

CONTRACTED HUMAN SERVICES PERFORMANCE REPORT FY2008



CITY OF TUCSON
COMMUNITY SERVICES
DEPARTMENT

Community Services Department
Contracted Human Services
Performance Report
FY2008

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Introduction

The City of Tucson strives to provide quality services to its most vulnerable residents.

The City of Tucson is dedicated to supporting a safe, healthy community, and improving the quality of life for all people in our community.

The City is joined in this effort by various levels of government (county, state, federal), numerous non-profit agencies, charitable organizations, school districts, volunteers and faith-based organizations.

The City's primary role as a funder has been to provide resources to fill the gaps in the larger human service delivery system, with particular focus on vulnerable populations and programs that match or leverage funds.

This report documents the City's efforts to improve the lives of its most vulnerable citizens. This report provides statistical information, as well as stories of people whose lives have been touched by the human services network.

Data in this report reflects the period from July 1, 2007, through June 30, 2008. The data is provided by contracted agencies on a quarterly basis.

Background

Human services address the needs of families and individuals, including youth, the elderly, disabled persons, homeless persons, single-parent families and low-income residents who have difficulty maintaining a basic level of security. The needs represented by these populations are as diverse as the populations themselves. Human services programs are defined as targeted programs designed to meet unique needs, not common to all residents. These programs enhance the quality of life for program participants.

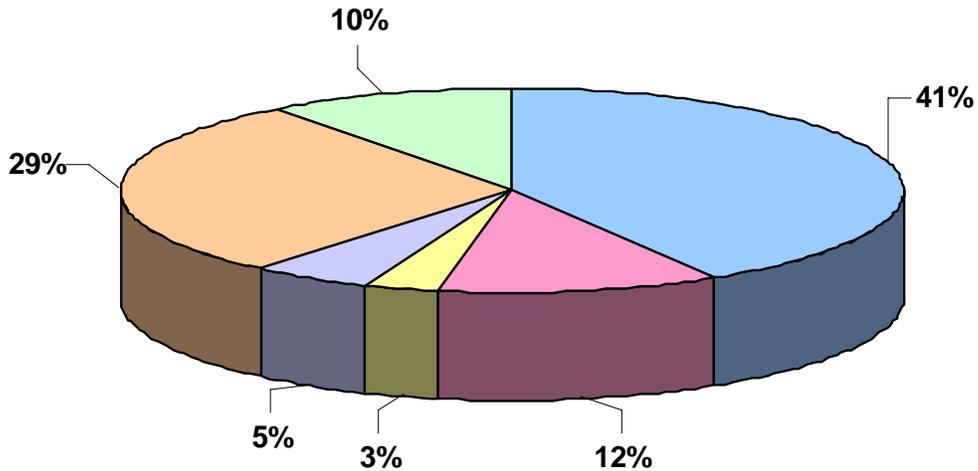
In fiscal year 2008, through the competitive Human Services funding process, more than 80 human services projects were funded in 8 service categories. These categories have been grouped into four broad service areas: Crisis Assistance, Support Services, Youth/Childhood Development and Support, and Individual Development. This report summarizes the City's investment in human services programming, it does not include capital programs.

In addition to reporting on the above mentioned entitlement funding, this report also includes other human services funding from programs including the Shelter Plus Care Program, Supportive Housing Program (SHP), the Housing Opportunities for Persons with AIDS Program (HOPWA), and additional outside agency human services programs.

Funding Sources

In FY2008, the City of Tucson invested a total of \$7,912,638 from a variety of sources into human services programs

FY2008 Human Services Funding Sources



Community Development Block Grant (CDBG) \$942,303

Emergency Shelter Grant (ESG) \$240,447

Housing Opportunities for People With AIDS (HOPWA) \$393,690

Shelter Plus Care Program \$2,265,964

Supportive Housing Program (SHP) \$803,501

General Fund \$3,266,733

Funding by Category

FY 2008 Human Services Funding

Services Category	Funds Expended
Crisis Assistance	
Domestic Violence/Sexual Assault Services	\$531,383
Emergency Assistance and Shelter	\$695,161
Total	\$1,226,544
Support Services	
Case Management and Counseling	\$208,076
Independent Living for Seniors and Persons with Disabilities	\$551,513
Total	\$759,589
Youth/Childhood Development and Support	
Youth/Childcare/Early Childhood Development	\$666,841
Parenting Education & Support	\$216,814
Total	\$883,655
Individual Development	
Volunteer Development	\$35,255
Education, Job Training and Placement	\$653,537
Total	\$688,792
Other Funding Sources	
Supportive Housing Program	\$803,501
Shelter Plus Care Program	\$2,265,964
Housing Opportunities for Persons with AIDS	\$393,690
Community Development	\$108,120
Youth Services	\$782,783
Total	\$4,354,058
Total	\$7,912,638

Other Funding Sources

In addition to the General Fund, Community Development Block Grant and Emergency Shelter Grant funding, the City receives additional assistance to support homeless programs, other supportive housing programs and additional human services programs.

Other Funding Sources			
Agency/Program	Project	Outputs	Amount Funded
Supportive Housing Program	Bridges	820 persons assisted	\$803,501
Shelter Plus Care Program	Permanent Housing for Homeless Populations	208 persons assisted	\$2,265,964
Southern Arizona AIDS Foundation/HOPWA	Housing Opportunities for Persons with AIDS	709 persons assisted	\$393,690
Community Development			
United Way	Outreach Tax Credit Services	757 persons assisted	\$10,000
Business Development Finance Corporation	Mortgage Credit Certificates	35 persons assisted	\$5,000
Pro Neighborhoods	Neighborhood Support	222 persons assisted	\$93,120
		Subtotal	\$108,120
Youth Services			
Community Services Department	Family Self Sufficiency Program	33 persons assisted	\$20,000
Tucson Youth Development, Inc.	School Plus Jobs	355 youth assisted	\$657,767
Tucson Unified School District	Exploring our Future	48 youth assisted	\$105,016
		Subtotal	\$782,783
Human Services Total		Total	\$3,558,580
Total All Programs			\$7,912,638

Funding History

The following chart contains a history of agency administered human services projects by category. Please note in FY2005, categories were reduced from 17 to 12, and in FY2007 the categories were further reduced from 12 to 8.

Also, Title XX funding through this process was discontinued after FY2004, although the funding remains in the community and is administered by the Department of Economic Security.

Service Category	FY 2004	FY 2005	FY 2006	FY2007	FY2008
Crisis Assistance					
Domestic Violence/Sexual Assault Services	\$376,457	\$483,530	\$412,776	\$539,213	\$531,383
Emergency Assistance	\$245,665				
Shelter and Support Services	\$1,109,447	\$774,582	\$758,318	\$718,951	\$695,161
Substance Abuse Treatment	\$78,555				
Subtotal	\$1,810,124	\$1,258,112	\$1,171,094	\$1,258,164	\$1,226,544
Support Services					
Case Management and Counseling	\$274,997	\$999,803	\$895,638	\$215,685	\$208,076
Counseling/Mental Health	\$465,629	\$180,264	\$176,355		
Health and Safety	\$117,833	\$115,912	\$113,397		
Independent Living for Seniors and Persons with Disabilities	\$329,704	\$402,783	\$394,736	\$649,250	\$551,513
Legal Services/Assistance	\$117,154				
Subtotal	\$1,305,317	\$1,698,762	\$1,580,126	\$864,935	\$759,589
Youth Development					
Youth/Child Care/Early Childhood Development	\$257,053	\$387,291	\$376,891	\$683,018	\$666,841
Delinquency Prevention and Intervention	\$127,110	\$179,916	\$176,664		
Out of School Time Care	\$157,110				
Parenting Education and Support	\$88,194	\$207,375	\$202,878	\$215,685	\$216,814
Subtotal	\$629,467	\$774,582	\$756,433	\$898,703	\$883,655
Individual Development					
Community/Volunteer Development	\$137,471	\$135,552	\$132,612	\$35,948	\$35,255
Education/Job Training and Placement	\$137,471	\$766,836	\$753,545	\$1,773,003	\$653,537
Job Training/Employment	\$995,196				
Recreation and Enrichment	\$145,129	\$65,840	\$64,969		
Subtotal	\$1,415,267	\$968,228	\$951,126	\$1,808,951	\$688,792
TOTALS	\$5,160,175	\$4,699,684	\$4,458,779	\$4,830,753	\$3,558,580

Human Services Outputs and Outcomes

In order to determine the effectiveness of City Human Services funding and how they are impacting the community, staff developed specific outcomes for each funding category and required each funded agency to select at least two outcomes for their project.

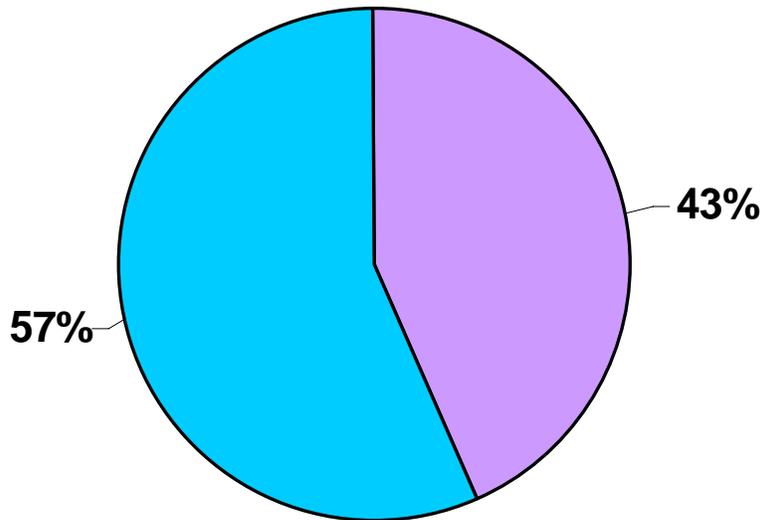
A Performance Measures Report was developed to collect data on agency outputs and the specific outcomes selected. Outputs show how many unduplicated program participants were served as a result of project activities and are shown in funding charts identifying the agency, project name and funding amount. Outcomes are an assessment of change in client or community conditions resulting from activities outlined and using specified measuring tools. This can be measured in terms of changes in attitude, knowledge, behavior, skills, client satisfaction, program/client goal attainment, and change in perceptions. Outcomes are reported cumulatively for all agencies funded in a specific category and follow the funding chart.

Crisis Assistance

The City's goal is to encourage and help maintain a coordinated community response for individuals in crisis, to arrest the crisis, stabilize the client, and link the client to support services.

FY2008 Crisis Assistance Funding

\$1,226,544



Domestic Violence/Sexual Assault Services \$531,383

Emergency Assistance and Shelter \$695,161

Domestic Violence/Sexual Assault Services

Objective: To provide emergency services to victims of domestic violence and/or sexual assault.

The following criteria were used as funding requirements:

Basic Service Elements:

- Individuals in fear of their safety have a place to obtain help at any time of the day or night, seven days a week
- Programs incorporate proactive education, outreach, and advocacy on the issues of domestic violence and sexual assault
- Support is available for all parties involved in domestic violence

Service Priorities:

- Provide shelter beds for survivors of domestic violence
- Provide prevention programs for single parent families and elderly individuals
- Programs include intervention and support designed to modify behavior

Proposed Outcomes:

- Program participant's self-sufficiency is increased
- Increase in participant's moving from crisis to safe, stable, and affordable housing

Crisis Assistance Outputs			
Domestic Violence/Sexual Assault Services			
Agency	Project	Outputs	Amount Funded
Brewster Center Domestic Violence Services, Inc.	Domestic Violence Advocacy Services	715 persons assisted	\$61,028
Brewster Center Domestic Violence Services, Inc.	Domestic Violence Emergency Shelter Services	951 persons assisted	\$150,000
Las Familias, a division of Arizona's Children Association	Extended Crisis Services Project	211 persons assisted	\$42,035
Our Family Services, Inc.	Domestic Violence/Sexual Assault Services	1,197 persons assisted	\$82,022
Primavera Foundation, Inc.	Women in Transition	25 persons assisted	\$38,335
Southern Arizona Children's Advocacy Center	Clinical Services for Child Victims of Abuse	789 youth assisted	\$60,137
Tucson Centers for Women and Children, Inc.	DV Crisis Assistance	1,499 persons assisted	\$63,945
Wingspan	Anti-Violence Project	336 persons assisted	\$33,881
		TOTAL	\$531,383

2008 Program Outputs

In FY2008, a total of 5,723 persons were assisted by eight funded projects. Projects ranged from advocacy services, to crisis assistance, to shelter services.

Making a Difference

Anne had been married to her husband for eleven years before deciding to come to the shelter. She and her four children endured years of verbal, economic, and physical abuse. Anne finally decided to leave when her husband refused to let her speak to her friends, family, and even her children after Anne's husband had hit her yet again.

While enduring years of abuse, Anne had used both cocaine and alcohol as methods to cope and even tried to commit suicide by overdosing when she thought she could no longer endure.

When Anne entered the shelter, she was in need of basics such as health care, dental care, and clothing for her children and herself. Anne began working with staff on time management and within two weeks, she had applied at a local career center and was enrolled in the licensed practical nurse program. She had also applied for medical benefits for her children and herself.

It was not easy for Anne. At one point, Anne had a panic attack so severe that she had to seek medical help. Yet she faced her fears of raising and supporting her children alone—stating that having a safe place for her children to live was her biggest priority. Anne worked diligently with staff learning how domestic violence had affected her life and how to rebuild her self esteem. Anne learned about co-dependency, healthy relationships, and ways to relieve stress within her life. She worked with staff on healthy parenting techniques reiterating constantly that she was changing her life for her children.

Through Anne's dedication and hard work, she was able to obtain transitional housing and take that next step towards independence and a life free from abuse for her children and herself.

Emergency Assistance and Shelter

Objective: Programs that provide emergency intervention and services to meet the basic needs of persons in crisis.

The following criteria were used as funding requirements:

Basic Service Elements:

- Individuals are stabilized and directed to appropriate resources
- Shelters provide a safe and structured environment that ensures confidentiality, equality, and promotes dignity

Service Priorities:

- Programs ensure that shelter beds are available for the variety of needs and populations seeking shelter
- Provide timely assistance to participants, ensuring that their individual needs are prioritized and matched with services

Proposed Outcomes:

- Provide an increased amount of temporary shelter placements, and/or food and clothing are readily available to program participants with emergent needs
- Increased number of program participants are linked with appropriate follow up services
- Increased number of program participants are engaged in services that promote self sufficiency

Crisis Assistance Outputs			
Emergency Assistance and Shelter			
Agency	Project	Outputs	Amount Funded
Community Food Bank	Food Box Program	18,821 persons assisted	\$37,811
Interfaith Coalition for the Homeless	Winter Shelter Program	1,386 persons assisted	\$29,938
Interfaith Community Services	East Side Emergency Assistance	1,470 persons assisted	\$35,684
Open-Inn, Inc.	Crisis Assistance and Shelter	151 homeless persons assisted	\$105,058
Primavera Foundation, Inc.	Crisis Emergency Services	1,319 homeless persons assisted	\$122,614
Primavera Foundation, Inc.	Emergency Services Program	1,048 homeless persons assisted	\$144,338
Primavera Foundation, Inc.	Emergency Shelter Services	3167 homeless persons assisted	\$100,600
Salvation Army	Family Services Emergency Prevention Program	133 homeless persons assisted	\$17,669
St. Elizabeth of Hungary Clinic	Emergency Medication Assistance	117 persons assisted	\$23,790
TMM Family Services, Inc.	Family Journey Transitional Housing	222 homeless persons assisted	\$37,659
Youth on Their Own	Special Needs	183 youth assisted	\$40,000
		TOTAL	\$695,161

2008 Program Outputs

Nine agencies providing emergency assistance and shelter services assisted a total of 28,017 people in crisis. These agencies administered 11 programs providing shelter and other emergency assistance.

Making a Difference

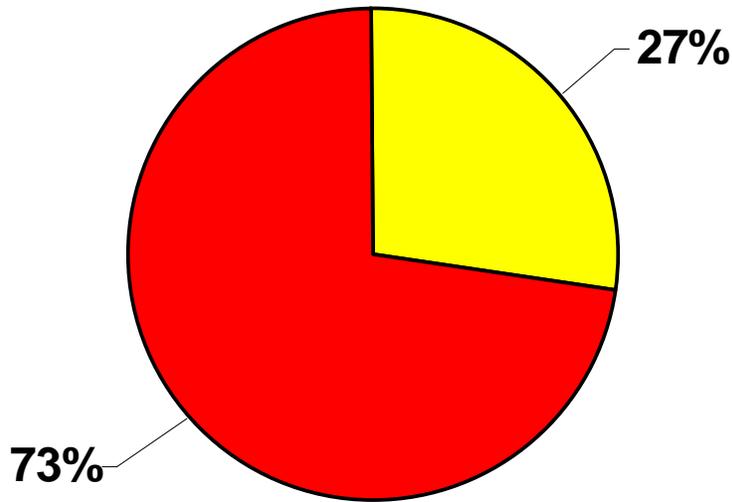
Don had a long history of substance abuse, and suffered from problems with dementia. During his stay at the Primavera Emergency Men's Shelter, he received regular substance abuse counseling at COPE, and maintained his sobriety. With his newly found sobriety, the shelter referred Don to Primavera Works. Through the job readiness classes, Don learned how to follow job leads, write a resume, complete job applications, and apply tips for interviewing. These skills helped Don acquire a job at a local car wash. He has held this job, and has proudly saved \$700 in the two months he has been at the shelter. He recently moved into Primavera's Five Points Transitional Housing Program, where he will get the support he needs to help him stay sober and employed. He expressed his thankfulness to Primavera Works, stating that he didn't know what he would have done if he hadn't found Primavera.

Support Services

The City's goal is to promote a safe community; and to provide access to essential services for all residents, particularly vulnerable persons and persons with barriers to achieving independence.

FY2008 Support Services Funding

\$759,589



Case Management and Counseling \$208,076

Independent Living for Seniors and Persons with Disabilities \$551,513

Case Management and Counseling

Objective: Help clients develop specific goals, and to identify and use a network of services and resources to attain their goals.

The following criteria were used as funding requirements:

Basic Service Elements:

- Individuals' needs are assessed and they have immediate access to basic services such as food, clothing, shelter, personal care, medical care, safety, and security
- Program participants can access a variety of services through a single point of entry
- Services are available on a sliding fee scale to persons who are experiencing social, behavioral and emotional problems that impede their ability to live safely and productively, and meet daily obligations
- The treatment/intervention modality offered by the program is based upon best practices for the targeted group, and there are opportunities for individual, peer, and family mentoring and support
- Intervention programs build on individual strengths and develop preventive coping mechanisms for the program participant

Service Priorities:

- Programs are designed to target and address the needs of the elderly, working poor, single parents, seriously mentally ill individuals, and other vulnerable populations
- Services are relevant to clients' needs and allow the client to progress and meet realistic goals
- Qualified staff are available to provide ongoing services at the appropriate level

Proposed Outcomes:

- Program participants demonstrate enhanced interpersonal skills
- Program participants utilize an ongoing support network to increase their functioning
- Program participants and/or families demonstrate increased functioning in their daily lives
- Program participants and/or families have demonstrated increased levels of self sufficiency, stabilization, independence and security

Support Services Outputs			
Case Management and Counseling			
Agency	Project	Outputs	Amount Funded
Big Brothers, Big Sisters of Tucson	One-to-One Youth Mentoring	39 youth assisted	\$22,500
Catholic Community Services /Catholic Social Services	Case Management and Counseling Services	180 persons assisted	\$30,000
Child & Family Resources	Choices for Families	74 persons assisted	\$30,612
El Pueblo Health Center, Inc.	Preventive Health Services for Children and the Elderly	2,150 persons assisted	\$30,000
Las Familias, A division of Arizona's Childrens Association	Sexual Abuse Counseling Services	94 persons assisted	\$30,000
Open-Inn, Inc.	Transitional Apartment Living Program	17 persons assisted	\$35,685
Pima Prevention Partnership	Pima County Teen Court	360 youth assisted	\$29,279
		TOTAL	\$208,076

2008 Program Outputs

A total of 2,914 persons were served by seven funded projects which provided counseling and case management services to participants.

Making a Difference

A thirty year old mother of five was having trouble adjusting due to limited English language ability. The mother needed parenting skills and had been referred to the Choices for Families Program by Child Protective Services. The older children were having problems at school. In addition, the family apartment was too expensive, causing financial hardship.

The mother learned parenting skills from her work with the Choices Program. Mom also enrolled in an ESL program which provided instruction and no cost day care for the younger children.

The Family Support Specialist assisted the family in locating a new, less expensive apartment and they moved.

Staff members at the Choices Program worked with the children's school and arranged for tutoring and counseling for the children.

Currently, mother and children are doing well.

Independent Living for Seniors and Persons with Disabilities

Objective: Programs that support the elderly and persons with disabilities to preserve their independence, by increasing their awareness and knowledge regarding health and safety issues, and reducing the need for institutional care.

The following criteria were used as funding requirements:

Basic Service Elements:

- Individuals are assisted in order to remain comfortably in their existing homes
- Individuals are assisted in safely performing activities of daily living to maintain independence and prevent isolation
- City of Tucson funds are available to fund referrals to health-related services

Service Priorities:

- Programs are designed to target and address the needs of non-AHCCCS eligible notch groups, children and youth, elderly and/or disabled individuals, and medically uninsured individuals and families
- Services are easily accessible, and program eligibility requirements and scope of services are understandable to the program participant

Proposed Outcome:

- Increased independence is directly linked to program activities
- Program participants are able to remain safely and comfortably in their own homes
- Program participant's feelings of safety and security are increased

Support Services Outputs			
Independent Living for Seniors and Persons with Disabilities			
Agency	Project	Outputs	Amount Funded
Administration of Resources & Choices	Reverse Mortgage Program	355 elderly persons assisted	\$19,237
DIRECT Center for Independence, Inc.	Independent Living Services	67 disabled persons assisted	\$38,866
Handi-Dogs, Inc.	Service Dog Training Program	58 disabled persons assisted	\$22,409
Interfaith Community Services	Safe and Healthy Senior Independence Program	109 elderly persons assisted	\$30,000
Jewish Family & Children's Services	Serving our Seniors (SOS)	54 elderly persons assisted	\$30,000
Lutheran Social Ministry of the Southwest	Senior and Disabled Public Housing Residents' Activities Program	146 elderly persons assisted	\$36,608
Miracle Square, Inc.	Independent Living Support	74 elderly persons assisted	\$50,000
Pima Council on Aging	Elderly Independence	222 elderly persons assisted	\$46,000
Pima Council on Aging	Elder Support	14 elderly persons assisted	\$30,000
Pima Council on Aging	Nutrition Program	60 elderly persons assisted	\$41,463
Pima Council on Aging	Home Repair, Adaptation and Maintenance for the Elderly	52 elderly persons assisted	\$30,000
Pima Council on Aging	Homecare Services for the Elderly	36 elderly persons assisted	\$30,000
Pima Council on Aging	Family Caregiver Support Program	86 elderly persons assisted	\$28,544
Primavera Foundation, Inc.	Support Services/Housing for Homeless People with Disabilities	17 disabled persons assisted	\$53,905
St. Elizabeth of Hungary Clinic	Mobile Podiatry	282 elderly persons assisted	\$36,174
Tucson Urban League	Senior Lunch and Recreation Program	151 elderly persons assisted	\$28,307
		SUBTOTAL	\$551,513

2008 Program Outputs

Sixteen projects that assisted 1,783 persons were administered by 11 local agencies. A wide range of services were provided for seniors and persons with disabilities.

Making a Difference

Dale is delighted to call Miracle Square his home. He has just enough room for his own things including his work desk, library, and entertainment system. He has a shade-covered redwood porch that opens into a landscaped common area – perfect for him and his poodle, Cheekie.

Dale was glad to find affordable private housing with support services where he could maintain his independence, have his pet and possessions and that sense of dignity that comes from being self-reliant. Dale became actively involved in the community at Miracle Square and enjoyed sharing meals with other residents.

Then, after living at Miracle Square for just a few months, he suffered a serious stroke. He was able to get immediate help by pressing his medical alarm provided by our agency. Staff stayed at his side and provided aid until EMTs arrived. His neighbors helped care for his dog while he recovered in the hospital and nursing home. Staff and residents stood by him, kept in touch with his daughter from out-of-state and visited regularly as he grew stronger. Foremost in his mind during recovery was his desire to get back “home.” Returning to his friends and dog were vitally important to him.

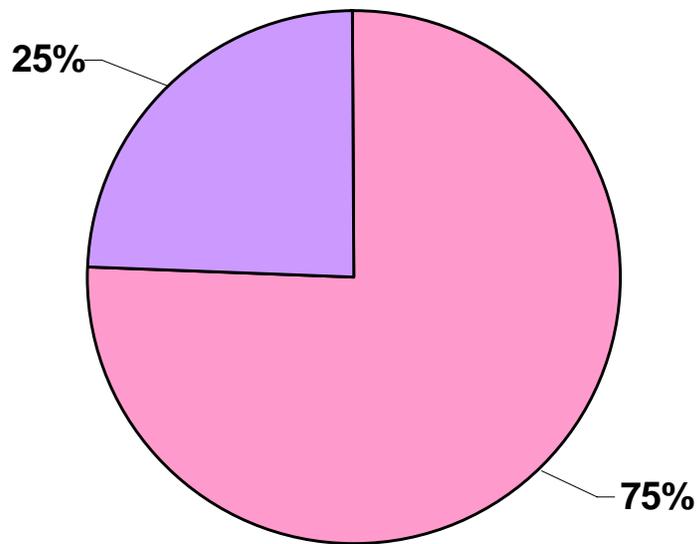
Dale is now into his second year as a resident of Miracle Square. We are proud of his determination to live independently and pleased with his excellent recovery! We know that our staff and services helped save his life and that our agency helps make life worthwhile.

Youth/Childhood Development and Support

The City's goal is to promote opportunities that assist children and their families in making responsible and healthy decisions.

FY2008 Youth/Childhood Development and Support

\$883,655



Youth/Childcare/Early Childhood Development \$666,841

Parenting Education and Support \$216,814

Youth/Childcare/Early Childhood Development

Objective: Licensed programs for infants and toddlers, pre-school aged and school aged children that provide affordable, high quality care in a safe and healthy environment. Children will be provided with programs that are developmentally appropriate to their needs.

The following criteria were used as funding requirements:

Basic Service Elements:

- Programs are comprehensive and include the following elements: safe and secure environment, fee scales that are affordable, age-appropriate language and motor skill development, and school readiness
- Services are available during non-school hours and other non-traditional times
- A safe, secure and affordable learning and recreation environment is provided for school age children, including those with special needs

Service Priorities:

- Programs focus on the needs of infants, toddlers, pre-schoolers and/or school age children
- Programs are co-located or easily accessible from the school site
- Programs incorporate services for children with special needs, such as: bi-lingual, and/or physically or developmentally disabled

Proposed Outcomes:

- Children are achieving developmentally appropriate skill levels as well as increased confidence and resiliency
- Programs assist children to work toward academic success, or overcome an identified barrier to academic achievement

Youth/Childhood Development and Support Outputs

Youth/Childcare/Early Childhood Development

Agency	Project	Outputs	Amount Funded
Arts for All, Inc.	Strengthening Children, Youth and Families	214 youth assisted	\$50,000
Blake Foundation	My Summer Camp	50 youth assisted	\$30,015
Blake Foundation	Parent and Child Tuition Support	25 youth assisted	\$40,000
Boys & Girls Clubs of Tucson	SMART Moves	320 youth assisted	\$30,123
Boys & Girls Clubs of Tucson	Ultimate Journey	260 youth assisted	\$31,134
Catholic Community Services /Pio Decimo Center	Early Childhood & Youth Development	128 youth assisted	\$50,000
Child & Family Resources, Inc.	Happy Hours School Age Program	60 youth assisted	\$35,529
Child & Family Resources, Inc.	Child Care Quality Support Program	2,242 youth assisted	\$30,538
Child & Family Resources, Inc.	The Center for Adolescent Parents Child Care Center	22 youth assisted	\$30,466
Community Extension Programs, Inc.	Rio Vista and Holaway PAL/ASAP Program	42 youth assisted	\$40,810
La Frontera Center, Inc.	Therapeutic Preschool	6 youth assisted	\$23,395
Make Way for Books	Reading Readiness Support	355 youth assisted	\$32,035
Nosotros	El Rio Daycare	152 youth assisted	\$22,500
Tucson Centers for Women & Children, Inc.	Angel Children's Center	94 youth assisted	\$41,712
Tucson Nursery Schools	Children's Assessment Portfolios	16 youth assisted	\$50,000
Tucson Scottish Rite Charitable Foundation	Comprehensive Early Intervention Program	16 youth assisted	\$31,958
Tucson Scottish Rite Charitable Foundation	Wings on Words Summer Day Camp	21 youth assisted	\$30,000
Tucson Urban League	Early Learning Childcare Services	15 youth assisted	\$34,619
Wingspan	Growing Up Proud and Strong	283 youth assisted	\$32,007
		TOTAL	\$666,841

2008 Program Outputs

Nineteen projects served a total of 4,321 youth in a variety of programs.

Making a Difference

Wings on Words (WOW) is an intensive six week summer camp program to assist children with speech and language disorders. The program boosts the child's speech and language development with daily therapy and enriched language experiences.

When MB first came to Wings on Words Summer Camp at age five, he could barely talk without using a computerized communication device. He received speech language therapy at WOW's preschool until he was ready for kindergarten a year later. By that time, he could talk without using his communication device, but he was still difficult to understand. After a year in kindergarten, MB came back to WOW for the 2006 Summer Camp. While there, he worked on some remaining sounds that were still difficult for him to pronounce. He made wonderful progress and was especially proud of making the "sh" sound so he could finally say his dad's name (Sean) and one of his favorite foods (a milkshake). At the end of camp, you can understand MB well enough to have an enjoyable conversation with him. That's why he is WOW's Superstar!

Parenting Education and Support

Objective: Providing parent education classes and teen parent programs that promote the healthy functioning of the family unit.

The following criteria were used as funding requirements:

Basic Service Elements:

- Parents have broad access to information and training that enhance parenting skills and promote positive child development
- Programs encourage mentoring as a component to parenting

Service Priorities:

- Programs target teen parents
- Programs provide developmentally appropriate parental guidance
- Programs assist traditional and non-traditional families that are at risk

Proposed Outcomes:

- Parenting skills and confidence are established through the increased knowledge of developmentally appropriate practices and skills
- Parent/child bond is strengthened
- Parents utilize an on-going support system to improve family functioning

Youth/Childhood Development and Support Outputs			
Parenting Education and Support			
Agency	Project	Accomplishments	Amount Funded
Beacon Group, Inc	Parenting Program	45 families assisted	\$29,899
Casa de los Ninos	Family Respite Care	51 families assisted	\$27,794
Catholic Community Services/Community Outreach Program for the Deaf	Parenting with Care	40 families assisted	\$30,000
Child & Family Resources, Inc.	The Center for Adolescent Parents	57 youth assisted	\$30,618
Parent Aid Child Abuse Prevention Center	In-Home Parent Support Program	177 families assisted	\$30,126
Parent Connection, a division of Arizona's Children Association	Parenting Education, Information and Support	299 persons assisted	\$30,000
Pima Prevention Partnership	Pima County Parenting Coalition	472 families assisted	\$38,377
		SUBTOTAL	\$216,814

2008 Program Outputs

A total of 1,141 participants were served by seven agencies in this category.

Making a Difference

About a year ago, a young mother walked into the Center for Adolescent Parents, having just come from drug counseling. She said she didn't know why she came, but that something pulled her through the doors. I spoke to her for a few minutes and knew immediately that she needed a place to have some sort of stability in her life while she worked on her GED. At the time that she entered our program, she was just 18 years old and had a nine month old son. She had heard that she could come to school and bring her child to our on site child care center.

This teen mother had a past that many would not believe; including being addicted to methamphetamines at age 16; being raped numerous times while living on the streets; and finding herself in many abusive relationships including one with the father of her child (who is in prison for attempted murder).

When she came to our program, which offers job readiness skills, life skills and parenting, she knew that she wanted to change her life and make a difference for her son.

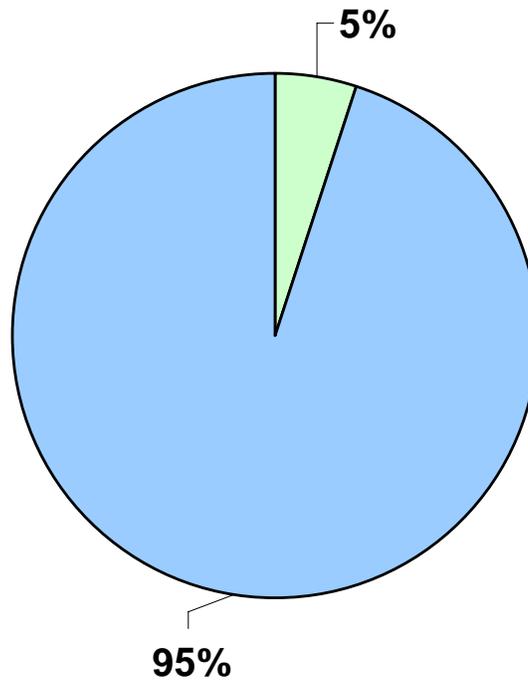
I am happy to report that she is drug free and has received her GED in September. She is currently enrolled in nursing school which is something that she has always wanted to do. Without this program and her dedication to achieving her goals, she would not be where she is today. Everyone at the Center is proud of her, her son, and their achievements.

Individual Development

The City's goal is to promote programs that provide opportunities to build individual skills, and community assets that contribute to a skilled work force, academic achievement, recreational opportunities, cultural enrichment, healthy lifestyles, and socialization of residents.

FY2008 Individual Development Funding

\$688,792



Volunteer Development \$35,255

Education, Job Training and Placement \$653,537

Volunteer Development

Objective: Programs that provide leadership development, community involvement and volunteer opportunities to enhance the community service network.

The following criteria were used as funding requirements:

Basic Service Elements:

- Programs provide meaningful opportunities for a variety of volunteer contributions
- Individuals who have received assistance in human service programs have opportunities to contribute back to the agencies and their program participants
- Volunteers are recruited, trained and placed in areas that augment the capacity of human services agencies and programs

Service Priorities:

- Programs target the elderly and youth
- Programs incorporate leadership development
- Programs include opportunities for people with special needs or barriers to participation, such as transportation or financial assistance

Proposed Outcomes:

- Agency cost effectiveness is increased through volunteerism
- Information and services are more readily available and accessible
- Volunteers' leadership skills are increased
- Volunteers report increased personal satisfaction and growth as a result of participation

Individual Development Outputs

Volunteer Development

Agency	Project	Outputs	Amount Funded
Pima Prevention Partnership	Pima County Teen Court Youth Leaders	124 youth assisted	\$35,255
		TOTAL	\$35,255

2008 Program Outputs

Pima Prevention Partnership served 124 youth in their Teen Court Youth Leaders Program.

Making a Difference

Pima Prevention Partnership Pima County Teen Court, with funding from the City of Tucson, is able to sponsor the Pima County Teen Court Youth Leaders Program. This program is designed to support youth volunteers, enhance their skills in the courtroom, increase social competence, become advocates for other teens, and stay engaged in the volunteer program. The Youth Leaders grant has helped to sponsor professional development and group bonding activities. The program has been hugely successful in retaining volunteers and recruiting others.

Education, Job Training and Placement

Objective: Programs that provide academic success, technical skills and training, job preparedness, and career development by providing support and incentives.

The following criteria were used as funding requirements:

Basic Service Elements:

- Programs provide structured activities and ongoing stable and consistent academic and personal support
- Programs engage in workforce development
- Individuals have access to programs that prepare them to reach and maintain their highest potential in the workforce
- Programs offer and/or link clients with support services such as childcare and transportation
- Programs promote personal responsibility, provide life skills training, remove barriers, and lead to a GED and/or skill certification

Service Priorities:

- Programs target high-risk youth (12-23 years old)
- Programs are designed to meet the needs of teen parents, under-employed adults, and adults without a GED or high school diploma
- Provide training or certification programs that increases employability

Proposed Outcomes:

- Basic educational skills and readiness are enhanced
- Employment is secured and maintained
- Full-time, permanent employment is secured and maintained
- Program participants' hourly wage is increased

Individual Development Outputs			
Education, Job Training and Placement			
Agency	Project	Outputs	Amount Funded
Catholic Community Services/ Community Outreach Program for the Deaf	Building Skills for Employment	66 elderly persons assisted	\$49,170
Direct Care Giver Association	Beyond the Basics	167 persons assisted	\$130,898
Goodwill Industries of Southern Arizona, Inc.	Ready-to-Earn Computer /Customer Service Training	40 persons assisted	\$80,000
Life Directions	Peer Motivation and Peer Mentoring Program	54 youth assisted	\$32,500
Metropolitan Education Commission	Academy Without Walls	15 youth assisted	\$29,600
Pima Community College	GED Now!	179 persons assisted	\$39,201
Primavera Foundation	Primavera Works Alternative Staffing Program	141 persons assisted	\$121,058
Tucson International Alliance of Refugee Communities, Inc.	Learning Center for Women and Children	31 persons assisted	\$34,986
Tucson Youth Development, Inc.	Transition Counseling Program	155 youth assisted	\$41,308
VOICES - Community Stories Past and Present	The 100 Degrees After School Magazine Project	30 youth assisted	\$61,816
Wingspan	A Step Up	336 youth assisted	\$33,000
		TOTAL	\$653,537

2008 Program Outputs

Eleven projects assisted 1,214 persons in a variety of educational programs.

Making a Difference

Lupita, a 36 year old mother of two, began Direct CareGiver Association's Certified Caregiver/Certified Nursing Assistant (CNA) training program in April 2006. Her training was funded by Pima County One Stop/PPEP. Lupita drove from Sahuarita four nights a week and on Saturdays for 12 weeks. She successfully completed the program and passed her state CNA exam. She obtained a Nursing Assistant position at University Medical Center and entered the Patient Care Technician (PCT) program at the hospital. Upon completion, she was assigned to their quality assurance team. Lupita notes that because of her training at Direct CareGiver Association, she suggested hospice for a patient which allowed him to return home and be with his beloved dog. Lupita was eventually given the opportunity to work as a Patient Care Technician in the Emergency Room, where she picked up extra shifts and improved her hourly wage to \$15.00. In the Spring of 2007, the hospital offered Lupita the opportunity to pursue education to become a Registered Nurse (RN) which was her goal when she entered the Direct CareGiver program.

2008 Contracted Agencies

Administration of Resources and Choices
Arts for All, Inc.
Beacon Group SW, Inc.
Big Brothers, Big Sisters of Tucson
Blake Foundation
Boys and Girls Clubs of Tucson
Brewster Center Domestic Violence Services, Inc.
Business Development Finance Corporation (BDFC)
Catholic Social Services
Child & Family Resources, Inc.
Comin' Home
Community Extension Programs, Inc.
Community Food Bank, Inc.
Community Outreach Program for the Deaf
Community Partnership of Southern Arizona
Compass Health
COPE Community Services, Inc.
Direct CareGiver Association
Direct Center for Independence, Inc.
El Pueblo Health Center, inc.
Goodwill Industries of Southern Arizona, Inc.
Handi-Dogs, Inc.
Interfaith Coalition for the Homeless
Interfaith Community Services
Jackson Employment Center
Jewish Family & Children's Services
La Frontera Center, Inc.
Life Directions
Lutheran Social Ministry of the Southwest
Las Familias
Make Way For Books
Metropolitan Education Commission
Miracle Square, Inc.
New Beginnings for Women and Children
Nosotros
Open Inn, Inc.
Our Family Services, Inc.
Parent Aid Child Abuse Prevention Center, Inc.
Parent Connection
Pima Community College
Pima Council on Aging
Pima Prevention Partnership
Pio Decimo Center
Primavera Foundation, Inc.
Pro Neighborhoods
Salvation Army
Southern Arizona Children's Advocacy Center
Southern Arizona AIDS Foundation
St. Elizabeth of Hungary Clinic
TMM Family Services, Inc.
Tucson Centers for Women and Children
Tucson International Alliance of Refugee Communities
Tucson Nursery Schools & Childcare Centers, Inc.
Tucson Scottish Rite Charitable Foundation, Inc.
Tucson Urban League, Inc.
Tucson Youth Development, Inc.
United Way of Tucson and Southern Arizona
Voices: Community Stories Past and Present, Inc.
Wingspan
Youth On Their Own