



Community Services Department Impact

June 9, 2026 City Council Workshop

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Department Overview

Mission Statement

We build community through impactful services.

Vision Statement

We are the national model for innovative community services.



But what do we really do?



Human Services
5,000 Served Annually

Community Programs
6,000 Served Annually

Library Services
500,000 Visits Annually

System of Care Center

HOME OF...

COMMUNITY SERVICES

In collaboration with Glendale Elementary School District, opened August 2024.

PROVIDES THE FOLLOWING RESOURCES:



Housing Support



Rental Assistance



Home Repairs



Community Programs



Workforce Development



1,700 AVERAGE MONTHLY
WALK-INS & PHONE CALLS

Connecting neighbors to resources.
Strengthening families. Building a better community.





Community Programs Division



Home & Neighborhood Support

- Home Repair Programs
- Residential Landscape Improvement
- Tool Lending



Community Engagement

- Community Volunteer Programs
- Community Partnerships
- Dementia Friendly Glendale



Family Support

- Adopt-a-Family
- Back to School Drive
- Food Distribution Events



44

Streets Adopted



5,429

Volunteer Hours



289

RLIP Yards Serviced



140+

Community Projects



\$196,222

Value of Volunteer Hours

Home Repair Programs



Types of Assistance

- Roof Replacement / Repair
- Exterior Improvements
- Emergency Home Repairs



\$634,325

Total Assistance Provided



54

Households Assisted

Exterior Improvements



ADA Modifications





Glendale Housing Authority

951	HOUSING CHOICE VOUCHERS
120	PROJECT BASED VOUCHERS
63	VOUCHER PORT-INS
25	FOSTER YOUTH TO INDEPENDENCE VOUCHERS
55	EMERGENCY HOUSING VOUCHERS
35	VETERANS AFFAIRS SUPPORTIVE HOUSING
155	PUBLIC HOUSING UNITS



Assisting
2,893
family members



Community Action Program (CAP)

OUR GOALS



**REDUCING
POVERTY**



**REVITALIZE
LOW-INCOME COMMUNITIES**



**EMPOWER LOW-INCOME
FAMILIES TO BE SELF-SUFFICIENT**

OUR SERVICES



**RENT AND
UTILITY ASSISTANCE**

Helping households with rent and utility needs to maintain stable housing.



**CASE
MANAGEMENT**

Connecting individuals and families to resources and support to achieve stability.

OUR ACCOMPLISHMENTS



408
HOUSEHOLDS



602
APPLICATIONS



Human Services Grants Division

a new leaf
helping families, changing lives

**FY 2026-27 CDBG
PUBLIC SERVICE
GRANTEES**

Benevilla
Cultivating Caring Communities

**Big Brothers
Big Sisters.**
OF CENTRAL ARIZONA

**BOYS & GIRLS CLUBS
OF THE VALLEY**

ywca eliminating
racism
empowering
women
Metropolitan Phoenix

**TREASURE HOUSE[®]
PHOENIX**

**Sojourner
Center**
Transforming Lives

chrysalis

Duet
Partners In Health & Aging

**ONE STEP
beyond^{INC.}**
your journey is our mission

abf Arizona Burn
Foundation
Prevent. Survive. Thrive.

1,500 seniors, youth, disabled
and survivors of domestic violence



Recent Affordable Rental Units



1,382 Units | Over \$500 Million in Private Investment



Homelessness Response



Peer Navigation/ HOPE Line

Connecting individuals to support, resources, and hope.

306
Persons



West Valley Housing Assistance Center

Helping individuals and families find and keep stable housing.

67
Referrals



Tenant-Based Rental Assistance

Providing rental assistance to help households achieve housing stability.

334
Persons in
129 Households



Veterans Community Project

Connecting veterans and their families to housing, support, and resources.

50
Transitional
Units



Heat Relief

Providing resources and respite to keep our community safe during extreme heat.

72,816
Water Bottles
Distributed
6,582
Respite Center
Visits



Glendale Works/ Street Outreach

Meeting people where they are and connecting them to resources and opportunities.

275
Persons
Housed

HOPE Strategy

STRATEGIC PLAN GOALS



PREVENT

Prevent substance use and homelessness.



CONNECT

Connect people to care.



STABILIZE

Create pathways to stability.

IMPACTS TO DATE



**TERROS HEALTH
FACILITY IMPROVEMENTS**



STREET OUTREACH



**COMMUNITY RISK
REDUCTION EXPANSION**

Workforce Development



Library Programs



OVER
200
ALL AGES
PROGRAMS
EACH MONTH

Something for
everyone, all month
long!



STORYTIMES



ARTS & CRAFTS



ESCAPE ROOMS



CULTURAL
PERFORMANCES



PAWS TO READ



MUSIC & PERFORMANCES



Library Signature Programs

LIBRARY SIGNATURE EVENTS



**SUMMER
READING
PROGRAM**

Inspire a love of reading all summer long with fun, prizes, and activities for all ages.



A regional library conference bringing together innovators and leaders to learn, share, and grow.



Young detectives in training! Hands-on STEM activities that engage curiosity and critical thinking.



19%

**INCREASE IN ATTENDANCE
COMPARED TO THE
PREVIOUS YEAR!**

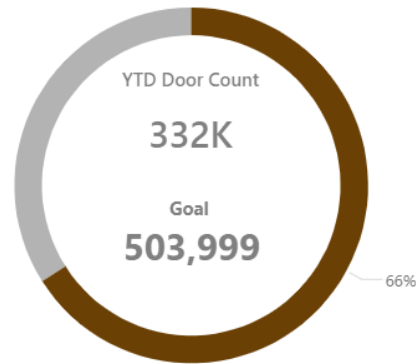
Thank you for being part of our vibrant library community. We can't wait to see what we'll achieve together next!





Library Statistics

Door Count



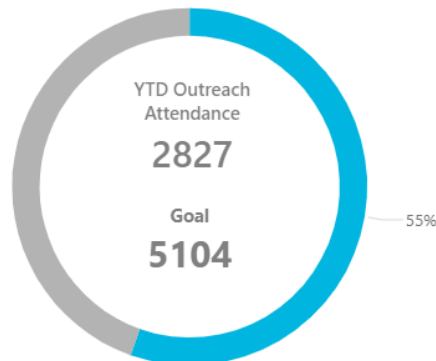
Physical Circulation



Program Attendance



Outreach Attendance



Volunteer Value



Library Services



We've Expanded Our
LIBRARY OF THINGS!

More to Borrow.
More to Explore.

Stand Mixer

Electric Guitar

Sewing Machine

Lawn Mower

Tools. Hobbies. Projects. Possibilities. All Yours to Borrow!

-  **SAVE MONEY**
Try before you buy.
-  **EXPLORE**
Discover new interests.
-  **LEARN**
Build skills & confidence.
-  **SUSTAIN**
Share & reuse.
Reduce waste.

Visit your library today!


GLENDALE LIBRARY • CONNECTING OUR COMMUNITY • ENRICHING LIVES

Library Resources



24/7 PATRON ACCESS

Access trusted resources, digital collections,
and online services—anytime, anywhere.



ONLINE RESOURCES

Research, learn, and explore with a wide range of databases, eBooks, and more.



DIGITAL COLLECTIONS

Access local history, photos, archives, and special collections.



EBOOKS & AUDIOBOOKS

Enjoy reading and listening on your schedule.



ACCOUNT ACCESS

Manage your account, place holds, renew items, and more—anytime.



GLENDALE LIBRARY APP

Search the catalog, manage your account, get notifications, and access library services from your mobile device.



ANYTIME. ANYWHERE.

From home, work, or on the go—your library is always open.



Library Support & Technology



SELF-CHECK MACHINES

Check out materials quickly and easily—on your own time.

✓ **FAST. EASY. CONVENIENT.**



AUTOMATED MATERIALS HANDLER

Streamlining returns and sorting to get materials back to you faster.

✓ **EFFICIENT. RELIABLE. SMART.**



MORE TIME FOR YOU

Spend less time waiting and more time discovering.



INCREASED ACCESS

More ways to borrow, return, and enjoy.



IMPROVED EFFICIENCY

Technology working behind the scenes.



BETTER EXPERIENCE

Modern solutions that enhance your library visit.



SUSTAINABLE FUTURE

Innovative systems support a strong, sustainable library.



CUSTOMER SERVICE

We're here to help! Connect with us in person, by phone, or by email.



IN PERSON

Visit us at the library.



BY PHONE

Call us during regular hours.

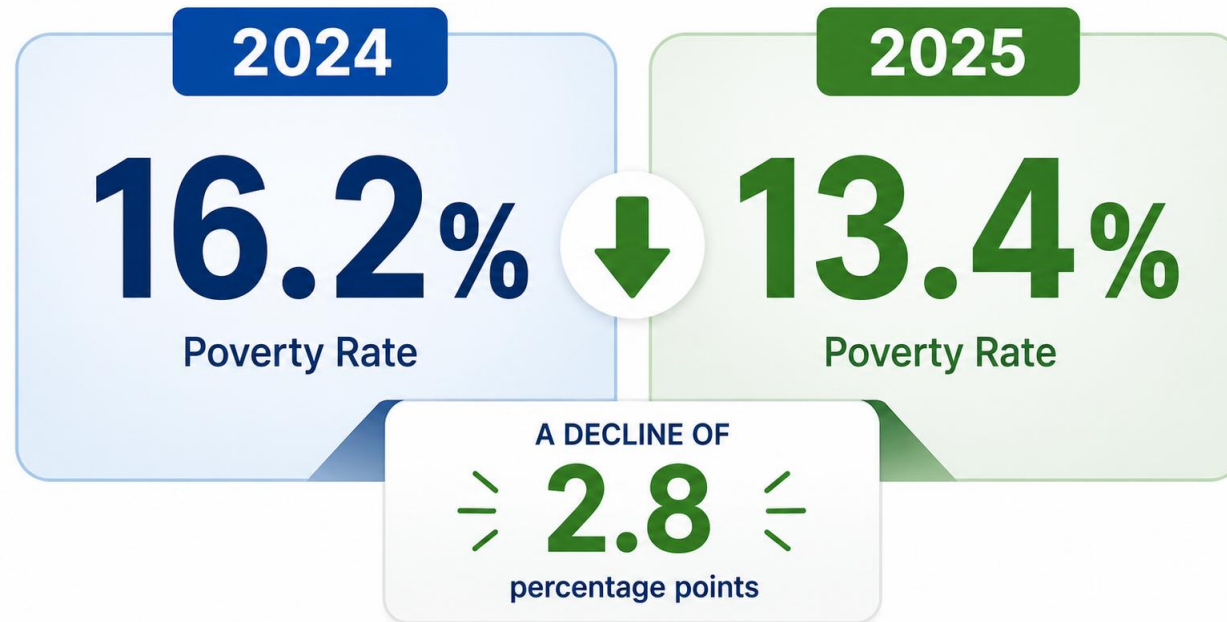


BY EMAIL

Email us and we'll respond promptly.



Overall impact





Questions?