Violence Services

Total Submissions: 162

Substance and Alcohol Abuse Services

Total Submissions: 161

Legal Assistance

Needed services (12): 7 %
Did not need serv... (101): 60 %
Received services (5): 3 %
Did not receive s... (48): 28 %

Total Submissions: 166

Child Care

Needed services (13): 7 %
Did not need serv... (94): 56 %
Received services (13): 7 %
Did not receive s... (46): 27 %

Total Submissions: 166

Educational enrichment, after school programming, pre-k, college & career prep, mentoring services

Needed services (25): 14 %
Did not need serv... (84): 49 %
Received services (22): 12 %
Did not receive s... (39): 22 %

Total Submissions: 170

Health/Dental Care Services

Total Submissions: 172

Mental Health Services

Total Submissions: 170

Financial independence services

Total Submissions: 169

Specialized transportation services

Total Submissions: 166

Adult/juvenile counseling

Needed services (13): 7 %
Did not need serv... (103): 61 %
Received services (7): 4 %
Did not receive s... (44): 26 %

Total Submissions: 167

Emergency mortgage, rent, utility assistance

Needed services (14): 8 %
Did not need serv... (103): 60 %
Received services (5): 2 %
Did not receive s... (49): 28 %

Total Submissions: 171

Food assistance services

Needed services (14): 8 %
Did not need serv... (100): 59 %
Received services (9): 5 %
Did not receive s... (46): 27 %

Total Submissions: 169

Housing counseling, fair housing, tenants rights

Total Submissions: 165

Transitional, group homes, halfway houses

Total Submissions: 163

Homeless shelter and services

Total Submissions: 163

Affordable housing, assisted housing

Total Submissions: 167

Emergency home repairs and accesibility modifications

10 %
58 %
1 %
29 %

| Needed services | Did not need serv... | Received services | Did not receive s... |
| (17) | (99) | (3) | (50) |

Total Submissions: 169

Veteran services

5 %
64 %
1 %
28 %

| Needed services | Did not need serv... | Received services | Did not receive s... |
| (8) | (103) | (3) | (45) |

Total Submissions: 159

Workforce development, employment training

8 %
58 %
3 %
29 %

| Needed services | Did not need serv... | Received services | Did not receive s... |
| (14) | (97) | (5) | (49) |

Total Submissions: 165

Immigration Services

Total Submissions: 157

To what extent do you feel the human services needs in Tempe are being met by the current system?

Total Submissions: 152

Please mark all that apply.

Total Submissions: 193

What is your ethnicity/race?

Total Submissions: 142

What is your age?

Total Submissions: 147

Is anyone in your household age 65 or older?

Total Submissions: 146

How many youth under the age of 18 live in your household?

Total Submissions: 145

Does anyone in your household have a disability?

Total Submissions: 142

Is anyone in your household a veteran?

Total Submissions: 146

What was your total household income last year before taxes?

Total Submissions: 144

How did you hear about this?

Total Submissions: 240

Would you like to be added to the Tempe Community Council email distribution list to be informed of future human services issues?

Total Submissions: 138

Appendix C –

Client Survey

The City of Tempe and Tempe Community Council (TCC) are embarking on a Community Needs Assessment to determine where we should be directing our city dollars for our human service needs. This is an important process and we need your expertise and your voice to be heard. We are asking you to help us prioritize how we care for our neighbors in need.

This survey is one of the various methods of gathering input that will also include direct interviews and demographic research and analysis. **All responses will remain anonymous**.

Survey available on-line until April 28: www.tempe.gov/tccsurvey

Name _____

Address _____

City _____ State _____ Zip _____

Phone _____E-Mail_____

Agency Service Provider_____

"Human services are organized efforts to advance human wellbeing. Supportive services and meaningful opportunities are provided to meet needs in times of crisis, prevent risk behaviors, promote economic security and self-sufficiency, provide meaningful opportunities for personal and community growth, and promote social equity."

City of Tempe Human Social Services Audit December 2013

NEED of SERVICES

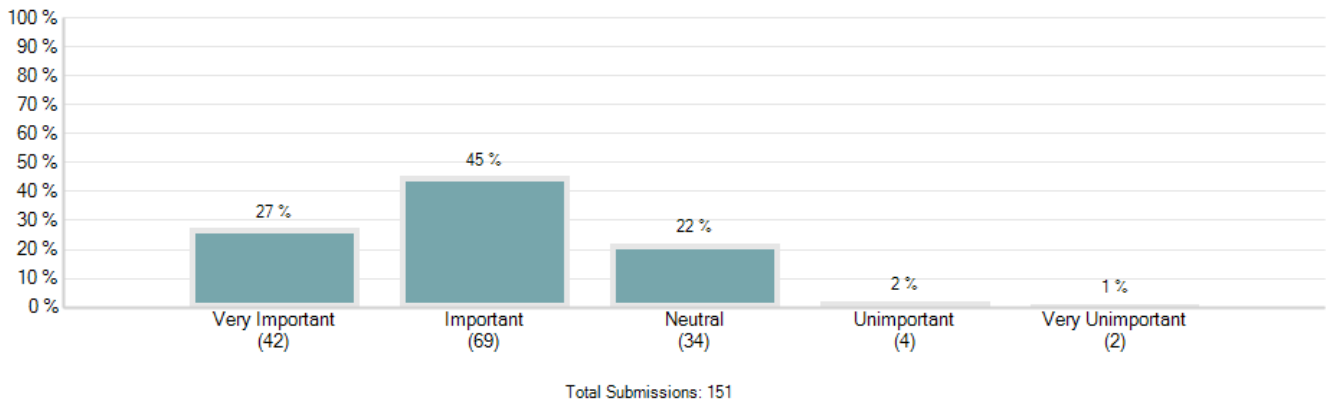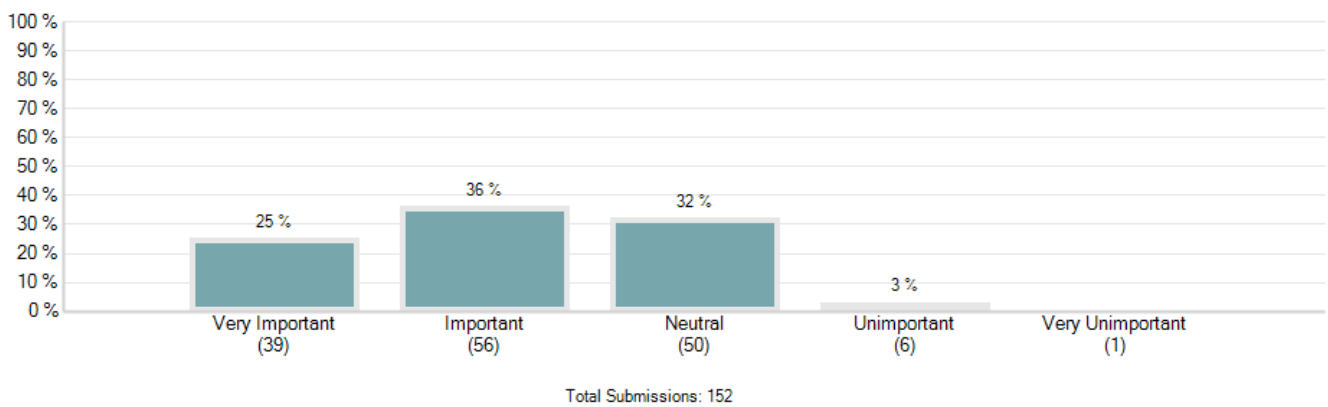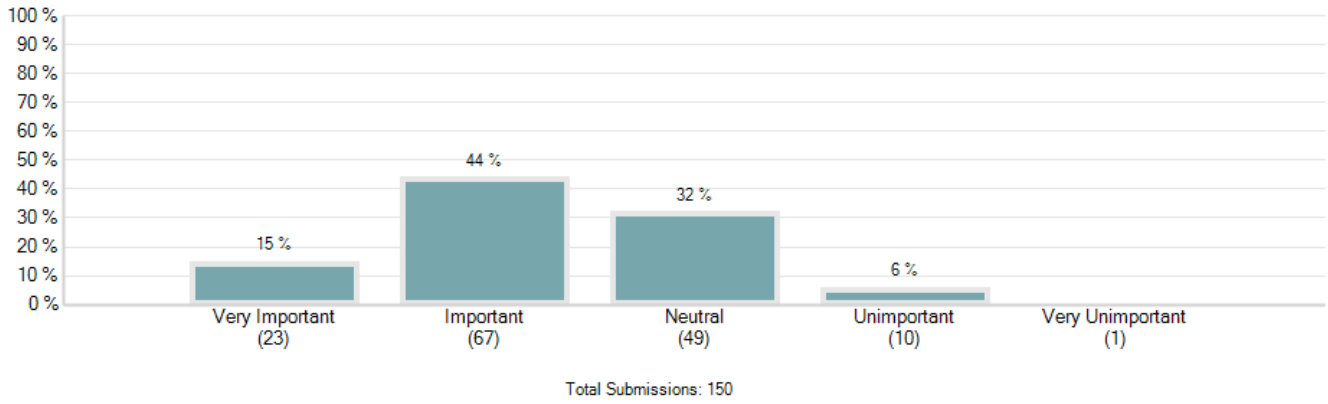| 1. Please indicate whether you and/or your family have needed or received the following services **AND** if you were able to successfully access/receive the services.			
	Did Not Need	Needed and Received	Needed and Did Not Receive
Senior services			
Disability services			
Youth services			
Services for survivors of domestic violence			
Substance and alcohol abuse services			
Legal assistance			
Child care			
After school programming; pre-k, college and career prep, mentoring services			
Health/dental care services			
Mental health services			
Financial independence services			
Specialized transportation services			
Adult/juvenile counseling			
Emergency mortgage, rent, utility assistance			
Food assistance services			
Housing counseling, fair housing, tenant rights			
Transitional, group homes, halfway houses			
Homeless shelters and services			
Affordable housing assistance			
Emergency home repairs and accessibility modifications			
Veteran services			
Workforce development, employment training			
Immigration services			

QUALITY of SERVICES

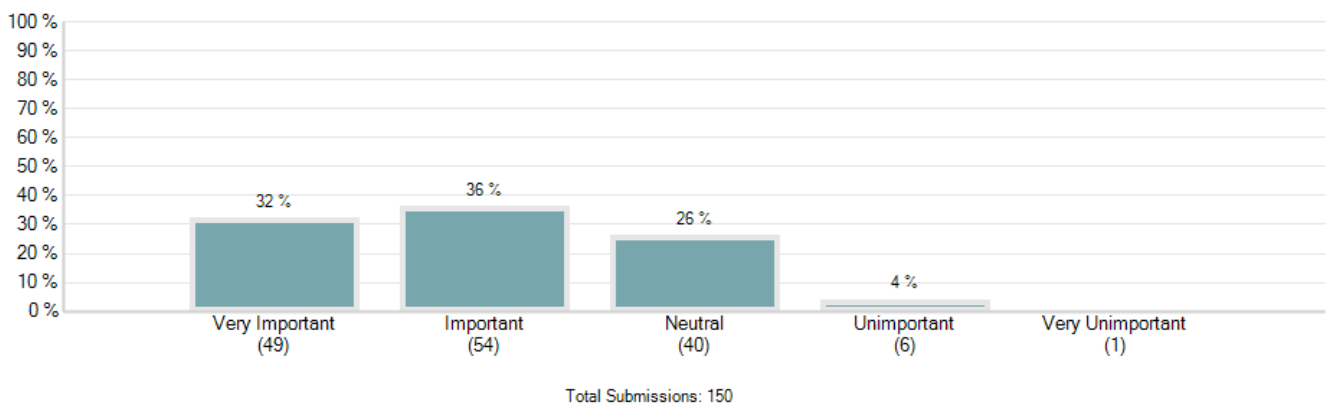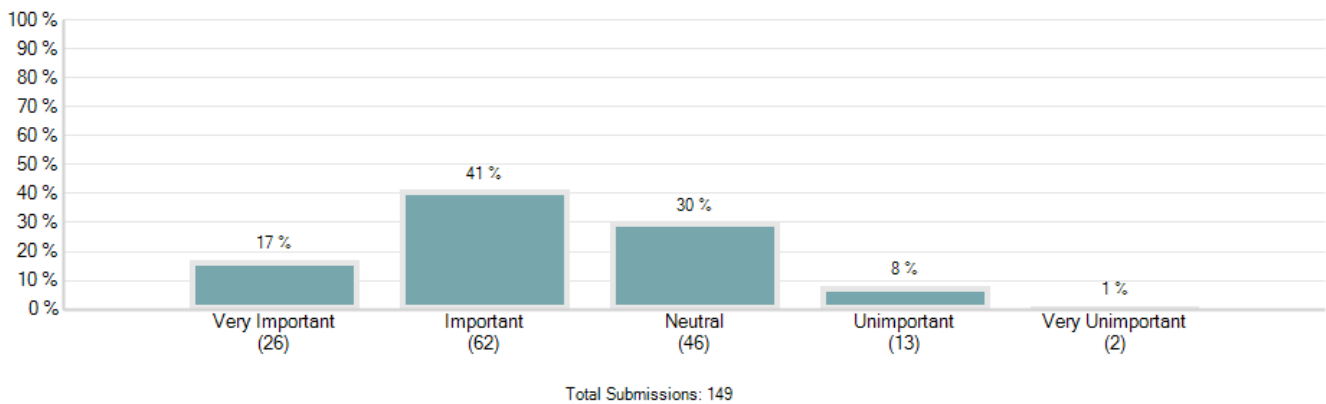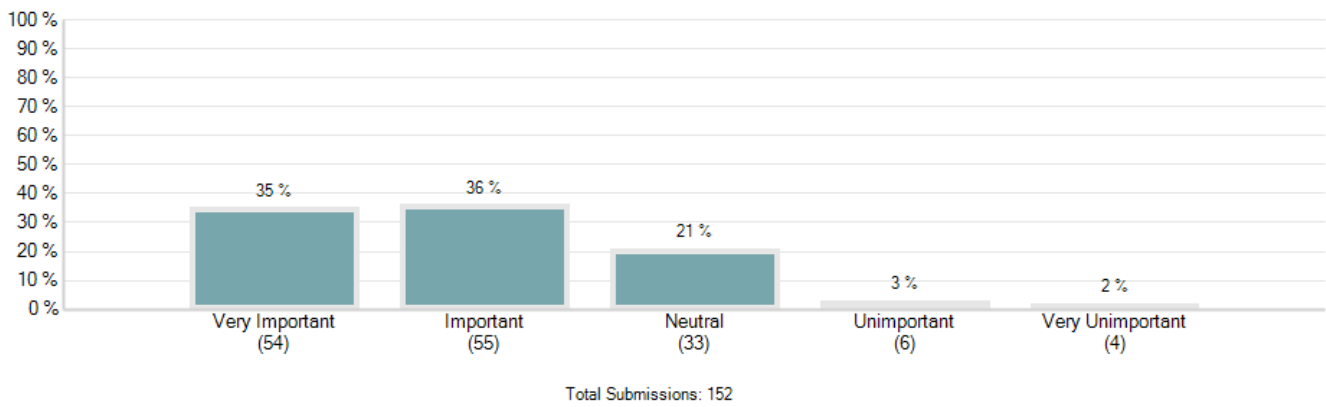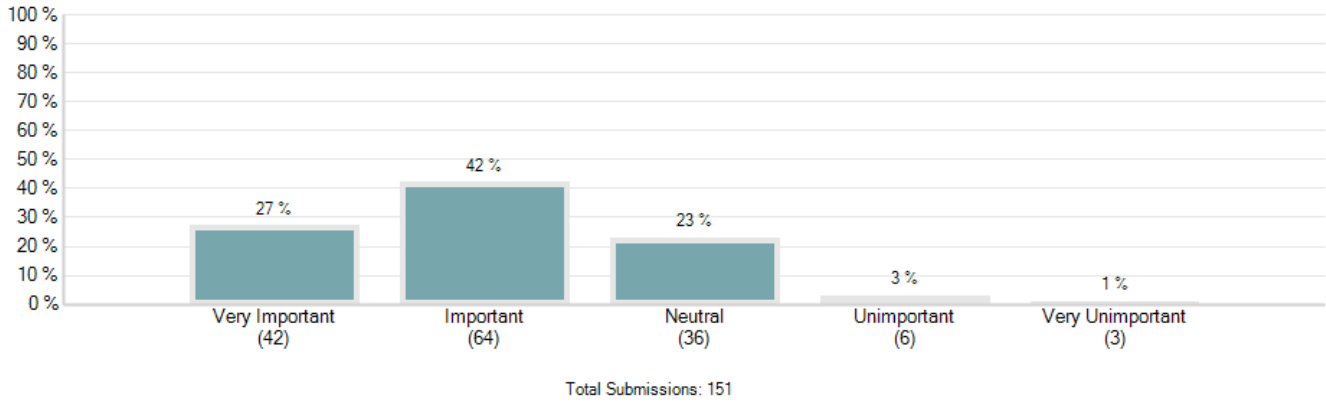| 2. Please indicate the quality of service/s you and/or your family received (*specific to the agency you identified on Page 1*).					
	Very Adequate	Adequate	Inadequate	Seriously Inadequate	Did Not Use
Senior services					
Disability services					
Youth services					
Services for survivors of domestic violence					
Substance and alcohol abuse services					
Legal assistance					
Child care					
After school programming; pre-k, college and career prep, mentoring services					
Health/dental care services					
Mental health services					
Financial independence services					
Specialized transportation services					
Adult/juvenile counseling					
Emergency mortgage, rent, utility assistance					
Food assistance services					
Housing counseling, fair housing, tenant rights					
Transitional, group homes, halfway houses					
Homeless shelters and services					
Affordable housing assistance					
Emergency home repairs and accessibility modifications					
Veteran services					
Workforce development, employment training					
Immigration services					

LEVEL of DIFFICULTY TO OBTAIN SERVICES

3. Please indicate the level of difficulty in obtaining services for you and/or your family (*specific to the agency you identified on Page 1*) .					
	Very Easy	Somewhat Easy	Not Very Easy	Not Easy At All	Did Not Use Services
Senior services					
Disability services					
Youth services					
Services for survivors of domestic violence					
Substance and alcohol abuse services					
Legal assistance					
Child care					
After school programming; pre-k, college and career prep, mentoring services					
Health/dental care services					
Mental health services					
Financial independence services					
Specialized transportation services					
Adult/juvenile counseling					
Emergency mortgage, rent, utility assistance					
Food assistance services					
Housing counseling, fair housing, tenant rights					
Transitional, group homes, halfway houses					
Homeless shelters and services					
Affordable housing assistance					
Emergency home repairs and accessibility modifications					
Veteran services					
Workforce development, employment training					
Immigration services					

4. What organization or agency provides you and/or your family with the most assistance at this time?

   The next questions refer to the primary agency or organization that provides you and/or your family with services.

5. Were you treated with respect and courtesy?   Yes_____   No_____

6. Did you receive the service/s you needed? Yes_____   No_____

7. Were you assisted in a timely manner? Yes_____   No_____

8. Was the service you received helpful? Yes_____   No_____

9. Was your need/problem resolved or improved from initial contact? Yes_____   No_____

10. Were you connected to other related services? Yes_____   No_____

11. Was there follow-up by the agency? Yes_____   No_____

12. What do you see as the primary strength/s of the agency providing services?

   ☐ Quality of service
   ☐ Number of clients served
   ☐ Accessibility
   ☐ Affordability
   ☐ Other_____

13. Were you able to ask questions and voice problems? Yes_____   No_____

14. Did you experience any of the following barriers when attempting to access the services provided by this agency or organization?

   ☐ Knowledge of services
   ☐ Transportation
   ☐ Eligibility
   ☐ Application process
   ☐ Lack of services
   ☐ Cultural/heritage/language

15. How satisfied were you overall with the service you received from this agency or organization?

      ☐ Very satisfied

      ☐ Satisfied

      ☐ Dissatisfied

      ☐ Very dissatisfied

16. Would you recommend the agency to others? Yes_____ No_____

17. Any other comments related to this agency or organization that you would like to share?

_____

_____

_____

_____

_____

_____

The following questions are optional.

18. Please mark all that apply:

      ☐ Resident of Tempe

      ☐ Rent

      ☐ Own

      ☐ Homeless/temporary/public housing

19. Please mark all that apply (Employment)

      ☐ Employed full-time

      ☐ Employed part-time

      ☐ Not employed

20. Please mark the highest level of education completed

      ☐ Elementary school

      ☐ High school graduate

      ☐ GED

      ☐ Vocational training

      ☐ Associates Degree

      ☐ Bachelor's Degree

      ☐ Graduate Degree

21. Gender
- ☐ Male
- ☐ Female

22. What is your ethnicity/race?
- ☐ American Indian/Alaskan Native
- ☐ Asian/Pacific Islander
- ☐ Hispanic/Latino
- ☐ African American/Black
- ☐ White
- ☐ Other

23. What is your age?
- ☐ 18-24
- ☐ 25-44
- ☐ 45-64
- ☐ 65+

24. Is anyone in your household age 65 or older? Yes_____ No_____

24. Are you, or someone in your household, a person with a disability?
- ☐ Yes
- ☐ No

25. Are you, or someone in your household, a veteran?
- ☐ Yes
- ☐ No

26. What was your total household income last year before taxes?
- ☐ Less than $20,000
- ☐ $20,001 to $40,000
- ☐ $40,001 to $60,000
- ☐ $60,001 to $80,000
- ☐ $80,001 to $100,000
- ☐ More than $100,000
- ☐ Prefer not to answer

<u>Please return via one of the contact options below by April 28, 2015</u>.

For more info or questions, please contact:

     Caterina Mena, Community Impact Manager

     Tempe Community Council

     34 E. 7th Street

     Tempe, AZ 85281

     480.858.2311 (Direct)

     480.858.2300 (Main)

     480.858.2319 (Fax)

     caterina_mena@tempe.gov

     www.tempecommunitycouncil.org

Thank you for taking the time to complete our survey!

Form Title	Client Survey
Start Date	02/28/2015

Question's results to display

(Display All Results)

Results layout	Column Chart
Results order	Answer Order
Date range	02/28/2015 To 05/26/2015 Apply Range

Senior Services

94 %

5 %

| Did Not Need (18) | Needed and Received (1) | Needed and Did No... (0) |

Total Submissions: 19

Disability Services

77 %

22 %

| Did Not Need (14) | Needed and Received (4) | Needed and Did No... (0) |

Total Submissions: 18

Youth Services

58 %

41 %

| Did Not Need (10) | Needed and Received (7) | Needed and Did No... (0) |

Total Submissions: 17

Survivors of Domestic Violence Services

```
100 %
 90 %
 80 %
 70 %
 60 %
 50 %
 40 %
 30 %
 20 %
 10 %
  0 %
```

94 %

5 %

| Did Not Need (18) | Needed and Received (1) | Needed and Did No. (0) |

Total Submissions: 19

Substance and Alcohol Abuse Services

```
100 %
 90 %
 80 %
 70 %
 60 %
 50 %
 40 %
 30 %
 20 %
 10 %
  0 %
```

100 %

| Did Not Need (18) | Needed and Received (0) | Needed and Did No. (0) |

Total Submissions: 18

Legal Assistance

```
100 %
 90 %
 80 %
 70 %
 60 %
 50 %
 40 %
 30 %
 20 %
 10 %
  0 %
```

89 %

5 %   5 %

| Did Not Need (17) | Needed and Received (1) | Needed and Did No. (1) |

Total Submissions: 19

Child Care

```
100 %
 90 %
 80 %
 70 %
 60 %
 50 %
 40 %
 30 %
 20 %
 10 %
  0 %
```

61 %

38 %

| Did Not Need (11) | Needed and Received (7) | Needed and Did No. (0) |

Total Submissions: 18

Educational enrichment, after school programming, pre-k, college & career prep, mentoring services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

57 %

36 %

5 %

Did Not Need
(11)

Needed and Received
(7)

Needed and Did No...
(1)

Total Submissions: 19

Health/Dental Care Services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

57 %

36 %

5 %

Did Not Need
(11)

Needed and Received
(7)

Needed and Did No...
(1)

Total Submissions: 19

Mental Health Services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

94 %

5 %

Did Not Need
(18)

Needed and Received
(1)

Needed and Did No...
(0)

Total Submissions: 19

Financial independence services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

88 %

5 %

5 %

Did Not Need
(16)

Needed and Received
(1)

Needed and Did No...
(1)

Total Submissions: 19

Specialized transportation services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

89 %

10 %

| Did Not Need (17) | Needed and Received (2) | Needed and Did No (0) |

Total Submissions: 19

Adult/juvenile counseling

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

89 %

10 %

| Did Not Need (17) | Needed and Received (2) | Needed and Did No (0) |

Total Submissions: 19

Emergency mortgage, rent, utility assistance

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

84 %

15 %

| Did Not Need (16) | Needed and Received (3) | Needed and Did No (0) |

Total Submissions: 19

Food assistance services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

63 %

36 %

| Did Not Need (12) | Needed and Received (7) | Needed and Did No (0) |

Total Submissions: 19

Housing counseling, fair housing, tenants rights

100 %	94 %	
90 %		
80 %		
70 %		
60 %		
50 %		
40 %		
30 %		
20 %		
10 %		5 %
0 %		
	Did Not Need (18)	Needed and Received (1)	Needed and Did No (0)

Total Submissions: 19

Transitional, group homes, halfway houses

100 %	100 %	
90 %		
80 %		
70 %		
60 %		
50 %		
40 %		
30 %		
20 %		
10 %		
0 %		
	Did Not Need (19)	Needed and Received (0)	Needed and Did No (0)

Total Submissions: 19

Homeless shelter and services

100 %	89 %	
90 %		
80 %		
70 %		
60 %		
50 %		
40 %		
30 %		
20 %		
10 %		5 %	5 %
0 %		
	Did Not Need (17)	Needed and Received (1)	Needed and Did No (1)

Total Submissions: 19

Affordable housing, assisted housing

100 %	89 %	
90 %		
80 %		
70 %		
60 %		
50 %		
40 %		
30 %		
20 %		
10 %		5 %	5 %
0 %		
	Did Not Need (17)	Needed and Received (1)	Needed and Did No (1)

Total Submissions: 19

Emergency home repairs and accesibility modifications

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

84 %

Did Not Need (16)	Needed and Received (2)	Needed and Did No. (1)
	10 %	5 %

Total Submissions: 19

Veteran services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

89 %

Did Not Need (17)	Needed and Received (2)	Needed and Did No. (0)
	10 %	

Total Submissions: 19

Workforce development, employment training

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

78 %

Did Not Need (15)	Needed and Received (3)	Needed and Did No. (1)
	15 %	5 %

Total Submissions: 19

Immigration Services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

100 %

Did Not Need (19)	Needed and Received (0)	Needed and Did No. (0)

Total Submissions: 19

Senior Services

5/26/2015 3:53 PM

Disability Services

- 100 %
- 90 %
- 80 %
- 70 %
- 60 %
- 50 %
- 40 %
- 30 %
- 20 %
- 10 %
- 0 %

11 %

88 %

| Very Adequate (2) | Adequate (0) | Inadequate (0) | Seriously Inadequate (0) | Do not use (16) |

Total Submissions: 18

Youth Services

11 %

5 %

82 %

| Very Adequate (2) | Adequate (0) | Inadequate (1) | Seriously Inadequate (0) | Do not use (14) |

Total Submissions: 17

Survivors of Domestic Violence Services

11 %

29 %

58 %

| Very Adequate (2) | Adequate (5) | Inadequate (0) | Seriously Inadequate (0) | Do not use (10) |

Total Submissions: 17

Substance and Alcohol Abuse Services

5 %

94 %

| Very Adequate (0) | Adequate (1) | Inadequate (0) | Seriously Inadequate (0) | Do not use (16) |

Total Submissions: 17

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

| Very Adequate (0) | Adequate (0) | Inadequate (0) | Seriously Inadequate (0) | Do not use (16) 100 % |

Total Submissions: 16

Legal Assistance

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

| Very Adequate (1) 5 % | Adequate (0) | Inadequate (0) | Seriously Inadequate (0) | Do not use (16) 94 % |

Total Submissions: 17

Child Care

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

| Very Adequate (3) 16 % | Adequate (4) 22 % | Inadequate (0) | Seriously Inadequate (0) | Do not use (11) 61 % |

Total Submissions: 18

Educational enrichment, after school programming, pre-k, college & career prep, mentoring services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

| Very Adequate (5) 29 % | Adequate (1) 5 % | Inadequate (0) | Seriously Inadequate (0) | Do not use (11) 64 % |

Total Submissions: 17

Health/Dental Care Services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

11 %	17 %	5 %		64 %
Very Adequate (2)	Adequate (3)	Inadequate (1)	Seriously Inadequate (0)	Do not use (11)

Total Submissions: 17

Mental Health Services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

5 %				94 %
Very Adequate (1)	Adequate (0)	Inadequate (0)	Seriously Inadequate (0)	Do not use (16)

Total Submissions: 17

Financial independence services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

		5 %		94 %
Very Adequate (0)	Adequate (0)	Inadequate (1)	Seriously Inadequate (0)	Do not use (16)

Total Submissions: 17

Specialized transportation services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

	5 %			94 %
Very Adequate (0)	Adequate (1)	Inadequate (0)	Seriously Inadequate (0)	Do not use (16)

Total Submissions: 17

Adult/juvenile counseling

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

94 %

5 %

| Very Adequate (1) | Adequate (0) | Inadequate (0) | Seriously Inadequate (0) | Do not use (16) |

Total Submissions: 17

Emergency mortgage, rent, utility assistance

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

94 %

5 %

| Very Adequate (0) | Adequate (0) | Inadequate (1) | Seriously Inadequate (0) | Do not use (16) |

Total Submissions: 17

Food assistance services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

70 %

11 %   17 %

| Very Adequate (2) | Adequate (3) | Inadequate (0) | Seriously Inadequate (0) | Do not use (12) |

Total Submissions: 17

Housing counseling, fair housing, tenants rights

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

94 %

5 %

| Very Adequate (1) | Adequate (0) | Inadequate (0) | Seriously Inadequate (0) | Do not use (16) |

Total Submissions: 17

Transitional, group homes, halfway houses

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

| | | | | 100 % |
| Very Adequate (0) | Adequate (0) | Inadequate (0) | Seriously Inadequate (0) | Do not use (17) |

Total Submissions: 17

Homeless shelter and services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

| | 5 % | 5 % | | 88 % |
| Very Adequate (0) | Adequate (1) | Inadequate (1) | Seriously Inadequate (0) | Do not use (15) |

Total Submissions: 17

Affordable housing, assisted housing

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

| | | | 5 % | 94 % |
| Very Adequate (0) | Adequate (0) | Inadequate (0) | Seriously Inadequate (1) | Do not use (16) |

Total Submissions: 17

Emergency home repairs and accesibility modifications

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

| 5 % | 5 % | 5 % | | 82 % |
| Very Adequate (1) | Adequate (1) | Inadequate (1) | Seriously Inadequate (0) | Do not use (14) |

Total Submissions: 17

Veteran services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

94 %

5 %

| Very Adequate (0) | Adequate (0) | Inadequate (0) | Seriously Inadequate (1) | Do not use (16) |

Total Submissions: 17

Workforce development, employment training

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

88 %

11 %

| Very Adequate (0) | Adequate (2) | Inadequate (0) | Seriously Inadequate (0) | Do not use (15) |

Total Submissions: 17

Immigration Services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

100 %

| Very Adequate (0) | Adequate (0) | Inadequate (0) | Seriously Inadequate (0) | Do not use (16) |

Total Submissions: 16

Senior Services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

94 %

5 %

| Very Easy (1) | Somewhat Easy (0) | Not Very Easy (0) | Not Easy At All (0) | Did Not Use Services (16) |

Total Submissions: 17

Disability Services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

Very Easy (3)	Somewhat Easy (1)	Not Very Easy (0)	Not Easy At All (0)	Did Not Use Services (12)
18 %	6 %			75 %

Total Submissions: 16

Youth Services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

Very Easy (4)	Somewhat Easy (3)	Not Very Easy (0)	Not Easy At All (0)	Did Not Use Services (10)
23 %	17 %			58 %

Total Submissions: 17

Survivors of Domestic Violence Services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

Very Easy (0)	Somewhat Easy (0)	Not Very Easy (1)	Not Easy At All (0)	Did Not Use Services (16)
		5 %		94 %

Total Submissions: 17

Substance and Alcohol Abuse Services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

Very Easy (0)	Somewhat Easy (0)	Not Very Easy (0)	Not Easy At All (0)	Did Not Use Services (17)
				100 %

Total Submissions: 17

Legal Assistance

	Very Easy (0)	Somewhat Easy (1)	Not Very Easy (0)	Not Easy At All (0)	Did Not Use Services (16)
		5 %			94 %

Total Submissions: 17

Child Care

	Very Easy (3)	Somewhat Easy (3)	Not Very Easy (0)	Not Easy At All (1)	Did Not Use Services (10)
	17 %	17 %		5 %	58 %

Total Submissions: 17

Educational enrichment, after school programming, pre-k, college & career prep, mentoring services

	Very Easy (5)	Somewhat Easy (1)	Not Very Easy (0)	Not Easy At All (0)	Did Not Use Services (11)
	29 %	5 %			64 %

Total Submissions: 17

Health/Dental Care Services

	Very Easy (4)	Somewhat Easy (1)	Not Very Easy (1)	Not Easy At All (0)	Did Not Use Services (11)
	23 %	5 %	5 %		64 %

Total Submissions: 17

Mental Health Services

```
100 %
 90 %
 80 %
 70 %
 60 %
 50 %
 40 %
 30 %
 20 %
 10 %                                                                                            94 %
  0 %        5 %
          Very Easy        Somewhat Easy      Not Very Easy      Not Easy At All    Did Not Use Services
            (1)                (0)                (0)                (0)                  (16)
```

Total Submissions: 17

Financial independence services

```
100 %
 90 %
 80 %
 70 %
 60 %
 50 %
 40 %
 30 %
 20 %                                                                                            94 %
 10 %        5 %
  0 %
          Very Easy        Somewhat Easy      Not Very Easy      Not Easy At All    Did Not Use Services
            (1)                (0)                (0)                (0)                  (16)
```

Total Submissions: 17

Specialized transportation services

```
100 %
 90 %
 80 %
 70 %
 60 %
 50 %
 40 %
 30 %
 20 %                                                                                            94 %
 10 %                                           5 %
  0 %
          Very Easy        Somewhat Easy      Not Very Easy      Not Easy At All    Did Not Use Services
            (0)                (0)                (1)                (0)                  (16)
```

Total Submissions: 17

Adult/juvenile counseling

```
100 %
 90 %
 80 %
 70 %
 60 %
 50 %
 40 %
 30 %
 20 %                                                                                            94 %
 10 %                                           5 %
  0 %
          Very Easy        Somewhat Easy      Not Very Easy      Not Easy At All    Did Not Use Services
            (0)                (0)                (1)                (0)                  (16)
```

Total Submissions: 17

Emergency mortgage, rent, utility assistance

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

	5 %			94 %
Very Easy (0)	Somewhat Easy (1)	Not Very Easy (0)	Not Easy At All (0)	Did Not Use Services (16)

Total Submissions: 17

Food assistance services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

18 %	6 %			75 %
Very Easy (3)	Somewhat Easy (1)	Not Very Easy (0)	Not Easy At All (0)	Did Not Use Services (12)

Total Submissions: 16

Housing counseling, fair housing, tenants rights

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

				100 %
Very Easy (0)	Somewhat Easy (0)	Not Very Easy (0)	Not Easy At All (0)	Did Not Use Services (15)

Total Submissions: 15

Transitional, group homes, halfway houses

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

				100 %
Very Easy (0)	Somewhat Easy (0)	Not Very Easy (0)	Not Easy At All (0)	Did Not Use Services (16)

Total Submissions: 16

Homeless shelter and services

				93 %
100 %				
90 %				
80 %				
70 %				
60 %				
50 %				
40 %				
30 %				
20 %				
10 %		6 %		
0 %				

| Very Easy (0) | Somewhat Easy (0) | Not Very Easy (1) | Not Easy At All (0) | Did Not Use Services (15) |

Total Submissions: 16

Affordable housing, assisted housing

				100 %
100 %				
90 %				
80 %				
70 %				
60 %				
50 %				
40 %				
30 %				
20 %				
10 %				
0 %				

| Very Easy (0) | Somewhat Easy (0) | Not Very Easy (0) | Not Easy At All (0) | Did Not Use Services (15) |

Total Submissions: 15

Emergency home repairs and accesibility modifications

				87 %
100 %				
90 %				
80 %				
70 %				
60 %				
50 %				
40 %				
30 %				
20 %				
10 %	6 %	6 %		
0 %				

| Very Easy (0) | Somewhat Easy (1) | Not Very Easy (1) | Not Easy At All (0) | Did Not Use Services (14) |

Total Submissions: 16

Veteran services

				100 %
100 %				
90 %				
80 %				
70 %				
60 %				
50 %				
40 %				
30 %				
20 %				
10 %				
0 %				

| Very Easy (0) | Somewhat Easy (0) | Not Very Easy (0) | Not Easy At All (0) | Did Not Use Services (16) |

Total Submissions: 16

Workforce development, employment training

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

| Very Easy (0) | Somewhat Easy (2) | Not Very Easy (0) | Not Easy At All (0) | Did Not Use Services (14) |

87 %

12 %

Total Submissions: 16

Immigration Services

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

| Very Easy (0) | Somewhat Easy (0) | Not Very Easy (0) | Not Easy At All (0) | Did Not Use Services (16) |

100 %

Total Submissions: 16

Were you treated with respect and courtesy?

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

100 %

| Yes (15) | No (0) |

Total Submissions: 15

Did you receive the service/s you needed?

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

86 %

13 %

| Yes (13) | No (2) |

Total Submissions: 15

Were you assisted in a timely manner?

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

85 %

14 %

Yes
(12)

No
(2)

Total Submissions: 14

Was the service you received helpful?

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

92 %

7 %

Yes
(13)

No
(1)

Total Submissions: 14

Was your need/problem resolved or improved from initial contact?

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

100 %

Yes
(13)

No
(0)

Total Submissions: 13

Were you connected to other related services?

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

73 %

26 %

Yes
(4)

No
(11)

Total Submissions: 15

Was there follow-up by the agency?

Total Submissions: 11

What do you see as the primary strength/s of the agency providing services?

14 %	7 %	14 %	21 %	42 %
Quality of service (2)	Number of clients (1)	Accessibility (2)	Affordability (3)	Other (6)

Total Submissions: 14

Were you able to ask questions and voice problems?

92 %   7 %

Yes (13)   No (1)

Total Submissions: 14

Did you experience any of the following barriers when attempting to access the services provided by this agency or organization?

16 %		16 %	16 %	50 %	
Knowledge of serv. (1)	Transportation (0)	Eligibility (1)	Application process (1)	Lack of services (3)	Cultural/heritage (0)

Total Submissions: 6

How satisfied were you overall with the service you received from this agency or

organization?

Very satisfied (9)	69 %
Satisfied (2)	15 %
Disatisfied (2)	15 %
Very dissatisfied (0)	

Total Submissions: 13

Would you recommend the agency to others?

Yes (11) — 91 %
No (1) — 8 %

Total Submissions: 12

Please mark all that apply.

Tempe resident (8) — 50 %
Rent (5) — 31 %
Own (3) — 18 %
Homeless/temporar.. (0)

Total Submissions: 16

Please mark all that apply (employment).

Employed full-time (6) — 37 %
Employed part-time (4) — 25 %
Not employed (6) — 37 %

Total Submissions: 16

Please mark the highest level of education completed.

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

Elementary school (1)	High school graduate (5)	GED (1)	Vocational training (0)	Associates Degree (4)	Bachelor's Degree (3)	Graduate Degree (2)
6 %	31 %	6 %		25 %	18 %	12 %

Total Submissions: 16

Gender

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

Male (7)	Female (10)
41 %	58 %

Total Submissions: 17

What is your ethnicity/race?

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

American Indian/A. (1)	Asian/Pacific Isl . (0)	Hispanic/Latino (3)	African American/. (1)	White (12)	Other (0)
5 %		17 %	5 %	70 %	

Total Submissions: 17

What is your age?

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

18-24 (3)	25-44 (13)	45-64 (0)	65+ (1)
17 %	76 %		5 %

Total Submissions: 17

Is someone in your household age 65 or older?

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

23 %   76 %

Yes   No
(4)   (13)

Total Submissions: 17

Are you, or someone in your household, a person with a disability?

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

23 %   76 %

Yes   No
(4)   (13)

Total Submissions: 17

Are you, or someone in your household, a veteran?

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

31 %   68 %

Yes   No
(5)   (11)

Total Submissions: 16

What was your total household income last year before taxes?

100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %

25 %   12 %   12 %   6 %   25 %   12 %   6 %

Less than $20,000 $20,001 to $40,000 $40,001 to $60,000 $60,001 to $80,000 $80,001 to $100,000   More than $100,000   Prefer not to answer
(4)   (2)   (2)   (1)   (4)   (2)   (1)

Total Submissions: 16

Appendix D –

Agency Interviews

AGENCY INTERVIEWS

A survey / interview of agency service providers were administered by telephone for the period of March 2015 through May 2015. All of the ten agencies either currently receive or have received funding in past years administered by TCC. These agencies also contribute to this assessment through their completion of the Community Surveys and by administering the Client Survey. All of the agencies participated in the Community Workshop on January 10, 2015.

Overall agencies were pleased with the current process for allocation of funds and the relative priority given to the various service needs funded by the TCC. While agency and service delivery organization indicated that resources are stretched and that better facilities, more staff, and more money would help, all agencies believe that the system is appropriately targeting important problems and that the system generally is responding to most of the community's most critical problems. Resources, while limited, are viewed as being fairly allocated by the City, and effectively and efficiently administered by recipient agencies.

Agency representatives while satisfied with the current system believed that additional funding and staffing is needed to provide enhancement in service delivery and increases in services. As a group, agency participants believe the service system operates at a level of 8 - 10 on a 10-point scale. Agencies see the system as adequate currently, but they anticipate as demand for services continue to increase, the more difficult it will become for the current system to keep pace with service demands.

Agencies included:

- Boys & Girls Club
- EMPACT
- Foundation for Senior Living
- Tempe Community Action Agency
- Alzheimer's Assoc.
- Community Bridges

- Homeward Bound

- Save the Family

- UMOM

- The Centers for Habilitation (disability)

- Tempe Community Council

- City of Tempe Neighborhood Revitalization and Redevelopment Division

Questions included:

Question 1: Are there any particular problems or service needs individuals and families have that are not currently being addressed or met?

- Most responses included desired service levels not being met due to limited staffing and funding.
- Follow up with clients receiving services and with clients after services are complete is limited due to funding and staffing.
- Funding is limited to increase the number of persons served and to meet increasing demands for services.

Question 2: Are there any particular special populations or group of individuals that are not currently being served? None Identified

Question 3: Are their particular services that should be given a higher priority for funding? None Identified

Question 4: Are their particular services that should be given a higher level of funding based on unmet needs? None Identified

Question 5: Based on a 10 point scale with 10 being the highest, would you rate the current service delivery system between (a) 1 – 4 (b) 5 – 7 or (c) 8 - 10? All agencies selected (c) 8 – 10.

Question 6: Are you satisfied with the City's current method of allocating funding and priorities assigned to service needs considered for funding? All agencies satisfied with system.

Appendix E –

Consolidated Plan Priority Needs Survey

Q1 I am a:

Answered: 357   Skipped: 9
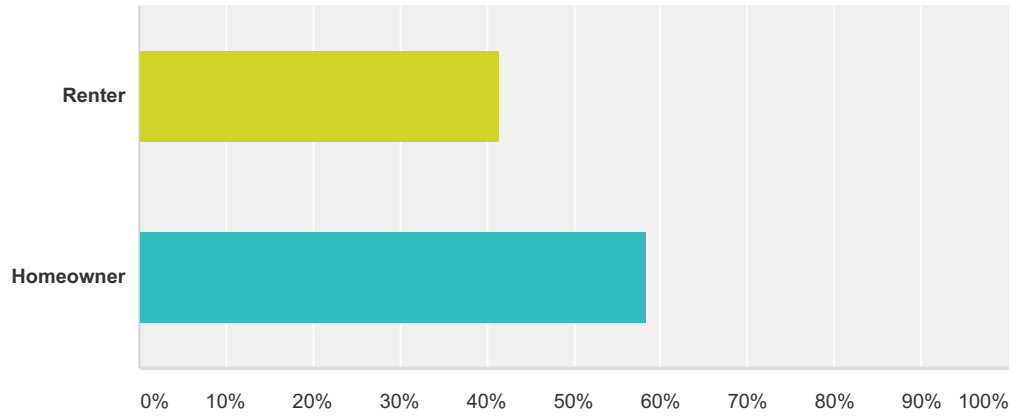
Answer Choices	Responses	
Renter	**41.46%**	148
Homeowner	**58.54%**	209
Total		**357**

Q2 I am a:

Answered: 320   Skipped: 46
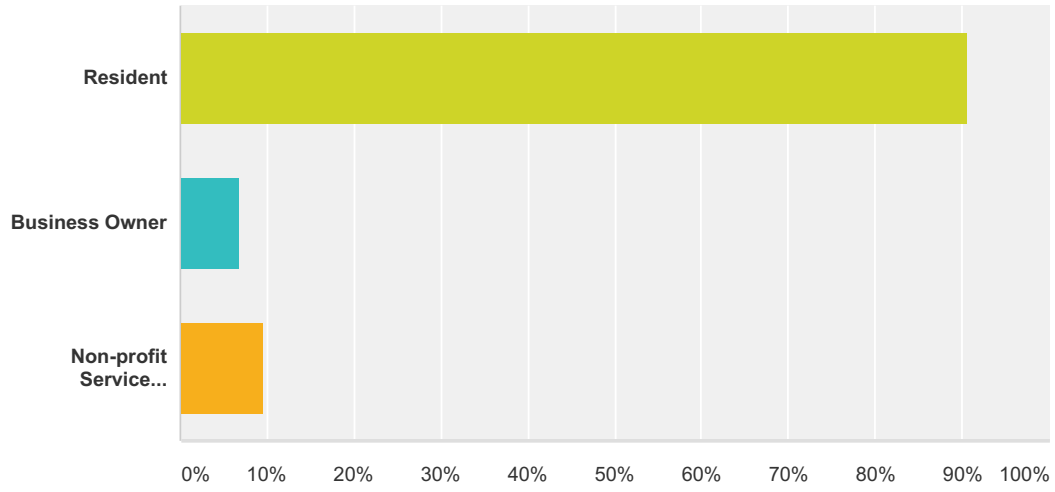
Answer Choices	Responses	
Resident	**90.63%**	290
Business Owner	**6.88%**	22
Non-profit Service Provider	**9.69%**	31
Total Respondents: 320		

Q3 Resident Zip Code:

Answered: 300   Skipped: 66

Q4 Business Owner Zip Code

Answered: 43   Skipped: 323

Q5 Non-profit Service Provider - Please indicate key services your agency provides and target clients.

Answered: 34   Skipped: 332

Q6 **Community Need**

Answered: 283   Skipped: 83

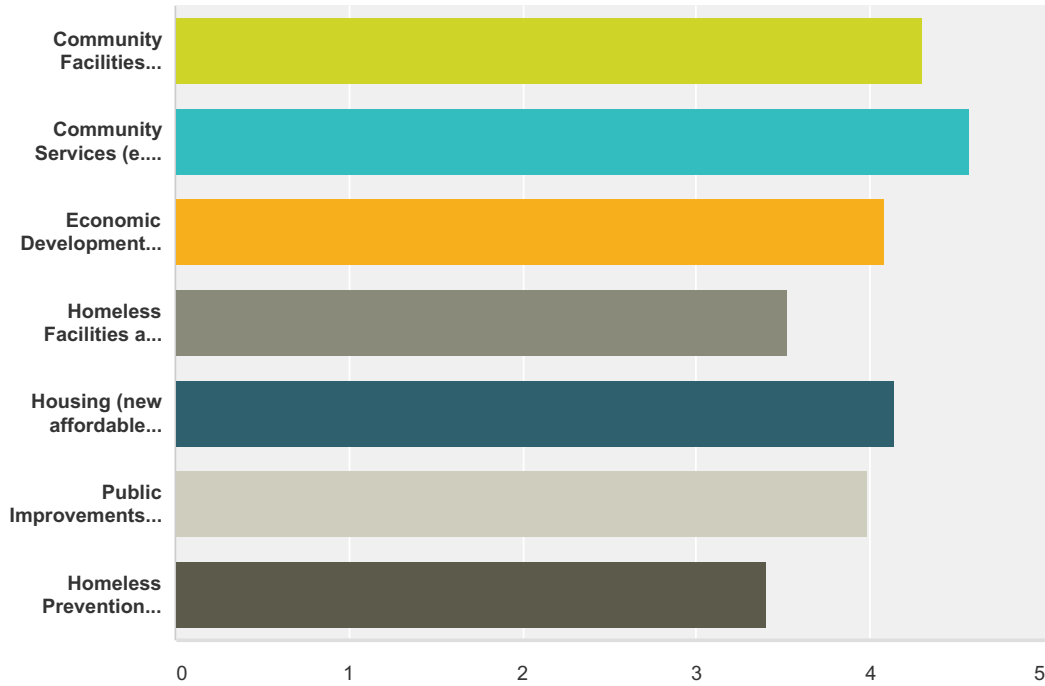|	1	2	3	4	5	6	7	Total	Score
Community Facilities (e.g, parks)	**13.78%** 39	**22.97%** 65	**15.19%** 43	**11.66%** 33	**13.78%** 39	**9.19%** 26	**13.43%** 38	283	4.30
Community Services (e.g., childcare, recreation, senior programs)	**13.12%** 37	**18.44%** 52	**21.28%** 60	**20.21%** 57	**16.67%** 47	**7.09%** 20	**3.19%** 9	282	4.57
Economic Development (e.g., business assistance programs to create jobs)	**15.55%** 44	**11.66%** 33	**14.84%** 42	**20.85%** 59	**11.66%** 33	**11.31%** 32	**14.13%** 40	283	4.08
Homeless Facilities and Services	**9.89%** 28	**7.42%** 21	**13.78%** 39	**14.84%** 42	**19.08%** 54	**19.08%** 54	**15.90%** 45	283	3.53
Housing (new affordable housing, repairs, homeownership)	**19.43%** 55	**12.37%** 35	**12.72%** 36	**11.31%** 32	**18.73%** 53	**13.43%** 38	**12.01%** 34	283	4.14
Public Improvements (e.g., streets, lighting, water, sewer)	**21.20%** 60	**10.95%** 31	**11.66%** 33	**10.25%** 29	**8.48%** 24	**22.61%** 64	**14.84%** 42	283	3.99
Homeless Prevention Services (emergency financial assistance to pay housing expenses)	**7.07%** 20	**16.25%** 46	**10.60%** 30	**10.95%** 31	**11.66%** 33	**17.31%** 49	**26.15%** 74	283	3.40

Q7 Housing

Answered: 261   Skipped: 105
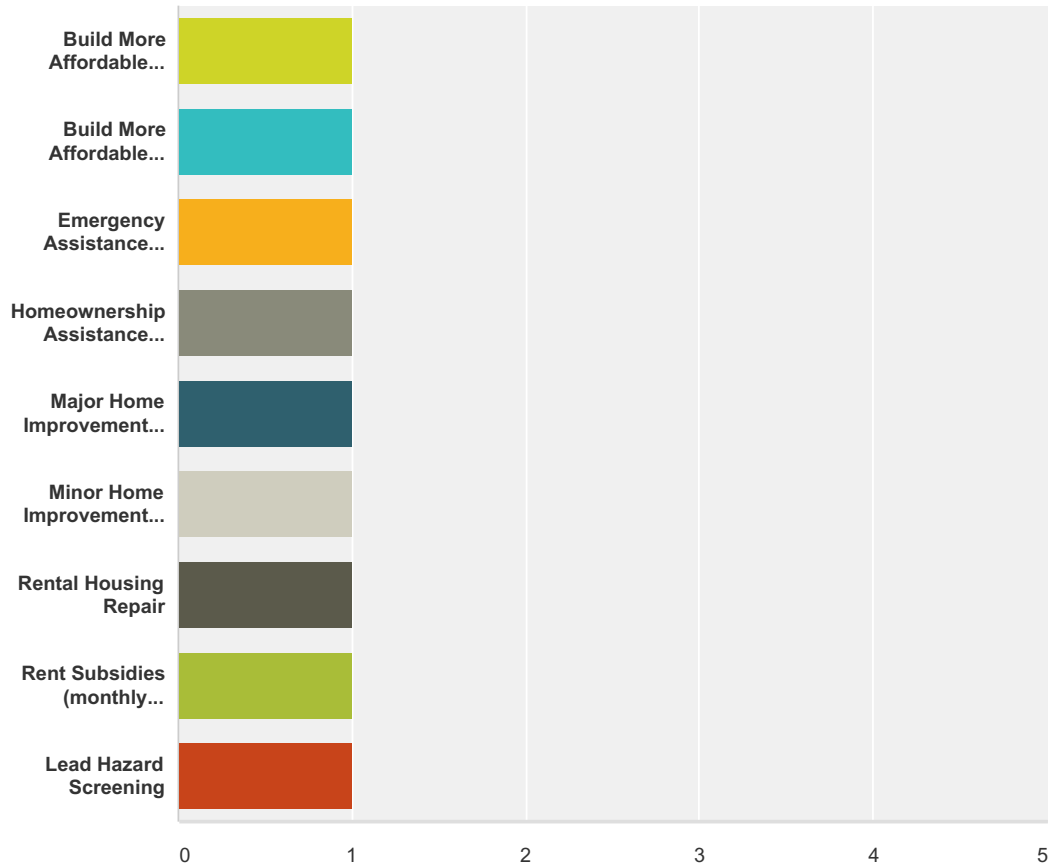
	High	Low	Total	Weighted Average
Build More Affordable Ownership Housing (condos, townhomes, single-family)	**48.63%** 124	**51.37%** 131	255	1.00
Build More Affordable Rental Housing (apartments)	**41.02%** 105	**58.98%** 151	256	1.00
Emergency Assistance (emergency repairs)	**65.48%** 165	**34.52%** 87	252	1.00
Homeownership Assistance (down payment, low interest loans)	**54.12%** 138	**45.88%** 117	255	1.00
Major Home Improvement Assistance (structural, electrical, plumbing)	**51.95%** 133	**48.05%** 123	256	1.00
Minor Home Improvement Assistance (paint, doors and windows, roof)	**43.08%** 109	**56.92%** 144	253	1.00
Rental Housing Repair	**34.78%** 88	**65.22%** 165	253	1.00
Rent Subsidies (monthly subsidies, security deposit)	**45.49%** 116	**54.51%** 139	255	1.00
Lead Hazard Screening	**37.01%** 94	**62.99%** 160	254	1.00

Q8 Community Facilities

Answered: 255   Skipped: 111
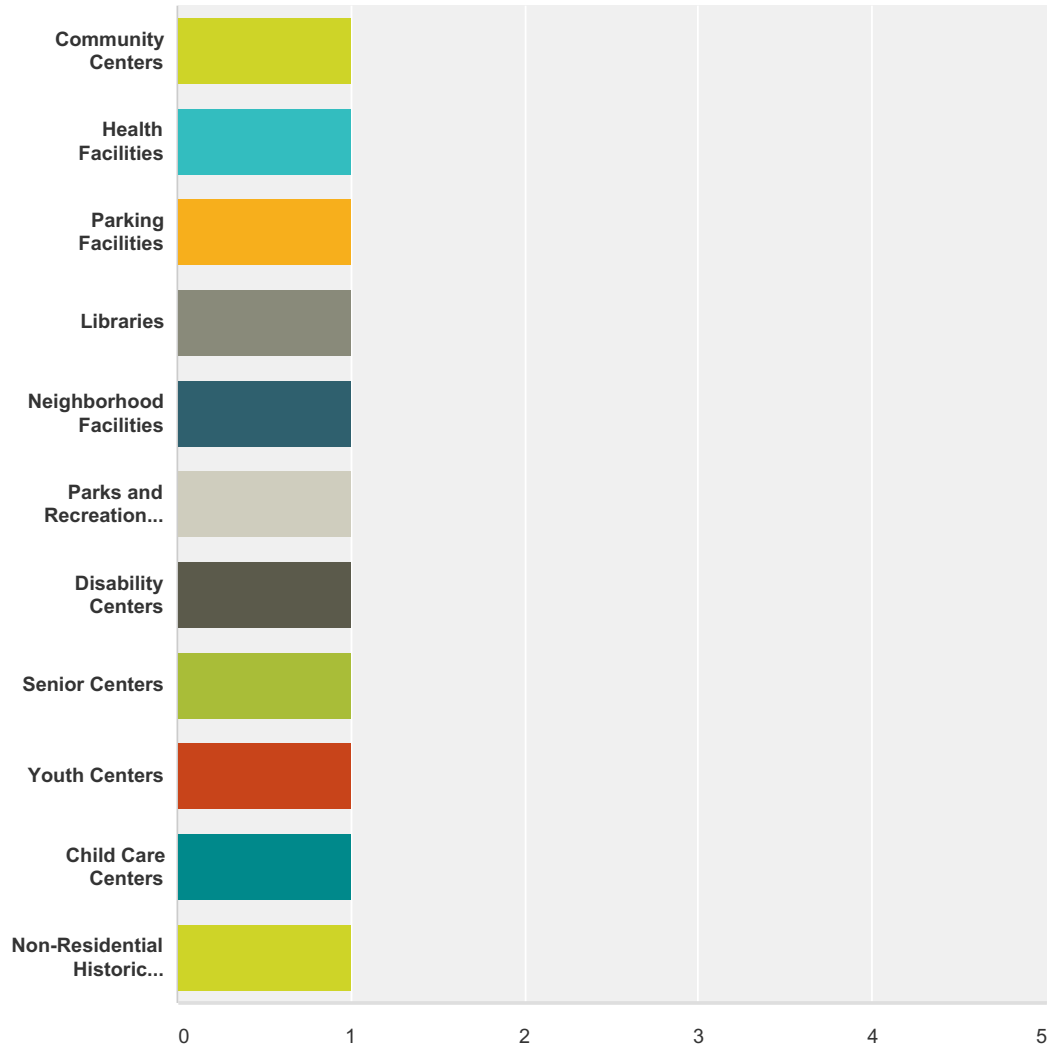
	High	Low	Total	Weighted Average
Community Centers	**63.82%** 157	**36.18%** 89	246	1.00
Health Facilities	**62.45%** 153	**37.55%** 92	245	1.00
Parking Facilities	**30.99%** 75	**69.01%** 167	242	1.00
Libraries	**66.26%** 161	**33.74%** 82	243	1.00
Neighborhood Facilities	**62.04%** 152	**37.96%** 93	245	1.00
Parks and Recreation Facilities (playgrounds, pools, skate parks)	**72.65%** 178	**27.35%** 67	245	1.00

Disability Centers	**58.44%** 142	**41.56%** 101	243	1.00
Senior Centers	**58.54%** 144	**41.46%** 102	246	1.00
Youth Centers	**69.80%** 171	**30.20%** 74	245	1.00
Child Care Centers	**60.74%** 147	**39.26%** 95	242	1.00
Non-Residential Historic Preservation	**40.98%** 100	**59.02%** 144	244	1.00

Q9 Community Services

Answered: 242   Skipped: 124

- Pre-school Child Care
- School Age After School...
- Crime Awareness/Pr...
- Fair Housing Services...
- Health Services...
- Dental Services
- Senior Services...
- Services for the Disabled...
- Shared Housing for Seniors
- Senior Services...
- Substance Abuse Treatment
- Services for Victims of...
- Youth Services recreation...
- Child Abuse / Domestic...
- Counseling for child crime...
- Youth counseling a...
- Tenant/Landlord Dispute...
- Transportation (dial-a-ride)
- Disability Services and...

Tempe Con Plan Survey

| | Food and Other Supplies | Meals-on-Wheels | Food Bank | Planning | Legal Assistance a... |

(Bar chart showing categories: Food and Other Supplies, Meals-on-Wheels, Food Bank, Planning, Legal Assistance a... with axis values 0, 1, 2, 3, 4, 5)

	High	Low	Total	Weighted Average
Pre-school Child Care	58.04% 130	41.96% 94	224	1.00
School Age After School Care and Tutoring Services	72.57% 164	27.43% 62	226	1.00
Crime Awareness/Prevention (neighborhood watch)	63.16% 144	36.84% 84	228	1.00
Fair Housing Services (discrimination complaints)	44.05% 100	55.95% 127	227	1.00
Health Services (physical health and mental illness)	72.17% 166	27.83% 64	230	1.00
Dental Services	41.96% 94	58.04% 130	224	1.00
Senior Services (meals-on-wheels, in-home care)	74.35% 171	25.65% 59	230	1.00
Services for the Disabled (independent living, job training)	75.66% 171	24.34% 55	226	1.00
Shared Housing for Seniors	52.65% 119	47.35% 107	226	1.00
Senior Services Ombudsman for nursing home/assisted living patients	55.31% 125	44.69% 101	226	1.00
Substance Abuse Treatment	55.07% 125	44.93% 102	227	1.00
Services for Victims of Domestic Violence/Child Abuse	76.32% 174	23.68% 54	228	1.00
Youth Services recreation activities	66.23% 151	33.77% 77	228	1.00
Child Abuse / Domestic Violence Prevention and Outreach Services	75.77% 172	24.23% 55	227	1.00
Counseling for child crime victims / struggling with life transitions	70.43% 162	29.57% 68	230	1.00

|				
Youth counseling and mentoring services	**72.00%** 162	**28.00%** 63	225	1.00
Tenant/Landlord Dispute Resolution (rent increases, lack of maintenance)	**51.56%** 116	**48.44%** 109	225	1.00
Transportation (dial-a-ride)	**52.68%** 118	**47.32%** 106	224	1.00
Disability Services and access	**62.61%** 139	**37.39%** 83	222	1.00
Food and Other Supplies	**55.91%** 123	**44.09%** 97	220	1.00
Meals-on-Wheels	**58.48%** 131	**41.52%** 93	224	1.00
Food Bank	**69.16%** 157	**30.84%** 70	227	1.00
Planning	**46.40%** 103	**53.60%** 119	222	1.00
Legal Assistance and Advocacy for Tenant Rights and Homeownership, Immigration, Eviction, and Discrimination	**57.78%** 130	**42.22%** 95	225	1.00

Q10 Economic Development

Answered: 232   Skipped: 134
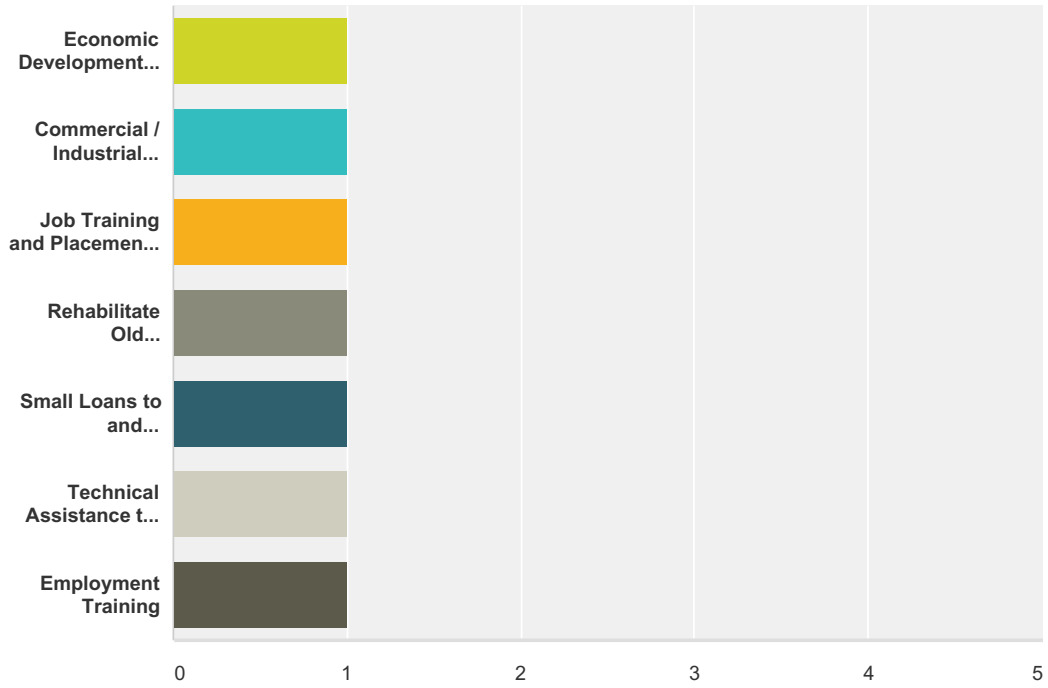
	High	Low	Total	Weighted Average
Economic Development assistance to for-profit businesses	**33.18%** 74	**66.82%** 149	223	1.00
Commercial / Industrial Infrastructure Development Projects	**33.18%** 73	**66.82%** 147	220	1.00
Job Training and Placement Services	**70.35%** 159	**29.65%** 67	226	1.00
Rehabilitate Old Commercial/Industrial Buildings	**65.63%** 147	**34.38%** 77	224	1.00
Small Loans to and Micro-Enterprise Assistance	**61.54%** 136	**38.46%** 85	221	1.00
Technical Assistance to Businesses	**35.75%** 79	**64.25%** 142	221	1.00
Employment Training	**61.09%** 135	**38.91%** 86	221	1.00

Q11 Homeless Facilities and Services

Answered: 225   Skipped: 141
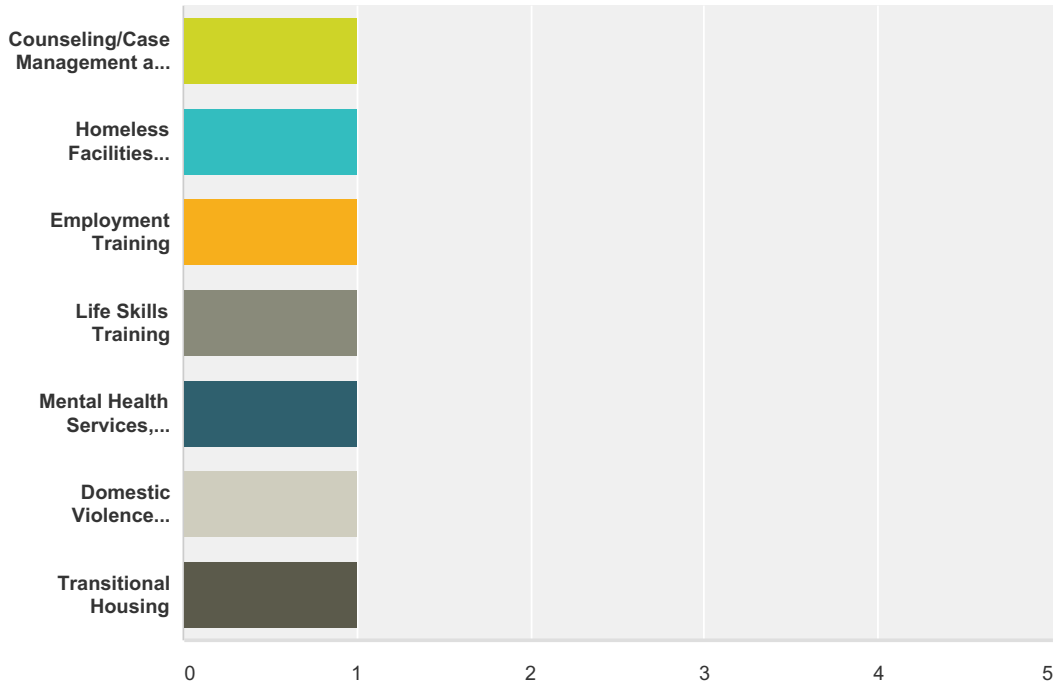
	High		Low		Total	Weighted Average
Counseling/Case Management and Referrals	**66.51%**	145	**33.49%**	73	218	1.00
Homeless Facilities (overnight and day resource centers)	**70.91%**	156	**29.09%**	64	220	1.00
Employment Training	**72.35%**	157	**27.65%**	60	217	1.00
Life Skills Training	**71.82%**	158	**28.18%**	62	220	1.00
Mental Health Services, Substance Abuse Treatment, Supportive Services	**83.56%**	183	**16.44%**	36	219	1.00
Domestic Violence Shelters	**77.63%**	170	**22.37%**	49	219	1.00
Transitional Housing	**67.13%**	145	**32.87%**	71	216	1.00

Q12 Public Improvements

Answered: 225   Skipped: 141
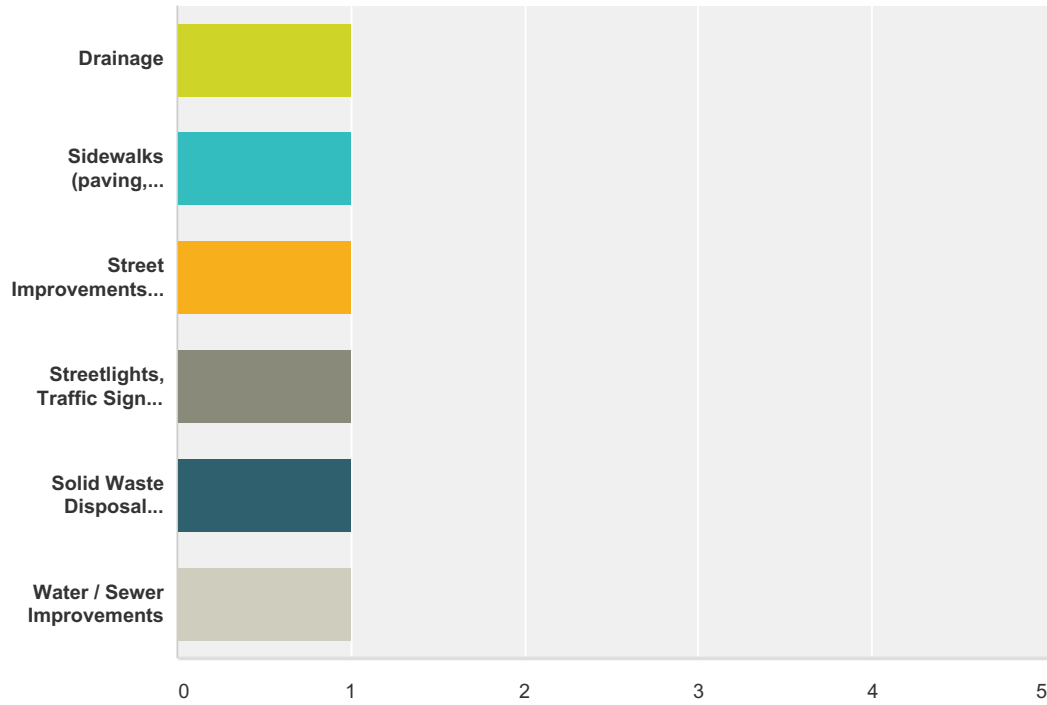
	High	Low	Total	Weighted Average
Drainage	**35.65%** 77	**64.35%** 139	216	1.00
Sidewalks (paving, widening)	**44.65%** 96	**55.35%** 119	215	1.00
Street Improvements (Repaving, curbs and gutters)	**52.53%** 114	**47.47%** 103	217	1.00
Streetlights, Traffic Signals (stop lights, stop signs, better street signs)	**50.47%** 108	**49.53%** 106	214	1.00
Solid Waste Disposal Improvements	**48.61%** 105	**51.39%** 111	216	1.00
Water / Sewer Improvements	**49.31%** 107	**50.69%** 110	217	1.00

Q13 Homeless Prevention Services

Answered: 220   Skipped: 146
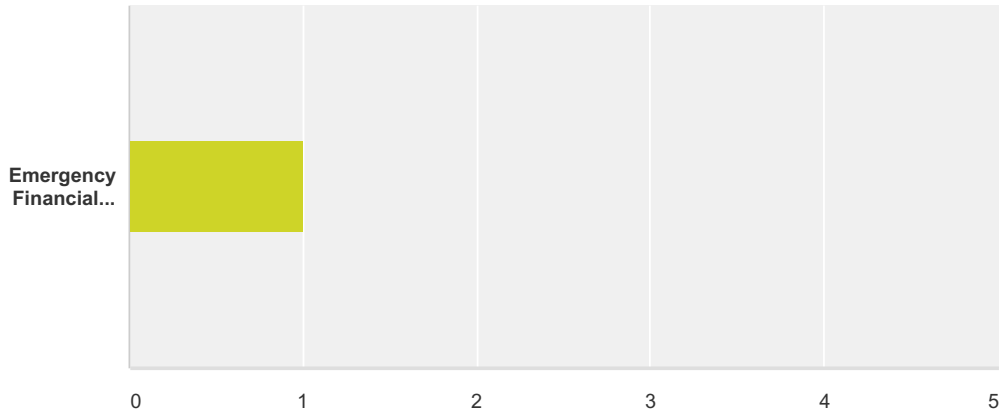
	High	Low	Total	Weighted Average
Emergency Financial Assistance to pay housing expenses	**60.00%** 132	**40.00%** 88	220	1.00

Appendix F –

Demographic Assessment and Community Profile

# DEMOGRAPHIC ASSESSMENT AND COMMUNITY PROFILE

Introduction

The Community Profile is a review of demographic, income, employment, and housing data of Tempe. The data were gathered from 2008-2012 American Community Survey (ACS) 5-Year estimates; 1990, 2000, and 2010 U.S. Census; and other sources. The following sections show the current status of Tempe:

- Demographics – documents and analyzes the basic structure of the community in terms of racial diversity, population growth, and family structure.
- Income - analyzes income sources, the distribution of income across income class, and poverty.
- Employment - examines unemployment rates, occupation trends, and major employers.
- Public Transportation – examines access and availability of public transit systems.
- Housing - examines data on the housing stock, with particular attention to the age of the housing stock, vacancy rates, tenure, and cost burdens.

Detailed analyses will concentrate on three racial/ethnic groups in Tempe: White, Hispanic, and African-American. All other groups are smaller in number and percentage, with the exception of Asian with just a slight edge on African-American, and, therefore, the results of their analysis will not be presented in detail. African-Americans are not the third largest sub-population; however they are the fastest growing over the past 10 years and are the racial group which, historically, witnesses the most discrimination. The analysis is supported with tables and maps provided for reference. While most of the data presented in the tables and maps are directly referenced in the text, there may be some cases where additional information was included for the reader's benefit, though not specifically noted in the text.

Map 1.1 Tempe Base Map
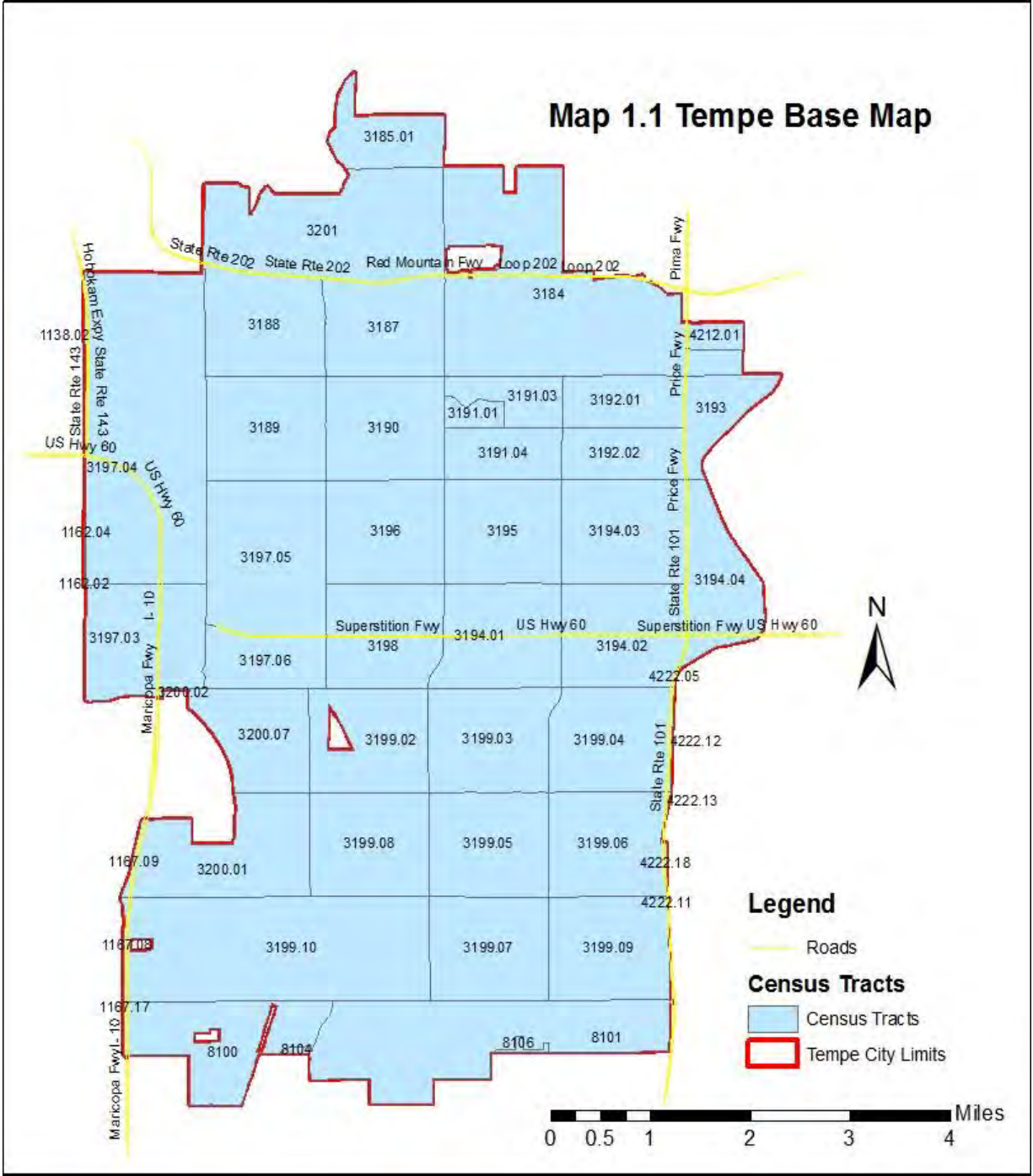
1.1. Demographics

The demographic analysis of the Tempe area concentrates on the magnitude and composition of the population and changes that occurred between 2000 and 2010. Please note that the attached maps present data by census tract with an overlay of the city limits for Tempe. For reference, Map 1.1, on the previous page, provides a visual representation of Tempe for comparison with thematic maps below.

Race/Ethnicity

According to the 2010 Census, the population of Maricopa County was 3,817,117, a small portion of which resided in Tempe (161,719). Table 1.1 shows that the County's population increased by 744,968 or 24.2 percent between 2000 and 2010. The population of Tempe increased by 2.0 percent during the same period.

In Maricopa County, the largest racial group was White, with about 73 percent of the population. In Tempe, the White population was about 86 percent of the total, with Hispanics making up the majority of the remainder at 13.8 percent. In the County, Hispanics were 10.7 percent of the total. African-Americans represented 0.9 percent of the population in Tempe and 1.2 percent of Maricopa County. The Census Bureau does not recognize Hispanic as a race, but rather as an ethnicity.

The White population decreased by 4.5 percent in Tempe between 2000 and 2010, while the Hispanic population increased by 19.7 percent. The African-American population grew by 64.6 percent. There was a 23.5 percent increase in the Asian and Pacific Islander population between 2000 and 2010, accounting for 6.1 percent of the total population of the city in 2010. Maps 1.2 and 1.3 indicate spatial concentrations of the Hispanic and African-American populations within Tempe.

Table 1.1
Total population by race and ethnicity for Maricopa County and Tempe, 2000 and 2010

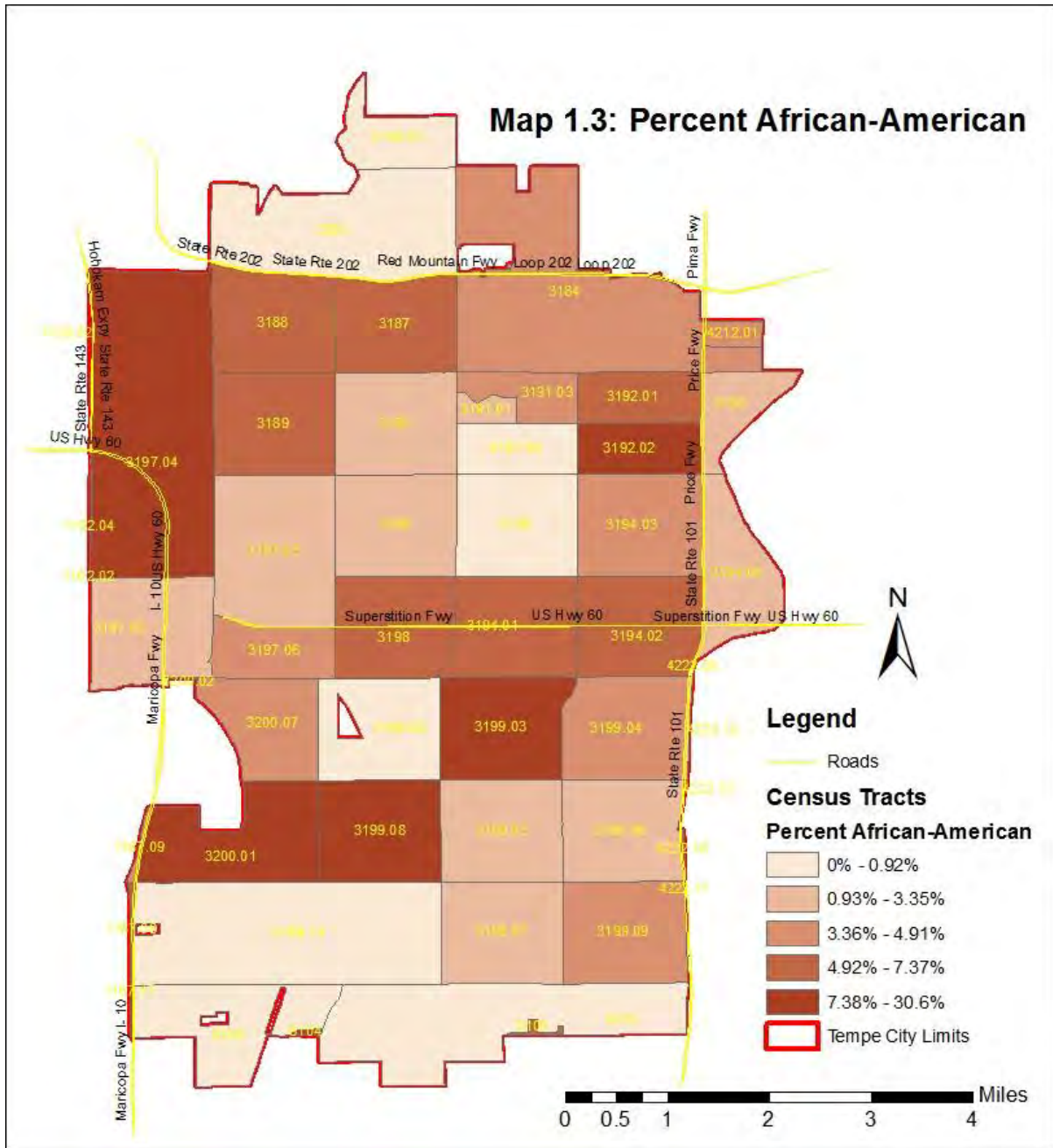| Race	2000		2010		% Change
	#	%	#	%	2000-2010
Maricopa County					
White	2,376,359	77.4%	2,786,781	73.0%	17.3%
African-American	114,551	3.7%	190,519	5.0%	66.3%
American Indian and Eskimo	56,706	1.8%	78,329	2.1%	38.1%
Asian and Pacific Islander	70,851	2.3%	140,015	3.7%	97.6%
Other Race	364,213	11.9%	489,705	12.8%	34.5%
Two or More Races	89,469	2.9%	131,768	3.5%	47.3%
Total	3,072,149	100.0%	3,817,117	100.0%	24.2%
Hispanic (ethnicity)	763,341	24.8%	1,128,741	29.6%	47.9%
Tempe					
White	122,952	77.5%	117,457	72.6%	-4.5%
African-American	5,801	3.7%	9,551	5.9%	64.6%
American Indian and Eskimo	3,186	2.0%	4,671	2.9%	46.6%
Asian and Pacific Islander	7,986	5.0%	9,862	6.1%	23.5%
Other Race	13,464	8.5%	13,793	8.5%	2.4%
Two or More Races	5,236	3.3%	6,385	3.9%	21.9%
Total	158,625	100.0%	161,719	100.0%	2.0%
Hispanic (ethnicity)	28,473	17.9%	34,092	21.1%	19.7%

Source: 2000 and 2010 US Census

Map 1.2: Percent Hispanic

Legend

Roads

Census Tracts
Percent Hispanic

	7.49% - 14.41%
	14.42% - 19.13%
	19.14% - 23.46%
	23.47% - 30.73%
	30.74% - 70.69%
	Tempe City Limits

Miles
0   0.5   1   2   3   4

Map 1.3: Percent African-American

State Rte 202 State Rte 202 Red Mountain Fwy Loop 202 Loop 202 Pima Fwy

Hohokam Expy
State Rte 143 State Rte 143
US Hwy 60

Price Fwy
Price Fwy

State Rte 101

3184

3188 3187

3189 3191.03 3192.01 4212.01

3191.01 3192.02

3197.04 3194.03

3192.04 Superstition Fwy US Hwy 60 Superstition Fwy US Hwy 60

3197.02

Maricopa Fwy I-10 US Hwy 60

3197.06 3198 3194.01 3194.02

4222

3200.07 3199.03 3199.04

State Rte 101

3199.08 3200.01

3200.09

3198.09

Maricopa Fwy I-10

Legend

— Roads

Census Tracts
Percent African-American

- 0% - 0.92%
- 0.93% - 3.35%
- 3.36% - 4.91%
- 4.92% - 7.37%
- 7.38% - 30.6%
- ▭ Tempe City Limits

N

Miles
0 0.5 1   2   3   4

Household Structure

In many communities, female-headed households and female-headed households with children face a higher rate of housing discrimination than other households. Higher percentages of female-headed households with children under the age of 18, sometimes correlates to increased complaints of reported rental property owners' refusing to rent to tenants with children. This factor is evidenced when comparing this demographic factor to fair housing complaint data. As shown in Table 1.2, on the following page, the percentage of female-headed households among White households in Tempe was 11.0 percent, compared to 24.7 percent in African-American households, and 20.0 percent in Hispanic households. Only 11.5 percent of African-American households were husband/wife family households, compared to 31.7 percent of White households and 28.5 percent of Hispanic households.

Non-family households, defined by HUD as a single occupant household or non-related individuals living together as indicated in the census data, among Whites made up 51.6 percent of all White households in Tempe. Non-family households among African-Americans accounted for 59.5 percent of all African-American households. Non-family households among Hispanics accounted for 38.9 percent of all Hispanic households. Most of the non-family households were householder living alone.

The spatial distribution of female-headed households with children is shown in Map 1.4.
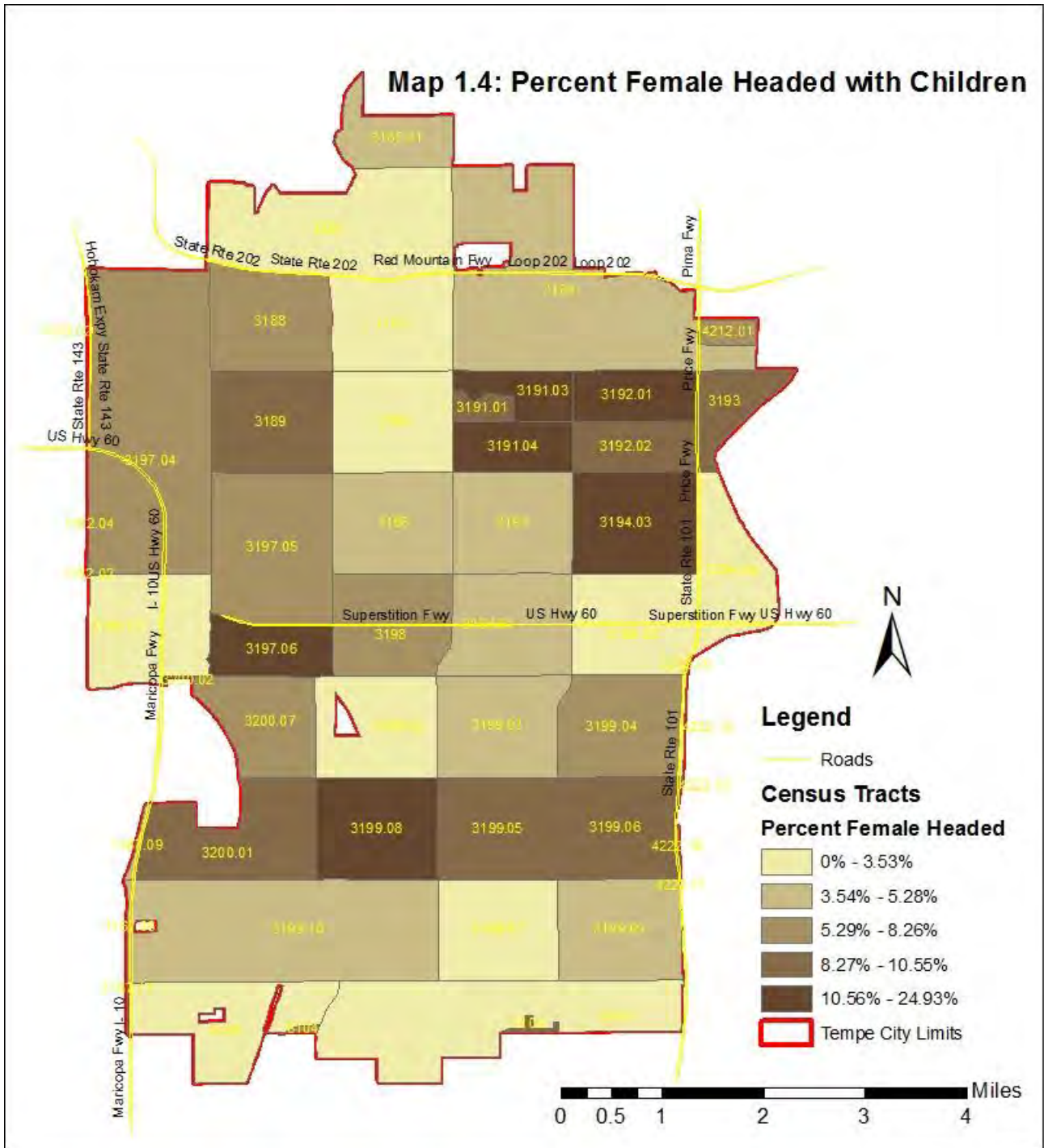
Table 1.2

Household structure by race for Tempe, 2008 – 2012

Household Type	White # of Households	White % of Households	African-American # of Households	African-American % of Households	Hispanic # of Households	Hispanic % of Households
Family Households	25,141	48.3%	1,340	40.5%	6,519	61.1%
Husband-wife family	16,499	31.7%	379	11.5%	3,043	28.5%
Other family:	8,672	16.7%	961	29.0%	3,476	32.6%
Male householder, no wife present	2,960	5.7%	145	4.4%	1,336	12.5%
Female householder, no husband present	5,712	11.0%	816	24.7%	2,140	20.0%
Non-family households:	26,855	51.6%	1,970	59.5%	4,158	38.9%
Householder living alone	17,508	33.7%	1,516	45.8%	2,695	25.2%
Householder not living alone	9,347	18.0%	454	13.7%	1,463	13.7%
Total Households	52,026	100.0%	3,310	100.0%	10,677	100.0%

Source: 2008 - 2012 American Community Survey

Map 1.4: Percent Female Headed with Children

Legend

— Roads

Census Tracts
Percent Female Headed

- 0% - 3.53%
- 3.54% - 5.28%
- 5.29% - 8.26%
- 8.27% - 10.55%
- 10.56% - 24.93%
- Tempe City Limits

1.2. Income

Low-income households tend to be housed in less desirable housing stock and in less desirable areas in the city. Income limitations often prevent those households from moving to areas where local amenities raise the value of the housing. Income plays a very important part in securing and maintaining housing.

Household Income

The data in Table 1.3, Table 1.4 and Chart 1.1 show the median income for Tempe and the distribution of income across income classes among Whites, Hispanics, and African-American. Overall, the income distribution data show some disparity in Tempe's income distribution across these populations.

Chart 1.1 shows that the modal income classes (the income classes with the highest number of households) for Whites was the $100,000 or more categories with 19.9 percent earning in this income range. In comparison, 12.8 percent of Hispanic households and 6.5 of African-American households had incomes in this range. The most frequently reported income class for African-Americans and Hispanics was the $35,000 to $49,999 income range with 19.4 percent of Hispanic households and 20.5 percent of African-American households. Thirty percent of Hispanic households earned less than $25,000 per year, compared to 24.5 percent of White households and 41.7 percent of African-American households.

Table 1.3

Median Income for Tempe, 2008-2012

	Median Household Income
Tempe	$47,882

Source: 2008-2012 American Community Survey

10

According to the 2008 - 2012 ACS estimates (5-year average), the median household income for White households was $50,501, $32,778 for African-American households, and $39,347 for Hispanic households, compared to $47,882 for the overall city. Map 1.5 shows the 5-year average median household income by census tract for Tempe between 2008 and 2012.
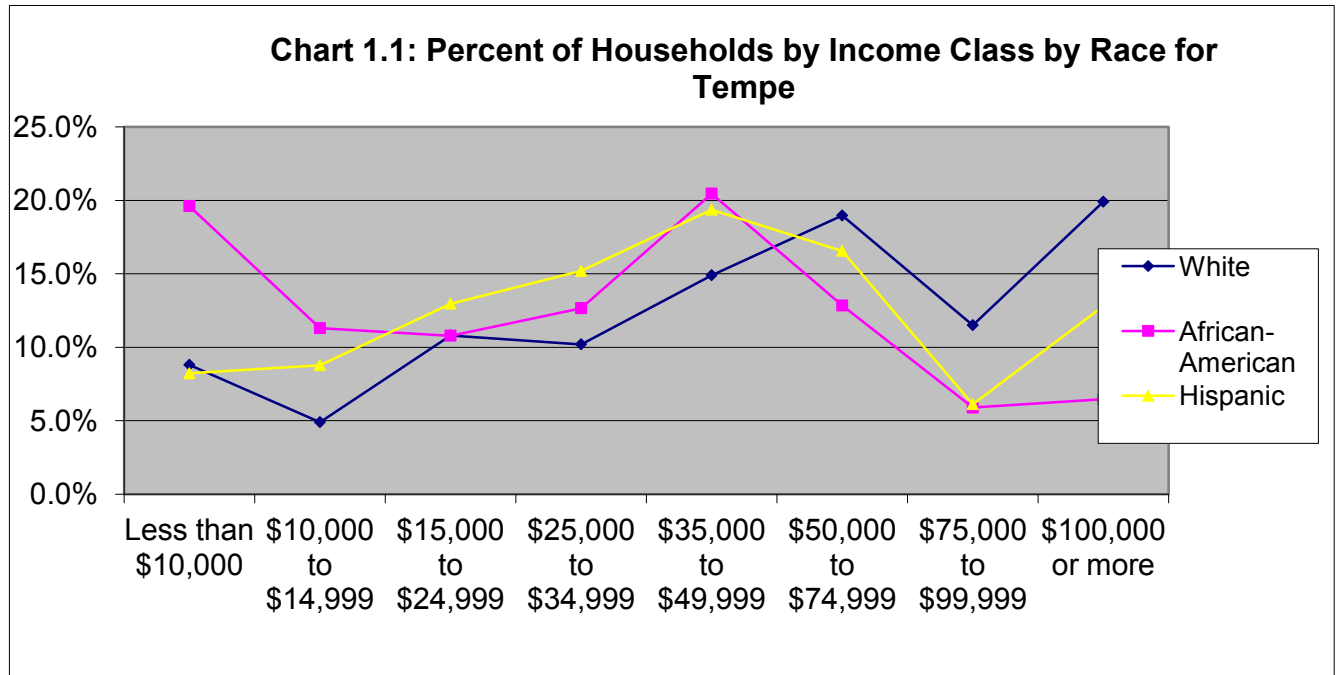
Table 1.4

Households by race by income for Tempe, 2008-2012

Income Class	White		African-American		Hispanic	
	# of Households	% of Households	# of Households	% of Households	# of Households	% of Households
Less than $10,000	4,557	8.8%	649	19.6%	878	8.2%
$10,000 to $14,999	2,547	4.9%	374	11.3%	937	8.8%
$15,000 to $24,999	5,640	10.8%	357	10.8%	1,384	13.0%
$25,000 to $34,999	5,320	10.2%	419	12.7%	1,622	15.2%
$35,000 to $49,999	7,737	14.9%	677	20.5%	2,067	19.4%
$50,000 to $74,999	9,887	19.0%	425	12.8%	1,768	16.6%
$75,000 to $99,999	5,978	11.5%	195	5.9%	654	6.1%
$100,000 or more	10,360	19.9%	214	6.5%	1,367	12.8%
Total	52,026	100.0%	3,310	100.0%	10,677	100.0%
Median Household Income	$50,501		$32,778		$39,347	

Source: Five-Year Estimates, 2008-2012 American Community Survey

Chart 1.1

Households by race by income for Tempe, 2008-2012

Chart 1.1: Percent of Households by Income Class by Race for Tempe

Map 1.5: Median Household Income

3185.01
3201
Hohokam Expy/State Rte 202   State Rte 202   State Rte 202   Red Mountain Fwy   Loop 202   Loop 202   Pima Fwy
3184
3188   3187
State Rte 143   Price Fwy   4212.01
US Hwy 60   3189   3190   3191.01   3191.03   3192.01   3193
3197.04   3191.04   3192.02
I-10/US Hwy 60   3197.05   3196   3195   3194.03   Price Fwy
2.04   3194.04
2.02   State Rte 101
3197.03   Superstition Fwy   3184.01   US Hwy 60   Superstition Fwy US Hwy 60
Maricopa Fwy   3198   3194.02
3197.06   3200.02   State Rte 101
3200.07   3199.02   3199.03
.09   3199.06   3199.05
3200.01

N

Legend

Roads

Census Tracts
Median Household Income

$17,285.00 - $35,858.00
$35,858.01 - $49,306.00
$49,306.01 - $59,500.00
$59,500.01 - $73,288.00
$73,288.01 - $138,917.00
Tempe City Limits

Maricopa Fwy I-10

Miles
0   0.5   1   2   3   4

13

Poverty

The poverty data reported in Table 1.5 reveals that poverty is disproportionately impacting the Hispanic and African-American communities in the city. The incidence of poverty among Hispanics in Tempe was 30.3 percent of their total population between 2008 and 2012, and poverty among African-Americans was reported to be 29.6 percent. Among White persons, the data reported 20.3 percent lived in poverty.

Poverty rates in Tempe are shown in Map 1.6. Concentrations are found in northeast Tempe, where rates range from 34 to 59 percent by census tract.

Table 1.5

Poverty Status by race for Tempe, 2008-2012

Age Group	White		African-American		Hispanic	
	Number in Poverty	% in Poverty	Number in Poverty	% in Poverty	Number in Poverty	% in Poverty
Under 5 Years	1,954	32.5%	181	36.1%	1,517	47.2%
5 Years	530	45.5%	0	0.0%	458	61.3%
6 to 11 Years	1,113	20.5%	103	19.1%	1,047	33.3%
12 to 17 Years	1,518	22.2%	209	36.9%	1,114	35.2%
18 to 64 Years	18,667	20.9%	1,544	29.8%	6,060	26.8%
65 to 74 Years	278	4.0%	57	25.0%	164	16.5%
75 Years and Over	345	7.2%	29	22.5%	38	8.7%
Total	24,405	20.3%	2123	29.6%	10,398	30.3%
Source: Five-Year Estimates, 2008 -2012 American Community Survey						

Map 1.6: Percent Living in Poverty

Legend

Roads

Census Tracts
Poverty

	0.85% - 5.52%
	5.53% - 14.54%
	14.55% - 21.12%
	21.13% - 33.94%
	33.95% - 59.15%
	Tempe City Limits

Miles
0 0.5 1 2 3 4
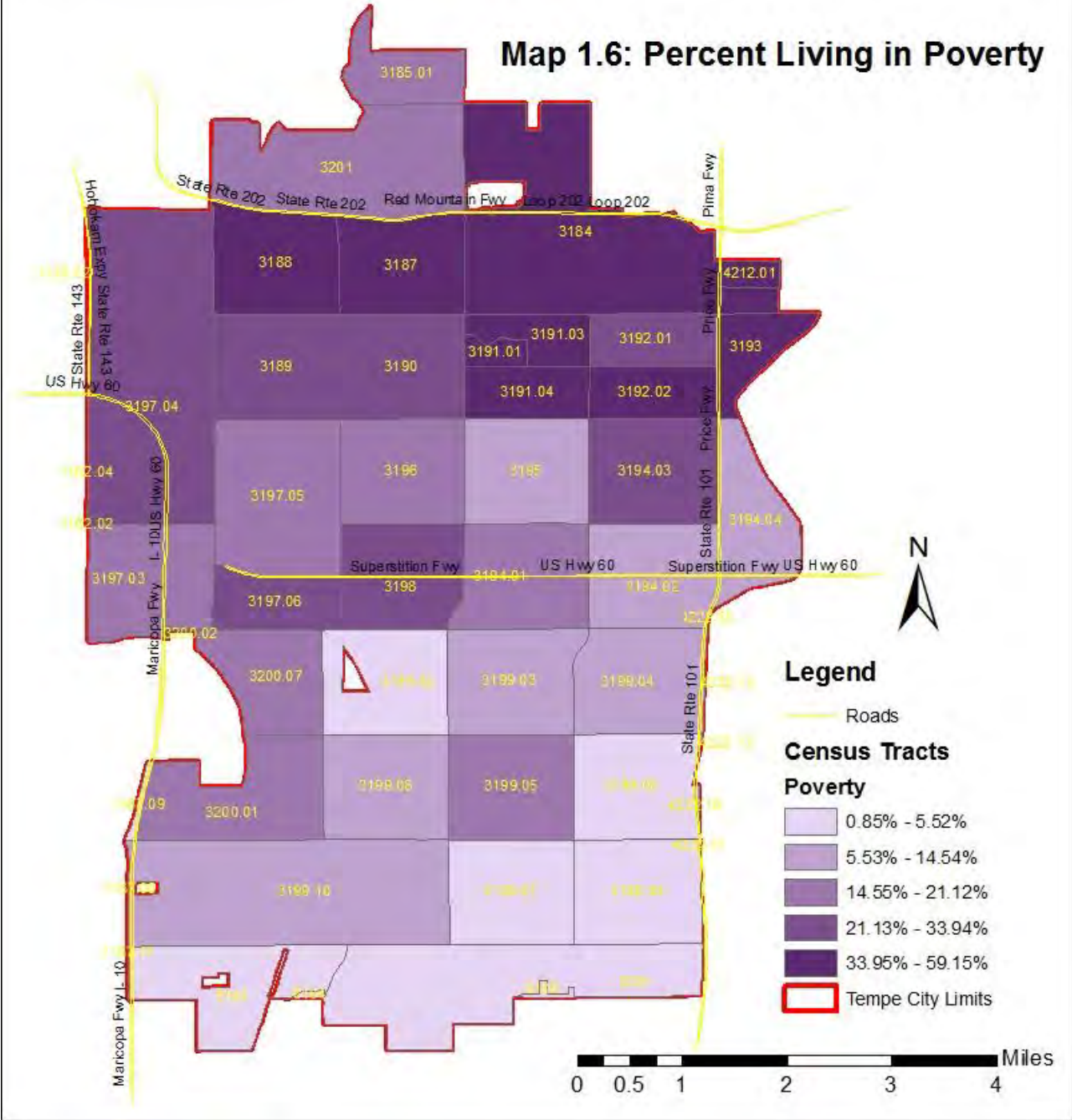
1.3. Employment

Occupation

Employment opportunities in the area and educational levels of the employees make a significant impact on housing affordability and the location choice of residents. Table 1.6, below, provides a look at occupation data, which indicate that there have been some small shifts in the distribution of occupations between 2000 and 2012. Manufacturing occupations saw a reduction of 3.7 percentage points, falling to 7.7 percent of the workforce. The largest occupation was Education, etc. with over 19 percent of the workforce. Small increases were seen in Arts and Entertainment, etc. (2.9 percentage point increase) and Professional, etc. (0.5 percentage point increase).

Table 1.6

Occupation of employed persons for Tempe, 2000 and 2008-2012 (5-Year Average)

Industry	2000	2008-2012 Average	Percentage Point Change
Agriculture, forestry, fishing and hunting, and mining	0.1%	0.3%	0.2%
Construction	5.2%	5.2%	0.0%
Manufacturing	11.4%	7.7%	-3.7%
Wholesale trade	3.7%	2.4%	-1.3%
Retail trade	11.1%	11.6%	0.5%
Transportation and warehousing, and utilities	5.1%	4.3%	-0.8%
Information	3.6%	2.5%	-1.1%
Finance and insurance, and real estate and rental and leasing	8.8%	7.8%	-1.0%
Professional, scientific, and management, and administrative and waste management services	12.6%	13.1%	0.5%
Educational services, and health care and social assistance	19.4%	23.4%	4.0%
Arts, entertainment, and recreation, and accommodation and food services	11.8%	14.7%	2.9%
Other services, except public administration	3.6%	4.2%	0.6%
Public administration	3.7%	3.1%	-0.6%
Source: 2000 US Census and Five-Year Estimates, 2008-2012 American Community Survey			

Unemployment

The data presented in Table 1.7, below, provide a portrait of the distribution of the unemployed. Looking at the table, unemployment looks moderate to high, with rates ranging from 9 percent for Whites to 18.3 percent for African-Americans. According to the US Department of Labor's Bureau of Labor Statistics, the unemployment rate for the Tempe was 4.5 percent in April 2014. By comparison, the US unemployment rate was 6.3 in April 2014 and 6.9 percent for the State of Arizona. The American Community Survey data for the 2008 – 2012 period as reported for Tempe in the table, showed an unemployment rate of 9.3 for the US and 9.8 percent for Arizona. Map 1.7 shows the distribution of unemployed in Tempe.

Educational Attainment

Looking at education, Table 1.8 shows the percentage of the population aged 25 or

Table 1.7

Employment Status by race for Tempe, 2008-2012

Employment Status	White		African-American		Hispanic		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
In Labor Force:	77,712	70.8%	4,175	69.1%	19,000	71.7%	97,661	70.2%
In Armed Forces	54	0.1%	0	0.0%	10	0.1%	54	0.1%
Civilian:	77,658	99.9%	4,175	100.0%	18,990	99.9%	97,607	99.9%
Employed	70,671	90.9%	3,413	81.7%	17,117	90.1%	88,103	90.2%
Unemployed	6,987	9.0%	762	18.3%	1,873	9.9%	9,504	9.7%
Not in Labor Force	32,054	29.2%	1,866	30.9%	7,499	28.3%	41,554	29.8%
Total	109,766	100.0%	6,041	100.0%	26,499	100.0%	139,215	100.0%
Source: Five-Year Estimates, 2008-2012 American Community Survey								

older with less than a high school degree in Tempe. The second column shows the percentage of the total population without a high school degree and the remaining three columns show the percentage by race. The data show a total percentage of the population over 25 years without a high school degree at 9.3 percent. When looking at the distribution by race/ethnicity, the data show a Hispanic rate of 34 percent. The White population had 8.7 percent with less than a high school degree. For African-Americans, the rate was 7.6 percent.

Table 1.8

Less than High School Degree for Tempe, 2008-2012

	% Less than High School Degree	White % Less HS	Black % Less HS	Hispanic % Less HS
Tempe	9.3%	8.7%	7.6%	34.0%

Source: Five-Year Estimates, 2008 - 2012 American Community Survey

Map 1.8 shows the percentage of less than high school degree by census tract in Tempe.

Map 1.7: Unemployment Rate

Legend

Roads

Census Tracts
Unemployment Rate
- 2.14% - 5.47%
- 5.48% - 7.65%
- 7.66% - 9.77%
- 9.78% - 12.51%
- 12.52% - 21.06%
- Tempe City Limits
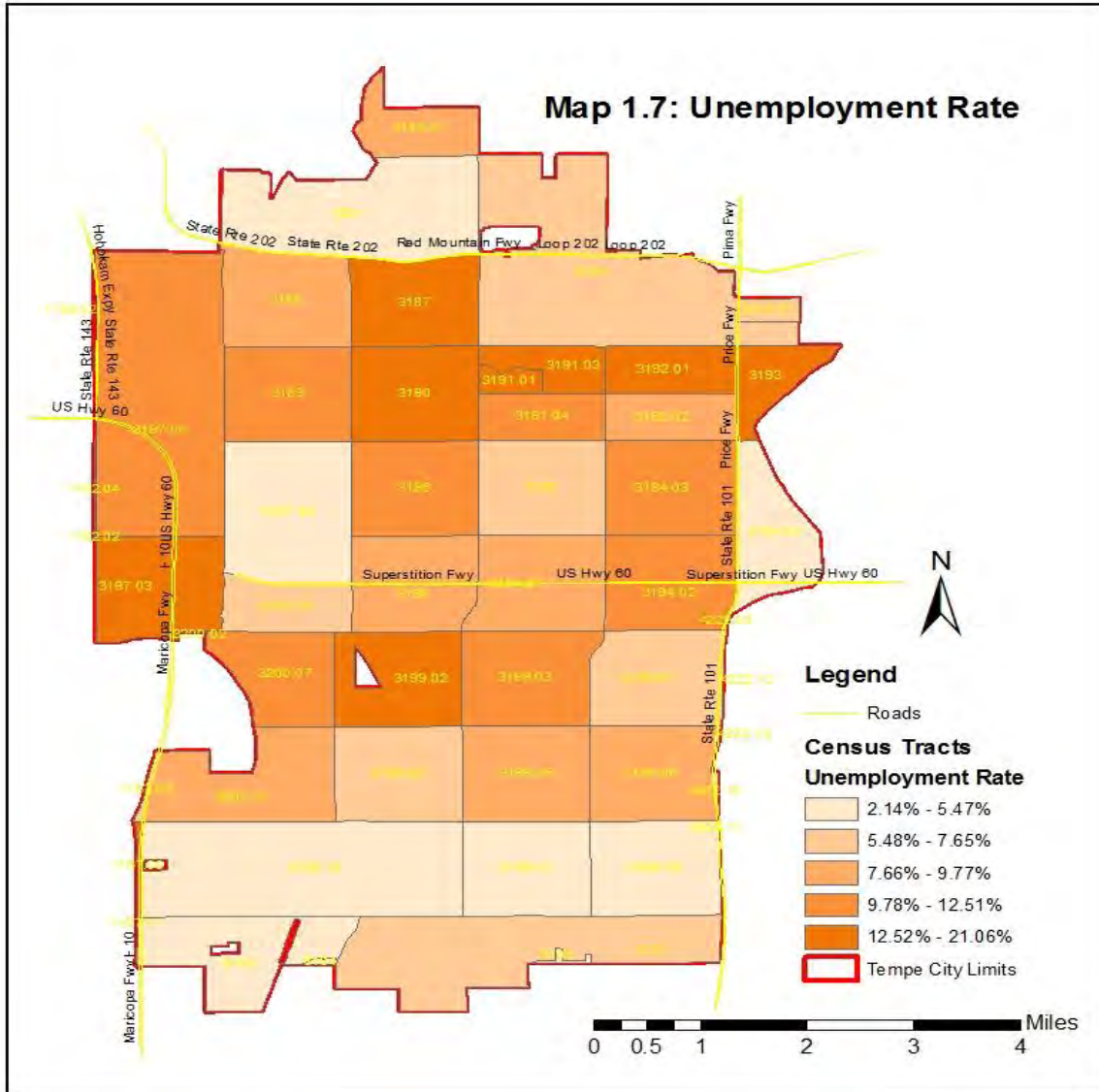
Map 1.8: Percent Less than a High School Degree

Legend

Roads

Census Tracts
No High School Degree

0% - 3.15%
3.16% - 5.04%
5.05% - 9.23%
9.24% - 14.22%
14.23% - 46.26%

Tempe City Limits
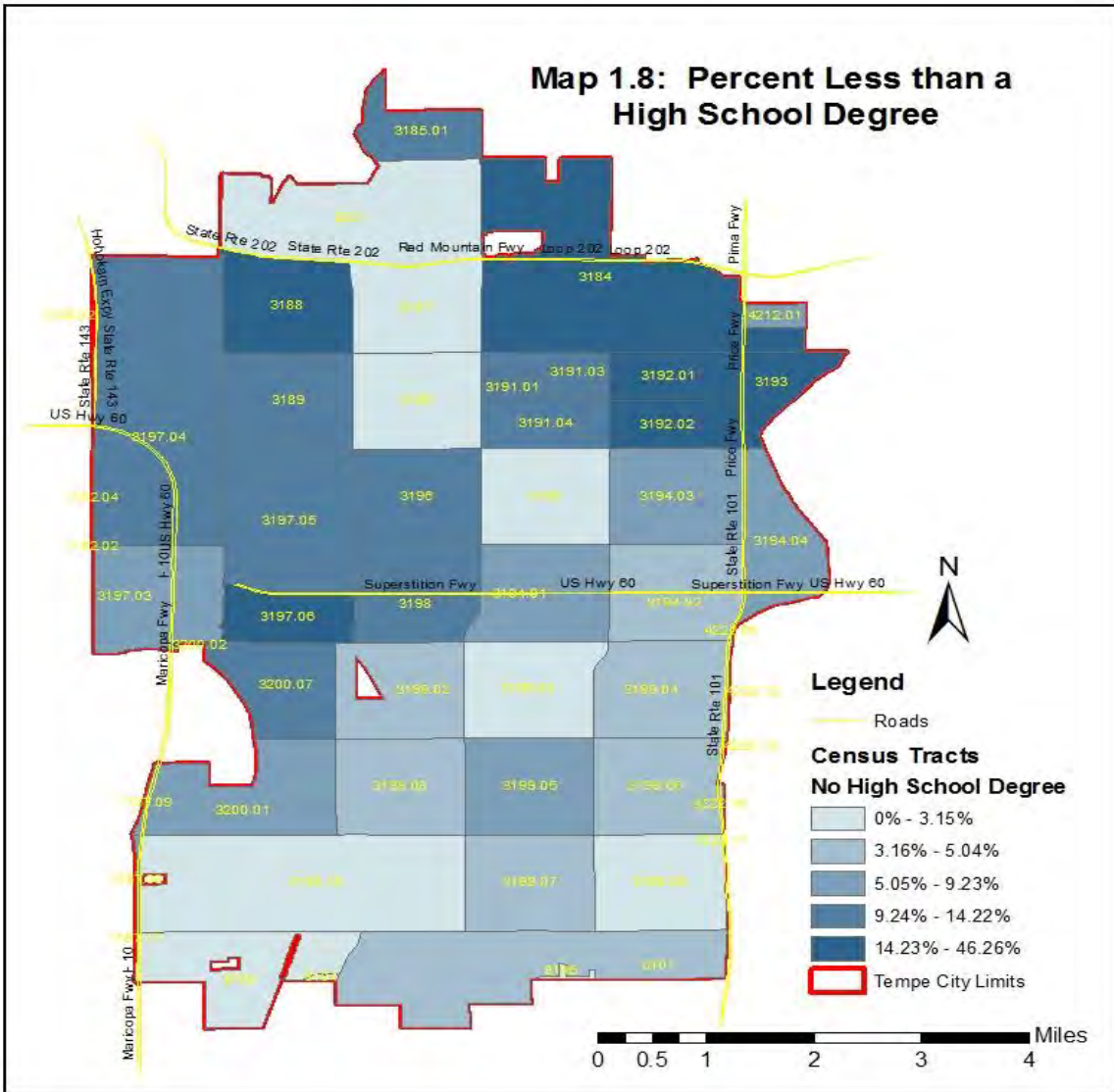
Largest Employers

According to the major employer data as published on the City's Economic Development website, the largest employers in Tempe include Arizona State University with 11,185 employees, Maricopa Community Colleges with 4,611 workers, and utility provider SRP with 4,374 workers. Safeway had 3,996 employees. Wells Fargo had 3,576 employees and Freescale Semiconductor had 3,000 workers. Honeywell also had 3,000 workers. The Kyrene School District had 2,401 workers and Chase Manhattan Corporation had 2,377 employees.

Table 1.9 Major Employers, Tempe, Revised May 2012

Company	Products and Services	Employment
Arizona State University	Education	11,185
Maricopa Community Colleges	Education	4,611
SRP	Utility Provider	4,374
Safeway, Inc.	Food Distribution	3,996
Wells Fargo	Business Services	3,576
Freescale Semiconductor (Motorola)	Semiconductors	3,000
Honeywell	Technology	3,000
Kyrene School District	Education	2,401
Chase Manhattan Corporation	Business Services	2,377
US Airways	Airline	1,898
City of Tempe	Government	1,519
Insight Direct, Inc.	Technology - Information	1,418
TEAM Security	Business Services	1,232
Jabil Circuit, Inc. (Varian)	Manufacturing - Electronics	1,200
Edward Jones	Advanced Business Services	1,170
Express Scripts, Inc.	Healthcare	1,170

Source: Tempe's Top Employers as posted on the City's Economic Development Webpage

1.4. Public Transportation

Valley Metro Regional Public Transportation Authority (RPTA)

According to the Valley Metro website, the Valley Metro board adopted the name Valley Metro in 1993 as the identity for the regional transit system in the Phoenix metropolitan area. Under the Valley Metro brand, local governments joined to fund the Valley-wide transit system that the public sees on the streets today. Valley Metro Board member agencies include Avondale, Buckeye, Chandler, El Mirage, Gilbert, Glendale, Goodyear, Maricopa County, Mesa, Peoria, Phoenix, Scottsdale, Surprise, Tempe, Tolleson, and Wickenburg.

Valley Metro Rail In 2002, Valley Metro Rail Inc., a nonprofit, public corporation is formed and charged with the design, construction and operation of the region's 57-mile high-capacity transit system. Valley Metro Rail Board member cities include Phoenix, Tempe, Mesa, Glendale and Chandler. This Board establishes overall policies and provides general oversight of the agency and its responsibilities.
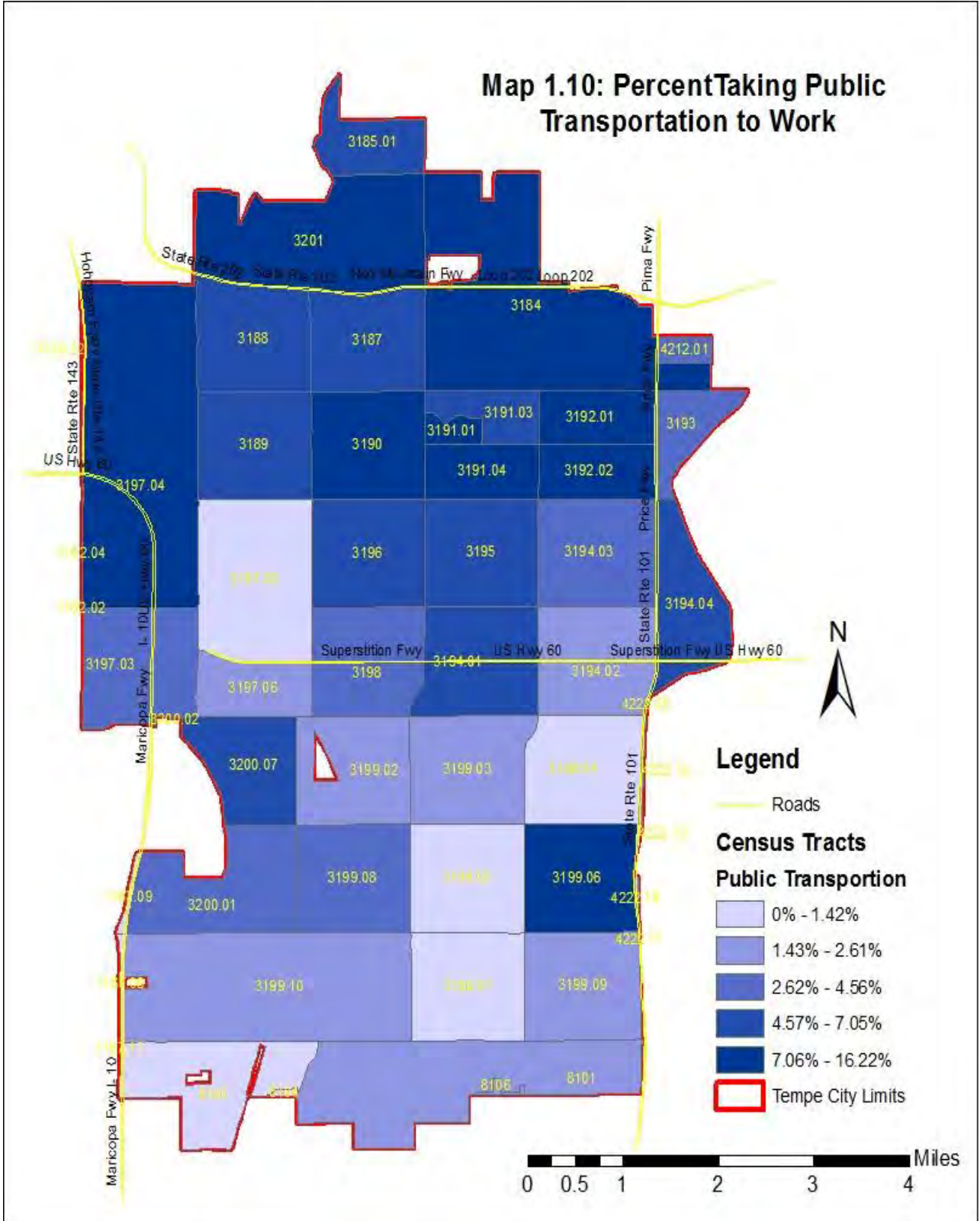
Valley Metro services:

- Local, LINK, Express and RAPID commuter bus service
- Light rail Neighborhood circulators
- Rural route
- Dial-a-Ride
- Vanpool service
- Online carpool and vanpool matching system
- Assistance to local businesses to help them meet the Maricopa County trip reduction goals through alternative modes of transportation (bus, light rail, carpool, vanpool, bike, telework, etc.)

It appears that the transit systems provide comprehensive service throughout the Phoenix area, including service in Tempe.

Map 1.9: Public Bus Routes
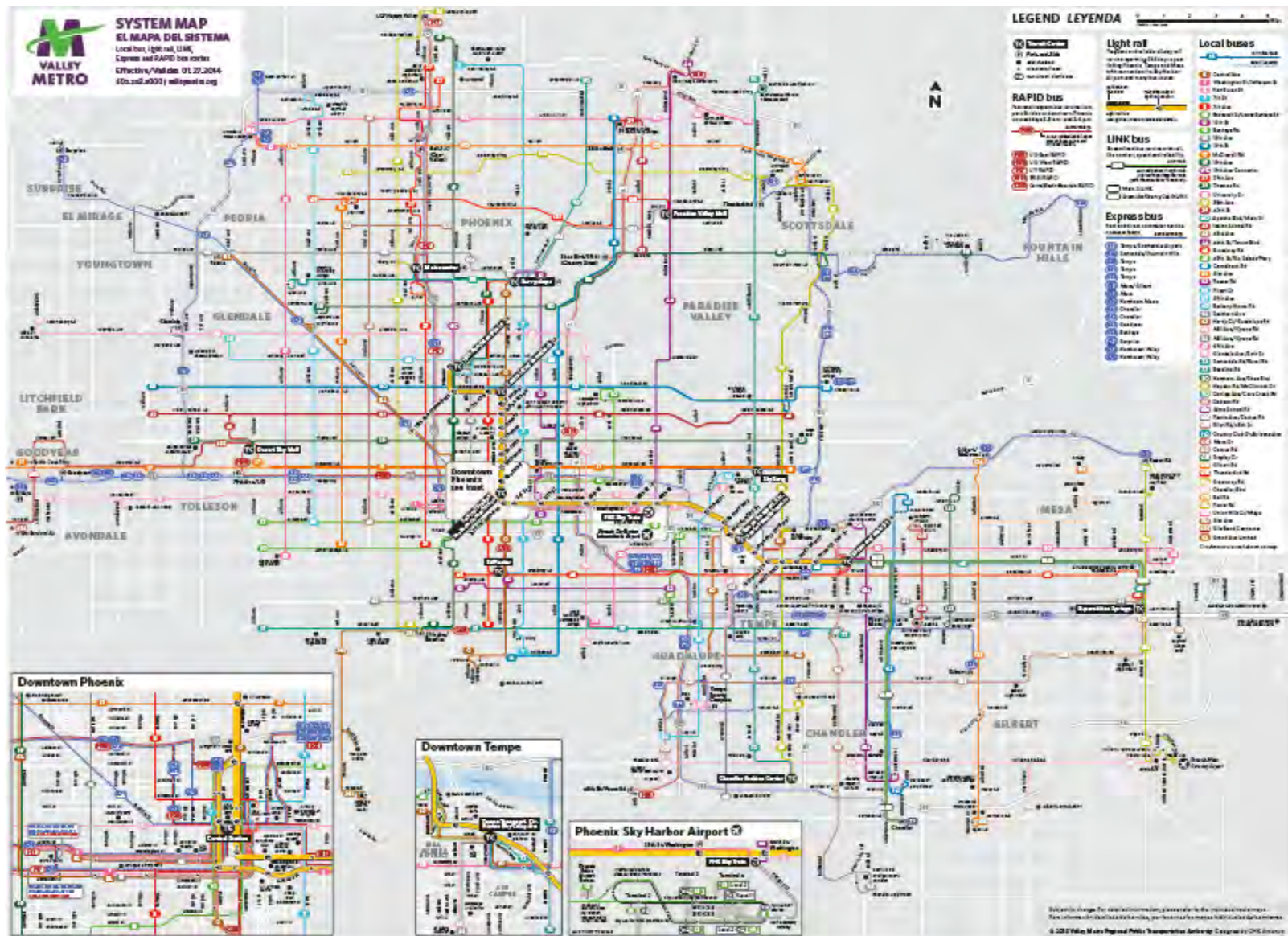
Map 1.10: PercentTaking Public Transportation to Work

Legend

Roads

Census Tracts

Public Transportion

- 0% - 1.42%
- 1.43% - 2.61%
- 2.62% - 4.56%
- 4.57% - 7.05%
- 7.06% - 16.22%
- Tempe City Limits

1.5. Housing

Tenure

According to the 2010 Census, the total number of housing units in Tempe was 73,462 with 7,462 or 10.2 percent vacant units. There were 67,068 housing units in Tempe in 2000. This represents a 9.5 percent increase in the number of housing units between 2000 and 2010. In 2010, 40.0 percent were owner-occupied and 49.8 percent were renter-occupied. The median housing value in the city was $213,700 and the median contract rent was $808 between 2008 and 2012.

Table 1.10

Tenure for housing in Tempe, 1990, 2000, and 2010

Tenure	1990		2000		2010	
	Number	Percent	Number	Percent	Number	Percent
Owner-occupied	28,645	46.6%	32,444	48.4%	29,384	40.0%
Renter-occupied	26,895	43.8%	31,158	46.5%	36,616	49.8%
Vacant	5,912	9.6%	3,466	5.2%	7,462	10.2%
Total	61,452	100.0%	67,068	100.0%	73,462	100.0%
Source: 1990, 2000, and 2010 US Census						

According to the ACS 5 year average of Tenure by race as shown in Table 1.11, 50 percent of White households were living in owner-occupied housing for the period of 2008 – 2012, compared to 17.6 percent of African-American households and 36.5 percent of Hispanic households. This means that the percentage of African-American and Hispanic owner households were well below the city average of 45.6 percent.

Housing Type

Table 1.12, below, shows that of all housing units in Tempe, 43.5 percent were categorized as single-family detached, 7.1 percent as single-family attached, 9.0 percent contained two to four units, 37.6 percent as multifamily, and 2.9 percent as mobile home or other.

Age of Housing

As shown on Table 1.13, below, 1.5 percent of all housing units in the Tempe were built prior to 1950, 5.2 percent were built between 1950 and 1959, 12.7 percent were built between 1960 and 1969, 32.4 percent were built

Table 1.12
Housing type for Tempe, 2008-2012

Units in Structure	Number	Percent
Single-family Detached	31,474	43.5%
Single-family Attached	5,118	7.1%
2-4 Units	6,497	9.0%
Multifamily	27,223	37.6%
Mobile Home or Other	2,111	2.9%
Total	72,423	100.0%

Source: Five-Year Estimates, 2008-2012 American Community Survey

between 1970 and 1979, and 48.2 percent were built after 1979. About 52 percent of the housing stock is more than 30 years old, built prior to 1980. These units may contain lead-based paint or likely to be in need of repairs and maintenance.
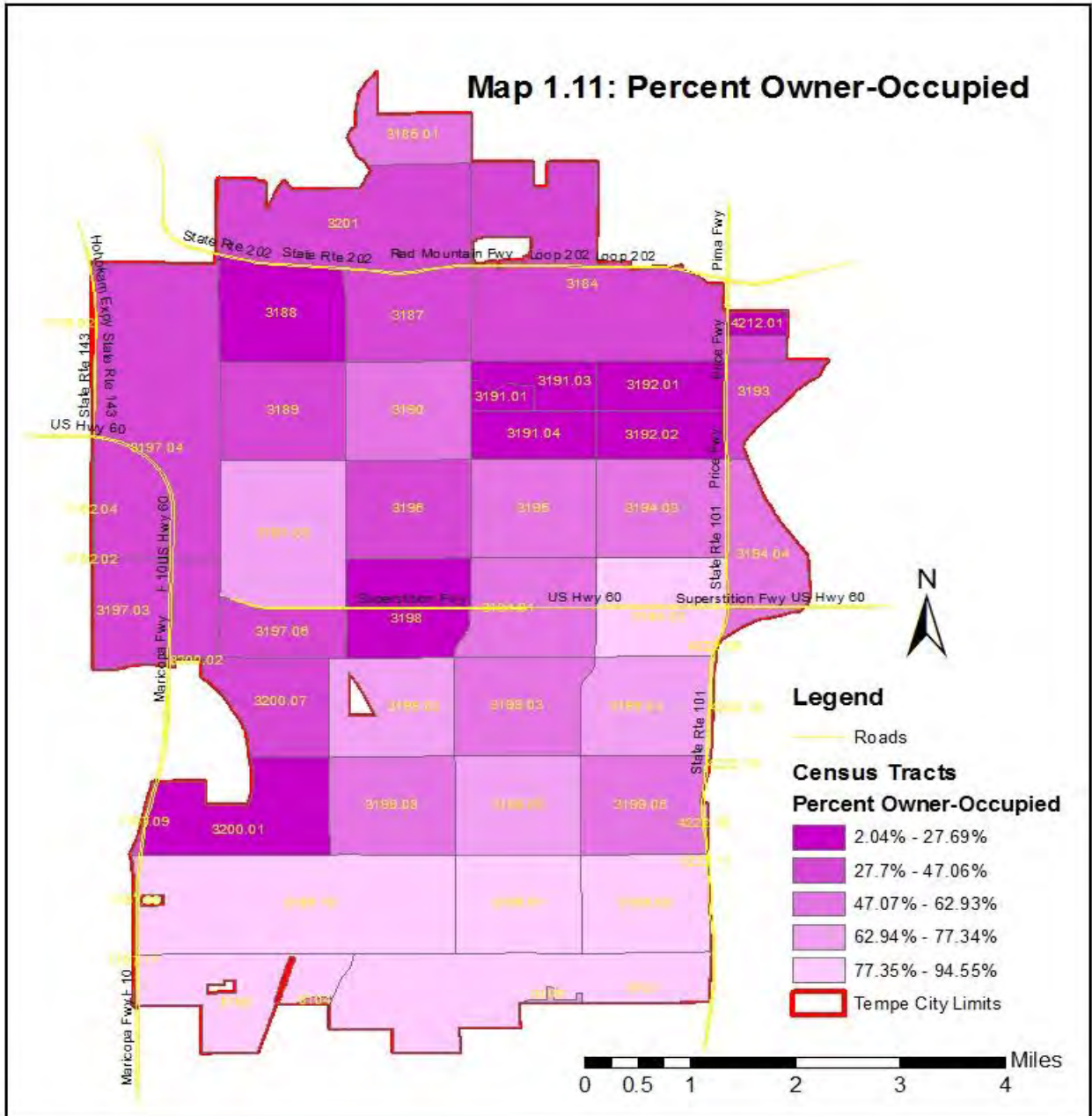
Maps 1.11 and Map 1.12 indicate the distribution of owner- and renter-occupied housing across Tempe. Map 1.13 shows the distribution of the oldest housing stock in Tempe. Maps 1.14 and 1.15 provide a geographic depiction of the distribution of housing values and rents across Tempe.

Table 1.13
Age of Housing Stock in Tempe, 2008-2012

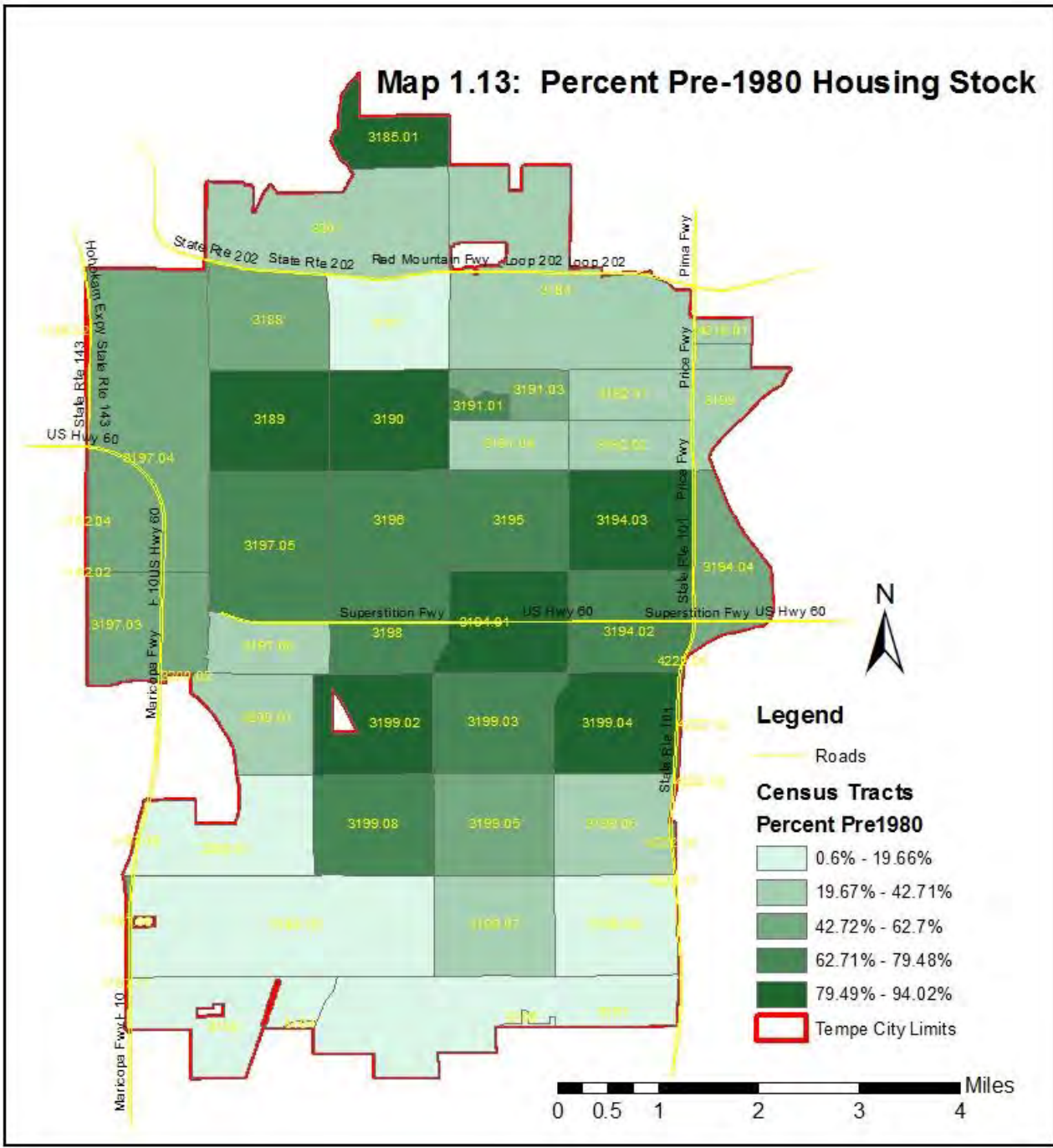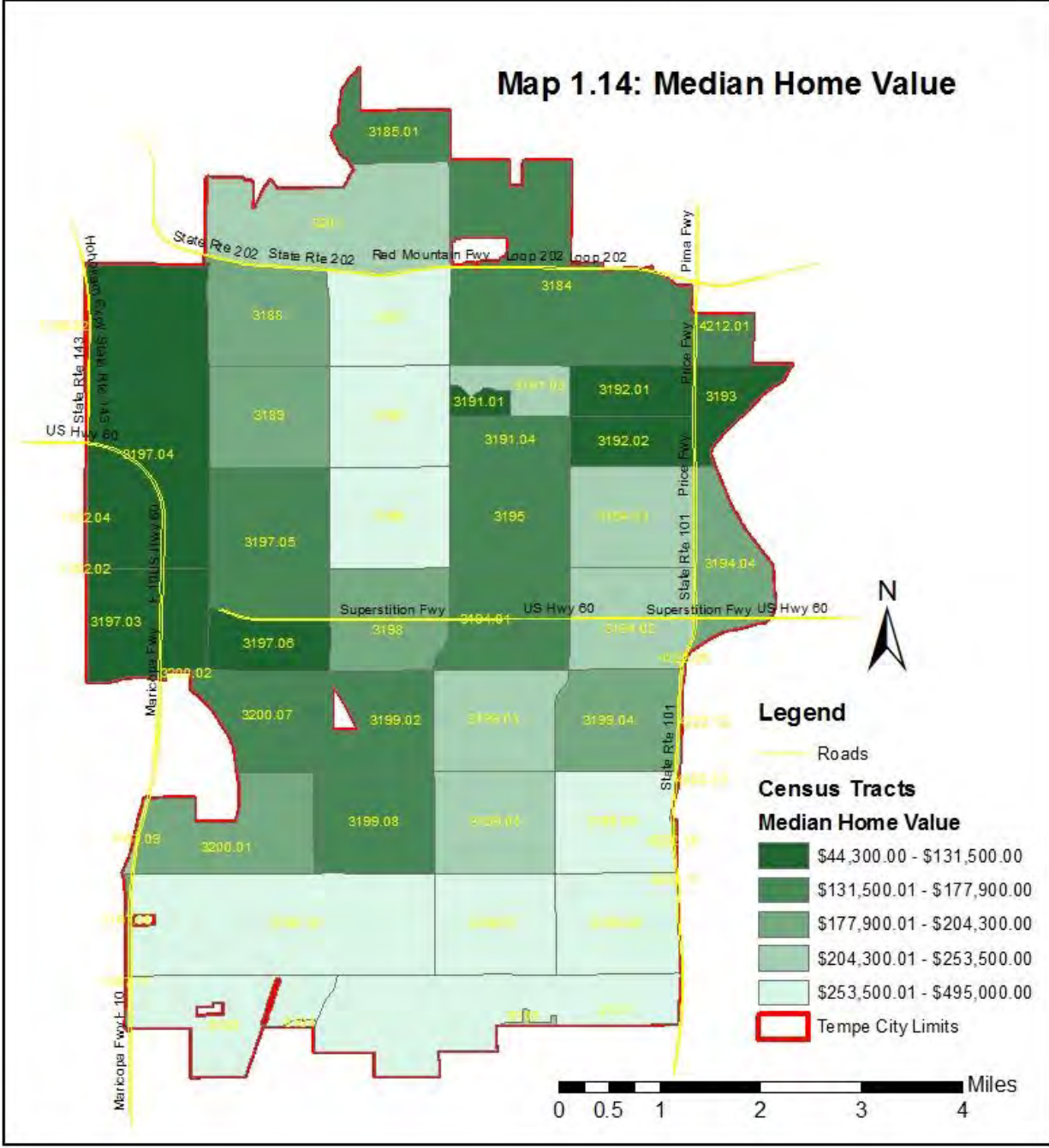| Year Built	Number	Percent
Built 2010 or Later	90	0.1%
Built 2000 to 2009	7,064	9.8%
Built 1990 to 1999	9,288	12.8%
Built 1980 to 1989	18,512	25.6%
Built 1970 to 1979	23,460	32.4%
Built 1960 to 1969	9,177	12.7%
Built 1950 to 1959	3,768	5.2%
Built 1940 to 1949	657	0.9%
Built 1939 or Earlier	407	0.6%
Total	72,423	100.0%

Source: Five-Year Estimates, 2008-2012 American Community Survey

Map 1.11: Percent Owner-Occupied

Legend

— Roads

Census Tracts
Percent Owner-Occupied

- 2.04% - 27.69%
- 27.7% - 47.06%
- 47.07% - 62.93%
- 62.94% - 77.34%
- 77.35% - 94.55%
- Tempe City Limits

Map 1.12: Percent Renter-Occupied

State Rte 202 State Rte 202 Red Mountain Fwy Loop 202 Loop 202

Hohokam Expy State Rte 143 State Rte 143

US Hwy 60

Maricopa Fwy I-10 US Hwy 60

Pima Fwy

Price Fwy

Price Fwy

State Rte 101

State Rte 101

Superstition Fwy US Hwy 60 Superstition Fwy US Hwy 60

Maricopa Fwy I-10

N

Legend

— Roads

Census Tracts

Percent Renter

☐	5.45% - 22.66%
☐	22.67% - 37.86%
☐	37.87% - 54.04%
☐	54.05% - 72.31%
☐	72.32% - 97.96%
▭	Tempe City Limits

Miles

0   0.5   1   2   3   4

Map 1.13: Percent Pre-1980 Housing Stock

Legend

— Roads

Census Tracts
Percent Pre1980

- 0.6% - 19.66%
- 19.67% - 42.71%
- 42.72% - 62.7%
- 62.71% - 79.48%
- 79.49% - 94.02%
- Tempe City Limits

Miles
0   0.5   1   2   3   4

Map 1.14: Median Home Value

Legend

Roads

Census Tracts
Median Home Value

- $44,300.00 - $131,500.00
- $131,500.01 - $177,900.00
- $177,900.01 - $204,300.00
- $204,300.01 - $253,500.00
- $253,500.01 - $495,000.00
- Tempe City Limits

Cost Burden

Data contained in the Comprehensive Housing Affordability Strategy (CHAS) data compiled from American Communities Survey results from 2007 through 2011, duplicated in Table 1.14 indicates that the impact of housing costs on household incomes is very severe on low- and very low-income households in Tempe. The table indicates that 67 percent of all very low-income renters (those earning between 0 percent and 30 percent of the median family income) and over 68 percent of very low-income homeowner households pay more than 50 percent of their income on housing expenses. Further, nearly two percent more very low-income renters and seven percent more very low-income homeowners pay between 30 and 50 percent of their incomes on housing expenses. Paying more than 30 percent on housing expenses is considered "Cost Burdened" and paying more than 50 percent on housing expenses is considered "Severely Cost Burdened".

Looking at households earning between 31 percent and 50 percent of the median family income, 47 percent of low-income renters and 49 percent of low-income homeowners pay more than 50 percent on housing expenses. Also, 44 percent of renters and over 13 percent of homeowners are paying between 30 and 50 percent on housing expenses in the Tempe. Overall, 27 percent of homeowners in Tempe are cost burdened, as are 47 percent of renters. Included in those numbers are those with severe cost burden, almost 13 percent of homeowners and 24 percent of renters.

Over 83 percent of households earning less than 30% of the area median family income in Tempe are renters. Renters continue to dominate tenure by income group from all income groups except those earning above 100% of the area median family income, where almost 66 percent are homeowners.

Table 1.14: Cost Burden by Tenure and Household Income					

Income Distribution Overview	Owner	%	Renter	%	Total
Household Income <= 30% HAMFI	1,520	16.97	7,435	83.03	8,955
Household Income >30% to <=50% HAMFI	1,565	22.37	5,430	77.63	6,995
Household Income >50% to <=80% HAMFI	3,220	32.84	6,585	67.16	9,805
Household Income >80% to <=100% HAMFI	2,245	37.89	3,680	62.11	5,925
Household Income >100% HAMFI	20,910	64.55	11,485	35.45	32,395
Total	29,460	45.98	34,615	54.02	64,075

	Cost burden		Cost burden		
Income by Cost Burden (Owners and Renters)	> 30%	%	> 50%	%	Total
Household Income <= 30% HAMFI	6,340	70.80	6,060	67.67	8,955
Household Income >30% to <=50% HAMFI	5,905	84.36	3,305	47.21	7,000
Household Income >50% to <=80% HAMFI	6,340	64.66	1,940	19.79	9,805
Household Income >80% to <=100% HAMFI	2,200	37.13	365	6.16	5,925
Household Income >100% HAMFI	3,310	10.22	495	1.53	32,395
Total	24,095	37.60	12,165	18.99	64,075

	Cost burden		Cost burden		
Income by Cost Burden (Renters only)	> 30%	%	> 50%	%	Total
Household Income <= 30% HAMFI	5,185	69.74	5,020	67.52	7,435
Household Income >30% to <=50% HAMFI	4,925	90.70	2,535	46.69	5,430
Household Income >50% to <=80% HAMFI	4,470	67.88	820	12.45	6,585
Household Income >80% to <=100% HAMFI	1,080	29.35	30	0.82	3,680
Household Income >100% HAMFI	580	5.05	55	0.48	11,485
Total	16,240	46.92	8,460	24.44	34,615

	Cost burden		Cost burden		
Income by Cost Burden (Owners only)	> 30%	%	> 50%	%	Total
Household Income <= 30% HAMFI	1,160	76.32	1,045	68.75	1,520
Household Income >30% to <=50% HAMFI	980	62.62	770	49.20	1,565
Household Income >50% to <=80% HAMFI	1,870	58.07	1,120	34.78	3,220
Household Income >80% to <=100% HAMFI	1,120	49.89	335	14.92	2,245
Household Income >100% HAMFI	2,730	13.06	440	2.10	20,910
Total	7,860	26.68	3,710	12.59	29,460

Source: HUD Comprehensive Housing Affordability Strategy (CHAS) Tables from ACS, 2007-2011

As shown in Table 1.15, to the right, 34.1 percent of owner households with a mortgage in Tempe were cost burdened according to the 2008-2012 five-year average from the American Community Survey. Cost burden among homeowners is highest for the lowest income, as would be expected. The table shows that 100 percent homeowners earning less than $20,000 per year are cost burdened. The percentage shrinks to 92.1 for those earning between $20,000 and $34,999. The percentage is still large at almost 63 percent for those earning between $35,000 and $49,999.

Overall, 49 percent of renter households in Tempe are cost burdened. For the lowest income households, those earning less than $10,000, 63 percent are cost burdened. Ninety-six percent of those earning between $10,000 and $19,999 were also cost burdened.

Table 1.15
Owner Housing Costs as a Percent of Household Income in Tempe, 2008-2012

Housing Costs as a Percentage of Household Income	Number of Owner of Households	Cost Burden 30%
With a Mortgage		
Less than $20,000	1,099	
Less than 30.0 Percent	0	
30.0 Percent or More	1,099	100.0%
$20,000 to $34,999	2,070	
Less than 30.0 Percent	163	
30.0 Percent or More	1,907	92.1%
$35,000 to $49,999	2,577	
Less than 30.0 Percent	963	
30.0 Percent or More	1,614	62.6%
$50,000 or More	16,050	
Less than 30.0 Percent	13,240	
30.0 Percent or More	2,810	17.5%
Total Owner Households	21,796	
Less than 30.0 Percent	14,366	
30.0 Percent or More	7,430	34.1%
Not Mortgaged		

Appendix G –

Definitions

DEFINITIONS

The surveys, interviews and workshop discussions are based on a set of services and programs supported by TCC. Respondents were asked about the need for and their satisfactions with, the service or program, according to their own experiences, and how accessible the service or program are. The definitions are intended to create a common understanding of what each of these services include.

Service	Description
Senior Services	Services that will be provided to individuals ages 55 and over including (1) Prescription Drug Assistance, (2) Meal Programs, (3) Respite Care Programs, (4) Homecare/Nursing Home Programs, (5) Adult Day Care, and (6) Volunteer Programs.
Handicapped Services	Services for persons with disabilities, regardless of age including (1) Respite Care and (2) Adult Day Care Programs.
Youth Services	Services that benefit children ages birth to 19 including (1) After School Activities, (2) Tutoring/Mentoring Programs, (3) Early Childhood Education/HEADSTART, and (4) Summer Programs.
Services for Victims of Domestic Violence	Programs serving adults, children, or families affected by domestic violence including (1) Programs for victims of sexual abuse, (2) Programs for victims of physical abuse, and (3) Programs for victims of neglect.
Substance and Alcohol Abuse Services	Substance abuse recovery programs including (1) Prevention/Education, (2) Youth Substance Abuse Programs, (3) Substance Abuse Recovery Programs, and (4) Adult Substance Abuse Programs.
Child Care	Services to care for children while their parents are at work or school.
Educational Enrichment: After School; Pre-K, Mentoring Services	Programs and services that provide educational enrichment activities to youth including (1) pre-school, (2) after school programs, (3) tutoring, and (4) mentoring.
Health/Dental Care Services	Health services including (1) Child Primary/Prevention Health Care Programs, (2) Assistance in Obtaining Prescription Medication, (3) Adult Primary/Prevention Health Care Programs, (4) Affordable Dental Programs, and (5) Assistance in Obtaining Eye Glasses.
Mental Health Services	Activities designed to address the mental health needs of residents of the community including (1) Counseling and Evaluation Programs, (2) Psychiatric Programs, and (3) Inpatient Programs.
Legal Services, Immigration Services	Services relating to legal issues including (1) Immigration, (2) landlord/tenant issues, and (3) domestic relations.
Crime Prevention, Police, Truancy	Programs and services that seek to prevent criminal activities and improve relations between the police force and the community including (1) neighborhood watch associations, (2) crime prevention education programs, and (3) work with schools to reduce truancy.
English as Second Language Services	Programs that provide educational opportunities for non-English speaking populations to assist in their understanding of the English language.
Transportation Services	Elderly/disabled, inter-regional, workforce, and local transportation services.
Adult/Juvenile Detention Discharge/Counseling	Programs that work with individuals leaving adult and juvenile detention to help arrange future housing and employment.
Public Facilities, Parks and Recreation Services	Services and programs offered at City-owned recreation fields and facilities including (1) recreation and education programs for youth, (2) programs for adults, and (3) programs for seniors.
Services for person with HIV/AIDS	Services for persons with HIV/AIDS including (1) housing, (2) transportation, (3) health care, (4) in-patient care, and (5) access to medicine.

Service	Description
Emergency Mortgage, Rent, Utility Assistance	Programs that provide emergency assistance to residents to prevent losing their residents due to failure to pay their mortgage, rent, or utilities.
Food and Hunger	Programs that provide access to food, including (1) meals on wheels and (2) food banks.
Adult GED, Higher Education	Education programs for adults to assist with the completion of their GED or facilitate their enrollment in college courses.
Small Business Assistance	Assistance to businesses that provide (1) incubation space for new companies, (2) façade improvements, and (3) mentoring programs.
Employment Training	Assistance that increases self-sufficiency including (1) Adult Literacy Programs and (2) Job Training and Referral Programs.
Homeless Shelters and Services	Assistance to homeless individuals and families including (1) overnight shelter, (2) transportation, (3) job seeking assistance, (4) meals, (5) clothing, and (6) counseling.
Transitional, Group Homes, Halfway Houses	Housing and associated services for formerly homeless, foster children, or others with special housing needs including (1) Transition Housing, (2) Group Homes for Persons with Developmental Disabilities, and (3) Recovery Centers with Shared Housing Facilities.
Affordable Housing	Rental, First-time homebuyer, owner-occupied housing rehabilitation, and new development of housing units that are affordable to all income levels.
Housing for Special Needs Populations - Seniors, Large Families	Housing and associated services for special needs populations including (1) Senior Housing Opportunities, (2) Housing for Large Families, and (3) Housing for Persons with Developmental Disabilities.
Homeownership Assistance/Home Repairs	Services that provide assistance to homeowners including (1) emergency repairs, (2) major rehabilitation, and (3) accessibility improvements.

process

community engagement

Community Workshop
100+ participants
Elected officials, residents, nonprofits, business,
TCC Board, faith community, schools, City-staff

Community Survey
171 participants
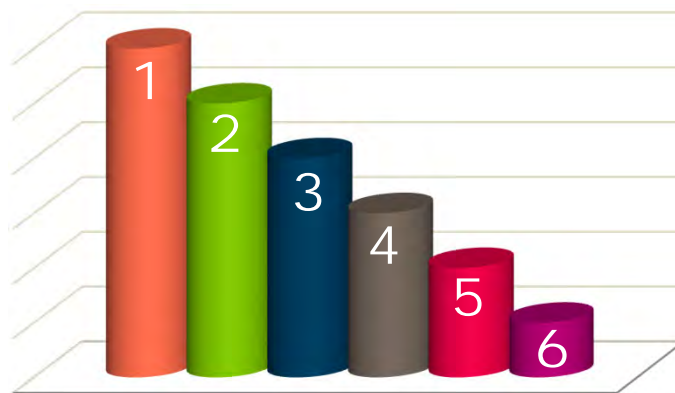January-March 2015

Client Survey
February-March 2015
Funded agency clients

Agency Interviews
March-May 2015
Funded agencies

survey priority ranking

identified services

Crisis Programs
- Emergency shelter and food, utility and public assistance
- Mental and physical health
- Awareness, outreach, education, service referrals
- Centralized intake, triage, coordinated case management

Stability Programs
- Education, job placement, and employment services
- Youth services, afterschool and childcare
- Senior services, adult daycare, food services

Self-Sufficiency
- Financial Literacy, employment training, workforce development, life skills
- Child care and adult daycare
- Improved access to transportation, human services and advocacy

key takeaways

✓ Increased funding should be identified and allocated to address gaps in service

✓ Focus on increasing awareness of services available to those in need

✓ Operationally, move toward a more centralized application intake, triage and referral system that transitions clients out of public assistance and intervention programs permanently

✓ Current priorities for services, methodology for allocating funds and delivery system for human services should be continued

J-QUAD
PLANNING GROUP

Agency Review

- Council-initiated community-driven process since 1985

  30 Years!

- Recommends funding for coordinated human services system

- 39 volunteers dedicated 780 hours of their time - valued at $18,000

- Review and score proposals, interview agencies and make recommendations

Tempe demographics

Population   **172,816***

Poverty Rate   23.3%*
Poverty Income Threshold
Individual $11,770
Family of 4 $24,250

populations served

Youth
29,033

28%
↓ Poverty Level

45%
Free/Reduced Lunch Eligible

Homeless
86 On Street
35 IHELP (Nightly)

765
Tempe Clients Funded Shelters

189
Homeless Students (TUHSD only)

Working Poor
37,783
Individuals
↓ Poverty Level

26.4%
Families w/ Children
↓ Poverty Level

Domestic Violence
8,441
Clients (in County)

49%
Involved Children

627
Tempe Clients Funded Agencies

1,594
Assists by CARE 7 Victim Advocates

Individuals with Disabilities
17,627
Non-Institutionalized

16,806
↓ Poverty Level

4,622
Seniors (65+) w/disability

Seniors
14,516
(65+)

9.2%
↓ Poverty Level

3,604
Live Alone

↑ **9.2%-12.5%**
2000-2010

services provided FY 15/16

TEMPE Community Council / CITY OF TEMPE ARIZONA

YOUTH

- After school programming
- Foster care & adoption
- Retaining relationship w/youth & incarcerated parent
- Leadership development
- Mentoring
- Child care for teen parents
- Resource centers
- Emergency shelter for child abuse victims
- Suicide survivor support
- Financial literacy

HOMELESS

- Food
- Shelter
- Case management
- Workforce development
- Family empowerment
- Family services
- Transitional housing
- Emergency housing
- Substance abuse treatments
- Local night lodging
- Drop in center for youth

WORKING POOR

- Workforce development
- Information & referral
- Legal advocacy
- Community land trust
- Community garden
- Financial education & free tax preparation
- Case management
- Rental assistance
- Utility assistance

DOMESTIC VIOLENCE

- Food
- Shelter
- Case management
- Workforce development
- Family empowerment
- Family services
- Transitional housing
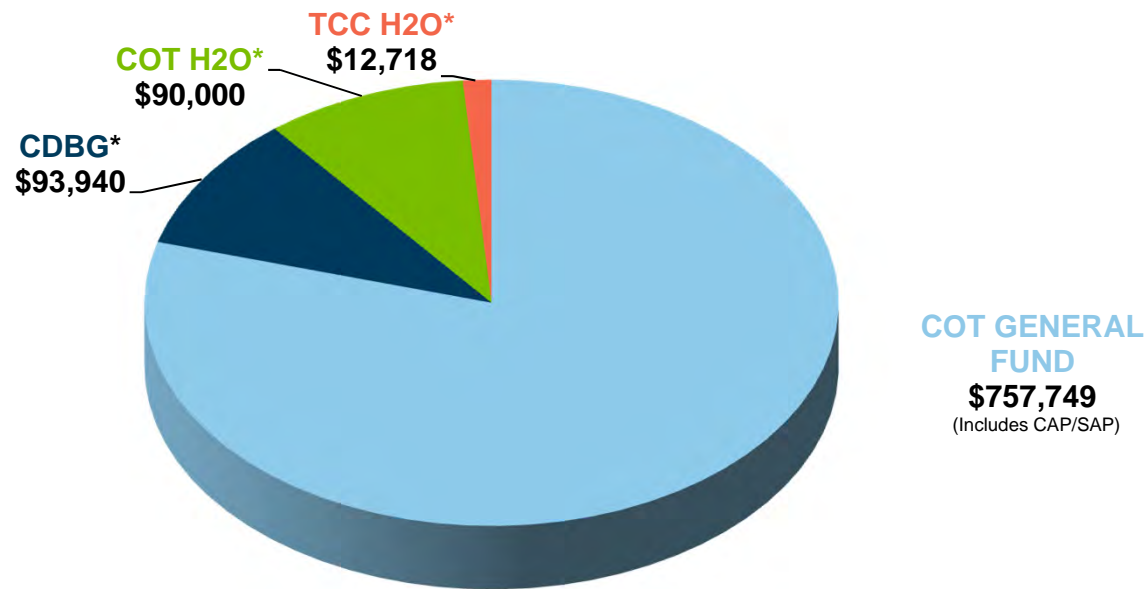- Counseling
- Assault kits

DISABILITIES

- Restorative therapy and day care
- Caregiver training/respite
- Home accessibility support
- Recreation & life skills
- Job training
- Financial education and & tax preparation

SENIORS

- Benefits assistance
- In-home services
- Transportation
- Keeping seniors safe while they age in place
- Volunteer opportunities
- Financial education & free tax preparation
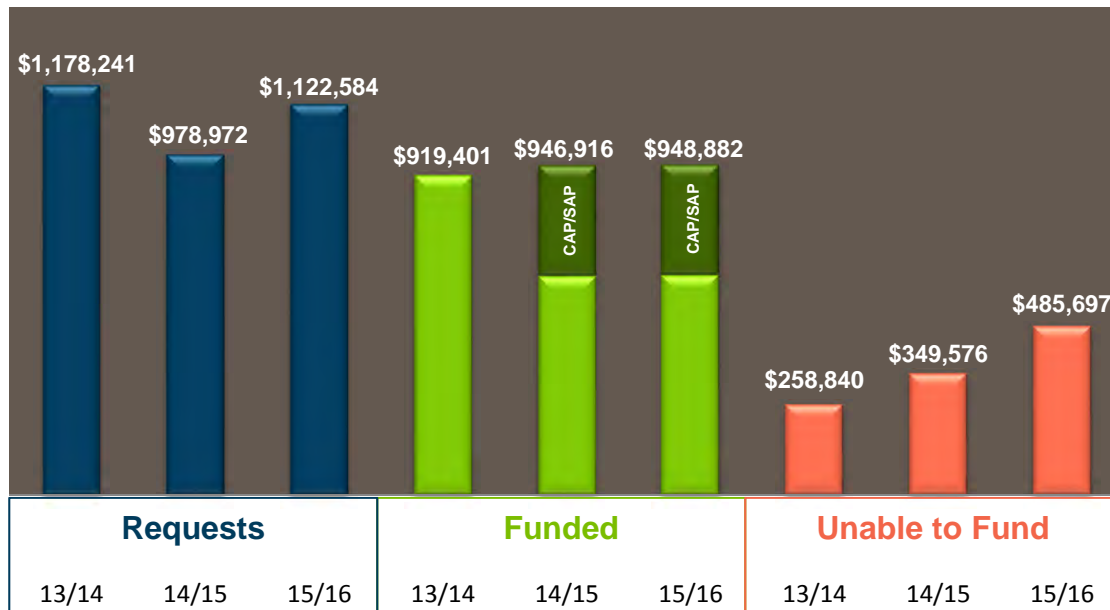- Home delivered meals
- Congregate meals

funding sources

TCC H2O*
$12,718

COT H2O*
$90,000

CDBG*
$93,940

COT GENERAL
FUND
$757,749
(Includes CAP/SAP)

FY 2015/16
$954,407

*Varies Annually

funding priorities

3 Year History

Youth	Homeless	Working Poor	Domestic Violence	Disabilities	Seniors
$168,844	$231,923	$268,371	$102,533	$9,300	$138,430
$195,750	$215,224	$269,637	$91,393	$18,792	$156,120
$225,926	$160,658	$261,704	$84,640	$42,090	173,864

Agency Review FY 2016/17 timeline