



2017 Tempe Community Needs Assessment

**“Human Services for All Tempe Residents -
Creating Outstanding Value for those Served”**

who was involved



Tempe Community Council

sponsored

in partnership with

Guardian Angels Community, Missio Dei Communities
Redemption Church Tempe, Temple Emanuel of Tempe

generously supported by grant from

Tempe Community Foundation Endowment

Conducted and compiled by
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why we are here



- **Inform City Council of the assessment results**
- **Highlight Tempe's most critical human service needs**
- **Gather Council feedback**

why assessment was conducted



- Obtain current information on Tempe human service needs
- Provide TCC and community with relevant data to guide future planning
- Assist in determining priorities for human service funding



2017-18 Agency Review

\$1.23 million funded
47 nonprofits/60 programs

Homeless, Domestic
Violence, Working Poor,
Seniors, Youth and Disabled

how data was collected



ROUNDTABLE DISCUSSIONS

6 TCC-hosted, 99 agency representatives
12 assessment-specific, 198 participants

FOCUS GROUPS FOR THOSE NEEDING OR RECEIVING SERVICES

10 meetings, 8 community locations
172 diverse participants

PUBLIC FORUM

90 attendees, residents,
community members & stakeholders



SURVEYS

292 in-depth, in person
184 abbreviated, online

INTERVIEWS

26 in-depth, structured, selected stakeholders

Over 1,000 participants

top four greatest strengths



- 1 People who care and committed to helping those in need
- 2 Availability of services to meet diverse human service needs
- 3 Preventive services and safety net to meet basic needs
- 4 Transportation services



Individuals with Mental Health Substance Abuse and/or Health Care Treatment Needs

 Crosses all population groups

critical need for added services by population



Individuals with mental health, substance abuse and health care treatment needs

1

Homeless individuals and families

2

Domestic violence, sexual assault and sex trafficking

3

Individuals with disabilities/special needs

4

Working poor

5

Seniors

6

Youth

universal priority issues

**FOR ALL
POPULATIONS**

Affordable
and
accessible
housing

Safe shelter,
basic needs
services, &
emergency
shelter for most
vulnerable

Complete care
system for
economically
disadvantaged
including
multilingual
access

Holistic
individualized
case
management
with single
navigator

Flexible
funding
options for
providers to
meet needs

Jobs at livable
wages, with
preference hiring
Tempe residents

Access to
services for
mental health,
substance abuse
and health care

what information was reported



HOMELESS INDIVIDUALS & FAMILIES

Fact

- **629 unduplicated unsheltered homeless** (2017 City of Tempe interdepartmental study)
- **1,508 Phoenix homeless** (2017 Point in Time Study)
- **39% chronic homeless report mental, physical or substance abuse disabilities**

Challenge

- Homeless data is complex and scope is larger than known
- Have multiple barriers to get out of crisis
- Emergency shelters not tied to case management

Strengths

- Availability of food and clothing
- Shower facilities
- Provider/faith community collaboration for shelter & services

Needs

- Mental health, substance abuse & health care services
- Dental and medical care
- More shelters – safe, need-specific
- Access to restrooms, laundry, clean water, storage lockers
- Transportation to shelters
- Case management
- Employment & transition needs

what information was reported



DOMESTIC VIOLENCE, SEXUAL ASSAULT & SEX TRAFFICKING

Fact

- **72 domestic violence calls per week, estimated 3,700 annually** (2017 Tempe PD data)
- **3.4 sexual assault calls, 170 annually** (2017 Tempe PD data)

Challenge

- Under-reported due to fear
- Lack of information about available services
- No guarantee of security
- Inadequate awareness programs
- Teens unlikely to utilize hotlines readily

Strengths

- CARE-7 trauma informed care
- Eve's Place mobile resource
- Sojourner shelter
- ASU programs on dating violence and sexual assault

Needs

- Quicker response to safe, non-separated family housing
- Focused support for youth in trauma
- More services for sexual assault/child abuse victims
- Relocation services/pet care

what information was reported



INDIVIDUALS WITH DISABILITIES/ SPECIAL NEEDS

Fact

- **8.3% (14,126) residents with a disability** (non-institutionalized)
- **34.9% are 65 and over** (U.S. Census Bureau)

Challenge

- **Population frequently overlooked**
- **Lack of services in Tempe**
- **Insufficient, affordable, safe independent living and respite care**

Strengths

- **Care-7 & Patient Advocacy Services**
- **Tempe Schools**
- **Gracie's Village**
- **Ability 360, The Centers for Habilitation, Tempe Neighbors Helping Neighbors**

Needs

- **In-home personal care assistance**
- **Affordable accessible housing**
- **Transportation**
- **Community integration**
- **Tiered services for disability and age**
- **Transition from school to adulthood**
- **Tempe resources ADA compliant**

what information was reported



**WORKING
POOR**

Fact

- **21.1%(38,507) residents living below poverty level**
(2017 biggestuscities.com)
- **16.2% living below poverty level in Arizona**

Challenge

- **Often one paycheck away or job layoff**
- **At-risk of being in crisis**
- **Housing costs excessive**
- **Support inadequate to meet needs**
- **Don't ask for help until in crisis**

Strengths

- **Food is plentiful**
- **Multiple services offered**
- **Crisis rent and utility assistance**
- **Quality Section 8 housing for those who can obtain it**

Needs

- **Safe affordable housing**
- **Basic needs and preventative emergency assistance**
- **Intervention with landlords before eviction**
- **Education & vocational training**
- **Affordable, 24 hour child care**
- **Legal services**

what information was reported



SENIORS

Fact

- **9% (15,273) residents are age 65 or older** (2015 American Community Survey)
- **7.2% live below poverty level**
- **31.3% grandparents raising grandchildren** (2011-2015 American Community Survey)

Challenge

- **Few options for housing with low to median income**
- **Loneliness**
- **Isolation**
- **Impending shortfall in pensions**
- **Growing population**

Strengths

- **Senior centers, food & meal programs**
- **Orbit & transportation**
- **Dementia-friendly program**
- **Senior help line**
- **Tempe Neighbors Helping Neighbors & TCAA**

Needs

- **Safe affordable housing**
- **Advocate for resources**
- **Caregivers for activities of daily living needs**
- **Quality lifelong learning**
- **Emotional and mental health services**

what information was reported



YOUTH

Fact

- 78% Tempe public school students receive free and reduced lunch
- 280 homeless students
- 70 languages

Challenge

- Teen homelessness
- Volatile home environments
- Limited life skills
- Rejection due to gender / sexual orientation
- Insecure foster care situations
- Aging out of foster care without safety net
- Lack of awareness of resources

Strengths

- Affordable afterschool programs
- Tempe schools & resource centers
- Care-7 in-school prevention counselors
- Tempe PRE
- School-parent liaison program

Needs

- Mental health support – more outside counselors at public & charter schools
- Substance abuse treatment
- Emergency shelters for youth
- Program fee assistance
- Parenting & stress management support

aligning recommendations with council strategies



ASSESSMENT RECOMMENDATIONS



Safe & Secure
Communities

Support for safety, stability and accessibility
Ongoing evaluation of Tempe public safety calls to meet needs



Quality of Life

Coordinated care and seamless services
Basic provisions of food, clothing, shelter
Affordable accessible housing
Increased services for healthcare/mental health/substance abuse
Increased multi-lingual access to services



Financial Stability
& Vitality

Job opportunities
Higher wages
Increased investment in human services



Strong Community
Connections

Partnerships with schools/colleges/faith community/non-profits
Increased neighborhood empowerment
Awareness of all human services resources
Community volunteer coordination
Expand regional partnerships and communication

- ⚙️ **Tenant-Based Rental Assistance**
- ⚙️ **Bridge to Permanency (mental health housing)**
- ⚙️ **Family Justice Commission - Family Advocacy Center**
- ⚙️ **Dementia Friendly City**
- ⚙️ **Homeless Coalition**
- ⚙️ **Tempe Works**
- ⚙️ **Care-7 Case Management**
- ⚙️ **Population Workgroups**
- ⚙️ **TCC Care Fair**



how assessment will be used

GRANTS



2018/19 Agency Review

Target newly emerging area of need to gather additional data from Tempe-funded agencies

Agencies are being asked on the application:

- Does your agency serve individuals with mental health, substance abuse and/or health care treatment needs?
- If yes, how does your agency provide for, or coordinate, your clients' access to mental health, substance abuse and/or health care treatment needs?



By Tempe Community Council

2018/19 Tempe Community Foundation

New grant priority will be for innovative projects related to mental health, substance abuse and/or healthcare treatment

how assessment will be used

TEMPE COMMUNITY COUNCIL



- **Evaluate** TCC Strategic Plan to determine commonalities with needs assessment
- **Research**, coordinate and plan how to address the emerging population and gaps
- **Review** the 20 recommendations and prioritize for immediate attention
- **Coordinate** population workgroups to address related priority recommendations
- **Determine** focus and priorities for the 2019-2020 Agency Review grant process (Council Strategic Priority 3.10 Performance Measure)



by the people, for the people



TCC's goal for the 2017 Community Needs Assessment is to serve as a decision tool for the community to find creative, effective ways to meet the needs of all Tempe residents.





Questions?