



**Audit of Human Social Services
Valley City Comparison
Of Human Social Services**

December 2013



City of Tempe Internal Audit Office
Valley City Comparison of Human Social Services

	Tempe	Scottsdale	Phoenix	Chandler	Mesa	Glendale	Gilbert
Population	166,842	223,514	1,488,750	245,628	452,084	232,143	221,140
City Centralized Human Services	No	Yes	Yes	Yes	Yes	Yes	Yes
Name of City Centralized Department & Divisions	N/A	Community Services – Dept. of Human Services	Human Services	Neighborhood Resources (movement towards renaming to Human Services)	Human Services Office	Neighborhood Services Dept. & Housing Division	Parks & Recreation – Housing & Community Development Division
Functions within Department	N/A	Housing, CDBG	Human Services Note – Housing & CDBG are a separate Dept.	Housing, CDBG, Neighborhood Services, Code Enforcement, Community Development, Housing & Redevelopment, Diversity Office	Housing, Community Development	Neighborhood Services, Public Housing, CDBG, Community Action Program	Parks & Recreation, Community Development, CDBG Note-Gilbert is not a designated Housing Authority. They do not administer Voucher Program (Section 8)
Mission/Purpose	N/A	Provide an integrated	The Human Services	The mission of Neighborhood	The Office of Human Services, a	(CAP) To provide	The Town of Gilbert utilizes general funds,

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		system of services, resources, and opportunities to help people improve their lives, the lives of others, neighborhoods and the total community.	Department provides a comprehensive array of services to help people achieve their highest level of self-sufficiency. Services and programs reach a diverse population of Phoenix residents from preschool children participating in Head Start programs to older adults attending senior center activities.	Resources is to strengthen and enrich the community by providing high quality services and resources	Division of the Housing and Community Development Department, is responsible for funding and coordinating a comprehensive social services delivery system for Mesa. This office represents the City on social service issues such as homelessness, poverty, domestic violence and other regional human services issues.	responsible and efficient support services that foster self-sufficiency and emotional stability when individuals or families are experiencing a financial hardship or major life crises.	federal Community Development Block Grant (CDBG) funds, and HOME Investment Partnership funds (HOME) to provide public services, improve neighborhood conditions, provide housing opportunities for low and moderate income individuals and families, and increase access to safe, decent, and sanitary housing. The goal of these programs and activities is to foster a sense of pride in the community and enrich the quality of life for Gilbert residents.
Community Needs Assessment Performed	Not a formal process	Yes – 2004. Also information from Master Plan for	Yes. Human Services Strategic Plan 2013-2015	Yes – 2007. Reliance placed on CDBG Annual Plan. Low/moderate	No. They place reliance on CDBG Consolidated Plan	No. They utilize the Maricopa County Continuum of	Generally no. Current plans are to invest \$30,000 in a limited needs assessment.

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		entire City. Human Services are also tied to CDBG Consolidated Plan.		income neighborhoods are surveyed regarding needs. Neighborhoods meets with people regarding needs		Care as a mechanism.	
Mechanism to Coordinate Efforts Throughout the Community	TCC, T.E.A.M – Tempe Emergency Assistance Ministry, MAG involvement	4 Our City Initiative, involvement with MAG, strong partnerships with community organizations. Communication and collaboration standard practice.	A road map is first determined followed by coordinated efforts and coalitions focused on areas of need.	Non-profit coalition called 4 Our City. Joins non-profits across the City in a coalition. City serves as an umbrella to coordinate efforts and identify and monitor for duplicate service providers and/or recipients of services.	Information not available	No	No
General Fund Investment in Human Services	Agency Review - \$758,229; other funding	Agency Review - \$214,000. Additional general fund	\$18,710,000 for direct and contracted service provided to targeted	Agency Review - \$1.2 Million; other funding \$242,751; for total of	Agency Review - \$525,000; other funding \$556,046; total of \$1,081,046.	Agency Review - \$0 General funds used to support CAP,	Agency Review - \$330,000 for FY2012/13 as well as \$31k to administer the process. Total

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	\$4,739,139; for total of \$5,497,368	investment \$5,061,451. Total investment \$5,275,451 City is designated CAP	needs. City is designated CAP	\$1,442,751		CDBG and Housing totals \$551,000. City is CAP and funded directly.	\$361,000. Recent Council action is to reduce investment to \$0 by FY 2017/18.
Per Capita General Fund Investment	\$32.95	\$23.60	\$12.57	\$5.87	\$2.39	\$2.37	\$1.63
Agency Review Process Administration	TCC	City of Scottsdale Human Services and Human Services Commission	The City of Phoenix determines needs of the community and then issues RFPs specific to needed services on a larger scale.	City of Chandler Human Services Department & Human Services Commission	City's Housing & Community Development Advisory & Economic Development Boards review and score proposals. Council subcommittee reviews and makes recommendations to Council for approval.	N/A	Town of Gilbert Housing/Community Development Dept.