Human Services
Funding

AGENCY REVIEW 2026-27

Volunteer Training:
Scoring Guidance Manual

We value the unique contributions of each citizen volunteer in our grant review process. You do NOT need to have experience working in human services to be a qualified reviewer. Utilize your own judgement based on your personal and professional knowledge and experiences. The input you provide from your lived experience is both essential and meaningful.

We have several important changes to the application process for the agency applicants, and for the reviewers.

- The Social Determinants of Health – This is a new framework for cateogorizing applications and programs that TCC and the Community Health and Human services Department at the City of Tempe have adopted.
- This is the first year in a new three-year funding cycle. The intention is to allow applicants who are funded for the 2026-2027 fiscal year to apply and receive renewals for year two (2027-2028) and three (2028-2029), if requirements are met.
- Prioritization will be given to interventions and programs that were identified through the 2024-25 Tempe Community Council Human Services Community Needs Assessment.
- Collaborative applications (two or more agencies sharing an application for a program) are prioritized.
- $30,000 cap on new program funding requests. New means programs and agencies that have never been funded through the Agency Review funding process.

We will continue an important change made to last year's process; that the financial review of all applications will be completed by every volunteer. You are encouraged to review these materials carefully and ask for additional assistance in completing this part of the review if needed.

Volunteers ARE expected to score the financial questions.

AGENGY REVIEW 2026-27
Volunteer Training: **Scoring Guidance Manual**

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This manual is broken down into these areas of guidance:

- Application Evaluation Scoring Rubric
- Funding Prioities
- Intorducing the Social Determinants of Health Framework
- Reviewer Guidance on Scoring
- Financial Review
- Volunteer Questions
- ZoomGrants (Where applications are stored and scoring takes place)
- Galaxy (Tempe Community Council's volunteer database and management system)
- Timeline
- Apendix: Social Determinants of Health

Scoring Rubric & Tips

Below is your volunteer scoring rubric/tip sheet. It is meant to be a quick reference to assist you with scoring. It is not all inclusive. Reading all of this manual will be the best for educational purposes, but this tip sheet may be useful after you have attended the training and read the manual.

The guidance and/or things-to-consider information appears in *italic blue text* in the scoring questions below.

Please rank the following scoring questions using the scale as indicated below.

Question #	Description	Scoring
1-14	**Programmatic Application Questions**	On a scale where …
1	**Score the Social Determinant of Health (SDOH) subtopic the program seeks to address. Is the program proposing to serve an identified priority subtopic? Choose one of the three options for points listed in the rating scale column.** *See Application Questions 7–14. If they check the top priority they receive 10 points. Some SDOH have a longer list of subtopics than others. If the subtopic is listed and checked, the application receives 5 points. If they check "**Other**," they receive 2 points.*	10 points = Top Priority or 5 points = Posted priorities other than Top Priority or 2 points = "Other" (their added self-defined program)
2	**Is the project a collaborative one? For those that check collaborative for Application Question #5.** *See application Question 5.* *Collaborative grants are given 10 points. This gives them a scoring advantage. Collaborations are prioritized and given extra points.*	0 or 10

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3	**Rank to what extent does this program collaborate with other stakeholders to meet the needs of their program participants.** **For a collaborative grant, look at the additional guidance provided below.**	1 is "Does Not" and 5 is "Extensively"
	See Question 28. Review the whole application. Has the applicant clearly documented a collaborative structure, the need and benefit for partnership, program design? Have they defined roles and responsibilities? See other directions given in this manual. Important: narrative may also be found in Question 40.	
4	**Rank the extent to which the agency provides well-trained and qualified staff to execute the program.**	1 is "Does Not" and 5 is "Strongly Provides"
	Refer to application Question 26. Do they explain the training and education required and why? Are the funds that could be awarded paying for staff or some other program cost? Does this make sense to you?	
5	**Rank to what extent this application makes a case for program need in Tempe.**	1 is "Does Not" and 5 is "Extensively"
	This question addresses PROGRAM need. Refer to Question 2. Do they cite statistics (local or national) that support the need for this kind of program? Do they make a case for expansion based on last years' service numbers? Do they describe how they quantify/measure the program need inside their operations? Are they turning people away? Are the programs at capacity? *Look at Questions 30-35, demographics, and other narrative.*	
6	**Rank to what extent this program is accessible to Tempe residents.**	1 is "Is Not Accessible" and 5 is "Is Accessible in Tempe"
	Can Tempe residents get to the service on a bus line or light rail? Are bus passes or other forms of transportation provided to Tempe residents? Are there restrictive rules that make it hard to get services? Is the program located in Tempe? Do services happen on convenient days and times for the population? *Look at Questions 17 and 18 for some evidence and other narrative explanations. Look at demographics.*	

7	**Rank to what extent this program serves a reasonable number of Tempe clients respective to the service offered.**	1 is "A Minimal Number" and 5 is "A Significant Number"
	This is subjective, but you can use "reasonable" to mean, does it make sense to you? Remember that many contact points/services may not always mean that positive change is occurring for the participants. Likewise, small numbers are sometimes very appropriate due to the length or depth of the service that is being provided.	
	Look at Application Question 7 and the demographic information, along with other narrative.	
8	**Rank to what extent this program addresses equity, diversity, and inclusion in their program design and implementation. Does the program use an "equity lens?"**	1 is "Poor" and 5 is "Superior"
	Here, equity lens is defined as a process for analyzing or diagnosing the impact of the design and implementation of policies on under-served and marginalized individuals and groups and identifying and eliminating barriers to services.	
	Look to Application Question 15, demographics, and other narrative.	
9	**Rank to what extent this program's Outcomes are clearly stated and measurable.**	1 is "Are Not" and 10 is "All Are"
	Look to application Questions 19-25 and other narrative. Outcome measurement is the process for assessing, on a regular basis, the results of an agency's programs for its participants. Those results – OUTCOMES - are the benefits or changes for individuals or populations during or after participating in program activities. The outcomes may relate to changes in knowledge, attitudes, skills, behaviors, or condition. They are what participants know, think, or can do; how they behave; or what their condition is, that is different following their participation in the program. Look within this Volunteer Guidance Manual to review what makes a strong outcome measure.	
	*See the Section in the Volunteer Training Manual – **Reviewer Additional Guidance on Performance Measures.***	
10	**Rank to what extent the indicators are specific and quantifiable.**	1 is "Poor" and 5 is "Superior
	Look to Application Questions 19-25. Outcome indicators are the specific items of information that track a program's success on outcomes. They describe observable, measurable characteristics or changes that represent achievement of an outcome. For example, a program whose desired outcome is that participants pursue a healthy lifestyle could define "healthy lifestyle" as not smoking; maintaining a recommended weight, blood	

		pressure, and cholesterol level; getting at least two hours of exercise each week; and wearing seat belts consistently. The number and percentage of program participants who demonstrate these behaviors is an indicator of how well the program is doing with respect to the outcome. Look within this Volunteer Guidance Manual to review what makes a strong outcome measure.	
	11	**Rank the quality of this application, based on: agency provided all required documents, answered all questions clearly and completely; made a case for need using statistics and citing sources; and explained their ability to provide quality services.**	1 is "Poor" and 5 is "Superior"
		Does this application provide thoughtful and clear responses to the questions asked? Does it present a creative idea or unique solution to an issue? Does the writer provide factual information and statistics that are credible? Does the budget make sense? Do they make a compelling case that they can provide quality services? Are they using best practices? *This area gives you the option of awarding points for your own meaningful reasons, not specifically stated here.*	
	12	**Relative to the mental health service outcome measure and indicators, how likely is the individual/family to have the intended positive outcome that is stated?**	1 is "Not Likely and 5 points is "Very Likely"
		See Questions 24 and 25. Look at all narratives. *Consider: Look at the Power Point to remind you of what a clear outcome statement looks like. Look at the template and see if the agency follows the template and answers all of the elements requested. Focus on Question 16 and 17 and other narrative.* *We recognize that many of our agency partners do not provide mental/behavioral/wellbeing programs (or activities) as their primary program offering; however, we believe that most of our current partners are providing mental and behavioral health services or are practicing wholistic services and partnerships already, that provide for mental health and well-being.* *Some agencies do provide mental health and well-being supportive services, but haven't been asked to directly name those activities, partnerships, or outcomes, until last year's applications.* *The Agency Review application asks agencies to describe the work they do to address mental health outcomes, in both direct and indirect ways.* *This information will help improve our understanding of mental health support services that partners already have in place, and this information may then help us to see where there are gaps in services needed.*	

13	**Do they make a strong case for the program, program implementation, and the positive change in the lives of the program participants.**	1 is "Does Not" and 10 is "Significantly"
	This requires reading the whole application, but look to Application Questions 1,2,3,4, the outcome statements, and other narratives.	
14	**Score exceptional performance, unique contributions, or specific circumstances not fully captured by the question above.**	0 to 5 points May be allowed
	Sample reasons for discretionary points are: • *History of successful partnership with the City of Tempe and/or Tempe Community Council* • *Leveraging resources and partnerships* • *Creativity or uniqueness* • *Addressing a need not currently funded* • *Employing people with lived experience* • *Providing excellent training and a living wage* *A maximum of 5 points can be allotted.* *Provide reasoning for your scoring in the Committee Discussion box in the Review Tools.*	
15-19	**Financial Reviewer Questions**	**Scoring** (All Reviewers)
15	**Relative to the agency's current financial operating status, were revenues greater than expenses?**	0 points Revenue Significantly less than expenses
	Look at Agency 990 form: • *Total Revenue: Part I Line/Row 12 (Current Year)* • *Total Expenses: Part I Line 18 (Current Year)* • *Revenue Less Expenses: Part I Line 19 (Current Year)*	1 point At or break-even 2 points Revenue Greater than expenses
16	**Was there a significant change from the Beginning of Current Year and End of Year in the agency's net assets?**	0 points Yes, less than prior year without reasonable explanation
	Look at Agency 990 form: • *Net Assets: Part, I Line 22 (Beginning of Current Year and End of Year)*	1 point About the same or reasonable explanation provided 2 points Yes, greater than prior year

17	By reviewing the Statement of Functional Expenses (Part IX of 990 form), what is the ratio of management and fundraising expenses to total expenses? *(Formula: Management & General, divided by Total Expenses = %)* *(Row 25 Column C, divided by Row 25 Column A)*	0 points Greater than 25% 1 point Between 16-24% 2 points Less than 16%
18	Relative to the agency's risk profile and the diversity of funding sources, review Part VIII of the 990 (as well as other available documentation) to try and ascertain various sources of revenue.	0 points 2 sources or less 1 point 3-4 sources 2 points 5+ sources
19	Relative to the agency's internal controls and financial oversight, including providing audited financial statements, does the agency demonstrate appropriate oversight? *A **qualified opinion** is a reflection of the auditor's inability to give an **unqualified or unmodified**, or clean, **audit opinion**.* *An **unqualified opinion** is issued if the financial statements are presumed to be free from material misstatements.* *A **qualified opinion** is still acceptable to most lenders, creditors, and investors.* *Note: Some agencies with low net assets may not provide an audit. Additionally, a qualified audit report is a report issued by an auditor that reports certain discrepancies in the financial statements prepared by the entity. Such report, therefore, issues a qualified opinion on the true and fair view of the financial position as reported in the financial statements.*	0 points No, or qualified audit provided 1 point Moderate controls – no audit, but demonstrated oversight 2 points Yes, unqualified audit and/or multiple sources of oversight provided

Funding Priorities

Tempe Community Council collaborated with Arizona State University's Southwest Interdisciplinary Research Center (SIRC) to conduct an in-depth assessment of human service needs across Tempe. This study yielded actionable insights and strategic recommendations that TCC and its partners can employ to address critical service gaps and needs. The assessment, along with additional community input and considerations, and consultants - Intersectional Inquiry, helped to guide the prioritization of funding for this year.

We recognize that some of our established and current agency partners may not have a primary focus in the prioritized areas; however, a significant number do incorporate the identified prioritizations through wholistic programming or partnerships.

Details about prioritization can be found in Appendix A.

Funding Sources

City of Tempe General Funds

Together Tempe
- Voluntary Donations via City of Tempe Utility Payment
- General Donations via Tempe Community Council
- Healthy Giving Campaign via Tempe Community Council

Approximately $1.1 Million

New Framework – Social Determinants of a Healthy Community

THE SOCIAL DETERMINANTS OF HEALTH – TEMPE

This Social Determinants of Health (SDOH) wheel helps to depict the elements of a healthy community. The United States Centers for Disease Control defines these social determinants as "life-enhancing resources, such as food supply, housing, economic and social relationships, transportation, education and health care, whose distribution across populations effectively determines length and quality of life."

A Tempe version of the wheel was developed by Tempe Community Council and City of Tempe Community Health and Human Services Department to improve the ability to talk about, measure and evaluate the resilience of our community human services and to plan for how to improve areas of imbalance.

Tempe's wheel was inspired by the work of Vitalyst Health Foundation, the World Health Organization, and the Centers for Disease Control and Prevention.

ELEMENTS OF THE HEALTHY COMMUNITY WHEEL

This year, in collaboration with The City of Tempe Community Health and Human Services Department (CHHS), TCC will group funding priorities and outcome reporting using the following framework and agencies (programs) will be asked to self-identify under one of the following elements within the SDOH wheel.

SELECTING THE ELEMENT THAT ALIGNS WITH AN AGENCY PROGRAM

Within the 2026-2027 funding application each program will select from a checkbox in ZoomGrants that asks the agency to choose an element of the wheel the program most closely aligns. If the program addresses more than one element, the agency is still asked to choose the one element that relates most closely to the measurable impact.

One area (determinant) must be selected. Secondary elements can be shared within the narrative portion of the application.

Programs and services that do not fall within the stated priorities may still be considered for funding, but the stated priorities will be weighted for scoring advantage and given preference.
See Appendix A for a breakdown and details for all social determinants of health elements of the wheel.

The Social Determinant pages in the Appendix are meant to provide guidance, and they are not all inclusive. As this funding process progresses and the full breadth of programs proposed are known, further refinement of this framework is likely to occur. Performance outcomes, inputs, outputs, and indicators may be negotiated prior to the signing of a final funding agreement.

Reviewer Additional Guidance – Performance Measures

Additional information and questions are provided below to consider assisting with scoring:

GUIDELINES FOR STRONG PERFORMANCE MEASURES

Purpose
Performance measures show the community the value of the services, clearly and succinctly communicate impact, and can be used for future funding requests to show program effectiveness.

Definitions: Goals, Outcomes, and Indicators
- Goal - An aspirational "big picture" statement about what is hoped to achieve with this program.
- Outcomes - A specific statement about the changes expected in pursuit of this goal and how many people the agency intends to serve in the fiscal year.
- Indicators - The way that an outcome can be measured which indicates success towards the outcome. There may be multiple indicators per outcome.

Developing Outcomes
Outcome measures must include ALL the following components:
- # of Tempe participants expected to achieve this outcome
- % of Tempe participants expected to achieve this outcome
- Type of participants

- Direction of change
- Type of change
- Area of change

___ (%) of _____ (Participant type: families, youth) will _____ (Direction of change: increase, improve, modify) their _____ (Type of change: knowledge, attitude, condition) of/towards _____(Area of change: employment, food security).

The number of people that the program is serving. This is now separate in the agency application questions.

Developing Indicators

Indicators are written in the same format as outcome statements but focus on how the agency will measure the progress on the outcome. They are the most direct evidence of the program's success. An indicator should be more specific than the outcome by demonstrating the specific data collected that will define success and the method of data collection. For example, if an outcome focuses on improving health, the indicator should specify what aspect of health (e.g., cessation of smoking, disease rates, regular exercise) and how that aspect will be measured (e.g., self-report, survey data). There are often multiple indicators for one outcome statement.

Example A (Simple)

- Goal: provide safe and nutritious meals and a welcoming environment for our guests.
  - Outcome: 100% or 300 homeless individuals will have increased access to nutritious meals.
  - Indicator: by July 2021, 100% or 300 homeless individuals will be served at the nightly meal service as measured by attendance records.

Example B (Complex)

- Goal: increase self-confidence, academic outcomes, and school retention rates among at-risk Tempe youth.
  - Outcome: 90% or 65 youth will have increased exposure to positive behavior supporting activities to improve their attitude toward risky behaviors.
  - Indicator 1: 1 month following the intervention, 90% or 65 youth will have maintained or increased their total score on the Youth Outcome Survey (YOS), which measures attitudes towards risky behaviors including drug use, physical violence, unprotected sex, and alcohol use.
  - Indicator 2: 85% or 61 youth will report involvement in at least 1 extracurricular activity or personal interest, as measured by self-report during one-on-one youth interviews at least 2 months following entry into the program.

Other Important Reviewer Directions

1. Review the whole application, including the document attachments.

2. Review scoring descriptions and grant criteria.

3. Score the grant application using the scaling rubric and tips described above. To help make a scoring determination, keep track of the evidence which you believe the grant applicant has provided which addresses that question. As you read each application, you may want to make notes about quality and specifics that relate to that question or domain that supports your overall score. You can keep these notes in ZoomGrants under "My Private Notes," located in the bottom-left corner of your dashboard.

4. If you have specific **questions** that you wish for staff and volunteers to address in the **follow-up interviews or by email** with applicants, please add them to your volunteer ZoomGrants dashboard (under Committee Discussion - Add My Comment section). Your suggestions should be written in the form of a question. Do not leave general statements. For example, you could ask, "Please ask them to clarify which best practices they are using in this program, with this population?" instead of a statement like, "This program practice is not clear to me, ask them about this."

5. There are 40 application questions that you will be using to rate (score) each application. Some of these questions are the agency picking their social determinant and the need they are addressing, so they are not answering all of the questions.

6. Each question will be rated on a scale from 1 to 10 (1to 5 for some) for the application program scoring, and from 0 to 2 for financial scoring.

7. Read each question and note the direction given regarding what the scale means. Discretionary points (scoring question14) are additional points that can be awarded at the discretion of the reviewer, beyond the standard criteria, allowing you to recognize exceptional performance, unique contributions, or specific circumstances not fully captured by the established scoring system, giving the scorer flexibility to reward aspects that go beyond the basic requirements based on their judgment. A maximum of 5 points can be allotted. Provide reasoning for your scoring in the Committee Discussion box in the Review Tools.

   Guidance for scoring - Examples related to discretionary points include:
   - *History of successful partnership with the City of Tempe and or Tempe Community Council*
   - *Leveraging resources and partnerships*
   - *Creativity or uniqueness*
   - *Addressing a need not currently funded*
   - *Employing people with lived experience*
   - *Providing excellent training and support and a living wage*

8. **Collaborations** - A collaborative grant is a grant that supports a collaborative effort, such as a coalition, that is not a separate organization but includes multiple partners/organizations carrying out a project/joint effort with agreed upon goals.

   - All collaborative partners must be eligible to receive a direct grant from TCC, the fiscal agent must be a 501(c)(3) public charity organization.

     Examples of collaborative grants are those in which:

- o Several partners are working together on a large, joint project and at least two of the partner organizations receive a portion of the grant funds to carry out the goals of the proposal:

    or

- o One organization receives funds on behalf of a collaborative to hire staff to coordinate the collaborative.

- For collaborative grants it is expected the following elements would be in place and clearly documented in the application:

    - o Collaborative structure and priorities are inclusive and demonstrate equitable approach.

    - o Roles and responsibilities of collaborative partners are clearly defined and demonstrate an equitable approach; and

    - o Decision making processes demonstrate an equitable approach.

    Guidance for scoring - Examples related to collaborations points include:
    - *Clear, shared problem statement*
    - *Clear activities tied to outcomes?*
    - *Feasible timeline?*
    - *Alignment with the community needs assessment priorities*
    - *Strong rationale for why collaboration is necessary (not just convenient or not just referral)*
    - *Ask, does this collaboration address an issue too complex for one organization?*
    - *Do you see complementary roles, expertise, or assets?*
    - *Is there any evidence that the collaboration will improve the outcomes, the reach of service or efficiency?*
    - *Is there a clear identification of lead organization and support roles?*
    - *Is this collaboration a meaningful inclusion of community-based or smaller partners?*
    - *Does the budget reflect equitable distribution of resources?*
    - *Alignment between activities and costs*
    - *Administrative and indirect costs are reasonable.*

9. The scoring points should ONLY be in **whole numbers**.

Reviewer Additional Guidance – Financial Review

FINANCIAL QUESTIONS (15–19) CONSIDERATIONS

All reviewers are financial reviewers.

To complete the financial score, please review the documents in ZoomGrants under the Documents Tab:
- 501(c)3 Letter or Letter of Exempt Status
- Management Letter/Auditor Recommendations
- IRS Form 990

- Photo of Service
- List of Assurances
- Certification Form
- Agency Budget
- Balance Sheet
- **Financial Review Worksheet** – This worksheet will direct you where to find information to review on the 990 and to keep your notes
- Most Current Board of Directors
- Collaboration Additional documents

OTHER IMPORTANT DIRECTIONS FOR FINANCIAL SCORING/REVIEW (for consistency)

Below are additional questions to consider that may assist with financial scoring.

- Did the organization obtain an audit? If not, why not?

- If the organization obtained an audit, was the auditor's opinion a "clean opinion"? A clean opinion is one where the auditor state that the financial statements present fairly, in all material respects…"" …in accordance with accounting principles generally accepted in the United States of America."

- If the opinion was not considered to be a "clean opinion" what were the exceptions and what is the plan to remove those exceptions?

- Did the organization receive a management letter from the auditor or reviewer? If so, what were the recommendations or deficiencies? What is the plan to correct for those recommendations/deviancies, if any?

- If no Management Letter, please explain briefly the organization's internal control procedures. Does the organization have Separation of Duties primarily in the finance area? Is there an approval process for payment of expenses? Is there an approval process for payment of expenses? Is there a gift acceptance policy for revenues or potential donations?

- In the agency's Statement of Financial Position (aka Balance Sheet) do the Assets equal the sum of the Liabilities and Net Assets? And… Do the "Current Assets" (Cash and items readily convertible to cash in a year) equal an amount equal or greater than "Current Liabilities" (Current liabilities are usually the principal portion of notes payable that will become due within one year, accounts payable, and accrued expenses)?

- In the balance sheet, are the "Net Assets" in three categories: 1) Unrestricted, undesignated, 2) Unrestricted, designated, or 3) Restricted net assets? What are the amounts in each category and are the amounts positive in each and in total?

- In the Statement of Activities (aka Profit and Loss Statement) is the current year Change in Net Assets (Net Profit) amount greater or lesser than the previous year? What is the reason for either case?

- Are Revenues greater than expenses for the current year? If not, what are the reasons?

- What is the make-up of Revenues on the Financial Statement? Amounts of Contributions and memberships (Individuals, foundations, corporate), Governmental and other Grants, and finally Special Events?

- Is there a negative balance during the year, how does the organization continue with its normal operating expense payments?

- If there is deviation from a category in the actual compared to the budget during the year, what is the process the organization modifies its actions or budgets?

- In budgeting a new program or a modification of a new program, have all the related costs of the proposal been outlined? Costs such as, insurance changes, risk management changes, staffing and benefits costs, and workload demands on current staff and volunteers?

- When is the last time the organization has undertaken a SWOT analysis? SWOT: Strengths, Weaknesses, Opportunities and Threats?

Remember – There is no right or wrong way to review these applications. These are guidelines. We are here to support you.

Volunteer Questions for Agencies

If you have a question for the agency that would significantly affect the score you are giving them, please provide a clarifying question in ZoomGrants within the Committee Discussion box. This box is in the volunteer review tools section of your scoring in the system.

This discussion box is not meant for volunteers to discuss the application with each other. We are using it for the purpose of recording questions only.

TCC staff and committee members will review the questions, and they will be passed along to the agency for their response. The answers will be provided to the reviewer who asked the question for their consideration in final scoring.

In some cases, agencies will be asked to meet with reviewers for an interview, which will be scheduled in March.

ZoomGrants Guidance

UPDATING YOUR PASSWORD

Reviewers can update their own **passwords**. Administrators control the **email address** associated with reviewer accounts. Please contact Kim Van Nimwegen if you need your email address updated.

1. Log into your reviewer account.
2. Click the **My Profile** tab in the upper row of tabs on your **My Account** page.
3. Click into the **Change User ID/Password** tab.
4. Edit the information.
5. Click the **Change Password** button to save your update.

If you've forgotten the email address you use to log in, the program administrator can look up your email address in their organization's account. If you need to have that email address updated, they will need to complete that update in their admin account, as well.

If you've forgotten your password, you can reset it by answering the questions in your Security Profile.

ZOOMGRANTS UNIVERSITY

Provides reviewers with a step-by-step visual walk through the system.
help.zoomgrants.com

Galaxy Digital – Volunteer Management System

HOW TO RESPOND TO VOLUNTEER OPPORTUNITIES

1. Login into our Galaxy volunteer portal from an internet browser (Google recommended): tempecommunitycouncil.galaxydigital.com

HOW TO LOG YOUR VOLUNTEER HOURS (Desktop/Laptop)

1. Login to the Galaxy Digital portal.

2. From your Galaxy dashboard, click on ADD HOURS from top black menu bar.

3. Under HOUR TYPE area find the opportunity for which you want to log hours from the dropdown menu "Select an Opportunity."

4. Complete the fields required.

5. At bottom of page click **Submit Hour Entry.**

   Note: You can log hours multiple times for the same opportunity – such as "Review and Score Applications" opportunity. To ensure it is not a duplicate log, put some detailed information in the "description" box if needed and utilize the Date Worked box.

DOWNLOAD THE GALAXY "CAUSER - GET CONNECTED APP" TO LOG HOURS ON PHONE/IPAD/TABLET

1. Visit the Galaxy Digital App webpage: https://www.galaxydigital.com/for-volunteers-your-new-get-connected-volunteer-mobile-app

2. Select the platform link your phone uses (Google Play or Apple App Store) to download the CAUSE CONNECT app.

3. This app makes logging your hours VERY EASY!

GALAXY DIGITAL HELP GUIDE
For a detailed step-by-step guide for using our volunteer management system – Galaxy Digital visit:
https://www.tempecommunitycouncil.org/galaxy-help-manual

Need Additional Assistance?

Technical Questions
Questions@ZoomGrants.com

ZoomGrants Navigation/Technical Issues
Call 1-866-323-5404 x2

Program Questions
Tempe Community Council
Kim Van Nimwegen, Community Impact Manager
480.858.2303
kim_vannimwegen@tempe.gov

Financial Review Questions

Kevin Brown	Nancy Blevins	Jim Bander
602.859.0085	480.695.2520	623.252.3278
kevpro@gmail.com	nblevins21@gmail.com	jim.bander@gmail.com

Galaxy Questions
Cindy Kominska
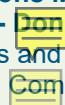480.858.2310
cindy_kominska@tempe.gov

Reminder

Proposal Review, Scores and Questions must be submitted online by Monday, February 23 before 12:00/Noon

Timeline

City of Tempe Human Service Funding
FY 2026-27

WHEN	ACTION
January 21, 2026 5:30-7:00 PM	**Programmatic Volunteer Orientation & Training via ZOOM*** New OR Returning Volunteers Training will prepare volunteers for the online application system. Attend only one of three sessions offered.
January 22, 2026 9:00-10:30 AM	**Programmatic Volunteer Orientation & Training via ZOOM*** New OR Returning Volunteers Training will prepare volunteers for the online application system. Attend only one of three sessions offered.
January 22, 2026 1:00-3:00 PM	**Financial Volunteer Orientation & Training via ZOOM*** ONLY volunteers needing additional training or guidance Training will prepare volunteers for the online application system.
January 23, 2026 9:30-11:00 AM	**Programmatic Volunteer Orientation & Training via ZOOM*** New OR Returning Volunteers Training will prepare volunteers for the online application system. Attend only one of three sessions offered.
February 6, 2026 12:00 PM/Noon	**Applications Open for Scoring**
February 23, 2026 BEFORE NOON	**Volunteer interview questions and scoring due in ZoomGrants before Noon**
March 9, 2026 3:00-5:30 PM	**Preliminary Allocation Meeting – Review Scores and Allocation Options via ZOOM***
March 9-13, 2026 Time TBD	**Agency Interviews via Zoom** (as needed, agency-specific dates TBD) Determine significant questions and answers.
March 24, 2026 9:00 AM until Consensus (anticipated 12:00 PM)	**Final Review & Recommendations Meeting** **Tempe Transportation Center – Don Cassano Room** Agency Review Committee meets and determines final recommendations by reviewing composite evaluations. Community Impact volunteers only.
April 1, 2026 4:30 PM	**Review and accept recommendations at TCC Board Meeting**
May 18, 2026 (tentative) 4:00 PM	**AR Recommendations presented to Tempe City Council at a Work Study Session**
July 2026-June 2027 (exact dates to be determined)	**City Annual Agency Site Visits** Each year 10-15 agencies are visited by ARE volunteers (optional)

APPENDIX A – Social Determinants of Health Categories

Tempe Community Council, in partnership with the City of Tempe, utilizes a customized Social Determinants of Health (SDOH) Wheel. These determinants of health serve as the framework for the FY 2026-27 human services grant funding process.

The following pages highlight each Social Determinant of Health represented in the wheel and provide guidance to support this year's grant application, including:

- An introductory definition of each determinant
- Sample overarching performance measures
- Priority areas informed by the 2024 Tempe Community Needs Assessment
- Sample key outcomes and outcome guidance

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Affordable Quality Housing

Affordable, quality housing is an investment in good health. It enables people to pay for their basic needs, protects them from exposure to dangers, and increases access to support such as health care providers. Addressing affordable quality housing has a positive impact on economic stability, disease prevention, air quality, mental health, early brain development, injury prevention, exposure to extreme climate, and exposure to lead.

Overarching Performance Measure

The percentage ____% of program participants who have improved consistent access to housing. Housing that is stable, affordable, and safe.

Prioritization

Affordable Quality Housing Prioritization
1. **(Top priority) Housing retention and shelter diversion**
2. Rapid rehousing support coordinators for at-risk households
3. Increased affordable housing developments for older adults
4. Older adult specific housing opportunities (home sharing, aging in place)

Homeless and Unhoused Services Solutions Prioritization
1. **(Top priority) Increased immediate family housing and shelter options**
2. Increased number of emergency shelter beds
3. Case Management for clients experiencing homelessness
4. Street outreach or mobile engagement teams for the unsheltered

Key Outcomes

Guidance (Use Homeless Management Information System (HMIS) data that your agency currently tracks)

Data Requirement: Prevention
# of unduplicated individuals served
# of rental assists
# of units of transportation assistance
# of utility assists
$ amount of transportation assistance
$ amount mortgage/foreclosure prevention assistance
$ amount rental assistance
$ amount utility assistance
# of mortgage/foreclosure prevention assists
# of individuals/families who increase income

Data Requirement: Emergency Shelter/Transitional Housing
# of unduplicated individuals served
# of bed nights
Average length of stay
# of unduplicated individuals case managed
# of unknown exits
# of positive exits
# of negative exits
# of case managed unknown exits
# of case managed positive exits
# of case managed negative exits
#/% of individuals who complete a job training program
#/% of individuals who complete certification/licensing requirements for employment
#/% of individuals who obtained employment
#/% of individuals who earn a post-secondary degree
# of individuals/families who increase income

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Economic Opportunity

Economic opportunity impacts upward mobility and health. Employment is crucial for income and stability. Improving economic opportunities involves job training and mentorship, local talent development, living wages, and internet access. Improving economic opportunities has a positive impact on economic stability, mental health, and physical activity.

Overarching Performance Measure

The percentage (___%) of program participants who increase their income, employment, and financial stability.

OR

The number (___) and percentage (___%) of program participants who increase their access to reliable transportation and an increase in positive impact on health outcomes and social participation.

Prioritization

1. **(Top priority) Economic support via rental, mortgage, tax, or utility assistance**
2. Transportation navigation and vouchers (bus passes, gas cards, Lyft
3. Financial literacy or tax prep programs in libraries or community-based organizations
4. Job support and vocational training
5. Other:

Note: The transportation system influences how our communities are designed and operate. It can have a significant impact on public health in many ways, including access to healthy destinations that people to maintain overall health. These destinations include stores, markets selling nutritious food, places providing health care, parks, work, schools and recreational facilities.

Sample Key Outcomes

Assessing various factors including:

- Number of individuals with reliable transportation
- Frequency or distance to essential services
- Cost of transportation
- Improved disease management
- Reduced hospital readmission rate
- Improved mental health outcomes
- Increased participation in social activities
- Increase in educational opportunities
- Reduced social isolation
- Changes in household income

- Employment stability or Job quality
- Poverty rates
- Unemployment rates
- Access to public benefits
- Access to affordable housing
- Access to financial services
- Access to healthcare
- Affordable transportation

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Access to Care

Access to Care refers to timely access to personal healthcare services including mental health services. It aims to enhance the quality of care, reduce costs, and improve the health of individuals and the community overall. Increasing access to care has a positive impact on disease prevention, treatment, physical and mental health, as well as economic stability.

Overarching Performance Measure

The percentage (___%) of program participants who are screened and successfully referred to and <u>connected</u> to needed or necessary health and human services.

Prioritization

1. **(Top priority) Mental health care navigation**
2. Substance use (youth and adult) treatment and vouchers
3. Crisis support or emergency mental health services
4. Access to group therapy, online therapy, and medication management
5. Training for families and community in trauma-informed practices or Mental Health First Aid

Guidance for Key Outcomes

Mental Health
Mental health encompasses emotional, psychological, and social well-being. It influences cognition, perception, and behavior. It also determines how an individual handles stress, interpersonal relationships, and decision-making. Mental health includes subjective well-being, perceived self-efficacy, autonomy, competence, intergenerational dependence, and self-actualization of one's intellectual and emotional potential, among others. From the perspectives of positive psychology or holism, mental health may include an individual's ability to enjoy life and to create a balance between life activities and efforts to achieve psychological resilience.

Mental Health Outcome Measure
An outcome measure in mental health care can be defined as a tool used to measure the effect on a person's mental health as a result of health care intervention, plus any additional extra-therapeutic influences. Specifically, outcome measures are quantitative indicators used at two or more points in time: baseline, post-intervention, discharge, or follow-ups.

Examples of types of programs (not all inclusive)
Access to Care: These projects focus on access to outpatient mental health

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services and integrated healthcare services, mobile outreach, and transportation services.

- **Co-occurring Psychiatric and Substance Use Disorders:** These projects focus on meeting identified inpatient, outpatient, crisis response needs of individuals with co-occurring mental health issues and substance use disorders.
- **Crisis and Forensic Services:** These projects represent collaborative efforts to develop and enhance coordinated care, mental health deputy response, and continuity of care related to jail release approaches across community crisis and first responder systems of care.
- **Peer Support Services:** These projects include recovery-focused clubhouses, peer support services, and educational training to develop peer providers within community service delivery structures.
- **School-Based and Early Intervention:** These projects focus on prevention and intervention, school-based response, and at-risk screening and identification of first episode psychosis in young adults.

Social Justice

Social justice promotes fairness by challenging injustice and valuing diversity. Many preventable diseases are often linked to issues of social justice. In community health, the focus is on improving well-being and addressing health disparities. Addressing social justice issues positively improves physical and mental health, longevity, economic stability, social inclusion, family cohesion and community well-being.

Overarching Performance Measure

The percentage (___%) of program participants receiving legal navigation services who demonstrate improved stability in court compliance, housing (safe living), or access to essential community supports.

Collaborative programs of any kind (ANY SUBTOPIC in ZoomGrants) should apply under this Social Justice determinant.

Prioritization

1. **(Top priority) Deep Collaboration between two or more organizations with common performance metrics**
2. Co-location of services and existing service metrics
3. Community meals or intergenerational events on connection and belonging
4. Provide in-home services via technology
5. Other:

Key Outcomes

Assessing various factors including:

- Collective impact through collaboration
- Track rates of prevention care
- Timely diagnosis and treatment
- Access to safe homes and neighborhoods
- Foster inclusive and supportive communities where everyone feels a sense of belonging
- Measuring the number of individuals reporting strong social networks and positive social interactions

Healthy & Affordable Food

Healthy and affordable food starts with the understanding that "we are what we eat" and the availability of healthy, affordable food is vital for community health. Providing access to affordable, healthy food has a positive impact on nutrition, disease prevention, mental health, and early childhood brain development.

Overarching Performance Measure

The percentage (____%) of program participants who have improved consistent access to affordable, nutritious, and culturally appropriate food to meet their dietary needs and preferences for an active, healthy life.

Prioritization

1. **(Top priority) Food pantries, distribution sites, food vouchers, and food boxes**
2. Community fridge, community closet, diaper bank, or hygiene hub
3. Programs that link clients to produce boxes or pantries
4. Culturally tailored food access programs or mobile pantries
5. Other:

Sample Key Outcomes

Output Measures (Quantity of Services Provided)

- Number of meals served per day/week/month
- Number of households or individuals served
- Pounds of food distributed
- Number of food boxes prepared and distributed
- Number of new clients enrolled in the program

Outcome Measures (Impact on Clients & Community)

- Percentage of clients who report on improved food security
- Reduction in client reliance on emergency food assistance over time
- Percentage of clients who access additional support services (e.g., job training, housing assistance)
- Client satisfaction survey results
- Improvement in dietary quality (e.g., increased fruit/vegetable consumption)

Efficiency Measures (Resource Utilization)

- Cost per meal served
- Cost per pound of food distributed
- Percentage of food sourced through donations vs. purchases
- Volunteer hours contributed vs. paid staff time
- Time from food donation to distribution

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Quality Measures (Service Effectiveness & Client Experience)

- Percentage of meals meeting nutritional guidelines
- Food freshness and quality ratings from clients
- Wait time for food assistance
- Number of service complaints and resolution time
- Client feedback on dignity and respect during service interactions

Social Cohesion

Social/cultural cohesion holds communities together through trusting relationships and shared values. Strong communities protect people, promote health, and improve well-being. Studies show that connected communities can improve family health, safety, and reduce stress, poverty, and even racism. Increasing social inclusion positively impacts economic stability and mental health.

Overarching Performance Measure

The percentage (__%) of program participants who report having supportive relationships, families, homes, pets and neighborhoods.

OR

The number and percentage of program participants reporting increased access to social support networks.

OR

The number of program participants reporting:

- **Trust** (in others and institutions)
- **Belonging** (sense of community)
- **Participation** (civic and social engagement)
- **Inclusion** (equity across groups)
- **Shared values** (common goals and norms)

Prioritization

1. **(Top priority) Multilingual community ambassadors or cultural navigators for hard-to-reach populations**
2. Neighbor Circles to build mutual aid and information sharing
3. Community meals or intergenerational events on connection and belonging
4. Provide in-home services via technology
5. Other:

Sample Key Outcomes

Assessing various factors including:

- Robust social and civic engagement
- Supportive relationships
- Support for mental health
- Opportunities for engagement with arts, music and culture
- Community empowerment that can lead to systems change
- Reduced social isolation

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Quality Education

Education empowers and equips individuals and communities for successful and healthy lives. Increased education often leads to better working conditions, health insurance, wages, and access to resources that promote better health outcomes. Increased education positively impacts economic stability, food access, and disease prevention.

Overarching Performance Measure

At least ____/70% of parents/caregivers/school staff report increased social-emotional outcomes (emotional regulation, social skills, self-awareness, relationship-building, self-confidence, and empathy) for youth as measured by a pre and posttest or other measurement tool.

AND/OR

At least ____/70% of students/program participants will demonstrate an increase in educational outcomes (academic performance, problem-solving skills, creativity, critical thinking, and mastery of subject-specific content) as measured by a pre and posttest or other measurement tool.

AND/OR

At least ____/70% of parents/caregivers will demonstrate an increase in knowledge of how best to support their child's academic and social emotional wellbeing as measured by a pre- and post-test or other measurement tool.

Prioritization

1. **(Top Priority) Free and subsidized non-profit child-care options, centers, and educational opportunities**
2. Drop-in respite care for caregivers of children and adults with disabilities
3. Youth mentorship or summer bridge programs with academic, emotional, and social support education
4. Other:

Sample Key Outcomes

Identify specific social-emotional and educational outcomes to track. These may include:

Social-Emotional Outcomes:
- Self-awareness (e.g., ability to identify emotions)
- Social awareness (e.g., empathy and understanding of others' perspectives)
- Self-regulation (e.g., managing emotions and behaviors)
- Relationship skills (e.g., communication and cooperation)
- Responsible decision-making (e.g., making choices based on consideration of well-being)

Educational Outcomes:

- Academic performance (e.g., grades, test scores)
- Engagement in learning (e.g., participation in classroom activities)
- Motivation and goal setting (e.g., persistence in the face of challenges)
- Critical thinking and problem-solving skills

Community Safety

Creating a safe community is vital for maintaining community health. Essential aspects of a safe community include being socially connected, free from crime and violence, promoting social interaction, and being inclusive of all community members. Improving community safety has a positive impact on mental health, injury prevention, and physical activity.

Overarching Performance Measure

The percentage (__%) of people who report feeling safer having received support following experiences of child abuse, sexual violence, physical violence, and/or stalking by an intimate partner.

OR

The percentage (__%) of shelter residents who transition to stable housing within 90 days.

OR

The percentage (__%) of clients who receive legal advocacy services (e.g. restraining orders, court accompaniment).

OR

The percentage (__%) of clients who complete counseling sessions

Prioritization

No priorities were identified for this area, however continuing support of programs in this determinant are essential to maintenance of current community safety and to address increased need.

1. Core domestic violence services
2. Child protection
3. Other:

Sample Key Outcomes

Identify specific social-emotional and educational outcomes to track. These may include:

- Safety planning
- Community resource awareness
- Empowerment and support
- Increased confidence
- Safety from abuse