



# Community Action Program

## Performance Report

July 1, 2020 to February 10, 2021

### Background

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The Glendale Community Action Program (CAP) is a division of Community Services responsible for serving income-eligible Glendale households that are experiencing a temporary financial crisis. The primary services provided are rent and utility assistance, and supportive service referrals. Payments are made directly to landlords or utility companies.

In FY2019-20, the program was staffed with seven full-time equivalent positions (regular and temporary staff). In August/September 2020, CAP added 10 temporary positions to address increased demand as a result of the COVID-19 pandemic. CAP staff and programs are 100% grant funded.

### Current Performance

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CAP performance has seen an all-time historic high delivering **\$7,743,146<sup>1</sup>** in assistance since July 1, 2020 which resulted in **6,205** different services provided.

A total of **3,482** requests for assistance were processed; **2,789** of those requests resulted in a payment for households that met eligibility requirements.

Some households need assistance more than once, after accounting for that, the total number of unduplicated households served was **1,750**.

### Current Trend

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The increased performance in the 2<sup>nd</sup> quarter is consistent with the timing of the adding additional staff and can be utilized as a baseline standard based on the new staffing model and process changes.

In comparing 2<sup>nd</sup> quarter performance to 3<sup>rd</sup> quarter to date, performance is trending slightly behind due to transition in funding sources and eligibility requirements. CAP has kept applications open since July without closing it, while many other agencies stopped accepting applications. CAP will begin administering the new CARES Act Treasury Emergency Rental Assistance funding in March. This program will provide an additional \$7.6 million in assistance for renters impacted by COVID-19.

#### Unduplicated Households:

2 <sup>nd</sup> Quarter:	1,279 (98 per week, 13 weeks)
3 <sup>rd</sup> Quarter to date (expected):	588 (6 weeks)
3 <sup>rd</sup> Quarter to date (actual):	349 (6 weeks)

#### Total Expenditure:

2 <sup>nd</sup> Quarter:	\$5,247,245 (\$403,634 per week, 13 weeks)
3 <sup>rd</sup> Quarter to date (expected):	\$2,421,804 (6 weeks)
3 <sup>rd</sup> Quarter to date (actual):	\$1,390,047 (6 weeks)

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<sup>1</sup> Maricopa County processed approximately \$295,963 in rent requests on our behalf, that figure is included in the total.

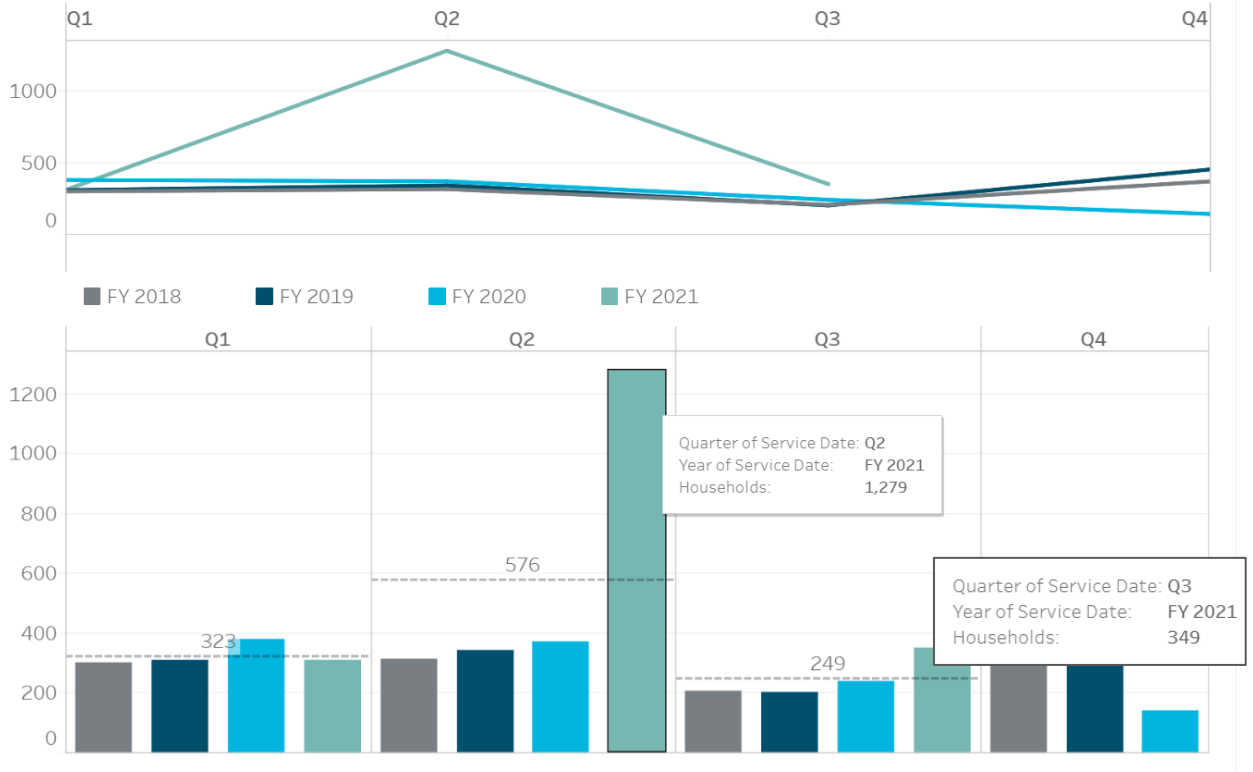


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Unduplicated Households Volume: 3-Year Trend Analysis with Current Year to Date



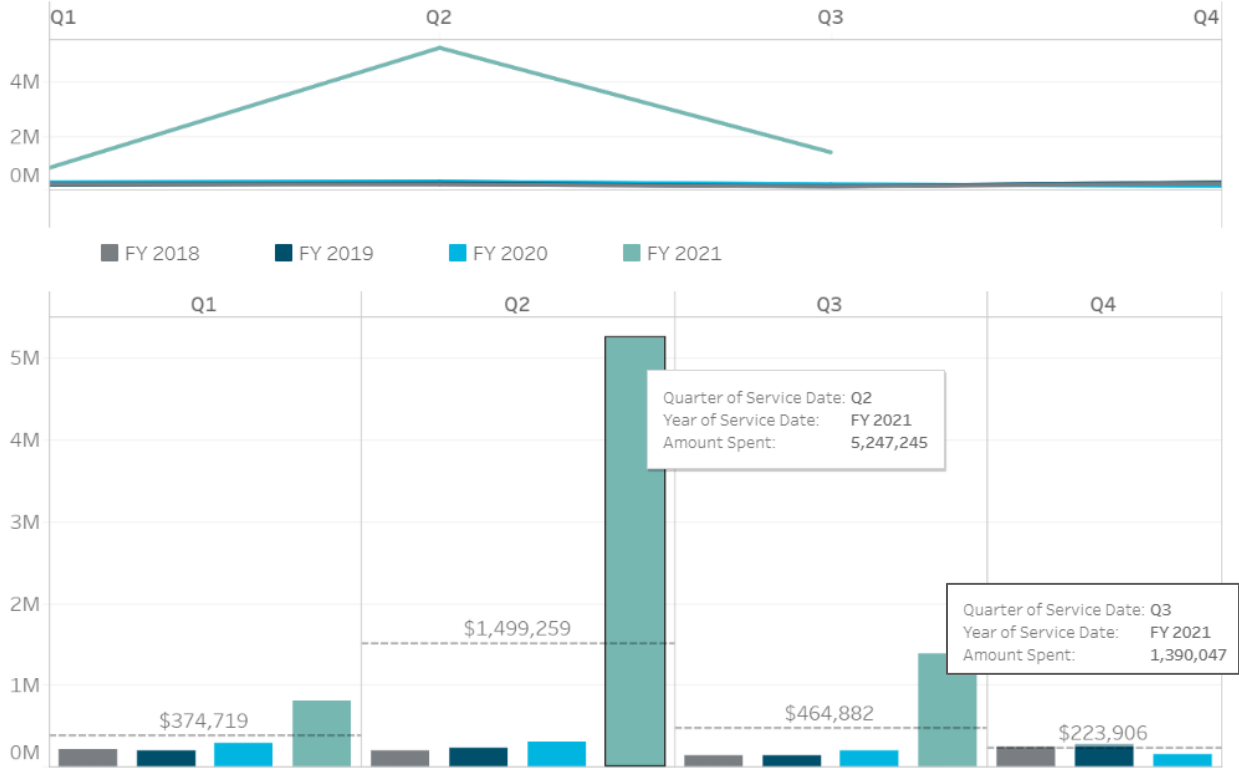


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Financial Assistance: 3-Year Trend Analysis  
with Current Year to Date



Notes:  
 FY17-18 is listed as FY2018, FY18-19 is listed as FY2019, FY19-20 is listed as FY2020 and FY20-21 is listed as FY2021  
 All services listed have been approved for funding but may still be in the quality assurance or payment processes.