2017 Tempe Community Needs Assessment

“Human Services for All Tempe Residents - Creating Outstanding Value for those Served”
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
I&E Consulting, Inc.
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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

PUBLIC FORUM
90 attendees, residents, community members & stakeholders

FOCUS GROUPS FOR THOSE NEEDING OR RECEIVING SERVICES
10 meetings, 8 community locations
172 diverse participants

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
emerging critical need

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

Crosses all population groups
critical need for added services by population

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**

**Individuals with mental health, substance abuse and health care treatment needs**
universal priority issues

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

FOR ALL POPULATIONS

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what information was reported

**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

**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

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

**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

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### 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)

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

### 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

### 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
**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

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<table>
<thead>
<tr>
<th><strong>Fact</strong></th>
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| • 21.1% (38,507) residents living below poverty level (2017 biggestuscities.com)  
• 16.2% living below poverty level in Arizona | • Food is plentiful  
• Multiple services offered  
• Crisis rent and utility assistance  
• Quality Section 8 housing for those who can obtain it |
| **Challenge** | **Needs** |
| • 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 | • 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

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)

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

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

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

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

Strengths

• Affordable afterschool programs
• Tempe schools & resource centers
• Care-7 in-school prevention counselors
• Tempe PRE
• School-parent liaison program
aligning recommendations with council strategies

**ASSESSMENT RECOMMENDATIONS**

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

- 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

- Job opportunities
  - Higher wages
  - Increased investment in human services

- 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
city and tcc in the works

- 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
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?

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)
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?