

Housing and Human Services Commission Regular Meeting

February 8, 2023 | 6:00 p.m.

Neighborhood Resources Department
235 S. Arizona Ave., Chandler, AZ



Commission Members

Antonio Alcala, Chair
Heather Mattisson, Vice Chair
Cecilia Hermosillo
Cynthia Hardy
David Gonzalez
Greg Rodriquez
Jeff Reynolds
Julie Martin
Karen Tepper
Lisa Loring
Ryan Magel

Pursuant to Resolution No. 4464 of the City of Chandler and to A.R.S. § 38-431.02, notice is hereby given to the members of the Housing and Human Services Commission and to the general public that the Housing and Human Services Commission will hold a REGULAR MEETING open to the public on Wednesday, February 8, 2023, at 6:00 p.m., at the Neighborhood Resources Department, 235 S. Arizona Avenue, Chandler, Arizona. One or more Commissioners may be attending by telephone.

Persons with disabilities may request a reasonable modification or communication aids and services by contacting the City Clerk's office at (480) 782-2181(711 via AZRS). Please make requests in advance as it affords the City time to accommodate the request.

Agendas are available in the Office of the City Clerk, 175 S. Arizona Avenue.

Housing and Human Services Commission

Regular Meeting Agenda - February 8, 2023

Call to Order/Roll Call

Scheduled/Unscheduled Public Appearances

Members of the audience may address any item not on the agenda. State Statute prohibits the Board or Commission from discussing an item that is not on the agenda, but the Board or Commission does listen to your concerns and has staff follow up on any questions you raise.

Consent Agenda

Items listed on the Consent Agenda may be enacted by one motion and one vote. If a discussion is required by members of the Board or Commission, the item will be removed from the Consent Agenda for discussion and determination will be made if the item will be considered separately.

1. **November 9, 2022, HHSC Meeting Minutes.**
Move Housing and Human Services Commission to approve the Housing and Human Services Commission meeting minutes of the November 9, 2022, Regular Meeting.
2. **January 11, 2023, Basic Needs, Special Populations, and Youth Subcommittee Orientation Meeting Minutes.**
Move Housing and Human Services Commission to approve the Housing and Human Services Basic Needs, Special Populations, and Youth Subcommittee Orientation meeting minutes of the January 11, 2023, Subcommittee Orientation Meeting.

Public Hearing

3. **City of Chandler 2023 Public Housing Authority Plan.**
 1. Open Public Hearing
 2. Staff Presentation
 3. Commission Discussion
 4. Discussion from the Audience
 5. Close Public Hearing
4. **City of Chandler 2023 Annual Action Plan.**
 1. Open Public Hearing
 2. Staff Presentation
 3. Commission Discussion
 4. Discussion from the Audience
 5. Close Public Hearing

Briefing

5. **Agency Tour Reviews.**

Member Comments/Announcements

Calendar

6. **HHSC Youth Subcommittee Meeting Monday, February 13, 2023, at 6:00 p.m.**
7. **HHSC Basic Needs Subcommittee Meeting Wednesday, February 15, 2023, at 6:00 p.m.**
8. **HHSC Special Populations Subcommittee Meeting Thursday, February 23, 2023, at 5:00 p.m.**
9. **HHSC Meeting Wednesday, March 1, 2023, at 6:00 p.m.**

Information Items

Adjourn



Housing and Human Services Commission Neighborhood Resources

Date: 02/08/2023
To: Housing and Human Services Commission
From: Monica Thompson, Community Development Coordinator
Subject: **November 9, 2022, HHSC Meeting Minutes.**

Attachments

November 2022 Minutes

MINUTES
HOUSING AND HUMAN SERVICES COMMISSION
Neighborhood Resources Department
235 South Arizona Avenue, Chandler, AZ 85225
Wednesday, November 9, 2022, 6:00 p.m.

CALL TO ORDER / ROLL CALL

Chair Tony Alcala called the meeting to order at 6:00 p.m.

Commissioners present: Tony Alcala, Heather Mattisson, Greg Rodriguez, Cecilia Hermosillo, Jeff Reynolds, Julie Martin, Lisa Loring, and Ryan Magel.

Commissioners absent: Cynthia Hardy (excused), and Greg Rodriguez (excused), Karen Tepper (excused).

Staff present: Leah Powell, Neighborhood Resources Director, Riann Balch, Community Resources Manager, Amy Jacobson, Housing and Redevelopment Manager, Karin Bishop, Community Development and Resources Supervisor, and Dylan Raymond, Community Resources Coordinator.

Public present: None.

SCHEDULED/UNSCHEDULED PUBLIC APPEARANCES/CALL TO PUBLIC

Members of the audience may address any item not on the agenda. State Statute prohibits the Board or Commission from discussing an item that is not on the agenda, but the Board or Commission does listen to your concerns and has staff follow up on any questions you raise.

None.

CONSENT AGENDA

Items listed on the Consent Agenda may be enacted by one motion and one vote. If a discussion is required by members of the Board or Commission, the item will be removed from the Consent Agenda for discussion and determination will be made if the item will be considered separately.

1. Minutes of the October 12, 2022, HHSC Meeting Minutes.

Motion: Vice Chair Heather Mattison made a motion to approve the October 12, 2022, HHSC Meeting Minutes. Commissioner Julie Martin seconded the motion.

Discussion: None.

Results: The motion was approved 8-0.

ACTION

2. 2023 HHSC Meeting Schedule.

Community Resources Coordinator Dylan Raymond presented the 2023 Housing and Human Services Commission meeting schedule. Meetings are traditionally held the second Wednesday of the month (unless changed by vote) at 6:00 p.m. in the Neighborhood Resources Office, 235 S. Arizona Avenue, Chandler.

Motion: Commissioner Reynolds made a motion to approve the 2023 HHSC Meeting Schedule. Commissioner Magel seconded the motion.

Discussion: None.

Results: Motion passed 8-0.

BRIEFING

3. 2023 Public Housing Annual Plan Calendar.

Amy Jacobson, Housing and Redevelopment Manager presented the 2023 Public Housing Annual Plan Calendar. The calendar delineates the timeline for updating the Annual Plan which describes the Public Housing Authority's policies, programs, operations, and strategies for meeting local housing needs and goals. Feedback will be gathered at three Resident Advisory Board meetings and a 45-day public comment period will begin January 19, 2023, and conclude March 5, 2023. A public hearing will be conducted February 8, 2023, at a Housing and Human Services Commission meeting. The Plan will go before the Public Housing Authority Advisory Council for approval on April 3, 2023. Commissioner Jeff Reynolds asked where the Resident Advisory Board meetings will be held. Ms. Jacobson responded that meetings will be held at the Hamilton and Kingston sites, and the Housing and Redevelopment office.

4. Fiscal Year 2023-2024 Application Orientation Summary.

Mr. Raymond provided a summary of the Human Services Application Orientation held on October 19, 2023. Fifty-four people attended representing 48 organizations, an increase from last year when 51 people representing 42 organizations attended. To date, 26 applications have been started. Reminder messages will be sent to all interested organizations to remind them of the December 1st application deadline. Chair Alcala noted that the increased number of organizations in attendance is representative of the increased interest in funds to serve the Chandler community.

5. Panel Review Subcommittees.

Mr. Raymond presented the 2023 subcommittee review panels. The assignments are based on the Allocations Subcommittee Composition and Leadership Criteria Guidelines, which were developed in 2018 to ensure an equitable selection process, both new and institutional knowledge on each panel, and leadership experience. Commissioner Lisa Loring asked for some background on the purpose and work of the Subcommittees. Community Resources Manager Riann Balch shared that

each year, the Human Services applications are reviewed by three Subcommittees based on the category of services they applied for – basic needs, youth, and special populations. Each Subcommittee meets two to three times to discuss the applications and has the opportunity to seek clarification from the applicant if needed before forwarding funding recommendations to the Housing and Human Services Commission (HHSC). The HHSC will make initial recommendations before a public hearing is held. After the public hearing, the HHSC will make final recommendations which are then forwarded to the City Council for approval.

MEMBERS COMMENTS / ANNOUNCEMENTS

Commissioner Martin gave kudos to staff for the terrific news article about the development of new affordable housing in Chandler through the Rental Assistance Demonstration project.

Commissioner Magel shared that he had seen the new ChangeUp Campaign signs around town and that they looked great!

CALENDAR

6. HHSC Meeting Wednesday, December 14, 2022, at 6:00 p.m.

INFORMATION ITEMS

None.

ADJOURN

The meeting adjourned at 6:43 p.m.

Dated: _____

Chair Tony Alcala

Recording Secretary Riann Balch



Housing and Human Services Commission Neighborhood Resources

Date: 02/08/2023
To: Housing and Human Services Commission
From: Monica Thompson, Community Development Coordinator
Subject: **January 11, 2023, Basic Needs, Special Populations, and Youth Subcommittee Orientation Meeting Minutes.**

Attachments

January 2023 Subcommittee Minutes

**MINUTES OF THE
HOUSING AND HUMAN SERVICES COMMISSION
BASIC NEEDS SUBCOMMITTEE
SPECIAL POPULATIONS SUBCOMMITTEE
YOUTH SUBCOMMITTEE
Chandler City Hall, 2nd Floor Training Room
175 S. Arizona Avenue, Chandler, AZ 85225
Wednesday, January 11, 2023, at 6:00 p.m.**

CALL TO ORDER / ROLL CALL

Community Resources Senior Manager Riann Balch called the Basic Needs, Special Populations and Youth Subcommittee meeting to order at 6:12 p.m.

Housing and Human Services Commissioners and Subcommittee Panel Members present: Heather Mattisson, Karen Tepper, Phillip Hubbard, Rori Minor, Greg Rodriquez, Jo-el Miller, Julie Martin, Megha Dholakia, Amitesh Bharati, Cynthia Hardy, Heather Callis, Lillith Ayala, Lisa Loring, and Ryan Magel

Housing and Human Services Commissioners and Subcommittee Panel Members absent: Jeff Reynolds (excused), Kathryn Kruithoff (excused), Cecilia Hermosillo (excused), David Gonzalez (unexcused), and Tony Alcala (excused).

Staff present: Riann Balch, Community Resources Senior Manager, Karin Bishop, Community Development Senior Program Manager, Dawn Gingerich, Assistant City Attorney, Dylan Raymond, Community Development Associate, and Monica Thompson, Community Development Associate.

Public Present: None.

SCHEDULED/UNSCHEDULED PUBLIC APPEARANCES

Members of the audience may address any item not on the agenda. State Statute prohibits the Board or Commission from discussing an item that is not on the agenda, but the Board or Commission does listen to your concerns and has staff follow up on any questions you raise.

None.

BRIEFING ITEMS

Community Resources Senior Manager Riann Balch thanked all Housing and Human Services Commissioners and subcommittee panel members for attending tonight's meeting. Introductions were provided by staff, commissioners, and subcommittee panel members. She presented an overview of the General Fund Subcommittee Orientation.

1. Conflict of Interest

Community Development Associate Dylan Raymond reviewed the Conflict of Interest process, including an explanation of what constitutes a conflict of interest. Mr. Raymond asked subcommittee members to review the list of General Fund applicants and complete a Conflict of Interest Disclosure form disclosing any substantial interest they may have before the first review meeting. Mr. Raymond noted that all conflicts will be recorded in the subcommittee meeting minutes. Housing and Human

Services Commissioner Karen Tepper shared that she is the Chief Executive Officer for Terros Health and that her organization is subcontracted by the Boys and Girls Club of the Valley for behavioral health services. She also disclosed that her organization has a joint venture with two organizations listed as applicants: Community Bridges Incorporated and LA Frontera Arizona Empact- Suicide Prevention Center. Assistant City Attorney Dawn Gingerich informed Commissioner Tepper they would discuss further whether her role as CEO with Terros Health constitutes a conflict of interest with the three organizations.

2. General Fund Allocations Subcommittee Orientation.

Community Development Associate Dylan Raymond presented on the 2019 Community Needs Assessment which identified the target populations and top areas of community need, which serves as a funding priority of the General Fund applicants. Mr. Raymond discussed subcommittee members' roles and responsibilities. He also demonstrated how to access and navigate applications in ZoomGrants. In addition, Mr. Raymond explained how to review and score applications in ZoomGrants. Subcommittee panel member Rori Minor asked when subcommittee members should fill out the recommended funding amount for applicants. Ms. Balch responded that subcommittee members can input scores and funding recommendations at any time and have the ability to make adjustments. Ms. Balch informed the subcommittee that the funding recommendations provide a baseline for the meeting in which subcommittee members will meet to discuss final funding recommendations. Commissioner Heather Mattisson shared that when she was new to the subcommittee, it would have been helpful to know the process for reviewing and scoring applications. Ms. Mattisson asked the staff if there were any recommendations on what subcommittee members would need when reviewing applications. Mr. Raymond briefly shared with the subcommittee panel methods that he used as a subcommittee member.

Mr. Raymond explained the allocation process and timeline. Scoring sheets, votes, and recommended award amounts for Special Population are due by March 1, 2023. The due date for individual scores and funding recommendations for Basic Needs and Youth subcommittees is March 30, 2023. Scores will be aggregated and presented for discussion among members of the Basic Needs, Special Populations, and Youth Subcommittees when initial funding recommendations are made. Ms. Balch did mention if the Special Populations subcommittee needed the third meeting, then scores and funding recommendations would be due March 30, 2023. Community Development Senior Program Manager Karin Bishop explained to the subcommittee panel that the third meeting is not usually needed for the Special Populations Subcommittee since they review fewer applications.

Commissioner Lisa Loring asked if subcommittee members would be receiving an email with the list of assigned applications for review. Mr. Raymond explained that applicants assigned to each subcommittee member are noted with an orange letter A in ZoomGrants. Ms. Bishop informed the subcommittee that staff would be made available after the meeting to help login into ZoomGrants. She also informed the subcommittee they will receive an email with a list of applications assigned for review before each meeting.

Ms. Minor asked if subcommittee members would receive an email prompting them to login into ZoomGrants. Mr. Raymond indicated that when subcommittee members received the email regarding the subcommittee orientation, it included a link for logging into ZoomGrants.

ACTION AGENDA

3. Approval of Future Subcommittee Meetings.

City staff worked with each subcommittee to identify future meeting dates, times, and subcommittee chairs to facilitate the meetings.

Ms. Balch facilitated a discussion to ratify approval of future subcommittee meeting dates for the Basic Needs, Special Populations, and Youth Subcommittees.

Meetings	Basic Needs	Special Populations	Youth
1	February 15, 2023 at 6:00 p.m.	February 16, 2023 at 5:00 p.m.	February 13, 2023 at 6:00 p.m.
2	March 8, 2023 at 6:00 p.m.	March 6, 2023 at 5:00 p.m.	March 9, 2023 at 6:00 p.m.
3	April 5, 2023 At 6:00 p.m.	April 4, 2023 at 5:00 p.m.	April 6, 2023 At 6:00 p.m.

Motion: Housing and Human Services Commissioner Karen Tepper made a motion to approve the scheduling of subcommittee meeting dates as follows. Housing and Human Services Commissioner Julie Martin seconded the motion.

Discussion: No discussion.

Results: The motion was approved 14-0.

4. Approval of Subcommittee Chair by Meeting Date.

Ms. Balch facilitated a discussion to select subcommittee chairs by meeting dates. Below are the subcommittee chairs identified by each of the subcommittees.

Motion: Commissioner Martin made a motion to approve subcommittee chairs by meeting dates as follows. Commissioner Tepper seconded the motion.

Meetings	Basic Needs	Special Populations	Youth
1	Jeff Reynolds	Julie Martin	Cynthia Hardy
2	Karen Tepper	Greg Rodriguez	Ryan Magel
3	Heather Mattisson	David Gonzalez	Tony Alcala

Discussion: No discussion.

Results: The motion was approved 14-0.

MEMBERS COMMENTS / ANNOUNCEMENTS

None.

CALENDAR

5. Next HHSC Basic Needs, Special Populations, and Youth Subcommittee Meetings are Scheduled per Action Item 3.

INFORMATION ITEMS

None.

ADJOURN

The meeting adjourned at 7:18 p.m.

Dated: _____

Community Resources Senior Manager Riann Balch

Recording Secretary Monica Thompson



Housing and Human Services Commission Neighborhood Resources

Date: 02/08/2023
To: Housing and Human Services Commission
From: Monica Thompson, Community Development Coordinator
Subject: **City of Chandler 2023 Public Housing Authority Plan.**

Attachments

Revised Housing Planning Calendar
2023 Public Hearing Memo Public Housing Authority Plan

Housing Detailed Planning Calendar For the 2023 PHA Annual Plan

October 2022

-17- Begin preparations for developing the Annual and Five-Year Plans.

November 2022

-2- HHSC Meeting: Briefing calendar review

February 2023

-2- 45-Day Public Comment Period **Begins**

-8- HHSC Meeting: Briefing and Public Hearing

-16- RAB Meeting (1st)

March 2023

-1- HHSC Meeting: Recommendation to PHAC for approval of the Resolution and approving submission of the Plan

19- 45-Day Public Comment Period **Ends**

April 2023

-10- PHAC Meeting: Approval of Plan and Resolution

-13- Submit Plans to HUD for approval.

-14- HUD Deadline for Plans submission.

October 2022						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

November 2022						
S	M	T	W	T	F	S
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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

December 2022						
S	M	T	W	T	F	S
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18	19	20	21	22	23	24
25	26	27	28	29	30	31

January 2023						
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8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Offices closed 12/26 to 12/31/22

February 2023						
S	M	T	W	T	F	S
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March 2023						
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April 2023						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
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23	24	25	26	27	28	29
30						

Revised 1/27/23



HHSC Memorandum Neighborhood Resources Department- Memo No. HD23

Date: Feb. 8, 2023

To: Housing and Human Services Commission

Thru: Leah Powell, Neighborhood Resources Director
Amy Jacobson, Housing and Redevelopment Senior Manager

From: Deborah Cooke, Housing Assistance Senior Program Manager

Subject: Public Hearing for The Submission Of The City Of Chandler Housing And Redevelopment 2023 Annual Plan and Capital Fund for The Fiscal Year Beginning July 1, 2023 and Certifying Compliance With The Related Regulations.

Background: The City of Chandler Housing and Redevelopment Division (the Public Housing Agency/PHA) administers 303 units of Low Rent Public Housing and 486 Housing Choice Vouchers (formerly known as Section 8).

The Public Housing Agency (PHA) is required to submit the PHA Annual Plan to the U.S. Department of Housing and Urban Development (HUD) by April 14, 2023 for its housing programs. The Annual Plan is a comprehensive guide to PHA policies, programs, operations, and strategies for meeting local housing needs and goals. Each year, staff reviews policies and revises supporting documents, as needed.

Discussion: This year we will be submitting the 2023 Annual Plan and Capital Fund. The process allows for community input from program participants, residents, and the public in general. The City is currently in a public comment period from Feb. 2, 2023 to March 19, 2023 for the City of Chandler Housing and Redevelopment Division's 2023 Annual Housing Plan. We have had one Resident Advisory Board (RAB) meeting scheduled for Feb. 16, 2023.

The draft 2023 Annual Plan and Capital Fund can be found on our website at chandleraz.gov/affordablehousing. A summary of updates are outlined below:

Housing Choice Voucher Administrative Plan and Public Housing Admissions and Continued Occupancy Policy (ACOP)

Utility Allowance

The utility allowance is the amount that a housing authority determines necessary to cover the resident's reasonable utility costs. The utility allowance schedules are reviewed annually for both housing programs and are recommended for adjustment when a cumulative change of 10% or more occurs. Prior to beginning this update, a consultant was hired to do a comparison of the existing utility rates and charges and Housing's current utility rate schedules in the Housing Choice Voucher and Public Housing Programs. A revised utility allowance for 2023 will be established for both programs effective July 1, 2023.

Denial of Admission

Removal of "A conviction will be given more weight than an arrest." A record or arrest(s) will not be used as the sole basis for denial or proof that the applicant engaged in disqualifying criminal activity.

Housing Choice Voucher Administrative Plan

Updating the Waiting List (24 CFR 982.202(c))

Families will be reinstated to the waiting list if a lack of response is due to a family member's disability, or as a direct result of status as a victim of domestic violence, dating violence, sexual assault, or stalking including an adverse factor resulting from such abuse.

Special Programs

The Emergency Housing Voucher (EHV) chapter will now be called Special Program to reflect Veterans Affairs Supportive Housing (VASH) and EHV.

Project Based Vouchers

New chapter in the Administrative Plan will be for Project Based Vouchers.

Public Housing Admissions and Continued Occupancy Policy (ACOP)

Updating the Waiting List (PH Occ Guidebook 2.4.2)

Families will be reinstated to the waiting list if a lack of response is due to a family member's disability, or as a direct result of status as a victim of domestic violence, dating violence, sexual assault, or stalking including an adverse factor resulting from such abuse.

Informal Hearing for Rejected Applicants (PH Occ Guidebook 2.4.8)

If the PHA receives no response from the applicant within the specified time frame, the applicant shall be removed from the waiting list, but may respond within 60 calendar days of the due date and be allowed a PHA review to return to the waiting list.

Financial Implications: HUD funds the costs associated with the Public Housing and Housing Choice Voucher Programs.

Proposed Motion: None at this time.



Housing and Human Services Commission Neighborhood Resources

Date: 02/08/2023
To: Housing and Human Services Commission
From: Monica Thompson, Community Development Coordinator
Subject: **City of Chandler 2023 Annual Action Plan.**

Attachments

2023 Public Hearing Memo Annual Action Plan



HHSC Memorandum

Neighborhood Resources - Memo No. NR23-001

Date: February 08, 2023

To: Housing and Human Services Commission

Thru: Leah Powell, Neighborhood Resources Director
Riann Balch, Community Resources Senior Manager

From: Karin Bishop, Community Development Senior Program Manager

Subject: Public Hearing on 2023 Annual Action Plan for Community Development Block Grant (CDBG) and HOME Investment Partnerships Program (HOME) Funds for Fiscal Year (FY) 2023-2024.

Background: Each year, the City of Chandler receives federal CDBG funds from the United States Department of Housing and Urban Development (HUD), and HOME funds, administered by HUD, through the Maricopa HOME Consortium. An Annual Action Plan (AAP), an element of the Consolidated Plan, is required by HUD in order for the City of Chandler to receive these federal funds. The AAP will identify priorities for use of the following estimated annual resources:

- CDBG: Approximately \$1,402,691
- HOME: Approximately \$453,008

In compliance with HUD regulations and the Citizen Participation Plan, the City is holding a public hearing to solicit citizen's feedback to identify housing and community development needs in the community, and to make suggestions for how to allocate these federal funds for the development of the 2023 AAP. Additionally, a survey is currently available on the City's website for residents to provide input on identifying and prioritizing housing and community development needs and the best methods and programs to address those needs. For additional information regarding the 2023 AAP and survey link, please go to: <https://www.chandleraz.gov/residents/neighborhood-resources/community-development/plans-and-reports>.

Discussion: Initial funding recommendations for CDBG and HOME funds will be included in the draft 2023 AAP and made available for review during a 30-day public comment period beginning on March 17, 2023, and presented to the HHSC at the April 12, 2023 meeting. Public comments received will be included in the finalized report submitted to HUD.



Housing and Human Services Commission Neighborhood Resources

Date: 02/08/2023
To: Housing and Human Services Commission
From: Monica Thompson, Community Development Coordinator
Subject: **Agency Tour Reviews.**

Attachments

Agency Tour Summaries



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	12/1/2022
Agency Visited	A New Leaf
Program(s) Observed	SafeDVS/DVSTOP

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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FEASIBILITY: The organization appears to have the appropriate infrastructure (facilities, equipment, staff/volunteer resources) needed to effectively implement the program.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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IMPACT: The funded project responds to a critical need identified in the 2019 Community Needs Assessment.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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STEWARDSHIP OF FUNDS: The agency demonstrates the efficient and effective use of resources, including City of Chandler funds.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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SUSTAINABILITY: The organization has secured diverse funding support for this program.

<i>1 = strongly agree</i>	<i>2= agree</i>	<i>3 = neither agree not disagree</i>	<i>4 = disagree</i>	<i>5 = strongly disagree</i>
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Based on the agency presentation and tour, I would rate this experience as:

☐ *Exceeds Expectations* ☒ *Meets Expectations* ☐ *Below Expectations*

Additional Feedback:

What did you like about the program?

- Provides an effective hotline and shelter referral system
- Keep in contact with shelters 5 times a day and being able to get clients into shelter within 2 hours

What concerns or “red flags” did you observe, if any?

- They said they use Chandler funds to pay for the majority of their database system, which supports more than just Chandler clients.

Additional Comments:

General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	11/15/2022
Agency Visited	About Care
Program(s) Observed	Empowering Independent Living

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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FEASIBILITY: The organization appears to have the appropriate infrastructure (facilities, equipment, staff/volunteer resources) needed to effectively implement the program.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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IMPACT: The funded project responds to a critical need identified in the 2019 Community Needs Assessment.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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STEWARDSHIP OF FUNDS: The agency demonstrates the efficient and effective use of resources, including City of Chandler funds.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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SUSTAINABILITY: The organization has secured diverse funding support for this program.

1 = strongly agree	2 = agree	3 = neither agree nor disagree	4 = disagree	5 = strongly disagree
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Based on the agency presentation and tour, I would rate this experience as:

☐ Exceeds Expectations ☒ Meets Expectations ☐ Below Expectations

Additional Feedback:

What did you like about the program?

- Organization is heavily volunteer driven and there is not any restriction on services.
- Main goal is to keep people independent in housing as long as possible. Provide relationship building with clients by mailing cards out to clients for their birthdays etc.

What concerns or "red flags" did you observe, if any?

Additional Comments:



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	12/15/2022
Agency Visited	AZCEND
Program(s) Observed	Chandler Food Bank Basic Needs Program

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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FEASIBILITY: The organization appears to have the appropriate infrastructure (facilities, equipment, staff/volunteer resources) needed to effectively implement the program.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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IMPACT: The funded project responds to a critical need identified in the 2019 Community Needs Assessment.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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STEWARDSHIP OF FUNDS: The agency demonstrates the efficient and effective use of resources, including City of Chandler funds.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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SUSTAINABILITY: The organization has secured diverse funding support for this program.

1 = strongly agree	2= agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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Based on the agency presentation and tour, I would rate this experience as:



Exceeds Expectations



Meets Expectations



Below Expectations

Additional Feedback:

What did you like about the program?

- They have seen a larger increase for holiday food boxes.
- Pick up food from stores every morning for distribution.
- Utilizes over 800 volunteers in FY 21-22.

What concerns or “red flags” did you observe, if any?

Additional Comments:

General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	12/21/2022
Agency Visited	AZCEND
Program(s) Observed	Neighborhood Assistance Services (formerly CAP)

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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FEASIBILITY: The organization appears to have the appropriate infrastructure (facilities, equipment, staff/volunteer resources) needed to effectively implement the program.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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IMPACT: The funded project responds to a critical need identified in the 2019 Community Needs Assessment.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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STEWARDSHIP OF FUNDS: The agency demonstrates the efficient and effective use of resources, including City of Chandler funds.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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SUSTAINABILITY: The organization has secured diverse funding support for this program.

1 = <i>strongly agree</i>	2 = <i>agree</i>	3 = <i>neither agree nor disagree</i>	4 = <i>disagree</i>	5 = <i>strongly disagree</i>
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Based on the agency presentation and tour, I would rate this experience as:

☐ *Exceeds Expectations* ☒ *Meets Expectations* ☐ *Below Expectations*

Additional Feedback:

What did you like about the program?

- Provides overall referral and partnerships.
- "Overarching case management"

What concerns or "red flags" did you observe, if any?

Additional Comments:

General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	12/20/2022
Agency Visited	AZCEND
Program(s) Observed	Senior Nutrition Program

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

1 = strongly agree	2 = agree	3 = neither agree nor disagree	4 = disagree	5 = strongly disagree
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FEASIBILITY: The organization appears to have the appropriate infrastructure (facilities, equipment, staff/volunteer resources) needed to effectively implement the program.

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IMPACT: The funded project responds to a critical need identified in the 2019 Community Needs Assessment.

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STEWARDSHIP OF FUNDS: The agency demonstrates the efficient and effective use of resources, including City of Chandler funds.

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SUSTAINABILITY: The organization has secured diverse funding support for this program.

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Based on the agency presentation and tour, I would rate this experience as:



Exceeds Expectations



Meets Expectations



Below Expectations

Additional Feedback:

What did you like about the program?

- Provides about 1,200 meals per week.
- Provides welfare checks through mobile meal delivery.
- Crisis meals for homebound clients.

What concerns or “red flags” did you observe, if any?

Additional Comments:



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	11/16/2022
Agency Visited	Boys and Girls Club
Program(s) Observed	Great Futures for Chandler Youth

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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FEASIBILITY: The organization appears to have the appropriate infrastructure (facilities, equipment, staff/volunteer resources) needed to effectively implement the program.

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IMPACT: The funded project responds to a critical need identified in the 2019 Community Needs Assessment.

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SUSTAINABILITY: The organization has secured diverse funding support for this program.

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Based on the agency presentation and tour, I would rate this experience as:



Exceeds Expectations



Meets Expectations



Below Expectations

Additional Feedback:

What did you like about the program?

- The number of youths they can serve due to the size and set up of their facility and the variety of options they are able to offer is impressive.
- Mandatory orientation for both staff and parents is great for everyone to develop a deeper understanding.
- Spaces such as the makerspace, 2 gymnasiums and commercial grade kitchen really set them apart in terms of what they can offer local youth.

What concerns or "red flags" did you observe, if any?

- Building condition – cosmetically could use improvement in some areas but the more updated spaces are excellent, and they have plans to continue to update older areas.
- Concerns that they are using Chandler funds to benefit low-income families over medium income families where the need is greatest.
- Concerns regarding staffing sustainability.

Additional Comments:

- The Great Futures for Chandler Youth program offers a wide variety of activities, learning opportunities and nutrition to local youth in Chandler. They source and utilize grant funding well to expand the opportunities they can offer such as Robotics and Coding. The facility is the real star here, but they are big enough and long-established organization to utilize it to its full potential.

General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	12/7/2022
Agency Visited	CeCe's Hope Center
Program(s) Observed	Trauma Informed Services for Trafficking Survivors

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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FEASIBILITY: The organization appears to have the appropriate infrastructure (facilities, equipment, staff/volunteer resources) needed to effectively implement the program.

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IMPACT: The funded project responds to a critical need identified in the 2019 Community Needs Assessment.

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SUSTAINABILITY: The organization has secured diverse funding support for this program.

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Based on the agency presentation and tour, I would rate this experience as:

☐ *Exceeds Expectations*
☒ *Meets Expectations*
☐ *Below Expectations*

Additional Feedback:

What did you like about the program?
<ul style="list-style-type: none"> • This program is a fantastic intermediary between resources while providing a safe space to maximize their effectiveness. • Appreciate the candor when discussing challenges they face. • The multiple planned fundraisers speak to significant community support. • The founders have done a significant amount of research and networking to ensure continued success. • Real housing for participants. Case managers. Health benefits, progression program.
What concerns or "red flags" did you observe, if any?
<ul style="list-style-type: none"> • Underutilization. Currently 6/10 beds are being used at this location. • Location can make it difficult although this may be remedied with the upcoming fundraiser in April/May. • Low "graduation" rate. Out of "over 350" individuals who have been provided services only "16" have "graduated". Although this may be expected standard.
Additional Comments:
<ul style="list-style-type: none"> • Organization appears to have the appropriate infrastructure needed to effectively implement the program in process but need additional support. • Wonderful community engagement & leveraging participants' finances to teach skills while supporting the program. • As we were there a landscaping company was donating their time & resources. • Uniqueness. Only 4 other organizations across the country provide this service. None at this scale. • There is an increase in cost for housing so CeCe's really needs every bit of help (monetary, other) that they can get.



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	11/30/2022
Agency Visited	Chandler CARE Center/Dignity Health Foundation East Valley
Program(s)	Medical Clinic and Dental Clinic
Observed	

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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FEASIBILITY: The organization appears to have the appropriate infrastructure (facilities, equipment, staff/volunteer resources) needed to effectively implement the program.

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SUSTAINABILITY: The organization has secured diverse funding support for this program.

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Based on the agency presentation and tour, I would rate this experience as:



Exceeds Expectations



Meets Expectations



Below Expectations

Additional Feedback:

What did you like about the program?

- Enhancing their partnership with a core of specialists.
- Offer adult vaccines for flu, shingles, covid, etc.
- Offer or refer families based on their individual needs.
- Level of customer service and level of care is incredible.
- Community mirror & aware. Compassionate & definition care.
The sincere support kindness that's provided to the less fortunate and the unaware.

What concerns or "red flags" did you observe, if any?

Additional Comments:

- The presentation was outstanding, I learned so much.

General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	11/21/2022
Agency Visited	Chandler Gilbert Arc
Program(s) Observed	Employment Program

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

1 = strongly agree	2= agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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SUSTAINABILITY: The organization has secured diverse funding support for this program.

1 = strongly agree	2 = agree	3 = neither agree nor disagree	4 = disagree	5 = strongly disagree
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Based on the agency presentation and tour, I would rate this experience as:



Exceeds Expectations



Meets Expectations



Below Expectations

Additional Feedback:

What did you like about the program?

- Chandler Gilbert Arc's value system focuses on choice for people with disabilities, and employment support at various levels of cognitive disability. They also are focused on ensuring that the people they serve are integrating with the community.

What concerns or "red flags" did you observe, if any?

Additional Comments:



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	12/6/2022
Agency Visited	Child Crisis Arizona
Program(s)	Fostering Homeless Youth
Observed	

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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Based on the agency presentation and tour, I would rate this experience as:

☐ *Exceeds Expectations* ☒ *Meets Expectations* ☐ *Below Expectations*

Additional Feedback:

What did you like about the program?

- Focus on preventative programs and providing loving homes for kids.
- Provides services for the length of stay needed.
- Able to go up to the age of 24 as of April 7, 2023.

What concerns or “red flags” did you observe, if any?

Additional Comments:



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	11/16/2022
Agency Visited	Dress for Success
Program(s) Observed	Workforce Development and Job Training for Chandler Youth

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

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Based on the agency presentation and tour, I would rate this experience as:

☐ Exceeds Expectations

☒ Meets Expectations

☐ Below Expectations

Additional Feedback:

What did you like about the program?

- Provides clothing via a mobile closet
- Helps teens with preparing for interviews etc.

What concerns or "red flags" did you observe, if any?

- Serving more than just Chandler clients with City of Chandler funds.

Additional Comments:



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	12/13/2022
Agency Visited	EMPACT – Suicide Prevention Center
Program(s) Observed	Senior Suicide Prevention Center

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

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Based on the agency presentation and tour, I would rate this experience as:



Exceeds Expectations



Meets Expectations



Below Expectations

Additional Feedback:

What did you like about the program?

- Senior mindfulness workshops provided to participants.
- EMPACT utilizes a peer support and base model.
- Unique growth opportunities and leveraging COVID-19 to expand programs.
- Empact provides community engagement and partnerships with the City.
- The participation of volunteers and how they go over and beyond support.
- Even through the pandemic it didn't stop them. They found ways to keep the program going safely.

What concerns or "red flags" did you observe, if any?

- Possible lack of viable volunteers and volunteer marketing (about 5 volunteers).

Additional Comments:

General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	11/18/2022
Agency Visited	East Valley Jewish Community Center
Program(s) Observed	All programs, emphasis on JBox

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

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SUSTAINABILITY: The organization has secured diverse funding support for this program.

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Based on the agency presentation and tour, I would rate this experience as:



Exceeds Expectations



Meets Expectations



Below Expectations

Additional Feedback:

What did you like about the program?

- They offer programs and resources to all ages (families, children, teens, seniors), their outreach is non-denominational, and they are helping so many through programming, meals and even just a place to be. What friendly and positive staff, as well!
- Organization and cleanliness of the facility. Welcoming staff.

What concerns or "red flags" did you observe, if any?

Additional Comments:

General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	11/29/2022
Agency Visited	Hope for Addiction, Inc.
Program(s)	Freedom House
Observed	

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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SUSTAINABILITY: The organization has secured diverse funding support for this program.

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Based on the agency presentation and tour, I would rate this experience as:

☐ Exceeds Expectations

☒ Meets Expectations

☐ Below Expectations

Additional Feedback:

What did you like about the program?

- Women are able to learn basic life skills and are able to continue to improve their lives. It is a 2-year program with an exit plan beginning at least 6 months prior to exiting the program.
- Assist women that are at least 30 days sober and provide weekly meetings and goal setting.

What concerns or "red flags" did you observe, if any?

Additional Comments:



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	12/8/2022
Agency Visited	Matthew's Crossing
Program(s) Observed	Emergency Food Assistance

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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FEASIBILITY: The organization appears to have the appropriate infrastructure (facilities, equipment, staff/volunteer resources) needed to effectively implement the program.

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Based on the agency presentation and tour, I would rate this experience as:

☐ Exceeds Expectations

☒ Meets Expectations

☐ Below Expectations

Additional Feedback:

What did you like about the program?

- Matthew's Crossing Food Bank has many partnerships and receive donations from various places.
- Receives 26,000 pounds of dry goods monthly
- Provide meals through school program called Meals to Grow

What concerns or "red flags" did you observe, if any?

Additional Comments:



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	11/23/2022
Agency Visited	Operation Shock Wave
Program(s) Observed	Integrative Healing to Veterans

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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Based on the agency presentation and tour, I would rate this experience as:

☐ Exceeds Expectations

☒ Meets Expectations

☐ Below Expectations

Additional Feedback:

What did you like about the program?

Operation Shock Wave is building a strong presence in Chandler, providing a sense of community for at-risk veterans and a safe place to heal. The volunteer staff is passionate about the mission and clearly dedicated to the growth and success of the organization. OSW has built a collaborative network with other organizations serving and/or supporting veterans, effectively increasing service capacity in the community.

What concerns or "red flags" did you observe, if any?

Additional Comments:

OSW has created a safe, welcoming work/service space to serve Chandler veterans. A financial plan to sustain this space past September 2023 (when the current funding elapses) will enhance the ongoing viability of the organization.

General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	11/19/2022
Agency Visited	Recreation and Athletics for Individuals with Disabilities (RAD)
Program(s) Observed	Payment Assistance for Individuals with Disabilities (PAID)

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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FEASIBILITY: The organization appears to have the appropriate infrastructure (facilities, equipment, staff/volunteer resources) needed to effectively implement the program.

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Based on the agency presentation and tour, I would rate this experience as:

☐ *Exceeds Expectations* ☒ *Meets Expectations* ☐ *Below Expectations*

Additional Feedback:

What did you like about the program?

- It is very clear this program and agency provides not only Recreation and Athletic opportunities for individuals with disabilities but more importantly creates a community among its participants. I heard firsthand from participants about what the program means to them and it's very clear that it is extremely important and enriching their lives. Everyone involved seemed very passionate and dedicated to the program.

What concerns or "red flags" did you observe, if any?

- A potential over-reliance on volunteers, perhaps looking at implementing some structure to secure long term sustainability may be beneficial.

Additional Comments:

General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	11/21/2022
Agency Visited	Raising Special Kids
Program(s) Observed	Navigating the Education System

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

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FEASIBILITY: The organization appears to have the appropriate infrastructure (facilities, equipment, staff/volunteer resources) needed to effectively implement the program.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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IMPACT: The funded project responds to a critical need identified in the 2019 Community Needs Assessment.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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STEWARDSHIP OF FUNDS: The agency demonstrates the efficient and effective use of resources, including City of Chandler funds.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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SUSTAINABILITY: The organization has secured diverse funding support for this program.

1 = <i>strongly agree</i>	2 = <i>agree</i>	3 = <i>neither agree not disagree</i>	4 = <i>disagree</i>	5 = <i>strongly disagree</i>
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Based on the agency presentation and tour, I would rate this experience as:

☐ *Exceeds Expectations*

☒ *Meets Expectations*

☐ *Below Expectations*

Additional Feedback:

What did you like about the program?

- They have resources to support parents with various aspects of their child's well-being (education, behavior, health, etc.).
- One of the only providers that provides services to this target population.

What concerns or "red flags" did you observe, if any?

Additional Comments:



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	12/14/2022
Agency Visited	Resurrection Street Ministry, Inc.
Program(s) Observed	Feeding Our Chandler Neighbors

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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FEASIBILITY: The organization appears to have the appropriate infrastructure (facilities, equipment, staff/volunteer resources) needed to effectively implement the program.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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IMPACT: The funded project responds to a critical need identified in the 2019 Community Needs Assessment.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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STEWARDSHIP OF FUNDS: The agency demonstrates the efficient and effective use of resources, including City of Chandler funds.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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SUSTAINABILITY: The organization has secured diverse funding support for this program.

1 = strongly agree	2= agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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Based on the agency presentation and tour, I would rate this experience as:



Exceeds Expectations



Meets Expectations



Below Expectations

Additional Feedback:

What did you like about the program?

- Lots of options for food.
- Pantry style where individuals can get food.
- Lots of different options for food availability.

What concerns or "red flags" did you observe, if any?

Additional Comments:



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	12/14/2022
Agency Visited	Resurrection Street Ministry, Inc.
Program(s)	Driving Our Chandler Veterans
Observed	

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

1 = strongly agree	2= agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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FEASIBILITY: The organization appears to have the appropriate infrastructure (facilities, equipment, staff/volunteer resources) needed to effectively implement the program.

1 = strongly agree	2= agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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IMPACT: The funded project responds to a critical need identified in the 2019 Community Needs Assessment.

1 = strongly agree	2= agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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STEWARDSHIP OF FUNDS: The agency demonstrates the efficient and effective use of resources, including City of Chandler funds.

1 = strongly agree	2= agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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SUSTAINABILITY: The organization has secured diverse funding support for this program.

1 = strongly agree	2 = agree	3 = neither agree nor disagree	4 = disagree	5 = strongly disagree
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Based on the agency presentation and tour, I would rate this experience as:



Exceeds Expectations



Meets Expectations



Below Expectations

Additional Feedback:

What did you like about the program?

- Multiple vehicles to be able to transport individuals.
- Able to provide various levels of transportation.
- Accessible for individuals with disabilities.

What concerns or "red flags" did you observe, if any?

Additional Comments: