



HUMAN SERVICES DEPARTMENT Annual Report

Fiscal Year
2021-2022

Office of Homeless Solutions

- 475** Newly created emergency shelter beds
- 8,511** Supported with emergency shelter
- 344** Households assisted with rapid rehousing or deposit assistance

Senior Programs



Seniors attended **20,725** in person activities and events



513,440
Home delivered meals served

102,128
Congregate meals served

Community Services Programs

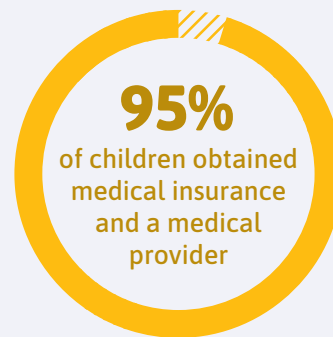
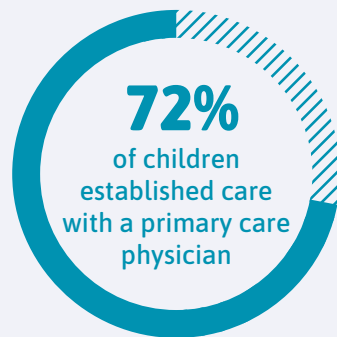
- 11,254** households received \$74.2 million in Emergency Rental Assistance (ERA) funding
- \$7.8 million distributed in rent and utility financial services
- 5,136 households received utility bill assistance
- 996 households received rental assistance
- 4,348 tenants and landlords received education on the Arizona Residential Landlord and Tenant Act
- 2,624 residents filed federal tax returns resulting in \$4.2 million in refunds to the Phoenix community
- 183 volunteers provided 9,079 hours of service

Head Start Birth To Five Program

- * 3,172 Children served
- * 2,949 Families served
- * 112 Foster children served
- * 77 Children experiencing homelessness served
- * 243 Individualized Education Programs (IEP)
- * 42 Individualized Family Service Plans (IFSP)

2,583 children completed medical exams

2,479 children completed dental exams



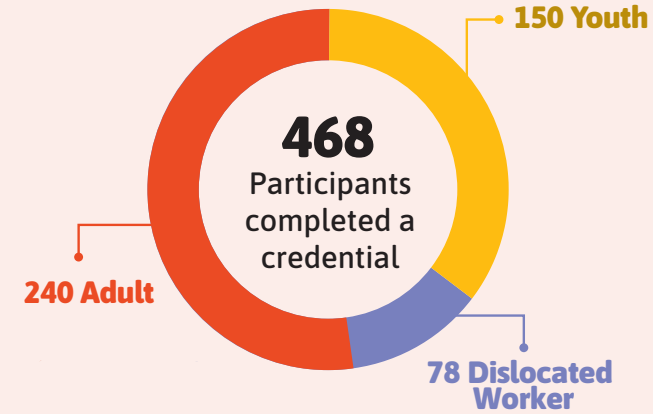
Annual Average Attendance

75% Early Head Start (0 – 3 yrs)

82% Head Start (3 – 5 yrs)

Business & Workforce Development

2,507 Enrolled in Workforce Innovation Opportunity Act (WIOA) Program

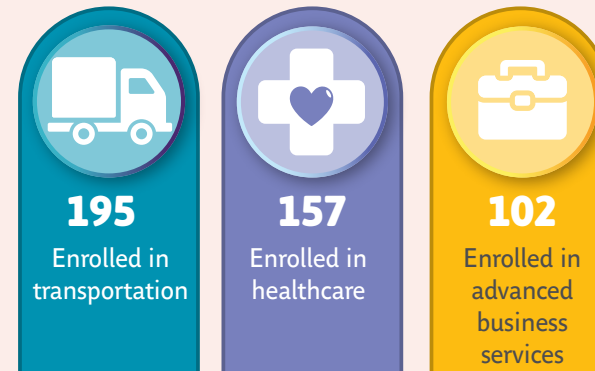


Employment Rate

Employment for participants within 12 months of exiting the program



Top 3 Adult and Dislocated Worker Industries



Management Services

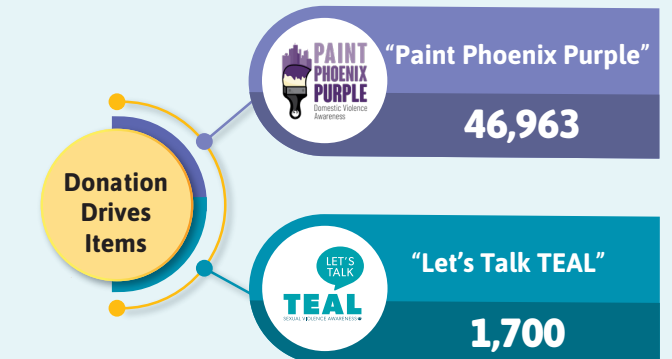
- \$204.5 million under management
427 full time positions
- Fiscal distributed \$37 million in contract payments
- Maintained 15 Senior Centers and 3 Family Services Centers
- Processed 269 contracts and amendments valued at \$125 million

Family Advocacy Center Victim Services

4,459	Clients served
658	Orders of Protection and Injunctions Against Harassment
838	Forensic nurse exams completed
477	Clients provided emergency shelter



Strategic Initiatives



47 healthy youth workshops reaching **986** youth & **98** adults