



STATE OF HUMAN SERVICES IN EAST VALLEY AND REPORT ON CITY OF TEMPE INVESTMENT

November 18, 2010

*“Tempe Community Council’s mission is to connect those in need with those who care.
TCC does this by: convening community, conducting research,
determining priorities, implementing effective programs and
exemplifying prudent stewardship of resources”*

Tempe Community Council (TCC) takes pride in the strong partnership with the City of Tempe (COT) to help achieve our mission of “connecting those in need with those who care.” One aspect of this partnership is to regularly report to the Tempe City Council and the community. TCC and its Board of Directors submit this summary report and will present at the November 18, 2010 Issue Review Session on the COT’s investment to FY 09/10 Human Service funds, recount the findings learned from the nonprofit agencies delivering human services to those in need in Tempe, and seek input to complete our annual Human Service Survey used to help guide the Human Service recommendation process for FY 11/12.

FY 09/10 Human Service Investment Summary

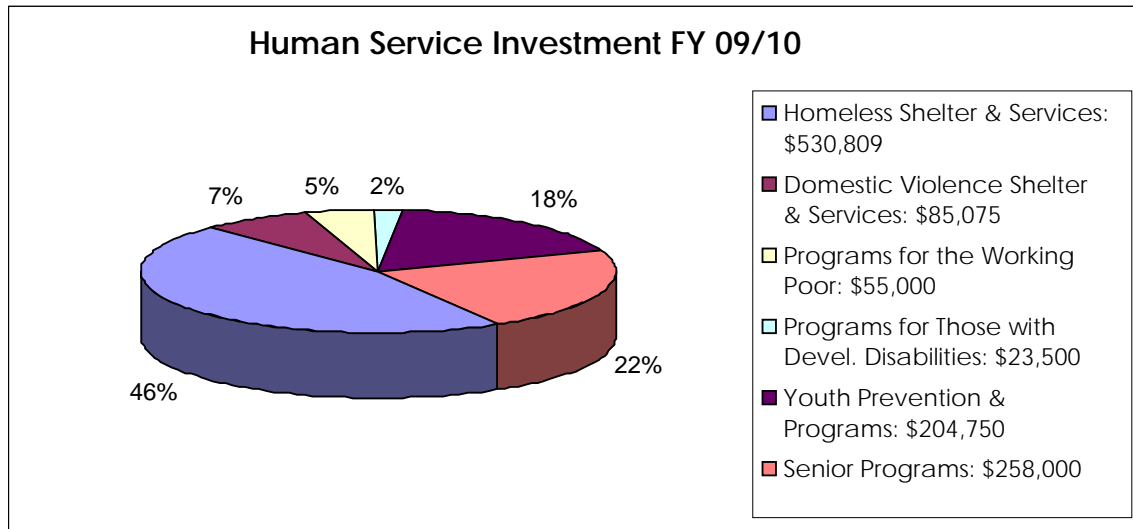
One role of TCC is to administer the grant application process by which the COT awards human service funding. For the current fiscal year (FY 10/11), \$1,019,006 in General Fund, Community Development Block Grant (CDBG), Tempe’s Help to Others, and the Tempe Community Foundation, was allocated to 31 nonprofits that provide vital human services to Tempe residents.

A New Leaf	Newtown CDC/Community Land Trust
Advocates for the Disabled	Open Horizons Scholarship Program
Area Agency on Aging	Phoenix Shanti
Boys & Girls Club of the East Valley	Save the Family
Catholic Charities	Shared Living for the Elderly
Central Arizona Shelter Services	Sojourner Center
Child Crisis Center	Southwest Center for HIV/AIDS
Chrysalis	Tempe Community Action Agency
City of Tempe Housing Services	Tempe Family YMCA
Community Bridges	Tempe Salvation Army
Community Information & Referral	The ARC of Tempe
Community Legal Services	The Centers for Habilitation
East Valley Adult Resources	Tumbleweed
EMPACT/Suicide Prevention Center	UMOM
Foundation for Blind Children	United Food Bank
Homeward Bound	

TCC identified six (6) human service categories for the nonprofit programs funded by the COT. They are as follows:

- Homeless Shelter & Services
- Domestic Violence Shelter & Services
- Programs for the Working Poor
- Programs for Those with Disabilities
- Youth Prevention & Programs
- Senior Programs

In FY 09/10, Tempe's investment was recommended by the community through the annual "Agency Review" process. Forty members of the Tempe community reviewed, interviewed, and convened to draft funding recommendations that were adopted by the Tempe City Council on March 5, 2009. These funds were distributed to human services as displayed below:

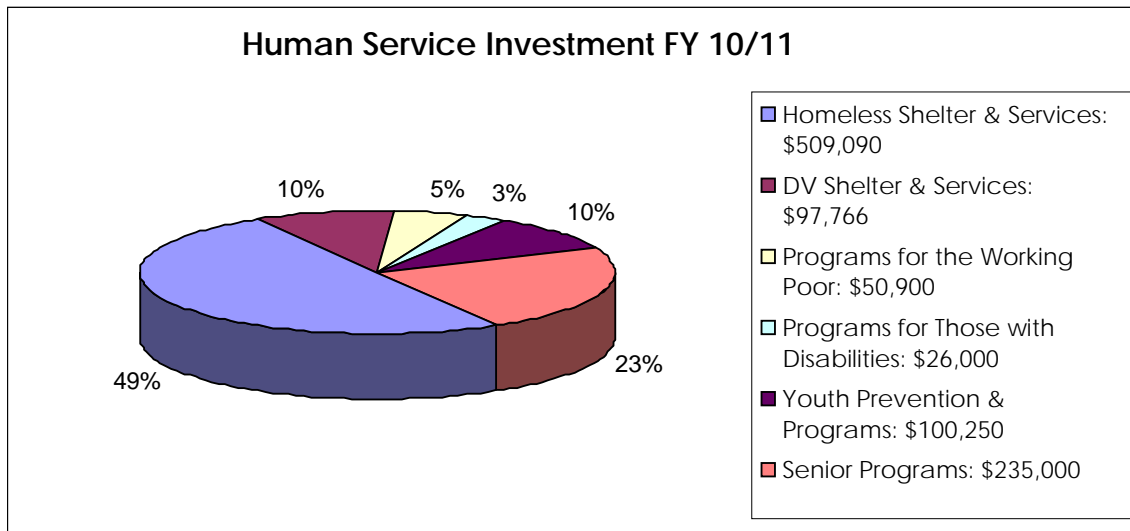


The chart above represents the FY 09/10 Human Service Investment sought to make an impact in a number of categories, especially those in Homeless Shelter & Services and Senior Services.

Below is a summary table on the units of service within each human service category:

FY 09/10 Year-End - TOTAL UNITS OF SERVICE – Units of service defined by agency, i.e. clients, food boxes, bed-nights, etc.	
Agency	Tempe Units of Service
Homeless Shelter & Services	
Total	35184
Domestic Violence Shelter & Services	
Total	481
Programs for the Working Poor	
Total	97512
Programs for Those with Developmental Disabilities	
Total	422
Youth Prevention & Programs	
Total	2571
Senior Programs	
Total	987
Grand Total	137157

Following is a chart that outlines the FY 10/11 Human Service Investment. TCC will report on the impact of these funds in November 2011.



State of Human Services in East Valley

On October 13, 2010, TCC convened the third “Executive Director’s Roundtable”. Executives from the agencies that received FY 10/11 City of Tempe Human Service funding were invited to provide an informal assessment of the “state of human services” in the East Valley. This face-

to-face meeting is in addition to the quarterly reports collected to monitor and track the impact of service delivery of our human service partners. The Executive Director's Roundtable gives us an opportunity to hear directly from the agencies on the front-line and provide information that cannot be captured simply in a form. In addition, the roundtable creates opportunities for communication, support and collaborative opportunities to more effectively and efficiently utilize resources to serve Tempe residents.

Not surprisingly, our nonprofit partners report a very grim picture for their clients and for their businesses as a result of the recession.

The consensus position of the 22 nonprofits (out of 31 funded partners as seen above) is that they are fragile and in dire straits. These nonprofits describe to be at a "tipping point" and express that they cannot continue to "do business as usual," given the reduction of resources. One Executive Director summed it up as "...soon, we will have to do less, with less."

Therefore, the nonprofit businesses that are delivering critical services to Tempeans most in need are themselves at critical points. They shared: trying to do more with less, several have dramatically changed their business models to remain in service to their clients, a few have merged with larger organizations to create cost efficiencies and some have gone out of business.

The TCC Board of Directors is doing their part to help generate new sources of revenue by growing the Tempe Community Foundation endowment, securing a matching partner for COT's H2O (Help to Others) program, indentifying funders to help advance Tempe's priorities for Affordable Housing, fundraising for programs administered by TCC, hosting the Financial Self Sufficiency Initiative and fostering individual and corporate philanthropy and volunteerism. We appreciate the Council's strong commitment and support for the vital work of human service providers.

2010 Human Service Community Survey

This fall, TCC distributed its second annual Human Services Survey to a diverse audience that included businesses, Tempe Police and Fire, community members and members of the City Council. In total, 229 responded to the survey providing data that can be used one tool for the community process to recommend FY 11/12 Human Service funds.

This year's survey results represented a change in priorities for FY 11/12, as compared to last year's results.

Human Service Categories	2010 Ranking (most critical to least critical)	2009 Ranking
Youth Prevention & Programs	1	4
Domestic Violence Shelter & Services	2	3
Homeless Shelter & Services	3	1
Programs for the Working Poor	4	2
Senior Programs	5	5
Programs for those with Disabilities	6	6

With a greater number of people responding, there was a shift in attitudes towards Youth Prevention and Programs from Homeless Shelter & Services. While this does not necessarily mean the Tempe community is "less" supportive of Homeless services, rather this shift may reflect the community's need to more directly focus on care of more personal matters of home and family, beginning with our children.

Conclusion

TCC acts as an advocate for nonprofits and the clients they serve. We come to you to share this information regarding services for our community's most vulnerable. In March, we will return with the formal volunteer evaluators' recommendations for FY 11/12 funding.

For your reference we have attached the following resources:

- 2010 Executive Director's Roundtable Report
- 2010 City of Tempe Human Services Survey Brief Summary
- Human Services 101 Presentations

We would like to end our presentation by posing a question to Council: What issues do you see as most pressing in our community as they relate to human services?

Thank you.