

MEMORANDUM – ISSUE REVIEW SESSION



TO: Mayor and Council
THROUGH: Naomi Farrell, Human Services Director
FROM: Octavia Harris, Deputy Human Services Director
DATE:
SUBJECT: Human Services Impact Report Fiscal Year 2020-2021

AGENDA ITEM:

PURPOSE:

This memorandum provides Mayor and Council an update on the state of human services for fiscal year 2020 – 2021. This update includes both Tempe Community Council and the Tempe Human Services Department programs to inform how the services available in Tempe form a system of human services to meet the needs of Tempe.

RECOMMENDATION OR DIRECTION REQUESTED:

N/A - Annual Update

CITY COUNCIL STRATEGIC PRIORITY AND RELATED PERFORMANCE MEASURE:

- 1.17 PLACEHOLDER - Community Supervision Re-Arrest Rates
- 1.18 Achieve a community program participation rate per capita of Tempe youth during non-school time greater than or equal to the national standards published by the Arizona After 3 PM Afterschool Alliance.
- 1.19 Achieve a 98% resolution rate for all Housing Quality Standard issues related to life, health or safety within 24 hours.
- 1.21 Achieve rates of zero for alcohol and marijuana use by 10th and 12th grade students in Tempe as measured by the biennial Arizona Youth Survey.
- 1.29 Achieve ratings of "Strongly Agree" or "Agree" with responses of "having a better understanding of
 - trauma associated with violence and its impact on the well-being and safety of my family" greater than
 - or equal to 50% as measured in the CARE 7 Trauma Education and Support Services Survey.
- 2.07 Achieve a rate of 85% of counseling clients who report an "increased ability to cope" as measured
 - by a 4 or greater on a 5-point scale.
- 3.05 Achieve a Housing Choice Voucher program optimization of either 98% of vouchers leased or 99% of available funding spent.
- 3.06 Achieve Quality Early Learning for Tempe children as measured by 45% of 3 and 4-year old children enrolled in quality early learning settings by 2030.
- 3.07 Achieve a percentage of Tempe students who score "Proficient" or "Highly Proficient" on the AzMERIT 3rd Grade English language arts assessment greater than or equal to statewide achievement goal of 72% by 2030.
- 3.08 Achieve a high school graduation rate of Tempe students who graduate in 4 years greater than or equal to the statewide goal of 90% by 2030.
- 3.09 Achieve a rate of 65% for Tempe residents who have a post-secondary certificate, 2-year degree or 4-year degree by 2030.
- 3.10 Ensure that agencies who receive human service grants from the City achieve their performance goals related to homeless, youth, domestic violence, working poor, seniors and individuals with disabilities.

- 3.20 Achieve ratings of “Very Satisfied” or “Satisfied” with Tempe’s engagement and inclusion of those living with dementia, their care partners and their families, greater than 75% as measured in the Community Survey.
- 3.21 Engage Tempe employers to achieve a "Veteran-Supportive" designation greater than or equal to the average of Valley cities as awarded by the Arizona Coalition for Military Families.
- 3.28 Achieve an end to homelessness in Tempe as measured by Tempe’s annual count.
- 3.30 Achieve the Age-Friendly Community Designation for livability from AARP.
- 3.31 Achieve a rate of households living below the Federal Poverty level less than Maricopa County as measured by the United States Census Bureau, American Community Survey. (Exploring adjustment for college students living off-campus with ASU Poverty Center.)
- 3.37 PLACEHOLDER - Mental Health & Wellness
- 4.09 Achieve a Housing Inventory Ratio for Affordable, Workforce, and Market-rate housing categories that meets the recommendations made for a three-person household in the most recent study.

BACKGROUND INFORMATION:

Since the development of a Human Services Department in 2014, Tempe Human Services (THS) and Tempe Community Council (TCC) have worked diligently to develop a comprehensive system of human services in Tempe. This interconnected system is designed to assist people when and how they need it. The framework for this system includes three primary categories of service: crisis, stability, and self-sufficiency. Within each category the needs of six target populations (i.e. youth, homeless, domestic violence, working poor, individuals with disabilities, and seniors) guides programming.

FISCAL IMPACT or IMPACT TO CURRENT RESOURCES:

Human services funding for fiscal year 2020 – 2021 was approximately \$32.7 million dollars. Tempe Human Services continues to successfully leverage the City’s investment by securing additional external funding, totaling approximately \$16.6 million dollars in fiscal year 2020-2021. Tempe Human Services budget includes City of Tempe general funds, federal dollars, grants, donations, and user fees.

ATTACHMENTS:

1. MEMO HSD IMPACT REPORT FY20-21.PDF
2. PRESENTATION HSD IMPACT REPORT FY20-21.PDF
3. FULL REPORT HSD IMPACT REPORT FY20-21.PDF