

Tempe Community Action Agency

NONPROFIT ANNUAL REPORT

2016



Alleviating hunger, poverty, and homelessness

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Since 1966 Tempe Community Action Agency (TCAA) has responded to the critical needs of vulnerable seniors, adults, and families through programs designed to alleviate hunger, poverty, and homelessness. Incorporated as a 501(c)3 nonprofit organization in 1971, TCAA has been the community's primary social service organization assisting elderly and low income community members in Tempe and in surrounding East Valley cities and towns. 2016 marked a celebration of 50 continuous years of tireless service to the community.

Message from TCAA Leadership



Fifty years ago, Lupe Esquer, a long-time resident of Victory Acres, and Barbara Norton, a social worker drawn to the needs of the working poor, seniors, and children in the area, formed a Community Action Agency that was eventually incorporated as Tempe Community Action Agency. Over five decades TCAA has evolved while meeting the needs of high-poverty households in Tempe through programs that were developed and brought to the neighborhoods through collaborative efforts. Early TCAA programs included health and dental clinics, adult education, legal clinics, Head Start, government surplus commodities, hot lunches, teen club, job training, tutoring, Red Cross transportation, a food buying cooperative, Victory Acres Federal Credit Union, and a post office sub-station. Fast forward to 2016 and TCAA is serving thousands of East Valley residents on an annual basis through programs that work comprehensively to provide hunger relief, prevent and address financial and housing crises, support senior independence, and create strong and healthy beginnings for infants.

This incredible history and TCAA's continuing impact in the community is only possible through the coordinated efforts and dedicated time and expertise from hundreds of donors, community stakeholders, partners, and volunteers.

Today, as we begin to look to the next fifty years, TCAA services are needed more than ever before. Low income and working poor families continue to struggle to overcome financial hardship and remain in their homes; the population continues to age and require coordinated care so that seniors can age independently in their community of choice; and children in nearby neighborhoods continue to experience some of the nation's highest rates of food insecurity. Our work is unfinished.

The robust information contained within these pages reflects not only the impact TCAA is making in communities of need, but also the Board's on-going commitment to accountability and transparency in all that we do. This report includes:

- information about the number of individuals impacted in Fiscal Year 2016 by TCAA programs;
- details on TCAA's four core program areas; and
- information on TCAA's FY2016 finances.

While we are very proud of these successes, we are also acutely aware that too many individuals and families in our community are still facing significant challenges in their efforts to thrive and succeed economically. The TCAA Board and employees are committed to continuing our work to ensure that every individual whose life we touch can and will experience safety, stability, and improved well-being.

A handwritten signature in black ink, reading "Margaret Hunnicutt".

Margaret Hunnicutt
President, Board of Directors

A handwritten signature in black ink, reading "Deborah Arteaga".

Deborah Arteaga
Executive Director

Hunger Relief

Food Pantry • Community Gardens • SNAP Enrollment • Nutrition Education

TCAA's hunger relief initiative seeks to reduce hunger in the community through Tempe's largest Food Pantry, two community gardens, SNAP education and enrollment assistance, and nutrition education.

TCAA is putting private and public resources into action to alleviate hunger and provide food security for all.



The hunger relief initiative was designed with the following goals in mind:

- Improving access to nutritious food to individuals and families in need
- Improving the nutritional content of food boxes with the addition of fresh, locally grown fruits and vegetables
- Improving awareness about available programs and resources to prevent hunger
- Educating individuals and families about healthy and affordable food choices that will stretch their budget and improve nutritional intake

Tempe's Largest Food Pantry

With the help and generosity of 1,132 volunteers from nearby neighborhoods, schools, churches, service clubs, and local businesses, TCAA prepares and places over 100 food boxes into the hands of people in need on a *daily* basis--over 40,000 food boxes are distributed annually. In addition to morning hours Monday through Friday, the Food Pantry is also open Tuesday and Thursday evenings so that employed residents can access food outside of traditional work schedules.

Clark Park and Escalante Community Gardens

TCAA's Community Gardens are places where neighbors gather to grow food and cultivate new relationships. Both gardens reclaimed vacant land and helped to renew neighborhoods in East and West Tempe. Local residents formed citizen groups to make decisions together about garden management and maintenance. Escalante Community Garden offers volunteer opportunities for neighbors and contributes fresh produce to TCAA's Food Pantry, boosting the nutritional content in food boxes for the

“**Richard** was in his late 50s when he was laid off from his long-term employment, and he was struggling to find another job. He arrived at the Food Pantry late one evening accompanied by his teen-aged son. He shared with TCAA that he had depleted his savings and was no longer able to provide food on a consistent basis for his son and himself. With help from TCAA, Richard and his son had a reliable source for nutritious food during a period of financial difficulty.

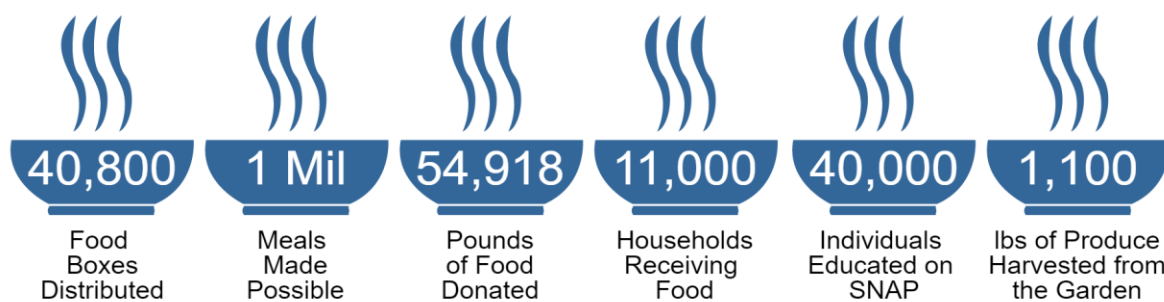
community. Clark Park garden offers rental plots so that neighbors can enjoy growing their own fresh food, and hosts the Clark Park Farmer's Market with a portion of proceeds benefitting TCAA's Hunger Relief initiative. Both gardens serve as teaching centers benefitting elementary school students and provide internship opportunities for students.

Educational Programs on Nutrition and Food Preparation

City of Tempe Kid Zone participants, local senior center customers, Tempe neighbors, and participants of TCAA's comprehensive programs enjoy learning about health and nutrition, food preparation, and garden to table meals through educational classes offered by TCAA. During FY2016 TCAA facilitated 57 classes benefitting 622 attendees. Classes are designed by TCAA to increase knowledge about and/or utilization of nutritious food in diets.

SNAP Education & Enrollment

TCAA case workers make the most of every encounter with program clients to promote SNAP (food stamp) benefits as a resource that can help reduce the likelihood of food insecurity. During FY2016 40,800 individuals were educated on SNAP benefits, pre-screened for eligibility, and/or assisted with the application process.



Changing Lives Together

Community & Corporate Involvement in our Hunger Relief Efforts

1st Church of Christ, Scientist

All-City Towing

ASU Grad Club

ASU Mu Epsilon

ASU School of Sustainability Alumni

AVNET

Cesar E. Chavez Leaders

Chandler Christian Community Center

Chompies

Christian Science Church on Loma Vista

Clark Park Community Garden Council & Neighbors

DHL

Edward Jones

Escalante Community Garden Council & Neighbors

Express Scripts

FedEx

FiGG Garden

First United Methodist Church

Frys

Grace Community Church

Hilton Scottsdale Resort

Juut Salon

Lifewell Behavioral Wellness

Limelight Connect

Martin Luther King Junior Lodge #29

McClintock High School Key Club

Needle Wielders

NefeshSoul Congregation in Chandler

Nick Bastian

NXP Semiconductors

Panera

Pizza Hut

Rentals America

Ric Edelman Financial Group

Rigatony's

Safeway

Santa Barbara Catering

Southwest College of Naturopathic Medicine

Snooze

Springfield Financials

SRP

Target

Tempe Cares

Tempe Community Choir

Tempe Elementary School Students

Tempe Library

Tempe Sister City

Tuft and Needle

Valley Unitarian Universalist Church

Walmart

Weebly

Wilson St. Garden

Homelessness

Prevention and Intervention

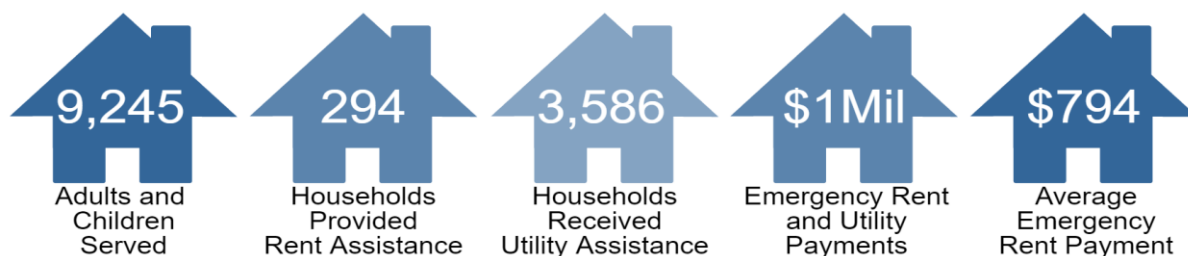
TCAA is Tempe's predominant provider of housing-related assistance to those who are experiencing and at-risk of homelessness. In FY2016 TCAA served 9,810 individuals with emergency housing assistance including financial support for rent, mortgage, and utilities, and shelter services through the Interfaith Homeless Emergency Lodging Program (I-HELP).

Through strong partnerships with government, the provider community, and donors, TCAA is leveraging every resource available to create the greatest impact in housing stability for Tempe residents.



Keeping Families Safe in Their Homes

TCAA helps individuals and families who have a housing or utility crisis and do not have the resources to resolve the crisis. Emergency financial assistance is available for eligible individuals and families facing eviction or utility shut off (including air conditioning repair in the summer). Caseworkers assess the situation and pool available resources from Maricopa County, City of Tempe, Valley of the Sun United Way, and local utility companies to provide emergency financial assistance to keep people safe within their homes.



“ Success Stories

With her tiny 1-year old daughter, **Lacretia** fled to Arizona to escape a violent relationship in Texas. She moved in with her aunt in Tempe. It wasn't long before her aunt could no longer support Lacretia and her daughter, and they faced the difficult choice of either becoming

homeless or returning to that abusive relationship. Lacretia was referred to TCAA for help. With financial assistance from TCAA, Lacretia was able to move into an apartment of her own. She secured a job and today, Lacretia and her daughter are on their way to becoming self-sufficient.

After 47 years of marriage, **Mary**, age 60, was suddenly divorced and lost her home, her vehicle, her dreams for the future, and her livelihood. Mary Lou moved into an apartment and after paying hefty move-in deposits, she struggled to live on monthly SSI payments of just \$500. At month's end, after paying for rent and food she didn't have enough money left to pay her utility bills. When she found her way to TCAA she had incurred over \$400 in overdue electric bills and had received a disconnect notice-- in August, when air conditioning was needed most. TCAA assisted her with emergency utility assistance and a payment plan for the remainder of the year, allowing Mary Lou to maintain her utilities and remain in safe and stable housing.

Deana, a single mother with a new born and a toddler, sought help from TCAA to avoid becoming homeless. Deana was on maternity leave—without pay-- following the birth of her son. She was also suffering from a serious illness and had arranged for surgery during her maternity leave. Her illness extended her unpaid leave and Deana was having trouble covering her bills. When she made her way to TCAA Deana was facing eviction and feared becoming homeless with her two little ones. With financial help from TCAA, Deana was able to pay her rent, utilities, and food expenses during this difficult period. Eventually Deana was able to return to work and her children were able to remain safely housed and fed.



Alleviating Homelessness through I-HELP

TCAA's Interfaith Homeless Emergency Lodging Program (I-HELP) is a successful shelter model that has been operating in Tempe for over 10 years. I-HELP offers a unique shelter service benefitting homeless adults without the cost burden of maintaining a bricks and mortar shelter facility. Instead, homeless adults (men and women) are provided with safe, reliable overnight lodging at 10 Tempe faith organization "host" sites. Church and community volunteers are the heart and backbone of the program through their daily provision of shelter facilities and meals for I-HELP clients.

On a typical day, men and women arrive at the host site in the early evening, are served a warm meal and engaged in socialization activities, take showers using TCAA's mobile shower service, and sleep safely and comfortably within the faith partner facility. Early in the morning clients help clean the facility and depart after eating a light breakfast. During the day clients work with the TCAA case manager to address barriers to overcoming homelessness. For some this involves finding employment, saving money, and securing permanent housing and for others, this entails a long process of addressing chronic health problems, disabilities of varying degrees, addiction, and other issues of a similar serious nature. Today, I-HELP remains Tempe's sole homeless shelter resource.



I-HELP services are made possible through the generosity and commitment of 10 Tempe-area faith organizations and their congregations which serve as host sites on a rotating basis, making safe shelter available for men and women in need.

CHURCH ON MILL
COMMUNITY CHRISTIAN CHURCH
DESERT PALM CHURCH
FIRST UCC CHURCH

FIRST UNITED METHODIST CHURCH
GRACE COMMUNITY CHURCH
REDEMPTION CHURCH
SUN VALLEY CHURCH, TEMPE

TEMPE CHURCH OF CHRIST
UNIVERSITY PRESBYTERIAN CHURCH



“ Success Stories

Jimmy and Lora entered I-HELP during the summer, seeking help to overcome homelessness and become more financially stable. While living on the street Jimmy and Lora both lost their important identification documents. The I-HELP case manager assisted the couple with entering the shelter program, securing copies of their identification documents, and seeking employment. Jimmy and Lora were able to update their resumes, access transportation services, obtain interview clothing and apply for a job. Both individuals secured employment in Phoenix. They developed a saving/budgeting plan with help from their case manager, and began to save money for housing. After four months in I-HELP, the couple was able to save nearly \$2,000 and successfully transitioned to a new apartment in Mesa.

Rudolf was a chronically homeless individual who utilized the shelter program on multiple occasions. He re-entered I-HELP in December 2015. At that time, he had legal issues pending in Tempe due to shoplifting, had been diagnosed as having Serious Mental Illness, and was recently released from a detox center for alcohol abuse. Rudolf had applied for Social Security Disability Insurance (SSDI) but had yet to be approved and in the meantime had no source of income. He began to work with his I-HELP case manager on a plan to overcome homelessness. His case manager advocated on his behalf at a court hearing and was able to get the charge rolled over to the Mental Health Court based on Rudolf's SMI diagnosis. He was mandated to complete a six-month series of drug and alcohol recovery in order to have his charge dismissed. The I-HELP case manager enrolled Rudolf with Terros for substance abuse and counseling/life skills classes. During this process, the case manager worked jointly with Rudolf's mental health case manager to ensure he kept up with medication treatment and doctor visits. Rudolf maintained compliance with all mental health mandates, completed classes, and finally the charges were dismissed based on his successful completion of court requirements.

Meanwhile, the I-HELP case manager also advocated on Rudolf's behalf for receipt of SSDI benefits based on his mental health status. After several denials Rudolf's SSDI benefits were finally approved. I-HELP assisted him with setting up a bank account so that SSDI payments were deposited directly into his account on a monthly basis. Finally, Rudolf began to work with his case managers on a supportive housing placement. He was assisted with completing eligibility documents for several placement options including ABC Housing, Section 8, Ozanam Manor, and Good Shepherd. After remaining in the shelter for three months, he expressed an interest in helping out, and was hired as an I-HELP Peer Monitor. In exchange for a small weekly subsidy, Rudolf assumed more responsibilities at I-HELP including assisting staff with operation of the mobile shower trailer at I-HELP and other community partner sites. Once Rudolf began to receive SSDI payments, he worked with his case manager to develop a saving/budgeting plan and began to save money for transition purposes. In total, Rudolf was successful at saving over \$4,000. After a 22-month stay in I-HELP Rudolf was accepted for placement into Good Shepherd Housing program, finally achieving an end to chronic homelessness!

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Senior Independence

Senior Center Activities • Congregate Meals • Home-Delivered Meals

TCAA staff and our dedicated volunteers work every day to help prevent our most vulnerable seniors from experiencing isolation and serious health risks, so that they can age safely in their homes and within their community of choice. TCAA conducts activities including congregate meals at three Senior Centers, and operates the home-delivered meals program for seniors living in Tempe and South Scottsdale.

Social isolation and sustained loneliness can create significant barriers to socio-economic individual and community well-being.



With help from volunteers and donors, TCAA provides a continuum of services to the elderly, assisting over 1,100 seniors annually with social and educational activities, transportation, food, and opportunities to be of service to their community.

- Senior Centers offer a safe, supportive and fun environment where seniors enjoy social activities with their peers during the day.
- Congregate meals served at the senior centers provide nutritious food to those in need.
- Transportation services offer rides between home and the TCAA sites so that seniors can avoid becoming too isolated at home.
- Home-delivered meals provide home-bound seniors and individuals with disabilities the comfort and security of a hot, nutritious meal and a daily well-being visit with a dedicated TCAA staff or volunteer.
- Seniors are active volunteers at the Senior Centers, helping to plan and conduct social events and activities for their peers, furthering their civic engagement and sense of being contributing members of society.
- Seniors have improved food security through their access to resources from the Food Pantry.



“ Senior Testimonials ”

- “Your staff at the Senior Center are Extremely Professional, Helpful and Dedicated. They never fail to assist every oldster and always provide wonderful hospitality to all of the regulars like myself. I'm 66.” Doug
- “We can no longer hold our silence! You guys are the best! Your deliverers are so pleasant and courteous! Your menus are so delicious and healthy! We have never had a bad one! No leftovers. We are sure that you are adding miles, years, and pleasure to our lives.” Bill and Carol
- “Thank you for the meals. You have no idea what this means to me and how hard it's been.” Chris
- “It is awful living alone but coming here makes me feel that I am a part of a family.” Jean
- “If it wasn't for the exercise classes, I probably would do them on my own. I like working out with other people.” Jim
- “It is so nice to have friends to share the lunchtime with. We enjoy being together so we are not eating alone.” Beth
- “I am so glad that I started coming to the center. We are treated like Royalty! Lunch is always good and such a nice variety.” Lucia

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Healthy Infants & Families

Home-Based Health Outreach • Pre/Post-Natal Support • Parenting Education

Only 66 percent of mothers in Arizona received prenatal care, compared to the national average of 76 percent (Arizona Department of Health Services, 2014). Receiving early prenatal care reduces the risk of delivering a low birth weight baby and generally leads to more preventative care, early detection of complications, and better child and maternal health outcomes. For nearly ten years TCAA has operated the Health Start Program. Our Community Health Workers identify women early in their pregnancy and ensure that they have early and consistent prenatal care by offering home-based, family-centered and culturally appropriate educational and referral services.

Health Start assists pregnant women, infants, and children up to age two to obtain the health care and social support needed to reduce the risks for poor maternal and child health outcomes



The goals of the Health Start Program are to:

- Increase prenatal care services to pregnant women
- Reduce the incidence of low birth weights in newborns (less than 1,500 grams at birth)
- Reduce the incidence of children affected by childhood diseases
- Increase awareness by educating families on the importance of good nutritional habits to improve children's overall health; the need for developmental assessments to improve early identification of health needs; and the benefits of preventative health care

“ Success Story

Manuela was five months pregnant and due to a lack of health insurance, she had yet to receive medical care. A friend suggested she seek help through TCAA's Health Start program. Her TCAA Community Health Worker assisted Manuela with enrollment into AHCCCS and connected with an OBGYN so that she could access prenatal care. Manuela also attended educational classes at TCAA where she learned self-care and parenting skills. She applies what she has learned with her children and in her home. What she appreciates most about the program is her Community Health Worker's monthly visits and listening ear.

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305 Pregnant and Parenting Families Served



458 Pre-Natal Home Visits Conducted



98% Babies Born Within Healthy Birth Weights



145 Educational Classes Offered



403 Screenings for Safe Living Environments

Holiday Toy Shoppe Event

Toy Shoppe is an annual holiday event inviting families served by TCAA to shop from a wide array of children's gifts that are collected through toy drives and purchased through charitable support from TCAA donors. To be eligible for participating in Toy Shoppe, parents complete a series of financial education courses offered by TCAA partners including the YWCA and City of Tempe.

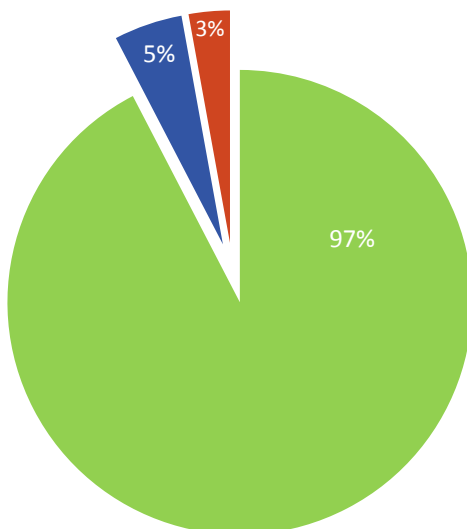
During the FY2016 Toy Shoppe event, 198 families attended and 624 children ranging in age from infants through age 12 benefitted. Parents were able to choose three gifts for each of their children: one stocking stuffer item and two larger gifts. Along with the gifts, parents also selected wrapping paper, bows, and cards to help complete their holiday shopping list. During the two-day event, more than 1,872 toys were distributed. In addition, 70 community volunteers assisted TCAA by setting up and taking down the Toy Shoppe displays, helping parents to "shop" for their children, wrapping presents, and decorating holiday cookies with the children while parents shopped.



FY2016 Financials

ASSETS	2016	2015
Cash & Cash Equivalents	\$156,674	\$379,608
Grants Receivable	\$216,879	\$185,841
United Way Receivable	\$307,003	\$228,116
Prepaid Expenses	\$9,450	\$11,165
Total Current Assets	\$690,006	\$804,730
Property and Equipment (net)	\$31,660	\$43,521
Investments	\$131,665	\$137,102
Total Assets	\$853,331	\$985,353
Current Liabilities		
Accounts Payable	\$48,399	\$41,255
Accrued Payroll and Related Expenses	\$57,462	\$89,555
Deferred Revenue	\$10,500	\$2,000
Total Current Liabilities	\$116,361	\$132,810
Net Assets		
Temporary Restricted	\$395,882	\$334,652
Unrestricted		
Designated	\$25,000	\$25,000
Unrestricted	\$316,088	\$492,891
Total Net Assets	\$736,970	\$852,543
Total Liabilities & Net Assets	\$853,331	\$985,333

Expenses and Key Figures



Expenses

- 92% Program Services: \$3,071,325
- 5% Fundraising: \$176,829
- 3% Management/General: \$110,065



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