

CSBG Community Action Plan

GLENDALE
City of Glendale

Fiscal Year: 2024, Period: 2, Version: 1
Status: Not Submitted
Printed on: 1/5/2024

Program: CAP Navigation

Program Manager: Ismael Cantu

Program Description: Adopting a Community Navigation model will allow the city’s CAP staff to focus time and resources working with clients to address the underlying conditions that are contributing to poverty and to empower households to reach their fullest potential. We expect that households needing one-time assistance will likely be able to apply directly which will allow our team to provide strategic case management and programming for the most vulnerable households that tend to find themselves in a “cycle” of crisis. We expect that this model will assist in improving qualitative outcomes for households and the community. Under this model, it will be critical for our

agency to work in partnership with DES to identify households experiencing repetitive crises so that we may conduct targeted outreach to offer case management services.

Additional services that may be provided through alternative funding include weatherization and minor home repairs. These are initiatives that are planned and may or may not get implemented during FY2024, but are entered as services just in case.

Program Comments

Is the program CAP Navigation identified under one of your priority needs listed in your agency's Organization Information? No

Goal Statement: Our goal is to efficiently triage the needs of our applicants and direct them to the most efficient path towards resolution of their concerns. Seniors, applicants that are technologically challenged will be provided with accommodations to ensure equitable access to our services. Our major goal is to address efficiency concerns and process improvements.

Budget Details

CSBG Expenditure Domain:

Budget	Federal 2023	Federal 2024
Program Total \$:	\$0.00	\$0.00
Program Admin \$:	\$0.00	\$0.00
Program Admin %:	0.00 %	0.00 %

Budget	Federal 2023	Federal 2024
Agency CSBG \$:	\$0.00	\$0.00
Allocated \$:	\$552,893.00	\$440,556.00
Admin \$:	\$0.00	\$0.00
Unallocated \$:	(\$552,893.00)	(\$440,556.00)
Admin %:	\$0.00	\$0.00

Budget Comments

Version: 1

Agency Comment: I did not enter budget amounts for Navigation services specifically as it increases CSBG totals automatically. For FY2024 DES funded Glendale CAP \$165,537 for this Navigation program.

Individual and Family National Performance Indicators (NPIs)

Program: CAP Navigation

Housing	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
4h. The number of individuals with improved energy efficiency and/or energy burden reduction in their homes.	30		30			
Services Supporting Multiple Domains	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
7z. The number of individuals: Who utilized Navigation services to avoid disruption to utilities through DES portal.	350		300			

NPI Comments

Individual and Family Services

HousingServices	Unduplicated Number of Individuals Served
Utility Payment Assistance	
4i. Utility Payments (LIHEAP includes Emergency Utility Payments)	
4j. Utility Deposits	
4k. Utility Arrears Payments	
4l. Level Billing Assistance	
Housing Maintenance & Improvements	
4q. Home Repairs (e.g. structural, appliance, heating systems. etc.) (Including Emergency Home Repairs)	
Weatherization Services	
4r. Independent living Home Improvements (e.g. ramps, tub and shower grab bars, handicap accessible modifications, etc.)	
4s. Healthy Homes Services(e.g. reduction or elimination of lead, radon, carbon dioxide and/or fire hazards or electrical issues, etc.)	
4t. Energy Efficiency Improvements (e.g. insulation, air sealing, furnace repair, etc.)	
Services Supporting Multiple DomainsServices	Unduplicated Number of Individuals Served
Case Management	
7a. Case Management	

Service Comments

Version: 1

Program: CAP Navigation

Agency Comment: 7a. Case Management added to services. Weatherization and other related services are included in case these services are implemented during FY2024 and will be funded through HUD-related funds. The eligibility and referrals, although will be handled by Navigators funded by CSBG. Utility payments, assistance and deposit payment services are included here as well to reflect possible payments made using WildFire utility funds and/or City of Glendale water funds through CAP60 and not through the DES portal. These transactions will also be handled by navigators funded or partially funded by DES Navigation funds.

Program: Health and Social/Behavioral Development

Program Manager:

Program Description: Childcare and Afterschool Programs

The Glendale Community Center currently offers a Free, Drop-In After School Recreation Program for youth ages 6-14 years old. This is a non-Licensed program that begun in August , 2022 and runs Monday through Friday. As a partnership with the Glendale Elementary School District, Monday, Tuesday, Thursday, & Friday programs will be open from 4pm until 7pm. On Wednesdays, from 1pm to 7pm. The City of Glendale also offers youth sports leagues for a fee. Low-income families who do not have the means to pay for sports programming are encouraged to apply for financial assistance. The Glendale Parks and Recreation Department maintains a scholarship fund to help Glendale youth who do not have the financial means to participate in recreation programs. The scholarship program is made possible through donations from businesses and individuals throughout the Valley. Scholarships are offered to residents of Glendale and are available for designated programs offered by Glendale Parks and Recreation. In Spring 2024, the City of Glendale Community Services Department will relocate to 7677 W Bethany Home Rd, Glendale, AZ 85303, formerly Coyote Ridge Elementary School. In February 2023, the city of Glendale City Council provided consensus to provide \$2M one-time tenant improvement and \$30,000 for annual operating budget to pursue this co-location opportunity. The System of Care Center (SoCC) will allow for direct co-location with community partners to ensure that clients can access multiple services in one place, including access to childcare. Future endeavors will include the possibility of establishing childcare services within the campus to provide to families as they pursue their goals to be self-sufficient, or at least to provide respite while heads of households participate in on-campus assessments, trainings, workshops, etc.

Program Comments

Is the program Health and Social/Behavioral Development identified under one of your priority needs listed in your agency's Organization Information? Yes

Budget Details

CSBG Expenditure Domain:

Budget	Federal 2023	Federal 2024
Program Total \$:	\$0.00	\$0.00
Program Admin \$:	\$0.00	\$0.00
Program Admin %:	0.00 %	0.00 %

Budget	Federal 2023	Federal 2024
Agency CSBG \$:	\$0.00	\$0.00
Allocated \$:	\$552,893.00	\$440,556.00
Admin \$:	\$0.00	\$0.00
Unallocated \$:	(\$552,893.00)	(\$440,556.00)
Admin %:	\$0.00	\$0.00

Budget Comments

Individual and Family National Performance Indicators (NPIs)

Health and Social/Behavioral Development	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
5z. The number of individuals: who increased utilization of organized after-school programs to reduce time without adult supervision	50		40			

NPI Comments

Program: Health and Social/Behavioral Development

Individual and Family Services

Health and Social/Behavioral Development Services	Unduplicated Number of Individuals Served
Nutrition and Food/Meals	
5jj. Food Distribution (Food Bags/Boxes, Food Share Program, Bags of Groceries)	
Family Skills Development	
5mm. Parenting Classes	
Wellness Education	
5q. Exercise/Fitness	

Service Comments

Program: Housing

Program Manager:

Program Description: Housing Insecurity and Homelessness

Homelessness in the city and throughout the country continues to persist and the COVID-19 pandemic had only exacerbated the problem. Individuals in lower wage positions have been particularly negatively affected by job losses, underemployment, rental rates that have outpaced wages, and low housing supply. As we exit the pandemic crisis, the residual affect of rent increases, business closures, mass transitions to remote work and other factors have contributed to less accessibility of employment opportunities for self-sufficiency for our income-challenged residents. This problem requires innovative solutions, and the city’s Master Services Agreement approach will allow those experiencing homelessness to obtain and maintain the housing, case management, and employment services necessary for them to achieve long-term sustainability through centralized coordination of services in Glendale. In June 2021, City Council approved funding for the Master Services Agreement, contracting with Central Arizona Shelter Services. Approximately \$3.4M was allocated to provide funding through June 2023 with an option to extend for an additional 2 years. In June 2023, the Master Services Agreement was extended through June 30, 2025. This comprehensive agreement allows the awardee (CASS) to subcontract with other partners to address the multiple facets of homelessness, including eviction prevention, utility assistance, deposit assistance, eviction diversion, family reunification, rapid re-housing, housing relocation and stabilization services, short and medium-term rental assistance, pet services and Homeless Management Information System (HMIS) management. Within the City of Glendale, the Norton Ramsey Empowerment Center located at 7031 N 56th Ave, Glendale, AZ 85301 will be the center of most activities related to this Maser Services Agreement. The ultimate goal of the Master Services Agreement is to achieve functional zero for homelessness in the City of Glendale. Regarding housing stabilization services, the City of Glendale Community Action Program (CAP) is currently operating a rental diversion program utilizing Emergency Rental Assistance (ERA 2.0) funding from the U. S. Treasury. As of the start of FY2024, the City of Glendale CAP had approximately \$3.5M in U.S. Treasury funding for rental vouchers and administrative costs. The program is designed to assist with up to three months in arrears, as well as the current month for a total maximum benefit of four months. For residents needing additional support and/or case management, Glendale CAP has received \$460,505 of Community Development Block Grant (CDBG) funding to support future months of assistance contingent on participation in Glendale’s Transcending Hope and Resiliency Into Viable Empowerment (THRIVE) program. This client-centered case management approach will provide a platform by which program participants can address their underlying barriers to self-sufficiency and develop a success plan to overcome financial instability. The City of Glendale also receives Community Services Block Grant and STCS/TANF funding which will also be utilized to fill gaps in service and/or layer with other funding to help ensure the stabilization of Glendale families in crisis. Specific to veteran homelessness, the City of Glendale is planning a future collaboration with Veterans Community Village (VCP), a non-profit organization founded by combat veterans to address the needs of homeless veterans through a unique community engagement model that includes a Veteran Outreach Center and VCP Village. On May 23rd, 2023, the City of Glendale sought and received consensus from City Council to move forward with a project to develop a Veterans Community Village and Veterans Outreach Center on city-owned land. Like many communities around the nation, Glendale is experiencing increasing levels of unsheltered individuals and a growing number of encampments which can potentially pose health and safety concerns for people living in and around them due to human waste, garbage, exposure to communicable diseases, and other community health and safety concerns. At the same time, the city is mindful that individuals experiencing homelessness are entitled to the same rights, dignity, and respect as any member of the community. A strategic priority to address homeless through the creation of transitional housing opportunities for veterans will address a critical issue that impacts all Glendale residents, regardless of their housing status.

The City of Glendale CAP will continue navigation services for residents needing utility assistance. Residents having the necessary skills and aptitude to self-navigate will be encouraged to do so by being directed to DES website application portal. Seniors, residents with disabilities or residents struggling with technology will be encouraged to apply by phone with the assistance of Glendale CAP navigators. Residents can also visit the Glendale CAP office to apply via our kiosk with available staff support.

Program Comments

Is the program Housing identified under one of your priority needs listed in your agency's Organization Information? Yes

Budget Details

CSBG Expenditure Domain:

Budget	Federal 2023	Federal 2024
Program Total \$:	\$0.00	\$0.00
Program Admin \$:	\$0.00	\$0.00
Program Admin %:	0.00 %	0.00 %

Budget	Federal 2023	Federal 2024
Agency CSBG \$:	\$0.00	\$0.00
Allocated \$:	\$552,893.00	\$440,556.00
Admin \$:	\$0.00	\$0.00
Unallocated \$:	(\$552,893.00)	(\$440,556.00)

Program: Housing

Budget	Federal 2023	Federal 2024
Admin %:	\$0.00	\$0.00

Budget Comments

Individual and Family National Performance Indicators (NPIs)

Housing	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
4a. The number of individuals experiencing homelessness who obtained safe temporary shelter.	500		350			
4b. The number of households who obtained safe and affordable housing.	50		48			
4e. The number of households who avoided eviction.	1200		1000			
4z. Number of individuals who avoided a utility shut-off.	200		152			
4z. Number of individuals whose energy service was restored after disconnection	8		8			

NPI Comments

Individual and Family Services

HousingServices	Unduplicated Number of Individuals Served
Housing Payment Assistance	
4a. Financial Capability Skill Training	
4b. Financial Coaching/Counseling	
4c. Rent Payments (includes Emergency Rent Payments)	
4d. Deposit Payments	
Eviction Prevention Services	
4f. Eviction Counseling	
4g. Landlord/Tenant Mediations	
Utility Payment Assistance	
4i. Utility Payments (LIHEAP includes Emergency Utility Payments)	
4j. Utility Deposits	
4k. Utility Arrears Payments	
Housing Placement/Rapid Re housing	

Program: Housing

HousingServices	Unduplicated Number of Individuals Served
4o. Permanent Housing Placements	
4p. Rental Counseling	
Services Supporting Multiple DomainsServices	Unduplicated Number of Individuals Served
Mediation/Customer Advocacy Interventions (debt forgiveness, negotiations or issues with landlords, coordinating with other services or government)	
7o. Mediation/Customer Advocacy Interventions	

Service Comments

Program: Income, Infrastructure, and Asset Building

Program Manager: Ismael Cantu

Program Description: Transcending Hope and Resiliency into Viable Empowerment (THRIVE)

Client-centered coaching model intended to address underlying barriers to self-sufficiency. Program utilizes the leveraging of multiple funding sources to incentivize the completion of individualized success goals by addressing unemployment/underemployment, financial literacy, housing insecurity and any other barriers to self-sufficiency.

Program Comments

Is the program Income, Infrastructure, and Asset Building identified under one of your priority needs listed in your agency's Organization Information? No

Goal Statement: In FY24, Glendale CAP will introduce the THRIVE program. Of the six newly hired Success Coaches, two CSBG-funded staff will manage caseloads of approximately 25-35 clients that had previously been assisted with rent and/or utility assistance. In exchange for participating in self-sufficiency programming and goal setting, participants have the opportunity to receive rental support of up to 6 months. Although success planning will be individualized, all participants will be required to open a savings account, set a monthly savings goal and participate in financial literacy training.

Two other success coaches funded by Home ARP (CDBG) funds will provide case management to clients who had previously experienced homelessness. The final two Success coaches will manage participants in Glendale Housing's Family Self-sufficiency program and will be funded by Glendale housing (HUD) funds.

Budget Details

CSBG Expenditure Domain:

Budget	Federal 2023	Federal 2024
Program Total \$:	\$0.00	\$0.00
Program Admin \$:	\$0.00	\$0.00
Program Admin %:	0.00 %	0.00 %

Budget	Federal 2023	Federal 2024
Agency CSBG \$:	\$0.00	\$0.00
Allocated \$:	\$552,893.00	\$440,556.00
Admin \$:	\$0.00	\$0.00
Unallocated \$:	(\$552,893.00)	(\$440,556.00)
Admin %:	\$0.00	\$0.00

Budget Comments

Individual and Family National Performance Indicators (NPIs)

Income and Asset Building	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
3a. The number of individuals who achieved and maintained capacity to meet basic needs for 90 days.	100		85			
3c. The number of individuals who opened a savings account or IDA.	100		90			

Program: Income, Infrastructure, and Asset Building

Income and Asset Building	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
3d. The number of individuals who increased their savings.	100		90			
3e. The number of individuals who used their savings to purchase an asset.	100		80			
3g. The number of individuals who increased their net worth.	100		90			
3z. Number of individuals who reduced debt.	100		90			

NPI Comments

Individual and Family Services

Income and Asset Building Services	Unduplicated Number of Individuals Served
Training and Counseling Services	
3a. Financial Capability Skills Training	
3c. Financial Management Programs (including budgeting, credit management, credit repair, credit counseling, etc.)	
3d. First time Homebuyer Counseling	
Benefit Coordination and Advocacy	
3g. Child Support Payments	
3k. TANF Benefits	
3l. SNAP Benefits	
Asset Building	
3m. Saving Accounts/IDAs and other asset building accounts	

Service Comments

Program: Senior Services

Program Manager:

Program Description: Senior Services

Currently, there are seven (7) Area Agencies on Aging in Arizona, covering all fifteen (15) counties within the state of Arizona and offer a variety of services and programs that enhance the quality of life for residents within their respective regions. They advocate, plan coordinate, develop and deliver services for older adults, people living with disabilities and their families and caregivers. Within Maricopa County, the Arizona Agency on Aging, Region 1 has contracted with Maricopa County Human Services Department to provide services for qualified residents needing assistance to extend their ability to live independently. The Senior Adult Independent Living (SAIL) program receives referrals from those seeking assistance in the community. Case managers are assigned to provide individualized plans to meet the needs of the participants to help ensure that individuals served can continue living independently in their homes in a safe and healthy environment for as long as possible. Aids to independent living may include home-delivered meals, nursing services, light housekeeping and connecting residents to other community resources. To ensure maximum efficiency for connecting Glendale seniors and disabled adults with available services, Glendale CAP is committed to re-establishing a collaboration with Maricopa County Human Services to train SAIL case managers and coordinate the facilitation of Glendale residents to utilize Glendale CAP navigators for the purpose of ensuring maximum benefits for utility assistance and water assistance if needed. For purposes of this strategic plan, Glendale Community Services looks forward to welcoming case managers assigned to Glendale senior and disabled residents to co-locate within the future System of Care Center (SoCC) to ensure maximum exposure for available resources for our most vulnerable residents. Additional resources for seniors in Glendale include the Glendale Community Center and YWCA, who both provide congregate meals for seniors Monday through Fridays. For more active seniors, the Glendale Adult Center offers social and fitness activities and is an approved SilverSneakers, Silver&Fit and Renew Active facility.

Program Comments

Is the program Senior Services identified under one of your priority needs listed in your agency's Organization Information? Yes

Budget Details

CSBG Expenditure Domain:

Budget	Federal 2023	Federal 2024
Program Total \$:	\$0.00	\$0.00
Program Admin \$:	\$0.00	\$0.00
Program Admin %:	0.00 %	0.00 %

Budget	Federal 2023	Federal 2024
Agency CSBG \$:	\$0.00	\$0.00
Allocated \$:	\$552,893.00	\$440,556.00
Admin \$:	\$0.00	\$0.00
Unallocated \$:	(\$552,893.00)	(\$440,556.00)
Admin %:	\$0.00	\$0.00

Budget Comments

Individual and Family National Performance Indicators (NPIs)

Health and Social/Behavioral Development	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
5f. The number of seniors (65+) who maintained an independent living situation.	80		65			

Program: Senior Services

Health and Social/Behavioral Development	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
5g. The number of individuals with disabilities who maintained an independent living situation.	80		65			

NPI Comments

Individual and Family Services

Health and Social/Behavioral Development Services	Unduplicated Number of Individuals Served
Health Services, Screening and Assessments	
5i. In Home Affordable Seniors/Disabled Care Sessions (Nursing, Chores, Personal Care Services)	
5j. Health Insurance Options Counseling	
Wellness Education	
5q. Exercise/Fitness	

Service Comments

Program: Education and Cognitive Development

Program Manager:

Program Description: The Glendale CAP will continue to provide information for accessing various locations that provide literacy training. Clients are referred to Glendale Community College, Arizona@Work Maricopa County West Valley Center and Western Maricopa Education Center (West-MEC) to improve literacy skills and to pursue training opportunities for high-demand careers. The Glendale CAP also refers clients to one of Glendale’s four branch libraries that offer literacy and reading programs as this is a core mission of Glendale’s libraries.

Program Comments

Is the program Education and Cognitive Development identified under one of your priority needs listed in your agency's Organization Information? No

Goal Statement:

Budget Details

CSBG Expenditure Domain: Employment

Budget	Federal 2023	Federal 2024
Program Total \$:	\$0.00	\$20,278.00
Program Admin \$:	\$0.00	\$0.00
Program Admin %:	0.00 %	0.00 %

Budget	Federal 2023	Federal 2024
Agency CSBG \$:	\$0.00	\$0.00
Allocated \$:	\$552,893.00	\$440,556.00
Admin \$:	\$0.00	\$0.00
Unallocated \$:	(\$552,893.00)	(\$440,556.00)
Admin %:	\$0.00	\$0.00

Budget Comments

Individual and Family National Performance Indicators (NPIs)

Education and Cognitive Development	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
2g. The number of individuals who obtained a high school diploma and/or obtained an equivalency certificate or diploma.	15		10			
2h. The number of individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.	50		40			
2i. The number of individuals who obtained an Associate’s degree.	5		3			

Program: Education and Cognitive Development

Education and Cognitive Development	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
2z. Number of individuals who obtained and moved from a high school diploma and/or equivalent to post secondary education (of any kind).	15		10			
2z. The number of individuals or households: Who enrolled in 6 month or shorter technical training.	20		15			

NPI Comments

Individual and Family Services

Education and Cognitive Development Services	Unduplicated Number of Individuals Served
Child/Young Adult Education Programs	
2f. Financial Literacy Education	
2g. Literacy/English Language Education	
2j. Other Post Secondary Support	
Extra curricular Programs	
2m. Summer Youth Recreational Activities	
2o. Behavior Improvement Programs (attitude, self esteem, Dress for Success, etc.)	
Adult Education Programs	
2u. High School Equivalency Classes	
2z. Financial Literacy Education	

Service Comments

Program: Civic Engagement and Community Involvement

Program Manager:

Program Description: Glendale CAP has been a leader in developing partnerships with local social service agencies, law enforcement, public housing programs, parks and recreation, faith-based and other public and private organizations. Continuing in FY23 will be the Stand up for Veterans and Getting Arizona Involved in Neighborhoods (GAIN) Events that include partners in financial services, mental health, business development, education, employment assistance, social service referrals and more.

Program Comments

Is the program Civic Engagement and Community Involvement identified under one of your priority needs listed in your agency's Organization Information? No

Goal Statement:

Glendale CAP will continue these long-standing partnerships and strive to create others to expand resources for low-income residents of Glendale. Glendale CAP will also continue to participate in homeless coordination meetings which includes partners such as; Glendale P.D., Glendale Fire, Phoenix Rescue Mission, Community Bridges, Glendale Municipal Courts and others who support the Continuum of Care efforts in Arizona. Glendale CAP will continue to actively participate in Glendale Strong Family Network, a collaboration of community partners with a focus on helping better the lives of young children in Glendale's poorest neighborhoods. Other participating partners include: Arizona Children's Association, Vineyard Community Church, Valleywise Health Foundation, Phoenix Rescue Mission, Benevilla, Westside Head Start, Glendale Elementary School District and the Judicial Branch of Arizona, Maricopa County.

Budget Details

CSBG Expenditure Domain: Services Supporting Multiple Domains

Budget	Federal 2023	Federal 2024
Program Total \$:	\$552,893.00	\$220,278.00
Program Admin \$:	\$0.00	\$0.00
Program Admin %:	0.00%	0.00 %

Budget	Federal 2023	Federal 2024
Agency CSBG \$:	\$0.00	\$0.00
Allocated \$:	\$552,893.00	\$440,556.00
Admin \$:	\$0.00	\$0.00
Unallocated \$:	(\$552,893.00)	(\$440,556.00)
Admin %:	\$0.00	\$0.00

Budget Comments

Individual and Family National Performance Indicators (NPIs)

Civic Engagement and Community Involvement	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
6a. The number of Community Action program participants who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community.	50		40			

Program: Civic Engagement and Community Involvement

Civic Engagement and Community Involvement	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
6z. The number of individuals or households: that donated volunteer hours to their community	40		35			

NPI Comments

Individual and Family Services

Civic Engagement and Community Involvement Services	Unduplicated Number of Individuals Served
Civic Engagement and Community Involvement	
6c. Tri partite Board Membership	
6f. Volunteer Training	

Services Supporting Multiple Domains Services	Unduplicated Number of Individuals Served
Case Management	
7a. Case Management	
Eligibility Determinations	
7b. Eligibility Determinations	
Referrals	
7c. Referrals	
Transportation Services	
7d. Transportation Services (e.g. bus passes, bus transport, support for auto purchase or repair; including emergency services)	

Service Comments

Program: Employment

Program Manager: Ismael Cantu

Program Description: Workforce Activities

Addressing the needs of our community’s unemployed and underemployed residents will continue to be a priority for our Community Services Department. Glendale will make efforts to strengthen partnerships with workforce partners to establish a formalized and trackable referral system that will allow for measurable outcomes. Glendale will also explore options with local skills training partners, such as Westmec, Glendale Community College, Rio Salado Community College, Arizona Automotive Institute, Arizona Christian University and Arizona@Work, Maricopa County for a possible pilot for underemployed adults as well as disengaged low-income youth to provide training in areas of need. Additionally, the City of Glendale dedicated up to \$485,596 effective July 1, 2022 through July 31, 2024 to provide all necessary or reasonable labor, materials, services, supervision, tools, equipment, licenses and permits necessary to operate a Glendale Workforce Development Program. Included in the funding is one (1) full-time Workforce Development Coordinator to provide the following services to benefit program applicants: complete individualized client assessments and goals setting, job training, reskilling, upskilling, assistance with finding and maintaining employment (i.e., resume creation, interviewing, coaching, job retention skills, soft skill development, career exploration, determination of aptitudes and interests, job fairs and workshops, pursuit of additional education and credentialing among others as needed to promote client employment and self-sufficiency. Workforce efforts will also include coordinating these activities with the city and business community to identify necessary skills and employment opportunities and pair those needs with the workforce service provided through this agreement. The Workforce Coordinator will also receive referrals directly from the City of Glendale THRIVE success coaches in support of their work to promote and support goals of achieving self-sufficiency for their program participants. THRIVE referrals will include former Community Action Program clients who sought financial assistance for rent, utilities or homeless assistance, Family Self Sufficiency participants who are current clients of Glendale Public Housing, as well as Glendale Public Housing Clients who are recipients of Emergency Housing Vouchers (EHV), who had previous experiences with homelessness. The City of Glendale has dedicated additional space and work hours at Glendale Community Center located at 5401 W Ocotillo Rd, Glendale, AZ 85301 to provide additional access for workforce activities.

Program Comments

Is the program Employment identified under one of your priority needs listed in your agency's Organization Information? Yes

Budget Details

CSBG Expenditure Domain: Services Supporting Multiple Domains

Budget	Federal 2023	Federal 2024
Program Total \$:	\$0.00	\$0.00
Program Admin \$:	\$0.00	\$0.00
Program Admin %:	0.00 %	0.00 %

Budget	Federal 2023	Federal 2024
Agency CSBG \$:	\$0.00	\$0.00
Allocated \$:	\$552,893.00	\$440,556.00
Admin \$:	\$0.00	\$0.00
Unallocated \$:	(\$552,893.00)	(\$440,556.00)
Admin %:	\$0.00	\$0.00

Budget Comments

Individual and Family National Performance Indicators (NPIs)

Program: Employment

Employment	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
1a. The number of unemployed youth who obtained employment to gain skills or income.	50		35			
1b. The number of unemployed adults who obtained employment (up to a living wage)	25		20			
1c. The number of unemployed adults who obtained and maintained employment for at least 90 days (up to a living wage).	30		25			
1e. The number of unemployed adults who obtained employment (with a living wage or higher).	25		20			
1h. The number of employed participants in a career-advancement related program who entered or transitioned into a position that provided increased income and/or benefits.	25		20			
1z. Number of employed individuals at risk of losing employment who maintained employment as a result of CAA interventions.	10		8			

NPI Comments

Individual and Family Services

Employment Services	Unduplicated Number of Individuals Served
Skills Training and Opportunities for Experience	
1d. Apprenticeship/Internship	
1f. Job Readiness Training	
Career Counseling	
1g. Workshops	
Job Search	
1j. Resume Development	
1k. Interview Skills Training	
1l. Job Referrals	
1n. Pre employment physicals, background checks, etc.	
Employment Supplies	
1q. Employment Supplies	

Service Comments

Program: Services Supporting Multiple Domains

Program Manager:

Program Description: THRIVE

The newly formed THRIVE program will provide services that expand into multiple domains, including; workforce, technical training and GED classes, asset building, credit counseling, soft skills training and more.

Program Comments

Is the program Services Supporting Multiple Domains identified under one of your priority needs listed in your agency's Organization Information? No

Goal Statement:

Budget Details

CSBG Expenditure Domain: Services Supporting Multiple Domains

Budget	Federal 2023	Federal 2024
Program Total \$:	\$0.00	\$200,000.00
Program Admin \$:	\$0.00	\$0.00
Program Admin %:	0.00 %	0.00 %

Budget	Federal 2023	Federal 2024
Agency CSBG \$:	\$0.00	\$0.00
Allocated \$:	\$552,893.00	\$440,556.00
Admin \$:	\$0.00	\$0.00
Unallocated \$:	(\$552,893.00)	(\$440,556.00)
Admin %:	\$0.00	\$0.00

Budget Comments

Individual and Family National Performance Indicators (NPIs)

Services Supporting Multiple Domains	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
7a. The number of individuals who achieved one or more outcomes as identified by the National Performance Indicators in various domains.	3508		2864			

NPI Comments

Individual and Family Services

Services Supporting Multiple Domains Services	Unduplicated Number of Individuals Served
Case Management	

Program: Services Supporting Multiple Domains

Services Supporting Multiple Domains Services	Unduplicated Number of Individuals Served
7a. Case Management	
Eligibility Determinations	
7b. Eligibility Determinations	
Referrals	
7c. Referrals	
Transportation Services	
7d. Transportation Services (e.g. bus passes, bus transport, support for auto purchase or repair; including emergency services)	
Emergency Clothing Assistance	
7n. Emergency Clothing Assistance	

Service Comments