

**2014-15 City of Flagstaff Agencies funded programs/outcomes**  
**(Prepared March 15, 2016)**

**American Red Cross**

The program provides immediate, emergency assistance to victims of natural or man-made disasters in Coconino County.

Responded to 17 local disaster incidents impacting 78 individuals/23 families. \$20,588.70 in direct financial assistance was provided.

**Catholic Charities**

Housing: Provides emergency shelter and permanent supportive housing and supportive services to individuals and families experiencing homelessness and in most cases some type of personal disability.

154 unique individuals were served in the fiscal year and 14 new housing units were added in the year.

Path Homeless: Provides outreach services, basic needs supplies and resource connections to individuals who are experiencing homelessness and serious mental illness not currently being treated, through outreach, engagement, transportation and case management.

This fiscal year outreach was provided to 1041 (target was 800) unique individuals in the fiscal year, enrolling 134 (target was 80) into the program for additional services 2062 supplies distributed, 972 referrals and 4,390 services provided to outreached individuals.

**Flagstaff Family Food Center**

The Flagstaff Family Food Center: Food Bank & Kitchen; Provides eight unique hunger relief services available 365 days a year out of two locations and distributed throughout the community. Their dedication to service and community enrichment allows them to serve more than 1,300 people daily, with no religious, political, or social requirements of the clients to create a respectful and safe environment.

Total People Fed for FY2015- 246,824

The Paul Switzer Reading Room: Fosters the love of reading with children of all ages, offering homework assistance and to continue offering educational/literacy events that inspire children to practice reading and language skills. 8,759 (duplicated) literacy/language visits were made this fiscal year. 6,823 books were given away for children to start their own library at home. The summer enrichment program had 455 visits from children with 63 unique youth ages 3-16.

**Flagstaff Shelter Services**

Shelter Services: Provides individuals experiencing homelessness with crisis stabilization and tools they need to achieve housing stability; regardless of faith, mental health or sobriety.

July to June 2015 the shelter provided an additional 2,000 people in overflow, with a total of 33,390 points of service for men and women experiencing homelessness in northern Arizona.

**Friends of Camp Colton**

Environmental Education: Provides Flagstaff youth with high-quality outdoor learning and character development experiences.

Nine weeks (4 days/3 nights) of camp delivered to a total of 730 sixth grade campers during 2014-15. Each week campers attended five 2.5 hour programs (which included two field excursions) which explore science concepts. Each week, students also participate in one three-hour astronomy program (viewing through telescopes and a

hands-on lab), one two-hour service learning experience, one two-hour night hike (nocturnal wildlife emphasis), one one and-a-half hour natural history presentation (taught by guest presenter from a local science agency), and participate in three-hours daily (for a weekly total of 12 hours) of recreational/physical fitness activities. Surveys showed, 88% of campers reported that the Camp experience elevated their understanding and appreciation of the natural environment. 85% of students reported that they learned how to use resources wisely and have an increased interest in practicing resource conservation back at home/school. 94% of campers reported that they developed a new respect for plants, animals and the lands as a result of attending Camp Colton. 81% of campers reported that they learned to be responsible for themselves, their behaviors and belongings while at Camp.

### **Habitat for Humanity**

Neighborhood Revitalization Program: Revitalizes neighborhoods through zero-interest home repair loans, volunteer based exterior home-care projects, and community projects.

Habitat for Humanity of Northern Arizona employs Success Measures Data System to evaluate neighborhood-wide changes in quality of life, property conditions, and resident engagement. First round (e.g. baseline) research is in progress. Slow progress in home repair loan recruitment has led to more emphasis on A Brush with Kindness as a means for recruitment and delivering impactful services.

### **Housing Solutions**

Sharon Manor: Builds self-sufficiency and economic empowerment of homeless, domestic violence survivors and their children through safe transitional housing, workforce training and wrap-around case management services.

42 women and 56 children were served through 308 individual case management sessions. 87 training groups for women and 1,547 hot meals were served to children in 24 housing units. Surveys showed 90% of program participants will report improved physical safety with personal and family safety plans. 70% report their physical and/or behavioral health is maintained or improved. 80% report they have increased knowledge of and access to health resources. 85% attend a medical or behavioral health appointment. 85% of food insecure children receive a hot meal twice a week.

### **Hozhoni Foundation**

Expressive Arts and Adjunct Therapy for Developmentally Disabled: (ARTS) Provides participation for adults with developmental disabilities in creative art experiences to develop each person's qualities; enhance social/communication skills/self-esteem; develop pride/accomplishment.

7 hours art instruction each weekday for an average of 28 artists with developmental disabilities.

(Adjunct) Provides Holistic/Educational (Social Communication, Daily Living Skills) classes and activities to increase independence through skills development, communication, and socially acceptable behaviors.

94 clients partook in activities designed to increase motor/communication/daily living skills; increase self-esteem, physical/mental well-being, and social relationships, averaging 3 hours/day weekdays.

### **NAU Civic Service**

Foster Grandparents: Programs recruit, train, and match volunteers (low-income, aged 55 and over) with children and youth who have special needs to provide one-on-one educational support to help children achieve their potential.

16 volunteers served, 100 students for 11,000 + volunteer hours.

Senior Companion; Provides opportunities for individuals 55 and older, particularly those with limited incomes, in volunteer service to meet critical community needs; and to provide a high quality experience that will enrich the lives of the volunteers. Program funds are used to support Senior Companions in providing supportive, individualized services to help adults with special needs maintain their dignity and independence.

51 clients were served for a total of 9,504 volunteer hours. They anticipate that 75% of SCP clients would be able to maintain their current living situation as a result of having a Senior Companion.

### **North Country Health Care**

Diabetes Education Program: Increases access to diabetes education for low-income, un- and underinsured diabetic patients, their family members and the greater Flagstaff community.

3 classes were offered (totaling 18 hours of education time, at 6 hours per class), serving 20 clients.

Pharmacy Assistance: Assistance to cover the cost of medication for under and uninsured individuals. 100 individuals were assisted, providing 182 total prescriptions.

SHARE (Sexual Health and Relationship Education): Educates students and community members about sexual health, preventative health care, and healthy relationships.

In the 2014-15 school year, the SHARE educator delivered 54 classes to 133 un-duplicated students and parents in schools, and 28 classes to 402 community members in community agencies, for a total of 82 classes. This far surpassed the goal of 47 classes. A total of 535 non-duplicated participants were served by the program.

### **Northland Family Help Center**

Domestic Violence Shelter/Counseling: Provides free shelter for victims of violence and abuse, advocacy, prevention, education, counseling, legal advocacy and outreach through our Domestic Violence Shelter, Residential Youth Shelter and Out-Patient Counseling Department.

158 Women and Children received shelter services for 6,506 bed nights. The Crisis line answered a total of 1,929 calls.

### **Parenting Arizona**

Parenting Education: Educates and empowers parents through parenting education and social support within their homes and community.

490 clients were served by resource centers with parenting information distributed to all families at the school. 208 home visits were made and 115 Parented/support groups were facilitated.

### **Southside Community Association**

Murdoch Community Resource Center: Is a sustainable neighborhood and community resource, cultural and education center providing programs that work to sustain and nourish the Southside neighborhood and provides an intergenerational space for all to contribute, participate and to learn from each other.

The center partners with a variety of organizations to offer programs, events and activities to accomplish our goals. Collaborators: NAU, North Country, Coconino African American Advisory Council, NAACP Flagstaff Branch. North Country Mobile Health Clinic provides services 2nd & 4th Fridays, various Cultural events, City of Flagstaff

Informational Meetings, Good Neighbor coalition mtgs. Flagstaff to Ferguson Town Meeting, Juneteenth celebration.

### **Sun Sounds of Arizona**

Flagstaff Affiliate: print media conversation for the disabled. Provides people with disabilities in Northern Arizona access to information, including local newspapers, magazines and journals.

There are three items that are tracked; 1- The number of receivers sent out; 2 the number of people who sign up to access the service; 3 via internet or via phone.

### **Terra Birds**

BIRDS@Work Field School: Provides the real world experience of applying for a job and successfully doing that job; in this case it can best be categorized as a landscaping job.

Eight clients served. Twenty-four program hours delivered in the spring session (eight weeks of three-hour sessions); one hundred forty four program hours delivered summer session (six weeks of four days per week, six hours per day). Of twenty-four youth participating in the program, 88% (21) will complete and earn the stipend. Of those, 86% (18) will get a job and maintain it for minimum of six months and thereby increase income.

### **The Guidance Center**

Seriously Mentally Ill (SIM) Permanent Housing Project - 1st Street Apts.; Provides 16 permanent units of housing for consumers diagnosed with SMI, Chronic Homelessness and Substance Abuse Disorders.

30 Consumers rec'd the following services: Nursing Services, Individual Counseling, Group Therapy, Skills Training, Group Skills, Case Management, Recovery Services Crisis, Personal Care, Behavioral Health Education, Peer Support, Pre-Job Training, Transportation, Outpatient Services, and Psychiatric Acute Care Services. Reduce length of time an apartment is vacant to four weeks. Of the 16 vacancies, eleven were filled within the four week time limit. Maintain an Occupancy Rate of 90%+ for the year. Of the 192 unit complex, 2 units were remodeled for 2 months; 182 of the 188 available units were filled to reach a 96.81% occupancy rate.

### **The Literacy Center**

English Literacy and Learning Programs; Increase the basic English language and literacy skills for teens and adults in Northern Arizona.

In FY 14-15 we had a learner retention rate of 87%. This represents over a 20% increase above our retention rate for the 2013-2014 year. Of the 42 learners who left the program the reasons are as follows:

Met goal: 7%

Moved/Left area: 21%

Personal Problems: 5%

Lack of Interest: 29%

Other/Not Available: 38%

### **Salvation Army**

Family Services; Offers opportunities for positive long and short term change for individuals dealing with unforeseen circumstances as well as those living in perpetual need.

Clothing Vouchers: 294 people \$10,628. Providing clothing from our family store to those in need of clothes as well as for interviews.

Utility Assistance: 128 people \$6,683. Providing electrical and natural gas assistance to those who have a qualifying crisis within the past 90 days.

Furniture vouchers: 97 people \$6,620. Providing furniture from the family store to those who have had a qualifying crisis that has resulted in their need of furniture such as moving from a shelter to stable housing, bed bug infestation, natural disaster, etc.

Back to School: 224 children \$11,820. Providing a backpack, school supplies, and new clothing to students.

Food Boxes: 224 people \$11,820

Rental Assistance: 49 people \$5,435

Motel Assistance: 5 people \$45

Other items from the family store such as tents, sleeping bags, and camping stoves 102 people \$1,273

Hygiene kits: 182 people \$1,983

Toys 592 people \$25,750

Bread 26,500 pounds \$79,500 value

Firewood 2 cords \$1,431.12

Meals \$1,679 \$3,358 Sunday morning breakfast and lunch is served to anyone in the community.

Mobile Feeding 507 people \$1,866.99

### **Coconino County**

Home Care Services: Light Housekeeping, Personal Care, and Respite for clients who are indigent and live in Flagstaff and surrounding areas only. The 2010 U.S. Census identified 18,607 seniors age 60 years and older living in Coconino County, 13.9 percent of the total population. Of these, 36 percent live in the City of Flagstaff, and an additional 9.6 percent collectively live in the surrounding communities of Doney Park, Kachina Village, Mountaineer, Munds Park, Parks, and Fort Valley. This brings the greater-Flagstaff area to include almost half of Coconino County's senior population.

Case Managers assess and address seniors' strength and functionality related to completing Instrumental Activities of Daily living (IADL). During the initial assessment and quarterly reviews, the following types of information are documented in each senior's case notes:

1. Health and Medical Factors
2. Functional Status
3. Emotional-Psychological-Spiritual Factors
4. Social Support
5. Financial Status
6. Environment-Safety Factors
7. Any other supportive information

### **Milestones/Outcomes (Decisions Points, Presentations, End Date):**

Housekeeping:	Final actual as of December, 2015: 1,382.75 hours have been provided for housekeeping services to seniors and/or disabled adults. Estimated actual units served By June 30, 2016: 2,724 total hours will be provided for Housekeeping services to seniors and/or disabled adults.
Personal Care:	Final actual as of December, 2015: 134.25 hours have been provided for personal care services to seniors and/or disabled adults. Estimated actual units served by June 30, 2016: 205 total hours will be provided for personal care services to seniors and/or disabled adults.
Respite Care:	Final actual as of December, 2015: 38 hours have been provided for respite care services to seniors and/or disabled adults.

Estimated actual units serviced by June 30, 2016: 72 total hours will be provided for respite care services to seniors and/or disabled adults.

**Vista Hospice**

Hospice Care; Provide quality hospice care to patients in northern Arizona regardless of their income or insurance status.

In 2014-15 period over 7,000 days of hospice and palliative care were provided to 197 patients including services provided in the community (in patient's homes) at Olivia White Hospice Home, and in other assisted living facilities.

**La Plaza Vieja (LPVN)**

Neighborhood Outreach: Supports, inform, and assist the neighbors in maintaining a healthy and safe neighborhood.

LPVN provided limited office hours and met with neighbors by appointment. Represented LPVN during City and community meetings, supporting safety and health of the neighborhood and its residents. Monthly neighborhood meetings were held the 2nd Wednesday of each month, which included numerous information workshops. LPVN held clean up days, barbecues, potlucks and celebrated member accomplishments. Met with the City of Flagstaff and Natural Grocer's to discuss the gateway to LPVN. North Country Health Care mobile unit provides services in LPVN on the first and third Friday of the month. Completed and celebrated adoption of the La Plaza Vieja Specific Neighborhood Plan which was recently adopted by the Flagstaff City Council.