

Human Services





Human Services

Phoenix City Hall
200 W. Washington St., 19th Floor
Phoenix, AZ 85003
602-262-4040

phoenix.gov/HUMANSERVICES/index.html

Child Development

AuThenTiCITY *(see page 61)*

Head Start

The Human Services Education Division administers the Head Start Program. Since its inception in 1965, Head Start has provided comprehensive child and family development services to more than 50,000 families. Its mission is to promote self-sufficiency and well-being by providing quality, comprehensive child and family development services through:

- Early childhood education
- Nutritious meals and snacks
- Medical and dental services
- Social services for families
- Activities for parents
- Assistance for children with special needs
- Comprehensive child and family development services

School Based Program

The School Based Program (SBP), established in 1990, is a city of Phoenix school/ community partnership that provides a network of services to school age children and their families using the school as the focal point for service delivery.

Services provided in selected schools include needs assessments, individual and family counseling, support groups, crisis intervention, case management, law related education and the brokering of social services.

Training and technical assistance is provided to school personnel, students and parent groups on a variety of topics including parenting skills, effective intervention strategies, communication techniques and the assessing of community resources and services. Call 602-262-6663 for information.

Youth Programs *(see page 61)*

Job Training Programs

Job Corps

518 S. Third St.
Phoenix, AZ 85004-2599
602-254-5921, ext. 302

The Phoenix Job Corps provides a comprehensive 24-hour residential program to prepare youth with basic education through GED, ESL or vocational training for meaningful employment. Services also include counseling, pre-apprenticeship training, participatory recreation and college programs.

Youthbuild Phoenix/YouthSkilled

200 W. Washington St., 18th Floor
Phoenix, AZ 85003
602-534-3687

The purpose of Youthbuild Phoenix is to unleash the positive energy of high school dropouts ages 18 to 24 to rebuild their communities and their own lives with a commitment to work, education, responsibility and family.

These young people acquire construction skills, complete a high school education and receive leadership training while constructing new housing or rehabilitating existing housing for low-income or homeless people. Participants spend 50 percent of their time alternating between job site and school. The program also promotes involvement in a positive peer group and in the community.

YouthSkilled is a similar program that provides job training in areas other than construction.

Workforce Investment Act

The Employment and Training Division of the Human Services Department facilitates and promotes employment, training and career advancement opportunities for a variety of populations. These include economically disadvantaged youth, adults, seniors and workers who are dislocated because of private sector layoffs.

Services include classroom and on-the-job training, work experience, internships, job placement assistance and supportive services.

The Workforce Investment Act of 1998 provides the framework for a unique national workforce preparation and employment system designed to meet both the needs of the nation's businesses and the needs of job seekers and those who want to further their careers.

The program is designed so customers can conveniently access the employment, education, training, and information services they need at a OneStop Center in their neighborhoods; have choices in deciding the training program that best fits their needs and the organizations that will provide that service; and have a right to information about how well training providers succeed in preparing people for jobs. It is also designed so that businesses provide information, leadership, and play an active role in ensuring that the system prepares people for current and future jobs. For information, call 602-262-6776.

OneStop Centers

OneStop Centers are a single point of entry to a network of employment, training and educational programs and providers in each community. They help workers and job seekers access the tools they need to manage their careers through high-quality information and services and help employers find skilled workers.

Information about job vacancies, career options student financial aid, relevant employment trends and instruction on how to conduct a job search, write a resume or interview with an employer is available to anyone.

Comprehensive Centers

Phoenix Workforce Connection - North

9801 N. Seventh St.
Phoenix, AZ 85020
602-861-0208

Phoenix Workforce Connection - South

3406 N. 51st Ave.
Phoenix, AZ 85031
623-247-3304

Affiliate Site:

Phoenix Workforce Connection - South

4732 S. Central Ave.
Phoenix, AZ 85040
602-534-4732

For more information or to contact a OneStop Satellite Center, visit:

phoenix.gov/PHXWC/osc.index.html

Human Service Centers

Family Services Centers

Four multipurpose Family Services Centers, operated by Human Services, provide services that promote self-sufficiency to eligible adults and families. The services include case management, counseling services and emergency financial assistance with food, clothing, rent, utility payments, transportation and other services. Participants also receive referrals to obtain food stamps, day care and training and employment, which are provided by social service agencies.

Central Phoenix Family Services Center 1250 S. Seventh Ave. Phoenix, AZ 85007 602-534-1250	Sunnyslope Family Services Center 914 W. Hatcher Ave. Phoenix, AZ 85021 602-495-5229
John F. Long Family Services Center 3454 N. 51st Ave Phoenix, AZ 85031 602-262-6510	Travis L. Williams Family Services Center 4732 S. Central Ave. Phoenix, AZ 85040 602-534-4732

Homeless Services

CONTACTS

The Community Network for Accessing Shelter (CONTACTS) is a county-wide call center used by Community Information and Referral Services to provide information about bed availability for homeless people, including those who are homeless because of domestic violence. Thirty-five emergency shelters and transitional housing programs are connected via the internet to the CONTACTS database which allows the programs to update their bed availability as often as necessary.

The call center is open 24-hours a day, 7 days a week, and Spanish speaking staff are available. Those in need can call 602-263-8900 or 1-800-799-7739 for a referral. The call center operator will ask them about their individual or family situation and input that information into the database. The program then searches the database for appropriate shelters with available beds. When space is found the call center operator then begins the intake process for the both the caller and the shelter.

DVSTOP (see page 100)

Watkins Shelter

The Watkins Shelter, operated by the United Methodist Outreach Ministries, provides year-round shelter for up to 120 single women and 20 families. The families are those who cannot be assisted by one of the four Family Services Centers by 5:00 p.m. or on the weekends. Each person staying at the shelter receives a bed with blankets, hot shower, hygiene items, storage for belongings, clothing, a hot meal in the evening, and coffee and rolls in the morning.

The Watkins Shelter provides additional services to help “residents” resolve personal issues inhibiting their access to transitional or permanent housing, such as:

- Casework services
- Employment services
- Behavioral health services
- Primary health care services
- Children’s COMFORT program
- Referrals and transportation to Family Services Centers

For information on Watkins Shelter, call 602-263-8900 or 1(800) 799-7739.

Senior Programs

Senior Centers

The Senior Services Division provides a variety of programs to meet the needs of the elderly and physically challenged population in Phoenix. Programs are designed to enhance healthy aging, provide nutrition and social activities, reduce isolation and feelings of loneliness, prevent premature institutionalization and maintain and encourage independence.

Seventeen Senior Centers provide customer access to services including, but not limited to, nutrition programs (Congregate meals, home-delivered meals provided to customers with an appropriate referral and supplemental nutrition programs), educational opportunities, recreation and socialization programs, information, referral, counseling, advocacy and transportation.

Senior Companion Program

The Senior Companion Program is a volunteer program that enables low-income persons age 60 and older to provide personal assistance and peer support to older adults in need. Clients are usually homebound with physical and/or mental health limitations and are at risk of being institutionalized. Senior Companions strengthen the client’s capacity to live independently. By taking care of simple chores, providing transportation to medical appointments and offering contact to the outside world, senior companions often provide the service that keeps older residents from having to enter nursing homes. For information, call 602-256-3353. **(see next page for table of senior centers)**

Reserve-A-Ride Specialized Transportation

Reserve-A-Ride specialized transportation provides door to door transportation for Phoenix residents age 60 and older and to individuals with disabilities that meet transportation certification requirements. Transportation is provided primarily to senior centers, but other trips may be provided to adult centers, medical appointments, social service agencies and shopping. Trips require 48-hours (two working days) advance reservations. For information, call 602-262-4400.

Senior Centers

Pecos Community Center 17010 S. 48th St. 85048 602-534-5366	Luke Krohn Senior Center 1940 1/2 E. Villa St. 85006 602-262-6835
Chinese Senior Center 734 W. Elm St. 85013 602-262-6411	Manzanita Senior Center 3581 W. Northern Ave. 85051 602-262-4949
Deer Valley Community Center 2001 W. Wahalla Lane 85027 602-495-3735	Marcos de Niza Senior Center 305 W. Pima St. 85003 602-262-7249
Desert West Community Center 6501 W. Virginia Ave. 85035 602-495-3700	McDowell Place Senior Center 1845 E. McDowell Road 85006 602-262-1842
Senior Opportunities West 1220 S. Seventh Ave. 85007 602-262-6610	Devonshire Senior Center 2802 E. Devonshire 85016 602-262-7807
Senior Services East Senior Center 1818 S. 16th St. 85034 602-262-7305	Sunnyslope Senior Center 802 E. Vogel Ave. 85020 602-262-7572
Shadow Mountain Senior Center 3546 E. Sweetwater, 85032 602-534-2303	Adam Diaz Senior Center 4115 W. Thomas Rd. 602-262-1609
Geolet A.C. Buef Senior Center 3435 W. Pinnacle Peak Rd. 602-534-9743	

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