

2004 Sunnyslope Community Needs Assessment

Final Report



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 - Fifth and sixth graders in the Mountain View Elementary School After School Program
 - The families of Sunnyslope
 - Individuals who are homeless
 - The teens at the Sunnyslope Youth Center
 - The seniors at the Sunnyslope Senior Center
 - Area landlords
 - Community social workers
 - Police officers
- Community members who distributed and completed the Community Survey.

OVERVIEW OF THE RESULTS

Sunnyslope is a picturesque community nestled in the foothills of the Phoenix Mountain Preserve in north central Phoenix. Despite being located in the middle of a large metropolitan area, Sunnyslope maintains a unique, small town atmosphere and displays a monumental sense of caring and generosity; a legacy so graciously modeled by the founders of the John C. Lincoln Health Network.

Along with its many strengths, the Sunnyslope community also faces a significant set of challenges. The demographic and social data reveal Sunnyslope as a diverse community with many English language learners, high mobility, and with more children and seniors who live in poverty compared to Maricopa County as a whole. Sunnyslope is not, however, a community that shies away from its challenges. Sunnyslope has developed a process for addressing problems that includes actively seeking to identify them, collaboration, action, and re-evaluation. Through significant community efforts some of the major challenges identified in past assessments such as food security and children's health were not identified as major issues in this assessment. Other challenges have yet to be resolved to the point where they are no longer widely considered problematic. This report identifies and details 10 areas that are broadly recognized as problematic and considered in need of attention. The 10 areas are presented in order of perceived importance as rated by 30 community stakeholders. From greatest to least concern they are:

1. Housing
2. Economic Development
3. Homelessness
4. Adult Health Care
5. Cultural and Language Barriers
6. Personal Safety and Sense of Security
7. Mental and Behavioral Health
8. Dental Neglect
9. Teen Pregnancy and Poor Birth Outcomes
10. Child Care

Each of these 10 problem areas is multifaceted and has multiple perceived causes. This report details the nature of each problem based on available data and the perceptions of community residents and professionals. Many of the 10 problems are interrelated. Despite some differences in opinions on why these problems exist and how they should be approached, there is consensus in the community that something needs to and will be done about them, and that the effort should have widespread ownership. In addition to listing the community efforts already underway to address each problem, this report provides a list of strategies to consider for each problem area that targets many of the perceived causes. This is an important consideration, as approaches that are limited in the number of causes they target are likely to have an equally limited impact. The professionals and Sunnyslope residents interviewed for the needs assessment suggested many of the strategies listed in this report.

As the community plans to address the problems it is important to consider if the chosen strategies are targeted to alleviate the symptoms of the problem or to prevent or arrest the problems.

The process of conducting the needs assessment also illustrated the limitations of piecemeal approaches and the reliance on volunteer services or charity to address major social problems. For instance, a parent who needs assistance to pay for mental health medications for her child might find help for a month or two from one place and maybe another month or two from another. Not only is the process of locating assistance and demonstrating eligibility labor intensive and stressful, it does not provide long-term solutions for long-term and serious problems.

Sunnyslope businesses are steadfast in their generosity and commitment to address problems, but without a comprehensive approach, the symptoms of the problems may be addressed for a select few, but the problems will persist and in some instances grow. This issue is exemplified in a comment from one of the community stakeholders who was praising the work of a well-known community resident who works very hard to offer an after school program. The person interviewed commented: *“What the community volunteer does is wonderful, but we need 100 more just like her.”*

PART I. INTRODUCTION TO THE NEEDS ASSESSMENT

The John C. Lincoln Health Network commissioned the 2004 Sunnyslope Community Needs Assessment to determine the health and social service needs of Sunnyslope. By assessing need in relation to the existing system of health and social service delivery it is possible to identify what the unmet needs are and who is most affected by them. The information from the Community Needs Assessment can be used to: (1) set priorities for community action, (2) target the limited resources of the community to those with the greatest need, and (3) provide concrete evidence of need necessary to solicit additional funding.

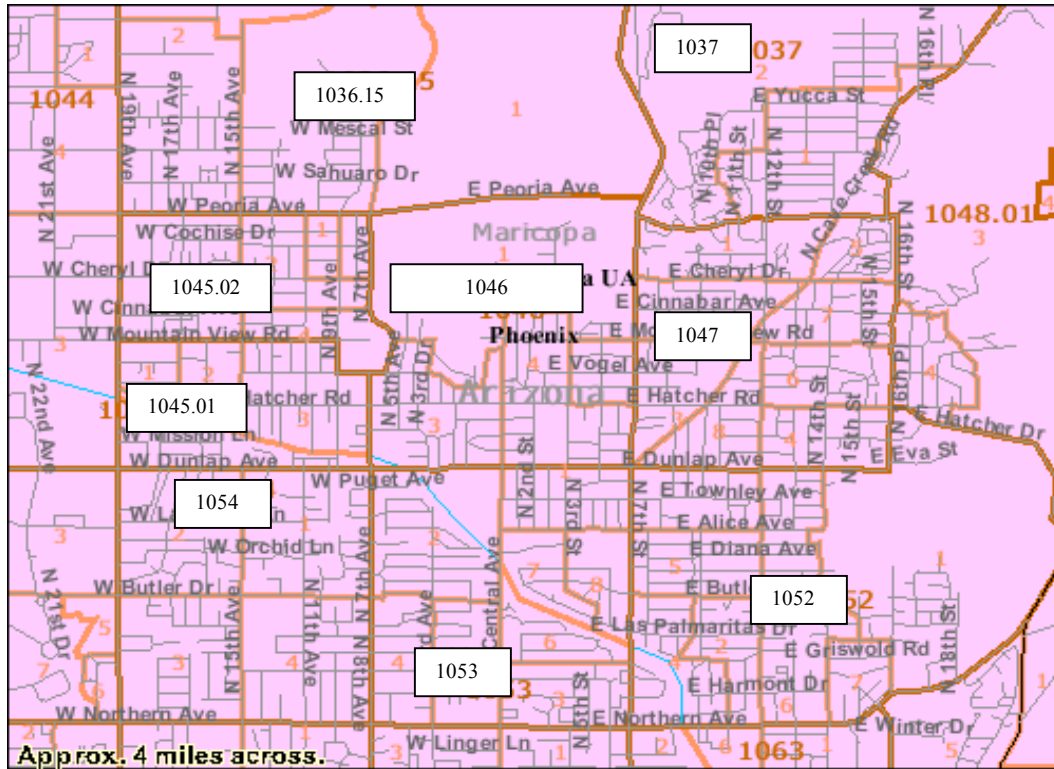
In 1992, the School of Health Administration and Policy, College of Business along with the Colleges of Nursing and Social Work at Arizona State University completed a Community Needs Assessment for the John C. Lincoln Health Network. The 1992 needs assessment report concluded that the unmet needs with highest priority were: preventive and primary health care, counseling for members of dysfunctional families, information and referral, and youth job training. Priority for partially met needs included transportation, mental health services, drug and alcohol treatment, low-income dental services for children, affordable and accessible child care, youth recreation activities and gang prevention, English as a second language for adults, affordable housing, legal aid, social isolation reduction services, and emergency shelters. Other areas mentioned were of medium to low priority.

The major difference in approach between the two needs assessments is that the 1992 Needs Assessment identified specific services as areas of need whereas the current needs assessment focused on identifying problem areas and possible actions for addressing needs. The identification of problem areas and actions permits an understanding of the overall need, i.e. the need may be greater than the provision of a single service. In addition, defining need in terms of the foundational issue(s) supports a more comprehensive approach to service planning.

The 2004 Sunnyslope Community Needs Assessment was directed by Ms. Ann Kells, and was guided by the input of two standing groups, the Community Health Center Advisory Council and the Sunnyslope Youth and Family Partnership. Linda Cannon & Associates, Inc. was contracted by the John C. Lincoln Health Network to work with these two groups to define the purpose and the scope of the Community Needs Assessment, identify information sources and review preliminary information.

The parameters for the Community Needs Assessment were defined to include the physical, behavioral and oral health needs of the community, as well as the social service needs. To be consistent with previous efforts, the geographic boundaries for the needs assessment were set at 19th Avenue to the west, Cactus Road to the north, 16th Street to the east, and Northern Avenue to the south. This area covers approximately nine square miles and is divided into nine census tracts. Three zip code areas include census tracts within the Community Needs Assessment boundaries; 85020, 85021, and 85029.

The Sunnyslope Community by Census Tract



It is not likely that a needs assessment is going to discover problems that people who live or work in the community are not already aware of. Beyond the identification of problems, the needs assessment documents areas of consensus, provides empirical evidence in support of its conclusions, and gives residents, professionals, and consumers of social services a voice. The purpose of this needs assessment was specified as:

- ❑ to obtain information for planning the future direction of services,
- ❑ to identify the number of uninsured individuals,
- ❑ to identify the best methods to serve the Sunnyslope community,
- ❑ to identify gaps in service, and
- ❑ to identify what is working well.

In each area of identified need, the Community Needs Assessment examines to the extent possible:

- ❑ the nature of the problem,
- ❑ where in the community the problem exists,
- ❑ who and how many people are affected by the problem,
- ❑ the perceived causes of the problem,
- ❑ current efforts to address the problem, and
- ❑ strategies for consideration.

The final section of this report provides recommendations on the components of a process for addressing identified needs. The process builds upon many of the strengths that currently exist

in the Sunnyslope community, and includes the advice offered by needs assessment participants on how to address needs in their community.

Data and Methodology

The approach used to develop the Community Needs Assessment was to first gather as much secondary data on the Sunnyslope community as possible. The analysis of secondary data was essential to define the community demographically and socially. An early analysis of census data soon revealed that Sunnyslope is a microcosm of diversity. Aggregating data across census tracts or crime grids, etc. would not, therefore, present an accurate picture. For this reason the examination of data was kept to the lowest common denominator available and manageable. This was also a useful strategy for pinpointing areas of the community with the greatest need.

The project lead and members of the Community Health Center Advisory Council and the Sunnyslope Youth and Family Partnership were instrumental in identifying sources of existing data. Appendix A presents a list of the secondary data sources accessed for the needs assessment. There are two limitations to the secondary data. First, the 2000 census data will soon be five years old. Second, Sunnyslope has a large population of undocumented residents, and these populations are difficult to capture in sources of existing or primary data collection, as people who are undocumented tend not to draw attention to themselves fearing deportation.

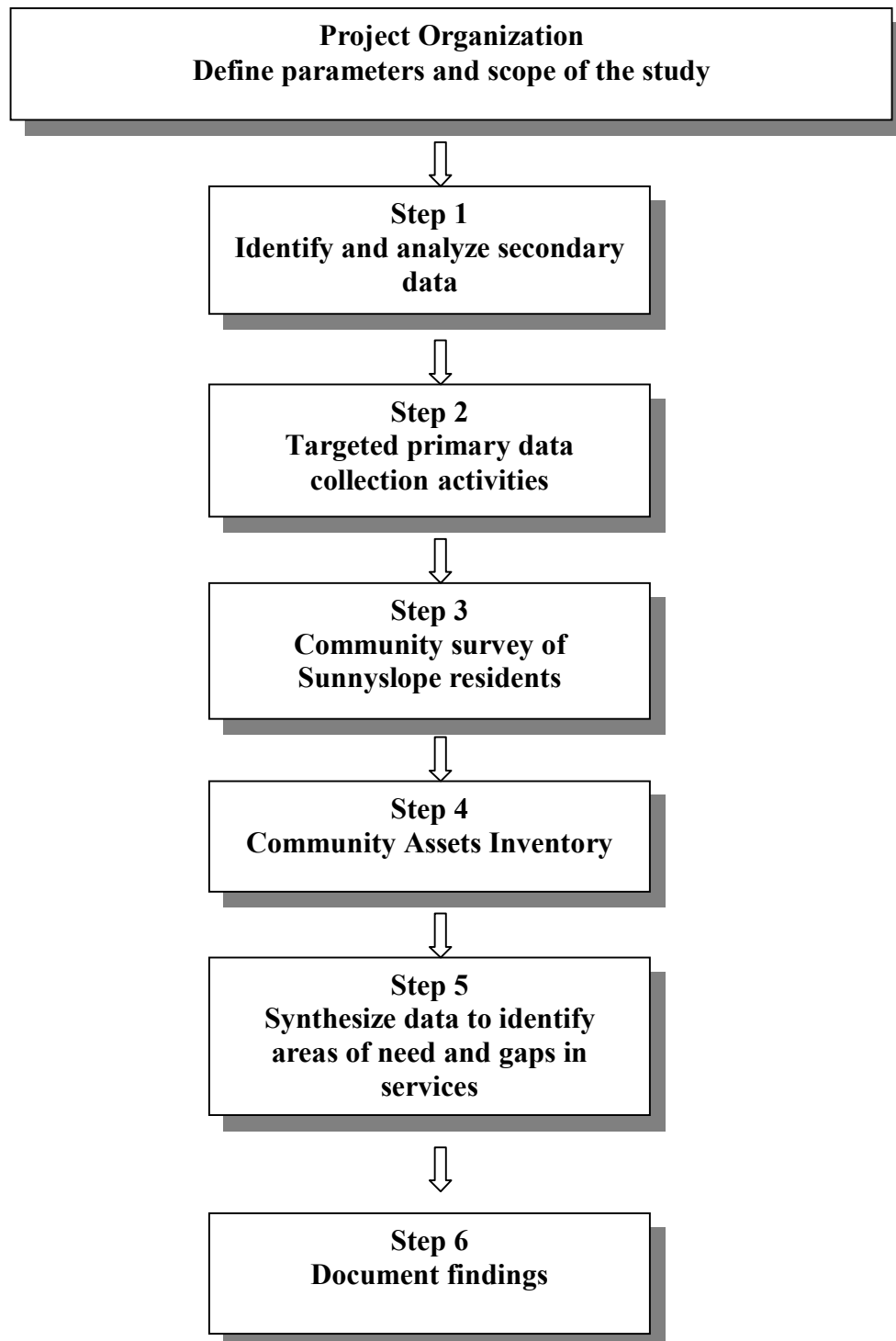
The second component of the Community Needs Assessment was to collect primary data. Primary data collection activities were implemented to gather perceptions on community need. Two groups were interviewed for their perceptions. Individuals considered community stakeholders were interviewed individually or in a focus group. The community stakeholders included Sunnyslope residents, business owners, and professionals who work in the community. The list of community stakeholders interviewed is presented in Appendix B, along with the interview questions. Consumers and providers of health and social services and potential consumer groups were interviewed in focus groups. A list of focus groups is presented in Appendix C along with the focus group questions. The project lead and the members of the Community Health Center Advisory Council and the Sunnyslope Youth and Family Partnership were instrumental in identifying community stakeholders and consumer groups to be interviewed for the needs assessment. They facilitated the process with contact information, translation services, facilities to conduct focus groups, and incentives for participation.

The third component of the needs assessment was to conduct a survey to be administered to adult residents of the community. The survey was broadly distributed to a convenience sample of residents throughout Sunnyslope. The survey is included in Appendix D and the survey results are included in Appendix E.

The fourth and final component of data collection was the development of a community asset inventory. This inventory was compiled by requesting community service providers to complete a questionnaire about the services they offer, referrals, waiting lists, etc. The questionnaire is presented in Appendix E. The questionnaire was distributed to members of the Sunnyslope Youth and Family Partnership, as well as to all other identified agencies located within the Sunnyslope community. Extensive follow-up efforts were made to ensure that the community asset list was as complete as possible.

These four components of data collection yielded a great deal of data. Over the process of conducting the Community Needs Assessment, the John C. Lincoln Health Network was presented a number of interim reports, detailing the secondary data analysis, community stakeholder interviews, and focus groups. This report represents a synthesis of all the data collection activities.

Sunnyslope Community Needs Assessment Process



PART II. DESCRIPTION OF THE SUNNYSLOPE COMMUNITY

Sunnyslope is located in north-central Phoenix. The community is nestled in the mountains to the north and only a few miles from the Phoenix metropolitan area on the south.



Demographic Profile

Population

Census data from 2000 show the total population of Sunnyslope to be 51,095. This population estimate can be considered low because the Sunnyslope area has experienced growth in recent years and may not reflect the population increases. The Office of Health Systems Development, Arizona Department of Health Services, estimates the population of Sunnyslope at 53,672 as of July 1, 2003.

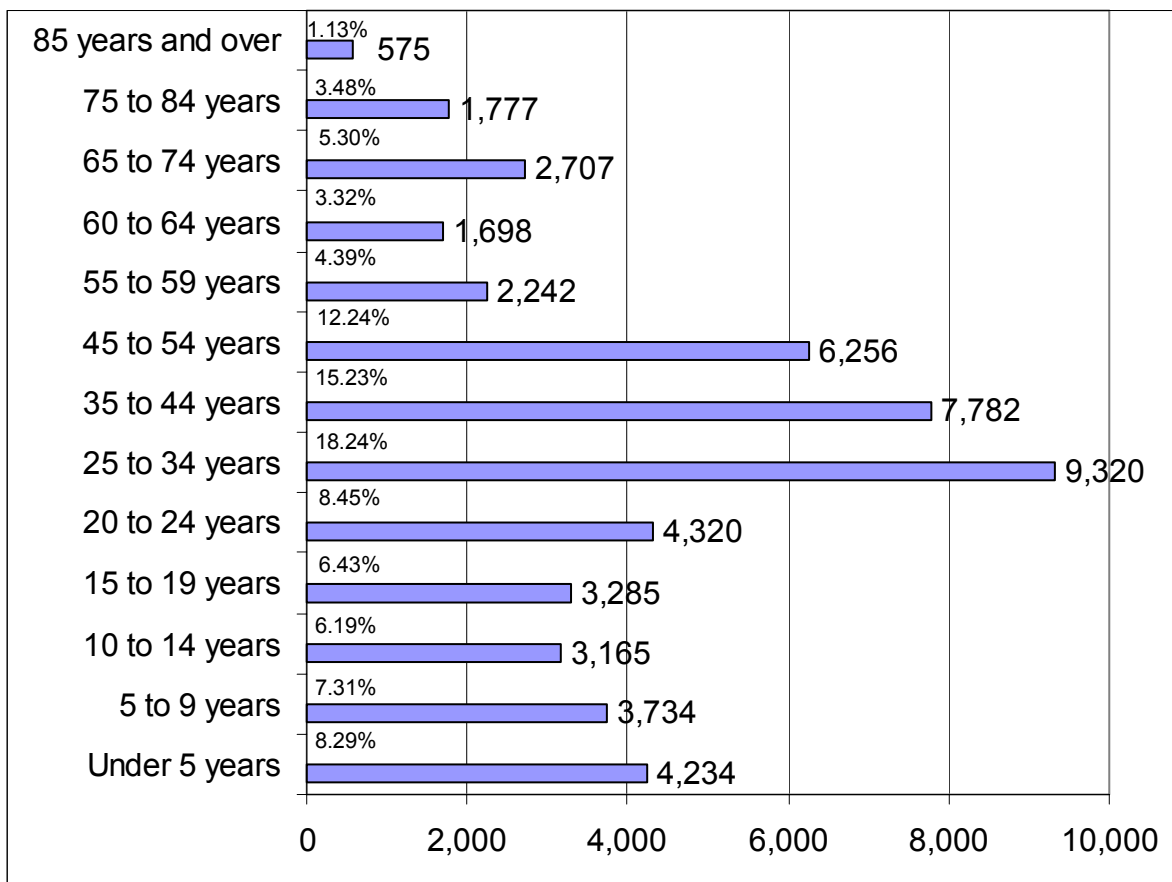
According to the 2000 Census, 8.3% of the Sunnyslope population was under five years of age. Three census tracts have a relatively large proportion of the population (over 11%) under five years of age. These areas also had relatively small proportions of seniors, around 5% of the total population. These three census tracts (1036.15, 1045.01 and 1045.02) are clustered together

geographically and are located between Cactus Road and Dunlap Avenue, to the west of the North Mountain Preserve.

The five census tracts to the south and the east of the Mountain Preserve have relatively large proportions of seniors. Seniors in census tract 1054, for example, account for just over 17% of the population. Census tract 1053 has a senior population of almost 16%, and census tracts 1046, 1047, and 1052 each have around 10% of their populations in the senior category.

The remaining census tract (1037), located north and east of the North Mountain Preserve has relatively low proportions of both children (6%) and seniors (9%). In 2000, there were 4,169 civilian veterans living in the Sunnyslope Community. The veteran population is dispersed throughout the community, with no major areas of concentration.

Sunnyslope Population by Age



Source: U.S. Bureau of Census, United States Census 2000

While the census tracts changed somewhat between the 1990 and the 2000 U.S. Census, some comparisons to 1990 data can be made. Two census tracts changed; census tract 1045 split into two tracts (1045.01 & 1045.02) but did not change in size and census tract 1038 became 1036.15 and was reduced in size resulting in the 2000 population being smaller than the 1990 population.

Comparison of 1990 Population to 2000 Population by Census Tract

Census Tract 2000 / 1990	1990 Population	2000 Population	Difference
1036.15 / 1038 (smaller in 2000)	7,024	5,373	Not comparable – change in size of tract
1037 – same in 1990	5,311	7,665	+ 2,354
1045.01 & 1045.02 / 1045	7,422	10,177	+ 2,755
1046 – same in 1990	3,640	4,169	+ 529
1047 – same in 1990	5,836	7,723	+ 1,877
1052 – same in 1990	5,640	6,615	+ 975
1053 – same in 1990	5,083	5,644	+ 561
1054 – same in 1990	3,698	3,729	+ 31
	43,654	51,095	

Source: U.S. Bureau of Census, United States Census 1990 and 2000

Race

Six of the nine census tracts in the Sunnyslope community are predominantly white (78% to 94%), including Hispanic or Latino. Three of the nine census tracts could be described as racially diverse, i.e., the population is 31% or more nonwhite. In each of these three census tracts (1036.15, 1045.01, and 1045.02) there is a sizable Vietnamese population, constituting from 52% to 83% of the total Asian population in the census tract. The Hispanic/Latino populations in the same three census tract areas are also high (47%, 53%, and 56% respectively), about 88% of who are of Mexican origin. The Hispanic/Latino population in the other six census tracts in Sunnyslope range from 7% to 33%.

Sunnyslope Population by Race and Ethnicity (2000)

Race	Number	Percentage
White (includes Hispanic)	38,766	78.5%
Hispanic or Latino (any race)	16,244	31.8%
Mexican	13,948	85.9% of Hispanics
Black or African American	1,416	2.9%
American Indian/Alaskan Native	1,150	2.3%
Asian	1,285	2.6%
Vietnamese	586	45.6% of Asians

Source: U.S. Bureau of the Census, United States Census 2000

Education

Adult

Of the Sunnyslope population over age 25 (32,288), 25% or 8,062 do not have a high school diploma. Almost 29% (9,282) have a college degree including Associate, Bachelors or Graduate or professional degree.

Adult Educational Attainment

Education Level	Number of People
Population 25 years and over	32,288
Less than 9th grade	3,757
9th to 12th grade, no diploma	4,305
High school graduate (including equivalency)	7,289
Some college, no degree	7,655
Associate degree	1,932
Bachelor's degree	4,574
Graduate or professional degree	2,776

Source: U.S. Bureau of the Census, United States Census 2000

Children/Youth

The 2000 Census data show that 12,331 Sunnyslope children over three years of age were enrolled in school. Of these, 755 were in preschool, 814 in kindergarten, 5,641 in grades one through eight, 2,506 in high school, and 2,615 in college or graduate school.

The children in Sunnyslope can attend one of five public elementary schools and one middle school in the Washington Elementary School District. Most Sunnyslope youth will attend Cortez, Sunnyslope or Washington High School in the Glendale Union High School District. Two charter schools, Dragon Flye and Westwind, are located in the community, along with one parochial school, Most Holy Trinity.

The School Indicators Table below provides information from six schools that serve Sunnyslope area students. As seen by the data in the table, three of the schools, Desert View, Sunnyslope and Mountain View have a very high percentage of students whose limited family incomes qualify them for the Free and Reduced Fee Food Program. Another revealing social characteristic is the high proportion of English language learners. This is an issue for all of the local area elementary schools, especially Mountain View with 68% of its students considered English language learners. The degree of school mobility, ranging from a high of 49% in and a low of 22% out is indicative of the transient nature of families with children in this community.

School Indicators for 2003/2004

Indicators	Enrollment		Free / Reduced Fee Lunch Program		In / Out Mobility (School)		English Language Learners	
	2003	2004	2003	2004	2003	2004	2003	2004
Schools / Years								
Desert View	624	655	95%	88%	40%/31%	35%/22%	48%	52%
Mountain View	1,111	999	94%	94%	44%/35%	39%/38%	62%	68%
Shaw Butte	1,136	1128	76%	84%	44%/33%	49%/37%	36%	41%
R.E. Miller	671	725	54%	57%	35%/33%	40%/32%	12%	18%
Sunnyslope Elementary	842	784	93%	93%	35%/26%	40%/32%	51%	60%
Royal Palm Middle School	1,152	1,191	68%	73%	32%/28%	43%/32%	30%	30%

Source: Washington Elementary School District website (www.wesd.k12.az.us)

Home Schooling – Maricopa County School Superintendents Office reported there are 671 students registered in the District as being home schooled. The Glendale Union High School District, which includes Sunnyslope High School, reported 69 registered home school students.

Mobility

Census data for 2000 show that 62.5% of Sunnyslope residents have lived in the Sunnyslope community for less than five years. The least mobility, as measured by number of households who moved into their current housing unit within the last five years, was in three census tracts: 1052 (55%), 1053 (49.75%) and 1054). These census tracts form the southern border of Sunnyslope. The remaining six census tracts had high percentages of householders moving into their units in the previous five years: 1036.15 (73%), 1045.01 (73%), 1037 (69%), 1047 (68%), 1045.02 (66%), and 1046 (67%).

Income

In 1999, median household income, the income at which 50% fall below and 50% above, varied greatly among the Sunnyslope census tracts, ranging from a low of \$29,583 to a high of \$62,401. Five census tracts had relatively low median household incomes. Median household incomes for the census tracts with low incomes were 1036.15 (\$29,583), 1045.01 (\$30,938), 1045.02 (\$32,227), 1046 (\$30,787), and 1047 (\$30,153). Median household income for Maricopa County in 1999 was \$45,358 and for the State was \$40,558. Four census tracts had median household incomes above that of the State: census tract 1037 (\$43,070), 1052 (\$40,954), 1053(\$44,732), and 1054 (\$62,401).

Poverty

The 2000 U.S. Census reported that 17.8% (9,089) of Sunnyslope residents are living in poverty. This compares to 11.7% for Maricopa County in 1999 and 13.9% for the State in 1999 (U.S. Census QuickFacts). One census tract (1036.15) had a relatively large percentage, 8%, of households receiving public assistance in 2000. Overall, 524 or 10% of seniors 65 years of age and older in the Sunnyslope community had incomes that put them below the poverty level. This compares to 7.4% of seniors in Maricopa County (Arizona Community Action Association, 2003). The number of children in Sunnyslope under 18 years of age considered in poverty was 3,102 or 24%, compared to 15.9% in Maricopa County (Arizona Community Action Association, 2003).

PART III. COMMUNITY ASSETS

Community assets include the characteristics of the community that are beneficial in addressing needs, as well as the concrete resources that currently exist. These can include agencies, organizations, community groups, and resources that are working toward the resolution of needs.

Strengths of the Sunnyslope Community

The greatest strength of Sunnyslope is clearly the people who live and work there. Over 73% of the respondents to the community survey indicated the quality of life in their neighborhood was good to excellent. Their spirit of cooperation, caring, and commitment to the community is being demonstrated in multiple ways, some of which are detailed below.

Sunnyslope is a Caring Community: The most common theme voiced throughout the stakeholder interviews and other information gathering processes was that Sunnyslope is a caring community. This feature was reported to be characteristic of the residents, as well as the local area social service agencies, organizations, schools, businesses, churches and the local government. Caring was described as the commitment of many individuals who are actively involved in the community, donating their time and resources to make Sunnyslope a better place to live, work and play. Although there is a great deal of mobility, there is also a core group of residents who have lived in the community for many years and are considered very supportive and invested in the future of Sunnyslope. A hallmark of a caring community is generosity. Both residents and businesses in Sunnyslope model generosity. Examples include the giving of toys to children and the Adopt a Family Program at Christmas and donations of time and tangible goods to the Chris Becker Dining Hall for the homeless.

Collaboration: Among community stakeholders, the one most frequently identified factor considered to be currently improving the delivery of social and health services in Sunnyslope, is collaboration. Individuals who were relatively new to the area found the level of collaboration in Sunnyslope to be unique. Collaborative structures are reportedly in place to address problems as they are identified.

The Sunnyslope Youth and Family Partnership is considered a productive collaboration that actively seeks out challenges. It is viewed as unique in its level of action and central to communication among the civic, service provider and business organizations. Other groups mentioned that are considered to work collaboratively included the Sunnyslope Village Alliance, Kiwanis, the Desert Horizon Precinct, the Desert Mission Food Bank, Sunnyslope Block Watch Programs, Weed and Seed, and the City of Phoenix. The local area elementary and middle schools were commended for recognizing social problems and addressing them, as were some community churches. These organizations reportedly benefit from good participation, cooperative working relationships, and support from the community.

John C. Lincoln Health Network: While respondents gave accolades to many Sunnyslope organizations, the praise for John C. Lincoln was unparalleled. Individuals spoke of John C. Lincoln with admiration, respect and amazement in terms of what they have accomplished. It is valued for its leadership and influence.

Resource Development: A second trend noted to be improving the delivery of social and health services was resource development. The \$9 million Safe Schools/Healthy Students grant will provide numerous services depending upon need to 10 schools in the Washington Elementary School District and Cortez High School. The federally-funded initiative is targeted at reducing violence and increasing mental health services that will lead to healthy child development.

Many groups and agencies are reportedly collaboratively engaged in grant writing. Other groups such as the faith-based community would like to be able to access grant money to build on the services that they are already providing such as ESL and emergency food distribution. These groups are generally unaware of what funding opportunities exist and on their own they do not have the resources to explore and compete for grants.

Education System: Sunnyslope includes two public school districts: the Washington Elementary School District and the Glendale Union High School District, a Charter School, a private school, the Valley of the Sun School and Habilitation Center, and the American Indian College. The elementary and middle schools in the community have a history of looking outside the school walls and working with the community to resolve issues that impact the students and their families such as food security, after school care, English as a Second Language, dental and medical care. A 1.2 million dollar grant to the Washington Elementary School District will also help the elementary schools focus on reducing childhood obesity and increase overall student physical performance (Dunlap, 2004).

In Arizona, schools are ranked using a formula based on the three-year average of Stanford 9 and AIMS test scores. The formula also includes elementary school attendance and high school dropout and graduation rates. The 2004 school achievement profiles designated Sunnyslope High School as excelling, the highest possible honor. Cortez High School received an impressive rank of highly performing, and Washington High School was ranked performing. All the local elementary schools and one middle school received ranks of performing (Arizona Department of Education).

Sense of Community: While Sunnyslope is part of the City of Phoenix, it has established its own unique identity and yet maintains an active voice and connection to City of Phoenix services.

Location: Sunnyslope is located in north central Phoenix just 15 minutes from the downtown center. The community is nestled within the Phoenix Mountain Preserve. The Preserve offers hiking, biking and horseback riding trails as well as a picturesque backdrop to the community. The community offers easy access to other areas of the valley via the I-17, State Route 51 and the 101 freeway. Sunnyslope residents also have easy access to Metro Center, a major shopping mall.

Resources Available in Sunnyslope

Sunnyslope has a wide range of public and private resources available within its geographic boundaries.

Among the *public services* are:

- Acacia Public Library
- Bus Transit Center
- Public elementary schools (Five)
- Public middle schools (1)

- ❑ Department of Economic Security Office
- ❑ Department of Health Services, Women, Infants & Children's Program
- ❑ Desert Horizon Precinct
- ❑ Fire Station
- ❑ Juvenile probation office
- ❑ Maricopa County Health Clinic
- ❑ Neighborhood Services Programs
- ❑ One-Stop Career Center
- ❑ Public parks (4) including a system of hiking trails and picnic areas
- ❑ Public swimming pool
- ❑ Sunnyslope Community Center
- ❑ Sunnyslope Family Services Center
- ❑ Sunnyslope High School
- ❑ Sunnyslope Senior Services Center
- ❑ Sunnyslope Youth Center
- ❑ U.S. Post Office

Private Services include:

- ❑ Civic Organizations such as Kiwanis, the Sunnyslope Village Alliance (SVA), the Veterans of Foreign Wars (VFW), the Eagles
- ❑ Churches representing many denominations
- ❑ John C. Lincoln Health Network
- ❑ The Arizona Humane Society

Health and Social Services: Sunnyslope has more than 40 public, private and faith-based organizations providing a range of health and social services within its geographic boundaries. The organizations listed below provided detailed information about their programs. Appendix F includes a list of service providers and community organizations physically located in Sunnyslope cross-referenced by service population, e.g., families with children, elderly, single parents, children, and teens.

Organization Name	Organization Name
▪ Acacia Branch of the Phoenix Public Library	▪ Literacy Volunteers of Maricopa County, Inc.
▪ Advocates for Kids, Inc.	▪ Marley House
▪ AZ Women's Education and Employment, Inc.	▪ Most Holy Trinity
▪ Big Brothers Big Sisters of Central Arizona	▪ Mountain View Elementary School
▪ CASS - Vista Colina Emergency Family Shelter	▪ New North Town Neighborhood Association
▪ Chrysalis	▪ Parents Anonymous
▪ City of Phoenix Fight Back Programs (3)	▪ Phoenix Affordable Housing - Multiple Sites
▪ City of Phoenix Prosecutor's Office	▪ Royal Palm Mentoring Program
▪ City of Phoenix, Phoenix Workforce Connection	▪ Royal Palm Middle School
▪ Desert Mission Food Bank	▪ Royal Palm Outreach Project
▪ Desert View Elementary School	▪ Southwest Behavioral Health Services
▪ Dignity @ Sundance Lodge	▪ Southwest Human Development
▪ Helping Hands Housing Services	▪ St. Vincent de Paul
▪ House of Refuge - Sunnyslope	▪ Sunnyslope Block Watches
▪ International Rescue Committee	▪ Sunnyslope Community Center
▪ John C. Lincoln Home Health	▪ Sunnyslope Elementary School

Organization Name	Organization Name
▪ John C. Lincoln Senior Apartments	▪ Sunnyslope Family Services Center
▪ John C Lincoln North Mountain Emergency Department	▪ Sunnyslope Manor
▪ John C. Lincoln Birthing Center	▪ Sunnyslope Senior Services Center
▪ John C. Lincoln Children's Dental Clinic	▪ Sunnyslope Village Revitalization
▪ John C. Lincoln Community Health Center	▪ Sunnyslope Youth Center
▪ Las Salas After School	▪ Toby House
▪ Life Choices Women's Clinic	▪ Trinity Lutheran Church
▪ Lincoln Learning Center	▪ Tumbleweed Youth Services
▪ Lincoln Learning Too - Head Start	▪ Valley of the Sun School and Habilitation Center

PART IV. COMMUNITY NEEDS

The 10 areas of need highlighted in this report were selected for their frequency of mention in the community stakeholder interviews and the focus groups and because their existence was supported by secondary data. The 10 areas are presented in order of perceived importance according to the 30 community stakeholders individually interviewed for this report and the frequency of mention in the focus groups.

Each section includes the nature of the problem, perceptions of the community stakeholders and supporting data.

- ✓ *Nature of the problem* is a summary based on all sources of information; i.e. interviews, focus groups and supporting data.
- ✓ *Perceived Causes* are the reasons people interviewed individually and in focus groups believe the issue exists. At times perceptions are not supported by data; however, they do represent the views of some community stakeholders and may present an opportunity for community / public education about an issue.
- ✓ *Supporting data* includes information for secondary data sources such as census data and health status data and from primary data sources such as the community interviews, provider surveys, and the community survey.

1. *Housing*

Housing is perceived as the number one need in the Sunnyslope area. The nature of the housing concern includes 1) poor condition of the current housing stock and 2) inadequate housing mix.

Poor condition of the current housing stock including interior and exterior maintenance. This is recognized as a problem in rental as well as owner-occupied dwellings. Blight is visible in parts of Sunnyslope. The poor condition of housing is believed to reinforce a negative stereotype of Sunnyslope as a bad place to live, and discourages families and businesses from relocating there. Poor upkeep increases mobility, contributes to high utility costs and crime, and suppresses neighborhood property values.

Inadequate housing mix, including a high proportion of renter v. owner-occupied units and multifamily v. single family homes. Home ownership is believed to provide greater stability in the community, including reduced mobility as well as more investment from residents in caring for their homes and the community. A large concentration of low-priced rental properties attracts a predominance of low-income residents and creates pockets of multi-problem areas. More quality, affordable homes are considered needed, dispersed throughout these areas. Housing is considered affordable if it consumes no more than 30% of household income.

Perceived Causes

Perceptions in the community about the causes of housing issues ranged from income, to high number of rental units resulting in increased mobility, to off-site/out-of-state landlords. The following information reflects responses from community stakeholders regarding the causes:

- ✓ Low wage earners - lack of income prevents them from acquiring assets for home ownership, adequate home maintenance, and sometimes the ability to pay rent and utilities.
- ✓ Some elderly and disabled are not able to manage household maintenance due to age, ability, and inadequate incomes to meet their needs.
- ✓ Renters are fearful of reporting unresponsive landlords.

- ✓ Landlords and tenants are fearful of reporting illegal activity because of perceived retaliation by local gang members.
- ✓ Some landlords live out-of-state and some rental managers live off-site. Often they are not aware of what is going on at the property including who is actually living there.
- ✓ Some landlords do not care whom their rental managers rent to; they are more interested in keeping the apartments rented than what goes on at the sites.
- ✓ Inability of public agencies and charitable organizations to meet the need for emergency financial assistance. Undocumented individuals are not eligible for emergency assistance.
- ✓ Current tax laws (capital gains) keep rental owners from selling their properties when they are unable due to health or lack of interest to perform the necessary upkeep and supervision.

Supporting Data

- Three census tracts have a relatively large proportion of rental versus owner-occupied housing units. Census tracts 1036.15, 1045.01, and 1045.02 have rental rates of 73%, 71%, and 61% respectively. This compares to rental rates in the other census tracts ranging from 20% to 58%. Census tracts 1036.15 and 1045.01 stand out as having a relatively small proportion of single-family housing units compared to multi-family dwellings. The percentages of one-unit detached dwellings were 18% and 24% respectively; compared to census tract 1054 with up to 85% being single-family housing units. Census tracts 1036.15 and 1045.01 have many housing units with two-to-four households per structure.
- Average household size was the highest in the three census tract areas of 1036.15, 1045.01, and 1045.02. Household size in these three census tracts was 3.2, 3.2 and 3.6 respectively. In all other census tract areas, average household size was under 2.5.
- Approximately 42% of the housing structures in Sunnyslope were built before 1969. In three census tracts the owner specified values of a large majority of the owner occupied housing stock was under \$100,000 in 2000. These were 1045.02 (87%), 1046 (75%), and 1047 (73%).
- In the 1036.15 census tract, 2.5% of householders reported no source of heating fuel. In 1036.15 and 1045.02, just over 2% of householders reported using wood for heating their homes.
- Census tract 1036.15 had 35 householders (2.1% of the total) reporting that their home lacked complete plumbing facilities, compared to less than 0.5% in the other census tract areas.
- Census tracts 1036.15, 1045.01, and 1045.02 had the highest proportion of homeowners reporting a lack of kitchen facilities. The respective percentages were 2.7%, 1%, and 1.4%.
- Five census tracts had relatively low median family incomes: 1036.15, 1045.01, 1045.02, 1046 and 1047. Three of these (1036.15, 1045.01, and 1045.02) have a relatively large proportion (around 10%) of female-headed households, with no husband present and children less than 18 years of age. Census tracts 1046 and 1047 have over 10% of households occupied by single adults over 65 years of age.

- ❑ Census tracts 1036.15, 1045.01, and 1045.02 are culturally diverse, 40% to 50% are foreign born, over 50% of the population over age five speaks a language other than English in the home, and most of those (73% to 82%) speak English less than very well.
- ❑ Educational attainment among adults is particularly low in three census tracts, 1036.15, 1045.01, and 1045.02, where the percentage of high school graduates ranges from 51% to 58%.
- ❑ The percentage of youths, 5 to 20 years of age with a disability was relatively high in census tracts 1045.02 and 1046 (about 17%) compared to an overall rate in the community of about 11%. The non-elderly adult population with a disability was 24%, and was highest in census tract 1045.01 (28.6%), 1045.02 (29.9%) and 1047 (30.7%). The elderly population with disabilities was 40.5%, and was highest in census tracts 1045.01 at 50.7%, 1045.02 at 63.2%, and 1046 at 57.8%.
- ❑ A survey of Sunnyslope residents by Mountain View Fight Back in 2002 show 46% of 250 respondents perceive that the upkeep of homes and yards has gotten worse in the past five years, or since they moved into the area.
- ❑ The 16 fifth and sixth grade students participating in the focus groups commented on the need for cheaper rent and nineteen other focus group participants commented on the need for greater security in the homes including locks, secure doors and secure windows.
- ❑ Housing for the severely mentally ill (SMI) population is in short supply. According to the ValueOptions Clinic staff, there are 1,228 individuals with serious mental illness receiving services at the Sunnyslope clinic of which 200 are awaiting appropriate housing. The 200 awaiting appropriate housing are not necessarily homeless. They may be living with friends, relatives or independently but their current living arrangement is not the most appropriate for them.

Toby House operates 7 residential programs for persons with serious mental illnesses. The programs house up to a total of 78 individuals in the Sunnyslope area. While Toby House is planning two additional sites, residents will not necessarily come from the Sunnyslope community.

- ❑ Provider survey responses indicated, “requests for housing exceed the availability of low-income units”and “persons applying for homeownership also need to qualify for a mortgage and may not meet the criteria set by the lending institution.”
- ❑ Of the 310 respondents to the Community Survey, 118 (38%) indicated they owned their own home with 163 (52.6%) renting. Concerns about their housing included no locks (24), plumbing (14), no telephone (11), no working air conditioner (11), leaking roof (11), and bugs (28). Of 287 responses, 66.6% indicated they had no concerns about their housing.
- ❑ Of the 310 respondents to the Community Survey, 175 (56.5%) indicated they did not need housing services. Of those needing housing services, the needs included affordable housing (12%), home repairs (9.4%), energy assistance (5.8%), and rental assistance (3.2%).

2. Economic Development

The area of economic development ranked second in need of attention. The nature of the problem includes two major components 1) greater growth in the business and housing development sectors and 2) the need for improved human capital.

Greater growth in the business and housing development sectors. There is a sense that more businesses are moving into the Sunnyslope area, providing better paying and more growth opportunities for local job seekers. This is viewed as a trend that is likely to continue as more upper-end housing is developed in the area and as people recognize the value of being centrally located in Sunnyslope, as opposed to the increasingly populated Phoenix area suburbs. Acceleration of this trend is considered desirable.

The need for improved human capital. Human capital includes factors that improve a person's employability such as education, experience, skill and language ability. It also includes factors that influence availability for employment including transportation, communication, child care, and health.

Perceived Causes

Perceptions in the community included factors related to both business capital and human capital.

Business Capital

- ✓ Shortage of secure and decent business properties to encourage relocation
- ✓ Perceived negative reputation of Sunnyslope that detracts from businesses moving in
- ✓ A marketing effort is required that goes beyond the scope of the Sunnyslope Village Alliance
- ✓ Visible blight, prostitution and homelessness discourage relocation
- ✓ Crime is a deterrent to relocation

Human Capital

- ✓ Low levels of educational attainment
- ✓ Lack of English language skills
- ✓ High proportion of illegal aliens with limited employment possibilities
- ✓ Shortages of affordable child care, especially in the after school and weekend hours
- ✓ Lack of personal means of transportation and difficulty using public transportation
- ✓ High school dropout/teen pregnancy
- ✓ Distance necessary to access post-secondary education and training
- ✓ Lack of access to health care

Supporting Data¹

- The residents of Sunnyslope are diverse in terms of their educational attainment. Some areas of the community have highly educated populations. Census tract 1054, for instance, had 45% of the population over age 25 with a bachelor's degree or higher. In contrast, census tract 1045.02 had only 3.6% of its adult population with a bachelor's degree or higher. Educational attainment among adults is particularly low in three census tract areas 1036.15,

¹ Supporting data on child care and health are presented elsewhere in this report.

1045.01, and 1045.02, where the percentage of high school graduates ranges from 51% to 58%.

- The Sunnyslope High School has a very positive reputation within the community. Data from the Arizona Department of Education Annual Dropout Rate Study: 2002-2003 report dropout rates for grades nine through 12 to be under one percent in Sunnyslope High School, with a student population of 1,952. The remaining two high schools that most Sunnyslope youths attend, Cortez and Washington have higher drop out rates than Sunnyslope, 2.4% with 1,404 students and 3.9% with 1,962 students respectively. Washington High School reported an additional 0.5% of students with status unknown. Almost one-third of Arizona students who begin the 9th grade drop out prior to completing their high school graduation. The 1999-2000 annual school dropout rate for Maricopa County (7.7%) was lower than the rate for the state as a whole (8.3%) (Arizona Community Action Association, Inc. 2003).
- Census tracts 1036.15, 1045.01, and 1045.02 are culturally diverse, 40% to 50% are foreign born, over 50% of the population over age five speaks a language other than English in the home, and most of those (73% to 82%) speak English less than very well.
- In 2000, three census tract areas (1036.15, 1045.01, and 1045.02) were noted as having a relatively large percentage of the residents lacking telephone services. The percentage of householders reporting no telephone services in these three areas was around 8%, constituting over 100 homes in each area. This compares to percentages of 4.5% and under in the other census tracts.
- Areas with the greatest reliance on public transportation (including taxis) for commuting to work were 1036.15 (9%), 1045.01 (7%), and 1046 (8%). The use of public transportation as a means of commuting to work in the remaining Sunnyslope census tracts ranged from one to five percent. Census tract 1054 had a sizable population of workers (6.4%) that work from home.
- In three census tract areas, there was a relatively high percentage of households with no available vehicle. These were 1036.15 (20.1%), 1045.01 (29.3%), and 1046 (17.7%). This compares to other census tracts with 9% to 3% of households without vehicles.
- Employment rates were lowest in three census tract areas 1045.01, 1045.02 and 1046, ranging from 55% to 58% of those over age 16 years. The unemployment rate recorded in the 2000 Census was highest in census tract 1036.15 at 11.4%, 1045.02 at 10.4%, and 1046 at 8.4%. Unemployment rates in the other census tracts ranged from three to six percent. This compares to the percent unemployed in Maricopa County of 4.7%.

The two census tract areas with the largest percentage of the population over age 16 years who were employed were 1037 at 71% and 1052 at 68%. This compares to the percent of the population over age 16 employed in Maricopa County of 61.3%.

- The Macehualli Day Labor Center Coalition reported to the City of Phoenix on October 19, 2004, that on an average day there are 120 day laborers at the center and 67 jobs are dispatched. While the Center is not located within the geographic boundaries of this assessment, the close proximity may be an option used by Sunnyslope residents.

- On July 7, 2004, a visual review and count of the number of persons at the corner of Cave Creek and Hatcher Road waiting for work was compiled. From 4:00 a.m. to 7:00 a.m., 57 people came to the area and 20 were picked up – presumably for day labor work. Some of the persons at the corner walked to the location while others drove, arrived by bus or were dropped off by someone.
- According to the 2000 Census Sunnyslope residents were employed in the following fields:

Occupation	% Sunnyslope Residents
Management, professional, and related occupations	29.34%
Service occupations	21.34%
Sales and office occupations	25.40%
Farming, fishing, and forestry occupations	0.31%
Construction, extraction, and maintenance occupations	13.21%
Production, transportation, and material moving occupations	10.39%

Source: U.S. Bureau of Census; United States Census 2000

- Responses to the Community Survey included the following:
 - 26.5% indicated there are adults in their home that are unemployed
 - Barriers to employment were described as immigration status (18.6%), health problems (9.3%), taking care of children (9.3%), child care (4.3%) and disability (4.3%). Other barriers to employment were described as “do not speak English (28 responses), “can’t afford child care” (26 responses), “education or training” (18 responses), “take care of children” (16 responses) (this is in addition to the 9.3% listed above), “no jobs” (16 responses).

3. *Homelessness*

Nine homeless individuals were interviewed for the Community Needs Assessment. A striking observation was that eight of these nine individuals considered Sunnyslope *their community* and, similar to others interviewed for the needs assessment, commented on the small town atmosphere and physical beauty. For the most part, the homeless interviewed were long-term Phoenix area residents and not transient or undocumented homeless. Although they do not have roofs over their heads, they still consider Sunnyslope their home. The nature of the homelessness problem can be defined as:

Personal safety and property concerns of the Sunnyslope residents and business people.

Panhandling makes residents uncomfortable and fearful. The homeless individuals participating in the needs assessment claimed that newer transients are making it harder for the homeless people who have settled in the Sunnyslope area to establish a relationship with the community.

Poor physical and mental health condition of the homeless individuals. The life of the homeless individual is defined by survival from the outdoors. The oppressive Phoenix heat makes the homeless susceptible to heat stress and dehydration. The homeless do not have any place in Sunnyslope that they can go to escape the heat. Some homeless are physically ill and some reported drug and psychological problems, criminal records from years prior, and estrangement from families.

Physical safety of the homeless. The homeless who participated in the Community Needs Assessment reportedly view Sunnyslope as a safer, less violent place to live than downtown Phoenix. Their personal sense of safety, however, is relative.

The homeless individuals participating in the Community Needs Assessment rated a safe, cool place to stay without being harassed as their number one need. They are also concerned about the safety of their belongings. For many homeless people what they carry is all they have in the world. They fear having their belongings stolen or taken away by the police or others, and yet they have no safe place to store them. Much of the time they should be working or sleeping is spent guarding their possessions.

The lack of a safety net. For many low-income families and individuals an illness, a loss of job, unstable child care, a car breakdown, or some unexpected expense can cause them to become homeless.

Perceived Causes

Perceptions regarding the issue of homelessness varied greatly among the interviewees from homelessness being an issue of income to homelessness being the result of physical and/or mental health issues.

- ✓ There is no assistance to the homeless to transition out of homelessness
- ✓ The homeless issue in Sunnyslope is not being addressed – it is not a priority
- ✓ Substance abuse and other mental health problems go untreated
- ✓ Legal problems (fugitives, felons, lost or stolen documentation) present barriers to employment
- ✓ The inability to survive temporary income problems without falling into homelessness (no safety net)
- ✓ Domestic violence causes women and children to become homeless and the services available to them are short-term (3 months), not enough time for many to become self-reliant
- ✓ Cleanliness issues are barriers to work (no place to shower, do laundry, and their unkempt appearance including hair, whiskers, missing or rotten teeth, and need for glasses)
- ✓ Inability to receive telephone calls or mail

Supporting Data

- The 2004 Maricopa Association of Governments Continuum of Care Homeless Street Count was conducted on February 24, 2004. The count indicated 254 homeless persons in the Sunnyslope area on that day as compared to 1,818 Maricopa countywide.

- The majority of homeless individuals located in the 2004 Maricopa Association of Governments Continuum of Care Homeless Street Count (110 persons) were found near 10th Avenue and Hatcher (census tract 1045.01) in the Chris Becker Dining Hall. These 110 persons included 74 adult men, 10 single women, and seven families. Nearby at 9901 N. 7th Avenue, 10 homeless individuals were located. From 500 West Hatcher to 1049 West Hatcher, there were an additional 27 homeless individuals. At 10600 North Cave Creek, 10 homeless individuals were located, and an additional nine nearby at 800 East Vogel.
- There were approximately 70 men, five women, and nine children served at the evening meal at the Chris Becker Dining Hall on July 20, 2004. Those observed were primarily Caucasian, some African American, and some monolingual Spanish speakers. The children were of varying ages; three were siblings with grandparents. The dining hall serves dinner four days per week and breakfast two days per week.
- Based on the information from individuals who are homeless:
 - The homeless are attracted to Sunnyslope because of the low rent, and the fact that businesses are located in close proximity which makes it easier to get around if you do not have a car. They also find Sunnyslope relatively safe and they avoid downtown Phoenix despite the concentration of homeless services there for this reason.
 - The homeless have difficulty making phone calls because many pay phones have been removed or turned off for return calls as a result of drug dealing. The cost of a local call from a phone booth is 50 cents, a substantial amount for a homeless person. This makes it very difficult for the homeless to get employment or keep in contact with their families.
 - The homeless are ticketed for trespassing and other small infractions, causing them to spend time in jail and make court appearances, which further compounds their problems.
 - Receipt of mail is a problem. There is a post office located at 813 West Madison, Phoenix for the homeless, but it is too far for Sunnyslope homeless to use. At Post Offices, an address is required to rent a post office box.
- Three providers indicated in their responses to the provider survey that there is a need in the community for additional shelter services. Specifically, shelter and housing for homeless teens, single adults, substance abusers and families with children. Two other providers specified a need for transitional housing.

4. Health Care

Health care is considered problematic by all non-affluent sectors of the community: families with children, undocumented, children, teens, homeless persons, and seniors. The nature of the problem has been defined in multiple ways:

Many Sunnyslope adults do not have health insurance

Adults need information on where to go for affordable health care for themselves and their children. The information should include the address, telephone number, the services provided, and the cost. The information should be updated periodically and checked for accuracy.

Seniors with limited incomes have difficulty with the high cost of medication, eye exams, and glasses and hearing aids.

Seniors have difficulty understanding the many options for health insurance. A related issue for senior health care is portability. One senior reported that if she goes out-of-state to visit, her medical coverage is not valid.

People prefer to use the hospital emergency room because they do not have to pay upfront and can pay over time. In addition, the emergency room is considered a one-stop for all medical needs. People who visit a clinic can be sent elsewhere, requiring transportation and multiple co-payments.

Preventive health care including education on healthy lifestyles, prevention of STDs, and asthma as well as wellness checks and opportunities for health screening are needed. Populations including the homeless, the uninsured and undocumented tend to ignore the symptoms of health problems until they reach crisis states, and then access health care from the hospital emergency department.

Perceived Causes

The perceived causes of failure to access health care included:

- ✓ Fear of deportation
- ✓ Wrong and incomplete information on available health services
- ✓ Affordability
- ✓ Lack of information about sources of free or low-cost health care
- ✓ Complexity of the health care system
- ✓ Lack of health literacy for poor people and English language learners

Supporting Data

General

- 23.7% of individuals are not covered by health insurance in Sunnyslope (Office of Health Systems Development, ADHS).
- Of the 310 respondents to the community survey, 69.4% indicated their health was good to excellent with 56.5% reporting they had received an annual physical. 55.8% reported they did have health care coverage and 61.2% reporting there are members of their household without health coverage.

Additionally, 25.8% respondents indicated someone in their household needed health care and didn't get it. Reasons for not accessing care included lack of health insurance (14.3%), cost of medicine (19.8%), and cost of Physician (8.76%).

- There is one hospital in the Sunnyslope area (John C. Lincoln North Mountain Hospital). The ratio of hospital beds per 1,000 population is relatively high at 4.9. This compares to rates of 1.9 for Maricopa County and the State of Arizona. There are three skilled nursing facilities and 406 nursing beds (Office of Health Systems Development, ADHS, data provided by census tract). There are two licensed home health agencies and 10 licensed pharmacies. There are 151.2 primary care providers, one for every 355 persons. There are

84 nurse practitioners and five physician assistants, 447 registered nurses, 18 dentists, and 28 emergency medical personnel (Office of Health Systems Development, ADHS).

- John C. Lincoln Health Network (North Mountain) provided \$15 million in uncompensated care (charity care and bad debt) in 2003. This compares to St. Joseph's Medical Center at \$64 million, Maricopa Medical Center at \$56 million and John C. Lincoln Deer Valley at \$9 million. (Arizona Department of Health Services, December 2004)
- The number of inpatient days of hospitalization per 1,000 residents is relatively high in all age categories compared to Maricopa County and the State. In the age category of 0 – 14 years inpatient days in Sunnyslope per 1,000 population were 148 compared to 124 for the county, for 15 to 19 year olds the comparison was 295 days compared to 177 days, among 20 to 44 year olds the comparison was 362 days to 261 days, from age 45 to 64 years 880 days compared to 465 days, among 65 to 84 year olds 2,340 days compared to 1,250 days, and those greater than 85 years were 5,116 days compared to 2,256 days for the County (Office of Health Systems Development, ADHS).
- HIV/AIDS/STDS are found at a rate of 9.6 per 100,000 population in Sunnyslope, much higher than the rate of 5.7 for Maricopa County (Office of Health Systems Development, ADHS).
- Much of the information about health clinic services and other safety net supports is spread by word of mouth. Thus many individuals who are in need of care are unaware of alternatives to hospital emergency departments. This appears to be particularly true of Spanish-speaking residents. (An Assessment of the Health Care Safety Net in Phoenix, Arizona, 2004).
- The percentage of premature mortality was slightly higher for the Sunnyslope area (54.9%) than for Maricopa County (51.3%) or the State of Arizona (53%) (Office of Health Systems Development, ADHS). Premature mortality is defined as occurring before the expected years of life reached based on the national estimates of life expectancy (Arizona Health Status and Vital Statistics 2003).
- According to the John C. Lincoln Adult Health Services Survey conducted in January 2004, 40% of its 686 respondents reported that at least someone in their household had used the hospital emergency room for basic health care because they did not have a primary care doctor. Approximately one-half of these respondents lived in the Sunnyslope Community.
- Emergency Department use data for John C. Lincoln North Mountain Hospital were provided for the calendar year 2003. Ten thousand six hundred (10,600) Medicaid and self-pay patients were seen for non-emergency issues. Of this patient population, the top 10 diagnoses were: abdominal pain (unspecified), urinary tract infection, neck sprain, lumbago, acute bronchitis, headache, antepartum condition, acute pharyngitis, dental disorder (unspecified) and acute upper respiratory infections. Of the 10,600 patients, 20% were from zip code 85020, 17% were from 85021, 9% were from zip code 85029. The remaining 54% were from other zip codes or counties, likely because the hospital is a trauma hospital.

- Research indicates that minority populations and lower income families have a more difficult time obtaining health care than White and higher-income families. Specifically according to a Robert Wood Johnson Foundation Survey (1995)
 - 17 percent of Hispanics and 24.3% of African-Americans had difficulty obtaining health care, compared to 14.5% of Whites.
 - 24% of households with incomes below \$20,000 had unmet health care needs compared to 17% in households with incomes between \$20,000 and \$50,000 and 7.9% for those with incomes above \$50,000. (P-CAT A Primary Care Community Assessment Tool, St. Luke's Health Initiatives, 2000)

Adults

- The leading cause of death among Sunnyslope elderly age 65 to 84 years and the old elderly (age 85 and higher) was chronic ischaemic heart disease (Office of Health Systems Development, ADHS, 2000).
- The homeless individuals interviewed report that Arizona Health Care Cost Containment System (AHCCCS) which administers delivery of Medicaid services, is easy to get, but they are not positive about the services that are available. Most report going to the hospital in the event of a medical emergency, and otherwise avoiding health care.
- Responses to the provider survey included as unmet needs adult medical care (2 responses), behavioral health (7 responses) and specialty medical care / emergency (2 responses).
- Seniors participating in the focus group indicated that Medicare has become so complicated they do not understand their options and don't know how to get information about the choices available to them.
- Regarding health literacy, of the 310 respondents to the community survey, 43 (13.9%) indicated they have difficulty understanding health information.

Children

- Immunizations: The data is for the 4:3:1 coverage (i.e., the child is recommended to have four Diphtheria, Tetanus and Pertussis (DTaP) vaccinations, three polio, and one measles-containing vaccination by 24 months of age). The CDC-recommended immunization schedule says that children should have seven doses by 18 months of age. The count examines children between the ages of 12 and 24 months, so the counts include children who may not have had four DTaPs but who are current for their age. In the entire city of Phoenix, 30% of children were current on the 4:3:1 schedule. This percentage compares to 28.6% in zip code 85020, 26.8% in 85021, and 31% in zip code 85029. Thus, the rate of completion was comparatively lower in the central Sunnyslope area.

If we include those who are only one shot away from being complete, the percentages change to 49.9% for the City of Phoenix, 50.7% in zip code 85020, 47.1% in zip code 85021, and 53.2% in zip code 85029. In conclusion, there was a difference of six percentage points between the highest and lowest levels of immunization completion with 85020 being the lowest. Immunization data was provided by ADHS, from the immunization registry (ASIIS)

for calendar year 2003. The data is organized by zip code, and thus the 85029 and 85020 zip code areas extend the geographic boundaries of the Sunnyslope needs assessment.

Note: Data represents a reporting rate of 85% of providers serving Arizona. Additionally, historical data is often not included because providers do not or cannot enter the data into the immunization tracking system because they are not aware of historical immunizations.

5. Cultural and Language Barriers

Sunnyslope is ethnically diverse and has many English language learners. While diversity is valued within the community, it also presents a number of challenges as outlined below.

Language barriers keep people from participating fully in the Sunnyslope community, from understanding the community norms and legal requirements and results in social isolation.

Language barriers lead to poor health literacy including when to seek health care for children and how to navigate the health system.

Language barriers place children in the role of interpreter among parents, teachers and school administrators. This presents a role reversal in the family that is uncomfortable for parents.

Language barriers trap people in low-income employment and present barriers to employment.

Perceived Causes

Focus groups held with families (both English speaking and Spanish speaking), social workers, landlords, police and community stakeholder interviews identified the following perceived causes of cultural and language barriers:

- ✓ Adult education programs cannot keep up with the demand.
- ✓ Adult education programs need to be accessible, i.e., close to where consumers live and provide child care.
- ✓ Sunnyslope has had an influx of limited English speakers.
- ✓ Schools do not have the resources to meet the need for translation services; others in the community including landlords also require translation services.

Supporting Data

- The total foreign-born population in Sunnyslope is 12,892. The foreign-born population as a percentage of the total population is high in three of the nine census tracts (1036.15 – 2,055 persons, 1045.01 – 2,257 persons, and 1045.02 – 2,157 persons). The percentages of foreign born in these three areas are 38%, 49%, and 39% respectively of the total population in the census tract. The percentage of foreign-born in the other six census tracts ranges from 5% to 28%. Over 80% of foreign-born residents in census tracts 1036.15, 1045.01, 1045.02, 1046 and 1053 are from Latin America.
- A majority of the foreign born population in Sunnyslope are relatively recent entrants, entering since 1990. In the three census tracts with the highest percentage of foreign-born residents (1036.15, 1045.01, and 1045.02), 75% and higher were recent entrants in the 2000 Census data.

- ❑ Census tract areas with high percentages of foreign-born residents who are not U.S. citizens are 1036.15 (90% - 1,842 persons), 1045.01 (94% - 2,119 persons), 1045.02 (85% - 1,828 persons), 1046 (86% - 899 persons), 1047 (75% - 1,648 persons), and 1053 (77% - 836 persons). In total, 10,397 Sunnyslope residents were not U.S. citizens in 2000; this represents just over 20% of the total population.
- ❑ In three census tracts more than 50% of the population over age five speak a language other than English in the home. These three census tracts are 1036.15, 1045.01, and 1045.02. Of those who speak a language other than English at home, 73% to 82% reported speaking English less than very well. The majority of non-English speakers communicate in Spanish. In census tracts 1045.01 and 1045.02, the majority (87%) of those who speak an Asian language in the home, report that they speak English less than very well.
- ❑ Responses to the provider survey included the following: 1) the John C. Lincoln Birthing Center does not provide education classes in Spanish and 2) family counseling in Spanish is needed.
- ❑ School enrollment data shows an increase in the number of English Language Learners from 2003 to 2004 in all five of the elementary and remained the same in the middle school.

Indicators	Enrollment		English Language Learners	
	2003	2004	2003	2004
Years Schools				
Desert View	624	655	48%	52%
Mountain View	1,111	999	62%	68%
Shaw Butte	1,136	1128	36%	41%
R.E. Miller	671	725	12%	18%
Sunnyslope Elementary	842	784	51%	60%
Royal Palm Middle School	1,152	1,191	30%	30%

Source: WESD Web Site

6. *Personal Safety and Sense of Security*

The process of gathering data for the needs assessment revealed that some people in the community fear for their safety on the streets of Sunnyslope and do not have a strong sense of security in their homes. The nature of the problem includes:

Sunnyslope residents do not feel safe outside of their homes. Many of the residents and business people contacted for the Community Needs Assessment reported that they do not feel safe outside of their homes and they especially fear for the safety of Sunnyslope children who are not adequately supervised. Groups reporting specific safety concerns were senior citizens, youths, young children in grade five and six, the homeless and low-income families.

Home break-ins and auto theft are considered commonplace. It was common for participants to have viewed a home burglary in progress, to have had their homes robbed or know someone who had been robbed, or to have had their car stolen.

There is a gang presence in Sunnyslope. Gang members reportedly harass youths and young women on the streets. Residents and business people fear retribution from gang members should they report or be critical of them. Children report that they are afraid of gangs, bullies, and gunshots. Male youths reported that gang members had threatened them with weapons. Not all schools have resource officers, and gang members are reportedly migrating to the schools where they know they will be less likely to be identified.

Some people reported a lack of positive experiences with law enforcement in the community. Some groups of residents interviewed for the needs assessment, including youths, seniors, homeless and landlords, feel a lack of police presence and responsiveness. The landlords and business people reported an appreciation of the efforts of the local police and viewed them as overwhelmed responding to the problems of the local area.

Perceived Causes

Perceptions among the community stakeholder interviews and the focus groups included:

- ✓ Lack of screening in rental properties
- ✓ Lack of security and attention around low-cost rentals
- ✓ Cutback on overtime for police - police are overwhelmed by high crime areas
- ✓ Lack of parent knowledge on child supervision, unrealistic expectations about community safety for children
- ✓ Lack of treatment programs for prostitutes and substance abusers
- ✓ Need for more sidewalks and better lighting
- ✓ Lack of pro-social activities for children and youths (gang prevention)
- ✓ Lack of security in low-income homes (locks, secure doors and windows)
- ✓ People believe crime is high because of the media when actually violent crime rates are down in the Sunnyslope area.

Supporting Data

- Of the 20 Phoenix Police Crime Grids in the Sunnyslope community, the three census tracts with the highest crime rates were 1037, 1045.01, and 1047. Census tract 1047, located between 7th Street and 16th Street, Dunlap to Peoria, had the highest number of violent crimes (57), property crimes (561) and calls for service (5,752). Census tracts 1037 and 1045.01 were the next highest with total crimes of 574 and 565 respectively.

Census Tract	1036.15	1037	1045.01	1045.02	1046	1047	1052	1053	1054
Homicide	0	1	1	0	0	2	1	1	0
Sexual Assault	9	4	4	6	4	4	1	3	2
Robbery	20	4	19	14	21	17	6	13	14
Aggravated Assault	24	27	27	35	27	34	18	17	11
Violent Crime Total	53	36	51	55	52	57	26	34	27
Burglary	167	254	154	117	195	214	175	206	128
Theft	104	127	128	80	170	186	103	133	206
Auto Theft	95	120	125	125	79	159	130	94	70
Arson	0	1	0	1	0	2	1	2	0
Property Crime Total	366	502	407	323	444	561	409	435	404
Drug Crime	61	36	107	144	54	80	17	49	18
Total Crimes	480	574	565	522	550	698	452	518	449
Traffic Crashes	175	146	184	84	171	200	170	104	177
Calls for Svc	4241	4140	4239	3689	4302	5752	3901	3392	2825
Gang Involved Crime Incidents	1	2	2	9	6	13	3	13	3
Domestic Violence Related Crime Incidents	104	67	63	98	54	114	67	34	15

Source: City of Phoenix Crime Grid Data

- ❑ In a survey of community residents conducted by the Mountain View Fight Back group, 58% of 197 respondents reported the perception that criminal activity in Sunnyslope was worse compared to five years ago or since they had moved in. In the same survey, 66% of 204 respondents reported that speeding on neighborhood streets had gotten worse.
- ❑ A survey conducted by Royal Palm Middle School reported 65% of 55 respondents in the Mentoring Program had a family member in prison or jail, 25% were a victim of abuse, 10% had been in juvenile detention, 23% had alcohol abusers in their family and 15% substance abusers, 25% had physically hurt someone, 15% were parenting their own brothers or sisters or a child, 15% had committed a delinquent act, 53% had tried alcohol or drugs, 18% had been forced to do gang activity, 23% had thought of suicide, 10% had a plan to commit suicide, and 8% had cut themselves on purpose. Fifty-five of a possible 61 students responded to the survey, a 90% rate of return.
- ❑ Sunnyslope Weed and Seed Statistics for 2000 through 2003 show a decrease in violent crimes from 2001 (493) to 2003 (366) and property crimes from 2002 (3,470) to 2003 (3,409). Drug crimes increased from 2002 (368) to 2003 (455). There have been 319 drug crimes from January 1, 2004 through July 2004, which indicates that 2004 data will likely show an increase over 2003. While gang crimes increased from 2002 (50) to 2003 (63), the

trend based on 7 months of 2004 information (22 gang crimes) indicates a dramatic reduction is possible for 2004.

Crime	2000	2001	2002	2003	2004* 7 months
Homicide	2	7	9	8	4
Sexual Assault	28	33	18	34	18
Robbery	142	162	133	132	79
Aggravated Assault	223	291	217	192	141
Total Violent Crimes	395	493	377	366	242
Burglary	1407	1340	1442	1375	903
Theft	1049	1171	1114	1171	673
Auto Theft	610	776	911	853	528
Arson	1	0	3	10	2
Total Property Crimes	3067	3287	3470	3409	2106
Drug Crime	506	346	368	455	319
Total Crimes	3968	4126	4215	4230	2667
Traffic Crashes	1228	1178	1148	1254	711
Calls for Service	33068	34789	33759	33685	20025
Gang Crimes	42	46	50	63	22
Domestic Violence Related	661	714	616	564	373

Source: Phoenix Police Departments Web Based Grid Statistical Database, provide by Officer Tim Mitten; December 2004

- Data by zip code on high frequency juvenile offenses for the 2003 calendar year show the following:

Frequency of Juvenile Offenses by Zip Code in 2003

Type of Offense	Frequency of Juvenile Offense by Zip Code for 2003		
	85020	85021	85029
Alcohol	21	26	31
Assault (simple and domestic violence)	17	14	30
Burglary	10	16	17
Curfew	17	24	21
Possession of marijuana	16	15	24
Shoplifting – misdemeanor	45	47	57
Traffic Violation	22	23	28
Truancy	67	105	75
Probation Violation	25	39	40

Source: Maricopa County Juvenile Probation Department

- ❑ Fifth and sixth grade students interviewed for the Community Needs Assessment reported that they stay inside to avoid coming into contact with gangs and bullies. Twelve of the 16 students said that they felt scared about gangs, bullies and gunshots. One girl said that she was scared about the people who break into houses. Some of the students reported feeling scared on their way home from school.
- ❑ According to social workers participating in the focus group, there are known safe houses in the community for Coyotes (people smugglers). The houses shelter children and spouses who are held for ransom until the cost for smuggling is paid.
- ❑ Of the 310 respondents to the community survey, 73.7% reported the quality of life in their neighborhood was good to excellent and 64.8% reported the safety of their neighborhood was good to excellent.

7. *Mental and Behavioral Health*

The mental health needs in the Sunnyslope community are considered great due to a strong presence of drugs and alcohol use, domestic violence, prostitution, and homelessness. The nature of the problem includes:

Domestic violence

Alcohol and drug abuse

Parenting education for men and women. A lack of parent education on child supervision is perceived to be more of a universal than targeted problem in the Sunnyslope community.

Inability to afford mental health medications

Accessibility of mental health services - Currently many of the mental health services are provided on an itinerant basis within the community. This is slowly changing.

Perceived Causes

Overall participants identified the perceived causes as lack of information and lack of services:

- ✓ Lack of information on where to access care
- ✓ Lack of outreach to engage residents in seeking treatment
- ✓ Lack of mental health service providers in the area, specifically for alcohol and drug abusers, prostitution, and mental illness

Supporting Data

- ❑ The suicide rate per 100,000 population is relatively high in Sunnyslope at 21.8; this compares to 15.7 for Maricopa County (Office of Health Systems Development, ADHS).
- ❑ The age-adjusted death rate for substance abuse deaths is relatively high for Sunnyslope, 15.5 per 100,000 population compared to 9.4 for Maricopa County (Office of Health Systems Development, ADHS).

- ❑ The age-adjusted death rate for alcohol-induced deaths is relatively high for Sunnyslope, 13 per 100,000 population compared to 8.4 for Maricopa County (Office of Health Systems Development, ADHS).
- ❑ Social workers in the family focus groups reported that there is only Alcoholics Anonymous (AA) in the community and no other services for drug and alcohol counseling, such as Al Anon (a program for the family members of a drug or alcohol abuser) or Narcotics Anonymous (NA), a program similar to AA, but for drug abusers. (Note: Some churches in the Sunnyslope area do provide some of these services.)
- ❑ Child abuse and neglect reports in the three zip codes of 85020, 85021, and 85029 for 2001 through 2004 ranged from 972 in 2001 to 1,027 in 2004. In each year, the majority of these reports were for neglect with the remaining reports being physical abuse, sexual abuse and emotional abuse. It is important to note that these are “Reports” to Child Protective Services and not necessarily “substantiated” cases of abuse or neglect.

Child Protective Services Reports 2001 – 2004

Year	Neglect	Physical Abuse	Sexual Abuse	Emotional Abuse	Total
2004	657	311	41	18	1027
2003	607	307	51	16	981
2002	590	329	58	15	992
2001	611	298	48	15	972

Source: Arizona Department of Economic Security, November 2004

- ❑ Residents are aware of services available for teaching parenting skills, but none directed towards men.
- ❑ Unmet needs identified in the provider survey included: substance abuse treatment, psychiatric evaluations, individual counseling, and Spanish speaking counselors.
- ❑ Of the 310 respondents to the community survey, 119 (38.4%) indicated they do NOT have days when they feel sad or anxious. Of the respondents indicating they did have days of feeling sad or anxious, 8.7% reported five times a month, 8% reported twice a month, 7% reported feeling sad or anxious 22 times a month.
- ❑ Barriers to receipt of behavioral health treatment were described by the respondents to the community survey as cost (53 responses), lack of insurance (21 responses), difficulty finding services (15 responses) and language barrier (15 responses).

8. Dental Neglect

The nature of the dental neglect issue is described as:

Lack of regular dental care. People know they need dental care but they do not necessarily know how to access it in an efficient and regular way. Learning how to access services is key to dental care (Arizona Health Futures, June 2004).

Poor dental hygiene is a contributing factor to decay and tooth loss

Those covered by AHCCCS have a somewhat easier time obtaining dental care, but there are still challenges. AHCCCS will pay for extraction for adults but not for dentures. This was an employment barrier issue for the homeless, many of them visibly toothless.

Perceived Causes

Many of the perceived causes for dental neglect were related to costs, insurance and awareness. Participants in 5 of the 9 focus groups identified dental neglect and care as a problem.

- ✓ No dental insurance
- ✓ Need for preventive education on oral health matters and the connection between oral and physical health
- ✓ Lack of awareness of the John C. Lincoln Children's Dental Clinic
- ✓ Lack of dental providers who accept AHCCCS and limited services available through AHCCCS
- ✓ Inability to afford dental services
- ✓ Lack of low-cost dental services
- ✓ Lack of access to screening opportunities
- ✓ Lack of transportation
- ✓ Drug and alcohol use, especially methamphetamines destroy teeth

Supporting Data

- John C. Lincoln Children's Dental Clinic conducted a visual dental screening exam on 6,328 students in seven elementary schools and one middle school in the Sunnyslope area. Of the children screened, 895 (14%) were found to be in need of urgent dental care (defined as presence of bleeding, infection, pain, swelling and/or decay down to the gum line). An additional 1,375 (22%) of the children had evidence of dental decay of a non-urgent nature; 4,058 students (64.1%) did not have cavities detected.
- In 2003, at the John C. Lincoln Hospital - North Mountain Emergency Department, "dental disorder" was one of the top ten diagnoses for non-emergent, low-income adult patients.
- In 2003, 344 pediatric patients at the John C Lincoln Community Health Center were diagnosed as having some sort of dental disorder (caries, abscess, broken tooth, abnormal tooth development, discolored teeth, malocclusion). This is 18% of program patients. Two hundred referrals for dental care were coordinated for these patients.
- Of nine teenagers interviewed for the Community Needs Assessment, not one reported regular dental visits.

- ❑ All of the eight senior citizens interviewed for the Community Needs Assessment reported the need for dental care. The Maricopa County HMO reportedly does not cover dental care. The seniors do not access regular dental care, have difficulty finding emergency dental care on weekends, and affording dental care when they have to have it.
- ❑ The elderly and low-income adults reported that they do not go to the dentist because they cannot afford to. If they have a dental problem, generally they take pain medication until the pain goes away.
- ❑ Arizona faces a shortage of dentists. Currently, more dentists retire each year than set up new practices. In an attempt to solve this problem, a new dental school has recently opened in Arizona. It focuses on training dentists to practice in rural areas and with underserved populations. The school has admitted 54 students for the 2003-2004 academic year. Students will receive community clinical training in the state's community health centers. How soon and to what degree this school will alleviate the shortage remains to be seen. (An Assessment of the Safety Net in Phoenix, Arizona, 2004, p. 16).
- ❑ In the four zip code areas represented in Sunnyslope (85020, 85021, 85029, and 85051) the Arizona Dental Association reports 42 dentists. Of these 42, five offer services to AHCCCS patients at four locations in the Sunnyslope Needs Assessment area. AHCCCS has various dental plans under which people can be served. The five dentists serving AHCCCS patients in the Sunnyslope area accept patients for various AHCCCS plans. All reported accepting new patients. (Telephone Survey of Dentists, Cannon & Associates, October 2004).
- ❑ In addition to the 5 dentists described above, 41 dentists in zip code areas 85021, 85020, 85029 and 85051 are AHCCCS providers but are not geographically located within the Needs Assessment area.
- ❑ For Dental Care, the desired ratio of dentists to population is 5,000:1. (ADHS, Office of Health Systems, November 2004)
- ❑ Of the 310 respondents to the community survey, 33.9% indicated they visit a dentist regularly. In response to how long it had been since their last dental visit, 8% reported less than one month, 20.3% reported less than one year, 10% reported two years, 5.9% reported two to three years, 10.3% reported 3 to 5 years and 9.7% reported between 6 and 15 years since their last visit.
- ❑ With regard to dental insurance, 8.7% of the community survey respondents indicated they have state assistance, 20.7% have private insurance, 53.9% have no insurance, 11.3% didn't know if they had coverage.
- ❑ 42.3% (131) of the respondents to the community survey indicated there was a time in the past year that they or a member of their family needed dental care but didn't get it. The reasons for not accessing dental care were described as "couldn't afford" (126 responses), 38 (14.5% indicated "no insurance".
- ❑ Homeless individuals reported that St Vincent de Paul's dental services are free but waiting lists can be very long. The \$125 up-front fee charged by Maricopa Integrated Health

Systems' (MIHS) dental clinic is often considered prohibitive. Vista Colina coordinates dental services for its homeless families through the dental clinic at Central Arizona Shelter Services, but this service is only for those clients enrolled in the program, not for the general public.

- ❑ Research confirms a relationship between diabetes, cardiovascular disease and periodontal disease, as well as the potential impact periodontal diseases have on preterm and low birth weight infants. (Arizona Health Futures, June 2004).
- ❑ There is currently an 8 to 10 week waiting period to get an appointment at the Children's Dental Clinic, and for adults to be seen at the John C. Lincoln Community Health Center.
- ❑ Unmet needs identified in the provider survey included: adult dental care and specialty dental care for low income/uninsured individuals.

9. *Pregnancy and Birth Outcomes*

While not mentioned frequently in the community stakeholder focus groups and interviews, the data regarding pregnancy and birth outcomes indicates the nature of the problem includes:

Teen pregnancy Infant deaths are less frequent among mothers with a high school education.

Low birth weight babies are those born weighing less than 2,500 grams (5.5 pounds).

Premature birth is birth prior to 37 weeks of pregnancy (gestational age).

Infant mortality is measured by the number of deaths to children less than one year of age per 1,000 live births.

Perceived Causes

Participants in the needs assessment process identified the following perceived causes:

- ✓ Lack of preventive education and support
- ✓ Lack of access to birth control
- ✓ Lack of parental supervision for teens
- ✓ Low income
- ✓ Substance abuse and prostitution

Supporting Data

- ❑ The total number of births in Sunnyslope for 2002 was 1,079 (ADHS, Vital Statistics). Fifty-one percent of the births were to unwed mothers, with the highest proportion of unwed mothers residing in census tract 1045.02 (63%). This census tract also had the highest number of births overall. The fertility rate of females age 15 to 44 years is relatively high in Sunnyslope (84.8 per 1,000) compared to Maricopa County (75.5) and the State of Arizona (73.8).
- ❑ Three census tract areas stand out for having a relatively high percentage of young women giving birth. These are 1036.15 with approximately 10% of mothers giving birth in 2002 being between 15 and 17 years of age; 1045.02 (8.6%); and 1046 (10.2%) (ADHS Vital

Statistics). The rate of births to teens (14 to 19 years of age) in the Sunnyslope area (88.7 per 1,000) is much higher than the rate for Maricopa County (56.3 per 1,000) or the State of Arizona (54.6 per 1,000) (Office of Health Systems Development, ADHS).

- ❑ There was no awareness of sex education or abstinence programs being offered in the local area.
- ❑ Over 85% of mothers giving birth in 2002 reported five or more prenatal care visits. The proportion of mothers with no prenatal care was highest in census tracts 1045.02 and 1053 at 5.5% each. The receipt of prenatal care in the first trimester was lowest in three census tracts 1036.15, 1045.01, and 1045.02, where only 65%, 64%, and 58% of mothers respectively received any prenatal care in the first trimester (ADHS, Vital Statistics). Other data show that the percentage of expectant Sunnyslope mothers beginning prenatal care in the second and third trimester of pregnancy (29.3%) is relatively high compared to the percentage for Maricopa County (20%), and Arizona (22.7%) (Office of Health Systems Development, ADHS). The Healthy People 2000 goal is 90% of pregnant women beginning prenatal care during the first trimester (Maricopa County Maternal and Child Health Needs Assessment 2000).
- ❑ Mothers participating in the focus group did not know where to access prenatal care.
- ❑ Low birth weight was relatively high in one census tract, 1036.15 where 11.3% of the babies were classified as low birth weight, i.e., born less than 5.8 lbs (ADHS, Vital Statistics). Overall low-weight births per 1,000 births for the Sunnyslope area were comparable to Maricopa County and Arizona. Maricopa County has yet to meet the Healthy People 2000 objective of 5% low birthweight births (Maricopa County Maternal and Child Health Needs Assessment 2000).

In Maricopa County from 1995 to 1998, 61% of all infant deaths were low birth weight babies. In 1998, African American mothers were twice as likely to deliver a low birth weight infant than any other racial ethnic groups combined (Maricopa County Maternal and Child Health Needs Assessment 2000).

- ❑ In three areas, the proportion of AHCCCS births was relatively high. In census tracts 1036.15, 1045.01, and 1045.02, AHCCCS was the payor for over 80% of births (ADHS Vital Statistics).
- ❑ The infant mortality rate for Sunnyslope was slightly higher than that of Maricopa County or Arizona (8.3 compared to 8.0 and 8.1 respectively). The leading cause of infant death in Sunnyslope is congenital malformations of the lungs, a condition associated with premature birth. The Healthy People 2000 objective is 7 infant deaths per 1,000 live births, and the Healthy People 2010 goal is 4.5. Data is by census tract and were obtained from the Office of Health Systems Development, ADHS.

Infant mortality rates are higher in teenage mothers, mothers over 40 years of age, and for African American and Hispanic mothers compared to white mothers (Maricopa County Maternal and Child Health Needs Assessment 2000).

- The Healthy Families Arizona (HFAz) Program is a child abuse and neglect prevention program for families with children from birth to age five. In 2003, the Sunnyslope HFAz program served 91 new children with an average age at entry to the program of 26 days. At intake to HFAz, 6% of the mothers had no health insurance, 76% were covered by AHCCCS, and 17% had private insurance. Forty-two percent of new intakes in 2003 were considered to have late or no prenatal care, or to have complied poorly with prenatal care. The majority of the participants entering in 2003 were Hispanic (48%), followed by white (36%), African American (11%), Native American (2%) and other (3%). Average annual income for 65 of the new entrants was \$12,519, although there was substantial variation in income shown by the standard deviation of \$19,398. A score of 40 or higher on the Family Stress Checklist, administered at entry to HFAz, indicates a high level of stress. Family stress is positively related to child abuse and neglect. The average score on the Family Stress Checklist for new entrants to the Sunnyslope HFAz program in 2003 was 39, with 49% of the mothers scoring over 40. Almost 20% of the births to new 2003 participants could be considered premature, less than 37 weeks of gestation. Slightly over 15% were low birthweight.

10. Child Care Alternatives

Child care availability was identified in three of the focus groups and by community stakeholders interviewed. The nature of the problem is:

Lack of affordable and quality child care especially in the hours before and after school prevent some mothers from working and serves to limit family incomes

Lack of after school programs and pro-social activities for youths

Lack of child care options for children with special needs

Perceived Causes

Perceived causes ranged from lack of services in the area for youth to the DES waiting list.

- ✓ Families do not have information on community activities for children and youths
- ✓ The Youth Center hours do not meet the needs of youths
- ✓ Youths do not have transportation or money to attend activities in the community such as movies or the Community Youth Center
- ✓ Not enough providers for DES subsidized child care
- ✓ The Sunnyslope Youth Center is full to capacity
- ✓ DES currently has a waiting list for subsidized child care unless the family is TANF eligible or involved with Child Protective Services.

Supporting Data

- Overall, there were 439 grandparents responsible for caring for their grandchildren under the age of 18 in the community in 2000. In three census tract areas of Sunnyslope there was a sizable number of grandparents with this responsibility. These census tracts were 1036.15 (75 grandparents), 1045.02 (121 grandparents), and 1053 (78 grandparents).
- Households with children under six years of age, where all parents in the family were in the labor force numbered 2,275. In all census tracts, this represents approximately one-half of

households with children less than six years of age. The highest percentage of households with all adults working was found in census tract 1037, with 61% of households with all parents employed.

- The number of reported child care centers in the three zip code regions is 11 and the number of family home providers is 12. Of these, 10 child care centers and five of the family home providers contract with DES. Of the child care centers, seven enroll children under two years of age, as do 11 family home providers. The number of programs opening before 6:30 a.m. is four child care centers and eight family home providers. Those closing after 6:00 p.m. are four child care centers and seven family home providers. Fewer programs are open on the weekends, two child care centers and four family home providers.

The Average Full-time Weekly Cost of Child Care per Child

Age	Child Care Center	Family Child Care
Under 1 Year	\$136.50	\$120.00
1 Year	\$111.25	\$118.12
2 Years	\$109.00	\$112.50
3 Years	\$102.75	\$107.50
4 and 5 Year Olds	\$102.75	\$107.50
School Age	\$102.75	\$109.17

Source: Child Care Resource and Referral, Association for Supportive Child Care

- 146 families living in the three-zip code area of Sunnyslope used Child Care Resource and Referral (CCR&R) services between November 1, 2003 and April 30, 2004. These families represent a total of 228 children, 84 who are under age two, and 46 school age children. Of the families requesting assistance, 64 had DES assistance, 43 were requesting care before 6:30 a.m., 34 were requesting care after 6:00 p.m., and 31 families were requesting weekend care.
- Family Child Care Providers and Child Care Centers who are licensed or certified by the Department of Health Services or the Department of Economic Security are listed with CCR&R. If a family child care provider is not regulated by any state agency but is interested in receiving referrals from CCR&R, then that provider must have a background check, fingerprint card, CPR and First Aid certification, and have a notarized sworn statement on file.
- In September 2004, the Department of Economic Security (DES), Child Care Administration reinstated a waiting list for child care assistance. Currently, only new applicants for child care assistance who are low-income working, teen parents in school, or families with special circumstances (such as living in a homeless shelter) with income above 100% of federal poverty are placed on the waiting list. DES reports that since September 1, 2004, in the three zip code areas that include the Sunnyslope Community (85020, 85021, 85029), 35 children have been placed on the waiting list representing 22 families.

- ❑ Social workers in the focus group reported that many low-income parents were working two or three jobs to survive. As a result, they knew of fifth and sixth graders who were home alone babysitting younger siblings.
- ❑ Of the 310 respondents to the community survey, 26 reported that inability to afford child care is a barrier to employment and 11 reported that access to child care was a barrier.

PART V. SUMMARY OF CURRENT EFFORTS TO ADDRESS NEED & SUGGESTED STRATEGIES

The Sunnyslope Community Needs Assessment identified a number of areas where needs have been identified in the past and efforts have been made to address them. Areas that were identified as major issues in past needs assessments that were not identified as major issues in this needs assessment are child health and food security. Areas that have experienced improvement but still need continued effort are child dental care, public transportation, sidewalks and streetlights, and recreation.

The current efforts targeted at the 10 problem areas identified in this report and additional strategies to consider in addressing the 10 areas of need, many of them suggested by those interviewed are listed below. Several of the strategies target the perceived causes of the problems. The list of strategies is not by any means exhaustive and can be added to as each problem is addressed. Some of the strategies relate to multiple problems and populations. For example the need for affordable legal assistance pertains to the homeless, senior citizens, and the undocumented population.

Current Efforts and Strategies for Consideration

Housing	
Current efforts	Strategies for consideration
<ul style="list-style-type: none"> <input type="checkbox"/> Sunnyslope Village Revitalization is credited with razing poor housing and building affordable homes. <input type="checkbox"/> Habitat for Humanity <input type="checkbox"/> Emergency rent, mortgage, and utility assistance – The Family Services Center can help about 1/6th of those requesting assistance <input type="checkbox"/> Salvation Army <input type="checkbox"/> St. Vincent de Paul <input type="checkbox"/> Neighborhood Enforcement Team (NET) – trying to get gangs out of local areas <input type="checkbox"/> Refugee resettlement programs and IDA program for refugees. 	<ul style="list-style-type: none"> <input type="checkbox"/> Beautification programs that involve all sectors of the community <input type="checkbox"/> Education of homeowners and renters on housing codes and regulations to clean up blighted areas and identify properties in violation of standard zoning laws (English & Spanish) <input type="checkbox"/> Individual Development Account (IDA) programs to help individuals build assets for homeownership and human capital needs like education and training. Some IDA programs also provide training on budgeting, the responsibilities of homeownership, home maintenance, upkeep, etc.) <input type="checkbox"/> Fair Housing Seminars <input type="checkbox"/> Acceleration of affordable housing development <input type="checkbox"/> Political action - collaborating with government entities advocating for more equity in the distribution of federal LIHEAP funds to the states. <input type="checkbox"/> Coalition of interested landlords to share resources attend community meetings as a group, show a united front when dealing with issues. Offer workshops. <input type="checkbox"/> Education to service providers on housing programs <input type="checkbox"/> Oversight of properties that accept HUD vouchers <input type="checkbox"/> Developing avenues of communication among landlords and resource officers, police <input type="checkbox"/> Landlords to develop and enforce rules. <input type="checkbox"/> Assistance to landlords where language is a barrier to communication. <input type="checkbox"/> Assist low-income, elderly and disabled with home maintenance, partner with SRP/APS to provide home repairs and volunteer labor, sun screens to reduce energy costs <input type="checkbox"/> Increase pressure on slum landlords

Economic Development	
Current efforts	Strategies for consideration
<ul style="list-style-type: none"> <input type="checkbox"/> More businesses and organizations are starting to move into the area <input type="checkbox"/> Chamber of Commerce activity 	<ul style="list-style-type: none"> <input type="checkbox"/> Attract a mix of business, arts, and recreation to attract people with resources into the area <input type="checkbox"/> Market Sunnyslope to the outside area <input type="checkbox"/> Develop commercial properties <input type="checkbox"/> More ESL/GED/post secondary education and training opportunities in the community <input type="checkbox"/> Encourage work places, apartments, churches and schools to offer ESL <input type="checkbox"/> Address immigration reform and problems faced by undocumented workers <input type="checkbox"/> Promote livable wages <input type="checkbox"/> Transportation – car donation program <input type="checkbox"/> Dropout prevention (partner with local area businesses such as Honeywell to offer mentor programs) <input type="checkbox"/> Tutoring programs for all children/help with homework <input type="checkbox"/> Address health, mental health and child care <input type="checkbox"/> Credit repair assistance <input type="checkbox"/> Support schools with test scores and English Language Learners

Homelessness	
Current efforts	Strategies for consideration
<ul style="list-style-type: none"> <input type="checkbox"/> Chris Becker Dining Hall provides breakfast two days per week and dinner four days per week, showers, computers, and some social services <input type="checkbox"/> Businesses, individuals, and churches donate time, food and other items to homeless through the Chris Becker Dining Hall <input type="checkbox"/> Policing of park <input type="checkbox"/> Vista Colina 	<ul style="list-style-type: none"> <input type="checkbox"/> Participation in the Regional Partnership to End Homelessness <input type="checkbox"/> Organized collaboration to focus on the homeless problem <input type="checkbox"/> Making supportive services available to the homeless (wraparound) to help them transition out of homelessness <input type="checkbox"/> Remove barriers to employment and contact with their support network (provide mail and telephone access, and safe day storage for belongings) <input type="checkbox"/> Free legal assistance and possible step-down program to deal with past criminal records <input type="checkbox"/> Supportive employment opportunities <input type="checkbox"/> Work program for felons <input type="checkbox"/> Develop avenues for the homeless to contribute to the community

Health Care	
Current efforts	Strategies for consideration
<ul style="list-style-type: none"> <input type="checkbox"/> John C. Lincoln Children's Health Care Center <input type="checkbox"/> Expansion of children's clinic to serve adults <input type="checkbox"/> AHCCCS enrollment <input type="checkbox"/> Health Fair <input type="checkbox"/> OSCO Drug Store providing health screenings <input type="checkbox"/> Maricopa County Clinic <input type="checkbox"/> Life Choices, Women's Clinic 	<ul style="list-style-type: none"> <input type="checkbox"/> Provide education on AHCCCS plans <input type="checkbox"/> Cultivate a stronger relationship between DES, service providers and consumers <input type="checkbox"/> Assistance for seniors – more screening provided at the seniors center and other places where seniors frequent; assistance with cost of medication, hearing aids and glasses. <input type="checkbox"/> Community Health Fair to offer information, immunization and screening opportunities <input type="checkbox"/> Examine system of care issues (reasons to prefer emergency department use) <input type="checkbox"/> Education on existing health service continuum and how to access it <input type="checkbox"/> Preventive education/healthy lifestyle, exercise and nutrition focus that targets risk factors prevalent in the community (STDs, HIV/AIDS, heart disease, birth outcomes) <input type="checkbox"/> Contribute to policy discussions on affordable health insurance (fewer small businesses are offering their employees health care) <input type="checkbox"/> Provide opportunities for free screening in the local areas <input type="checkbox"/> Assist senior citizens to understand health insurance options (assistance on the Copper Card is available through the Governor's Office) <input type="checkbox"/> Create an information source and disseminate in English and Spanish

Cultural & Language Barriers	
Current efforts	Strategies for consideration
<ul style="list-style-type: none"> <input type="checkbox"/> ESL <input type="checkbox"/> Program to address gifted minority students in elementary school <input type="checkbox"/> Street Fair <input type="checkbox"/> Fall Festival <input type="checkbox"/> Refugee education on the law <input type="checkbox"/> Picnic for refugees 	<ul style="list-style-type: none"> <input type="checkbox"/> More capacity in existing ESL programs <input type="checkbox"/> ESL in locations that are easy to access and provide cooperative child care arrangements <input type="checkbox"/> More assistance for non-English speaking parents in the schools (avoid using children as a conduit for communication with the parents) <input type="checkbox"/> Build targeted ESL programs around specific issues that are considered problematic among some groups in some areas (supervision of children, health care of children, health literacy) <input type="checkbox"/> Encourage volunteerism <input type="checkbox"/> Host more community events in local areas <input type="checkbox"/> Recruit and utilize volunteers <input type="checkbox"/> Citizenship classes <input type="checkbox"/> Immigration assistance, affordable legal assistance <input type="checkbox"/> Honor diversity of the neighborhood through community event <input type="checkbox"/> Educate about the positive aspects of each major culture

Safety & Security	
Current efforts	Strategies for consideration
<ul style="list-style-type: none"> <input type="checkbox"/> 84 citizen Block Watch groups <input type="checkbox"/> Weed & Seed <input type="checkbox"/> Community Prosecutor <input type="checkbox"/> Safe Schools and Healthy Students Grant <input type="checkbox"/> School mentoring programs <input type="checkbox"/> Referrals to Sojourner for domestic violence <input type="checkbox"/> Shelters for domestic violence victims <input type="checkbox"/> Police presence 	<ul style="list-style-type: none"> <input type="checkbox"/> More Block Watches <input type="checkbox"/> Big Brothers/Big Sisters <input type="checkbox"/> Voluntary anger management classes, education on domestic violence, cultural norms for men in English and Spanish <input type="checkbox"/> Increase funding for police <input type="checkbox"/> More opportunities for positive interaction with local law enforcement for seniors, children and youths, landlords, and the homeless – enhance the ability of police to implement community policing <input type="checkbox"/> More services for victims of domestic violence <input type="checkbox"/> Behavioral and mental health services (services for substance abuse/ prostitution, gang members, and homeless) <input type="checkbox"/> Parent education on supervision of children/child safety education <input type="checkbox"/> More involvement with DES/CPS <input type="checkbox"/> Gang prevention activities <input type="checkbox"/> Assistance with home security to low income families, seniors, and disabled householders <input type="checkbox"/> More opportunities for youth recreation, sports, and pro-social activities <input type="checkbox"/> Promote home ownership in areas of high rental v. owner occupied <input type="checkbox"/> Encourage volunteerism <input type="checkbox"/> Reach out to those isolated by fear <input type="checkbox"/> Encourage a no tolerance approach to illegal activity <input type="checkbox"/> Promote community/business partnerships <input type="checkbox"/> Clean up dark alleys <input type="checkbox"/> Focus on building neighborhoods <input type="checkbox"/> Focus on street lights, sidewalks <input type="checkbox"/> Shelter services for non-English and Spanish-speaking clients

Mental / Behavioral Health Needs	
Current efforts	Strategies for consideration
<ul style="list-style-type: none"> <input type="checkbox"/> Counseling by Community Bridges– 2 groups coming on site at the House of Refuge <input type="checkbox"/> Family Services Center <input type="checkbox"/> Chris Becker Dining Hall <input type="checkbox"/> Vista Colina – Community Bridges <input type="checkbox"/> Alcoholics Anonymous <input type="checkbox"/> Marley House <input type="checkbox"/> Parents Anonymous <input type="checkbox"/> Behavioral health intake and assessment services at Marley House <input type="checkbox"/> Toby House <input type="checkbox"/> ValueOptions Clinic <input type="checkbox"/> Safe Schools – Southwest Behavioral Health Services 	<ul style="list-style-type: none"> <input type="checkbox"/> Actively encourage more social service providers into the area in targeted areas (Hispanics, substance abuse, prostitution, mental health, domestic violence) <input type="checkbox"/> Collaborate with ValueOptions for more services <input type="checkbox"/> Work with the schools of social work and justice studies to supply a source of interns

Dental Neglect	
Current efforts	Strategies for consideration
<ul style="list-style-type: none"> <input type="checkbox"/> John C. Lincoln Children's Dental Clinic <input type="checkbox"/> Dental Screening in the Schools <input type="checkbox"/> St. Vincent DePaul Dental Lottery <input type="checkbox"/> County Medical System <input type="checkbox"/> AHCCCS – extraction only, no dentures <input type="checkbox"/> Vista Colina – restorative dental services for clients provided by volunteer dentists 	<ul style="list-style-type: none"> <input type="checkbox"/> Work with the dental school to provide practice opportunities for interns <input type="checkbox"/> Focus the message on why regular dental care is important, and most importantly, how to access it. <input type="checkbox"/> Making the first visit is an important factor in utilization; provide assistance to get people engaged. <input type="checkbox"/> Advocate for a standard dental benefit package through AHCCCS; patients would assume a portion of the cost, and federal matching dollars would cover about 67% (See Arizona Health Futures, June 2004 for details).

Poor Birth Outcomes	
Current efforts	Strategies for consideration
<ul style="list-style-type: none"> <input type="checkbox"/> Healthy Families Az <input type="checkbox"/> AHCCCS enrollment 	<ul style="list-style-type: none"> <input type="checkbox"/> Pregnancy prevention programs for youths (sex education and abstinence) <input type="checkbox"/> Access to affordable contraception <input type="checkbox"/> Access to prenatal care <input type="checkbox"/> Identify the risk factors associated with low birth weight, premature birth and infant mortality in Sunnyslope. Identify the barriers to prenatal care. Design an aggressive prevention strategy targeted to these risk factors and barriers. <input type="checkbox"/> Adopt the Healthy People 2010 objectives. <input type="checkbox"/> Expand Healthy Families Az to work pre v. postnatally.

Lack of Child Care Options	
Current efforts	Strategies for consideration
<ul style="list-style-type: none"> <input type="checkbox"/> Expansion of full-day kindergarten <input type="checkbox"/> Head Start <input type="checkbox"/> Lincoln Learning Center <input type="checkbox"/> Private Providers 	<ul style="list-style-type: none"> <input type="checkbox"/> More preschool programs <input type="checkbox"/> More capacity in Head Start <input type="checkbox"/> Recruitment of DES subsidy eligible child care providers <input type="checkbox"/> Encourage involvement from the faith-based community <input type="checkbox"/> Supervised activities for older children <input type="checkbox"/> More sport and art programs for after school

PART VI. RECOMMENDATIONS

This final section of the 2004 Sunnyslope Community Needs Assessment Report addresses the process by which any of the 10 identified problem areas could be addressed. The recommended process includes aspects of the approach currently used to address community problems in Sunnyslope, as well as suggestions made by professional and consumer groups interviewed for the needs assessment.

- Create more forums to communicate about and address issues that are not specifically child and family related, such as emergency assistance, homelessness, and housing. Examples of groups and individuals that have no formal means of communicating with one another, or with other organizations and service groups include the faith-based community, landlords, and providers of emergency assistance such as Community Action Agencies. Those currently providing services need to be brought together to communicate around specific issues. Current efforts have been described as fragmented, with each organization doing their own thing. It was suggested to encourage the kind of organization similar to the Sunnyslope Village Alliance. Residents suggested more focus groups be held to provide them an opportunity to be heard and to gain information.
- Encourage involvement of all sectors of society. Engage formal and informal leaders of the community to move forward together and talk things out. To this end, host more events that bring the entire community together to meet people as people creating trust among community members.
- Develop a coordinated as opposed to a piecemeal approach to problems. Determine the needs (by asking those in need), evaluate the options, and plan a course of action. To maximize effectiveness, the plan of action should address as many known causes of the problem as possible.
- Support the collection of reliable and valid data. Currently there is a lack of information on Sunnyslope area youth. The State of Arizona Youth Survey examines risk (e.g., alcohol, tobacco and drug use, availability of handguns, family conflict, antisocial behavior, mobility, community disorganization) and protective factors (e.g., neighborhood attachment, parental attitudes, family attachment, laws and norms, opportunities for positive involvement, rewards for conventional involvement, family management, school commitment, peers, gang involvement) in Arizona Schools for 8th, 10th and 12th grade students. The Survey is administered every two years.

Currently the Sunnyslope schools do not participate in the survey. The administrator of the survey, Mr. Steve Ballance at the Arizona Criminal Justice Commission (ACJC) has offered to coordinate administration of the survey in Sunnyslope area schools, analyze the data and make it available to school administrators in report format. Participation is free to all Arizona schools. The survey information would be controlled by school administrators and would be an important planning and ongoing assessment tool for the Sunnyslope community.

- Educate the community on why it is good to provide services to groups like the homeless and the undocumented. Communicate with the community and help individuals understand these issues.

- A diversity-sensitive approach is needed that considers culture and language. Use a strengths-based approach, i.e., view diversity as an opportunity as opposed to a problem.
- Attempt to access more funds through coordinated efforts. Many groups, e.g., the faith-based community, would like to be involved in grant writing but do not have the time or expertise. These groups would benefit from mentoring and concrete assistance. Consider sustainability from the outset of an effort to avoid the loss of valuable programs once grant-funding ends.
- Do not place additional burden on parents. Consider the schools, faith community, and existing service centers as venues to provide services to families and reduce the burden on parents.
- Services that are free of charge are needed as well as programs with a sliding-scale payment structure.
- Bring more social service providers into the local area. The lack of secure office space is currently a deterrent to attracting them. Several agencies that are known to serve Hispanics and other ethnic groups such as Chicanos por la Causa, and Friendly House have no presence in Sunnyslope.
- Establish a standard in the publication of information. Currently efforts seem fragmented. There are two free publications in the area; the *Neighbor to Neighbor* newsletter and the *Village Voice* do not go to every household. The *North Central News* is only circulated south of Dunlap. Information distributed through the schools does not reach those with preschool children or those who home school.
- Expand volunteer activities. The Sunnyslope Village Alliance, John C. Lincoln Hospital, Kiwanis, and Literacy Volunteers of Maricopa County organize volunteers for their own projects. There is currently no Volunteer Center to recruit and organize volunteer efforts for the entire community.
- Develop a resource point to find out what is available in the local community. This could be web-based and would need to be kept current. Include all medical, dental, social and behavioral health services in the community.
- Elevate issues to the appropriate level of city, state, or federal government. Examples of issues that require advocacy, policy reform and as a last step litigation include immigration, tax reform, education, gang prevention, homelessness, teen pregnancy, health insurance and medication costs. Government officials appreciate presentation of the facts, backed-up by valid and reliable data. In all matters political, be persistent and remember *the squeaky wheel gets the grease*.

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APPENDICES

Appendix A – Secondary Data Sources

Data for the secondary analysis were accessed from the:

- ❑ Arizona Association for Supportive Child Care Child Care Resource and Referral
- ❑ Arizona Criminal Justice Commission
- ❑ Arizona Department of Economic Security
- ❑ Arizona Department of Education
- ❑ Arizona Department of Health, ASIIS, Immunization Registry
- ❑ Arizona Department of Health Services, Maternal and Child Health
- ❑ Arizona Department of Health Services, Office of Health Systems Development
- ❑ Arizona Department of Health Services, Vital Statistics
- ❑ City of Phoenix – Crime Statistics
- ❑ John C. Lincoln Health Network Adult Services Survey Results
- ❑ John C. Lincoln North Mountain Hospital Emergency Department
- ❑ Maricopa Association of Governments
- ❑ Royal Palm Mentor Survey
- ❑ U. S. Census Bureau, United States Census 2000 and Census 1990
- ❑ Washington Elementary School District

Appendix B – Community Stakeholders Interviewed and Interview Questions

Acacia Branch Library Kathleen Birtciel, Director	New North Town Fight Back Betty Bellanger
Area Agency on Aging Laraine Stewart, Chief Operating Officer	St. Vincent de Paul Jozef Yanez, Case Manager
Arizona Department of Health Services Patricia Tarango, Bureau Chief	Sunnyslope Block Watch Committee Polly Martino
Arizona Women’s Education and Employment Emily Hays, Case Manager	Sunnyslope Elementary School Lori Ritz (McAllister), Principal
Catholic Social Services Carrie Mascaro, Supervisor	Sunnyslope Family Services Center Lance Crow, Manager
City of Phoenix Councilwoman Peggy Bilsten	Sunnyslope Kiwanis Jim Mapstead, President
City of Phoenix Mayor Phil Gordon	Sunnyslope Youth Center Josh Parnell, Director
City of Phoenix Police Department Lt. Warren Taylor	Sunnyslope Senior Services Center Earlene Sharp
Covenant of Grace Fellowship Church Sharon and Len Griffin	Sunnyslope Village Alliance Joyce Porter, President
Department of Economic Security Kathy Greene, Office Manager	Sunnyslope Village Revitalization Cindy Hallman, Director
Desert Mission Food Bank Jerry Ketelhut, Director	ValueOptions Lori Archer, Site Manager
Mr. Ron Gawlitta Resident	Vista Colina Family Shelter Ms. Billie Paulson
John C. Lincoln Hospital – No. Mountain Rhonda Forsythe, CEO	Washington School District Dr. Margo Seck, Superintendent
Literacy Volunteers of Maricopa County Lynn Reed, Executive Director	Washington School District Marcy Krause, School Nurse
Maricopa County Health Clinic Lisa Bryant, Nurse Manager	

Community Stakeholder Interview Questions – May 2004

You have been identified as someone knowledgeable about the Sunnyslope Community. The purpose of this interview is to get your perceptions on the health and social service needs of the residents of Sunnyslope (19th Avenue to 16th Street, Northern Avenue to Cactus Road). The information you provide will be kept confidential, and will be combined with the information of other community stakeholders. The interview should take no longer than 30 minutes.

- 1a. Please describe your involvement with the Sunnyslope Community? (e.g., employed in the area, list position/title; resident; volunteer, task force or board member, etc.)
- 1b. How long have you been involved with the Sunnyslope Community? (indicate if the number is months or years)
2. What do you view as the major or most pressing problems or social issues impacting the ability of people to be healthy and economically self sufficient (physical, social and psychological)?
3. What do you view as the strengths of the Sunnyslope Community that keep people healthy and economically self sufficient?
4. Of the problems and issues you mentioned, are there to your knowledge any that are not currently being addressed by any agency or organization in this community?
5. Of the problems/issues you mentioned that are currently being addressed, are there anywhere the current level or quality of services are not sufficient?
6. Of the problems/issues you mentioned are there any that are being adequately addressed by the current service system?
7. In terms of most to least important, how would you prioritize the problems/issues you mentioned?
8. For those problem/issue areas where current need exists, are there subgroups of people for whom these needs are more pronounced or immediate?
9. Who in the community should be addressing these problems/needs?
10. What advice would you give potential service providers trying to address the problems or issues you mentioned?
11. What do you believe is happening right now, if anything, in Sunnyslope that is improving the delivery of medical, behavioral health, oral health or social services?
12. On a scale of 1 to 5 (five being excellent) please respond to the following questions:
 - a. What is the quality of life in Sunnyslope? Why did you rate the way you did?
 - b. What do you believe the level of health literacy is in Sunnyslope?
13. What are the emerging demographic trends that you believe will impact the future delivery of services in Sunnyslope?

Appendix C – Focus Group Interview Questions

Homeless

1. Where is everyone from?
2. How long have you been in Sunnyslope?
3. What brought you to Sunnyslope?
4. What is life like for a homeless person/family in Sunnyslope? (Can you compare it to homeless life in other places)
5. What are the major challenges you face on a day-to-day basis? What is keeping you homeless?
6. Where do you go to get help with the challenges you face?
7. Do you have any needs that are not being met? (Prioritize your three top needs)
8. Do you think anyone should be doing something to address these needs? If yes, who (what organization or agency)?
9. What advice would you have for any agencies/organizations, or other groups trying to address the unmet needs of homeless individuals/families in Sunnyslope? What would a service have to look like in order for you to use it?

Landlords

1. What is your involvement with the Sunnyslope Community?
2. How long have you worked/lived/owned property in the Sunnyslope Community?
3. Overall, what image do you have of the Sunnyslope Community?
4. What do you view as the role of the landlord in the community?
5. What have you observed to be the major or most pressing problems that impact health and economic self-sufficiency of those who rent your property? Prioritize (what is # 1, 2 and 3).
6. In what ways, if any, do these problems impact you as a landlord?
7. With regard to resident's lack of security from things such as people coming on the premises after the property manager leaves, prostitution and drug dealing what can/should be done from a landlord's perspective?
8. In terms of poor upkeep, interior and exterior maintenance, what can/should be done?
9. What do you view as the strengths of the Sunnyslope Community that impact the health and economic self-sufficiency of the residents?
10. What are the emerging demographic trends in the Sunnyslope Community that you believe will impact the future delivery of health and social services in the area?

Police Officers / School Resource Offices

1. What is your involvement with the Sunnyslope Community?
2. How long have you worked/lived in the Sunnyslope Community?
3. What kind of crimes do you consider most problematic in the Sunnyslope area?
4. What do you view as the major or most pressing problems that impact people's ability to stay out of trouble (youth, adults)? Prioritize (what is # 1, 2 and 3).
5. Are these problems being addressed, and if so, are they being addressed adequately?
6. What agency, organization or group, if anyone, should be addressing these problems?
7. What advice would you have for any agencies/organizations, or other groups trying to address these problems?
8. Some resident's report not feeling safe in the Sunnyslope Community. How safe do you believe the community is for its residents? What could happen to help make people feel safer?
9. What do you view as the strengths of the Sunnyslope Community that impact the residents?
10. What are the emerging demographic trends in the Sunnyslope Community that you believe will impact the future delivery of health and social services in the area?

Seniors

1. How long have you lived in Sunnyslope?
2. What do you like about the community of Sunnyslope? Anything you don't like about Sunnyslope?
3. What attracted you here for your retirement?
4. How would you describe your quality of life as a senior citizen in Sunnyslope?
5. What are the major challenges you face on a day-to-day basis?
6. Where do you go to get help with the challenges you face? (list by problem area)
7. Do you have any needs that are not currently being met? (prioritize three top needs)
8. Do you think anyone should be doing something to address these unmet needs? If yes, who (what organization or agency)?
9. What advice would you have for any agencies/organizations, or other groups trying to address the unmet needs of senior citizens in Sunnyslope?

Social Workers

1. What type of housing are you currently living in? (own, rent, apartment, house, condo, live with friend)
2. How long have you lived in the Sunnyslope Community?
3. What is your involvement with the Sunnyslope Community?
4. How long have you worked/lived in the Sunnyslope Community?
5. What do you view as the major or most pressing problems that impact health and economic self-sufficiency of those you serve? Prioritize (what is # 1, 2 and 3).
6. Are these problems being addressed, and if so, are they being addressed adequately?
7. What agency, organization or group, if anyone, should be addressing these problems?
8. What advice would you have for any agencies/organizations, or other groups trying to address these problems?
9. What do you view as the strengths of the Sunnyslope Community that impact health and economic self-sufficiency?
10. What are the emerging demographic trends in the Sunnyslope Community that you believe will impact the future delivery of health and social services in the area?

Vulnerable Families

1. What type of housing are you currently living in? (own, rent, apartment, house, condo, live with friend)
2. How long have you lived in the Sunnyslope Community?
3. Who lives in your home?
4. What are the ages of your children?
5. How would you describe the quality of life for you and your family in Sunnyslope?
6. What sorts of challenges or difficulties do you face on a day-to-day basis? (Do you feel confident in your parenting skills? Do you have enough time to spend with your children?)
7. Where do you go to get help with the everyday challenges you face? (Ask by problem area)
8. Do you have any needs that you would like help with, but currently do not know where to go to get help?
9. Do you think someone in the community should be doing something to address these unmet needs? If yes, who (what organization or agency)?
10. What advice would you have for any agencies/organizations, or other groups trying to help families in Sunnyslope? What would the service have to look like in order for you to use it?

Vulnerable Families (Spanish Speaking)

1. Who lives in your home?
2. What are the ages of your children?
3. How would you describe the quality of life for you and your family in Sunnyslope?

4. What sorts of challenges or difficulties do you face on a day-to-day basis? (Do you feel confident in your parenting skills? Do you have enough time to spend with your children?)
5. Where do you go to get help with the everyday challenges you face? (Ask by problem area)
6. Do you have any needs that you would like help with, but currently do not know where to go to get help?
7. Do you think someone in the community should be doing something to address these unmet needs? If yes, who (what organization or agency)?
8. What advice would you have for any agencies/organizations, or other groups trying to help families in Sunnyslope? What would the service have to look like in order for you to use it?
9. What sort of contact do you have with non-Spanish speaking people? (Describe)

Youth (6th Graders)

1. How old are you?
2. What grade are you in?
3. How long have you lived in Sunnyslope?
4. What do you like about living in Sunnyslope? (Are there fun things to do?)
5. What don't you like about living in Sunnyslope?
6. Do you ever feel scared living in Sunnyslope? If yes, how scared, where and how often?
7. When you are not in school what sorts of things do you do? What do you do with your family (parents)? (eat together, recreation, homework)
8. What sorts of problems do you think other kids in the 5th and 6th grade have?
9. If you had a problem like (list), where would you go for help?
10. If you could have two wishes to change anything about the area you live in, what would they be?

Youth – Teenagers (Sunnyslope Youth Center)

1. How old are you?
2. Are you in school, if so, what grade?
3. How long have you lived in Sunnyslope?
4. What do you like about living in Sunnyslope? (Are there fun things to do?)
5. What don't you like about living in Sunnyslope?
6. Do you ever feel scared living in Sunnyslope? If yes, how scared, where and how often?
7. Besides going to school, what sorts of things do you do in your spare time?
8. What sorts of things do you do with your parents? Do you feel your parents are available to you when you need them?
9. What sorts of problems do people in Sunnyslope who are your age face?
10. If you had a problem like (list), where would you go for help?
11. If you could have two wishes to change anything about Sunnyslope, what would they be?

Appendix D – Resident Survey Document

Sunnyslope Community Needs Assessment Survey

We are collecting information about the needs of the people living in Sunnyslope for the John C. Lincoln Health Network. The purpose of collecting the information is to help plan future health and social services in the area. Would you please answer some questions about the health and social service needs of the people in your household. The questions will take about 15 minutes of your time. All of your answers will be kept strictly confidential, meaning I will not ask you for your name or report any personal information. The answers you give will be combined with those of about 400 other Sunnyslope residents.

Question	Answer
1. How many people currently live in your home, including you and all adults and children?	1. Number: _____
2. How many people in your home are currently less than 18 years of age?	2. Number: _____
3. How old is the youngest person in your home?	3. Age (specify years or months) _____
4. How many people in your home are age 65 or older?	4. Number: _____

I. Neighborhood

Question	Answer
5. How would you rate the quality of life in your neighborhood?	5. 1. Excellent 2. Very good 3. Good 4. Not very good 5. Poor 6. Refused
6. How would you rate the safety of your neighborhood?	6. 1. Excellent 2. Very good 3. Good 4. Not very good 5. Poor 6. Refused
7. Do you know your neighbors?	7. 1. Yes – all of them 2. Yes – most of them 3. Yes – a few 4. No
8. If you could change one thing about your neighborhood, what would it be?	8.
9. What do you consider to be the number one need in this community? (prompt with health, social service, recreation, other)	9.

II. Health

10. Would you say that your health is:	10. 1. Excellent 2. Very good 3. Good 4. Fair 5. Poor 6. Don't know, not sure 7. Refused
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Question	Answer
11. Have you had a routine checkup (annual physical exam) in the past year?	11. 1. Yes 2. No
12. Do you have any kind of health care coverage, including health insurance; prepaid plans or government plans such as Medicare?	12. 1. Yes 2. No
13. Excluding yourself, are there any individuals living in this household that do not have health care coverage?	1. Yes (list their ages _____) 2. No
14. Do you have a physician's office or clinic that you visit regularly when in need of regular medical care?	14. 1 -Yes 2 - No
15. When you are sick, or need advice about your health, where do you usually go?	15. 1. Doctors' office 2. Public health clinic/community health center 3. Hospital 4. Urgent care center 5. Emergency room 6. Friend 7. Other, please list
16. Was there a time in the past 12 months when you or anyone in this household needed medical care but did not get it?	16. 1 - Yes 2 - No
17. What were the reasons that you or any individual in your household did not get the needed medical care? (Circle all that apply)	17. 1. Cost prevented getting medicine 2. Cost prevented physician visit 3. Difficulty finding a doctor 4. Language barrier 5. Cultural barrier 6. Difficulty getting an appointment 7. Inconvenient hours prevented visit 8. Lack of transportation 9. Lack of health insurance 10. Unwilling 11. Does not apply
18. Are there any adults in your household who have difficulty understanding basic health information such as how to read the label on a medicine bottle?	18. 1. Yes 2. No
19. How would you rate your satisfaction with local health care services?	19. 1. Very satisfied 2. Satisfied 3. Not satisfied or dissatisfied 4. Dissatisfied 5. Very Dissatisfied 6. Do not know 7. Refused
19.1 For what reasons are you dissatisfied or very dissatisfied?	

III. Dental Health

Question	Answer
20. Do you visit a dentist on a regular basis?	20. 1. Yes 2. No
21. How long has it been since you have visited a dentist?	21. _____ Months/years?
22. How long has it been since you had your teeth cleaned by a dentist or dental hygienist?	22. _____
23. Do you have any kind of insurance that pays for some or all of your routine dental care?	23. 1. State assistance 2. Private dental insurance 3. No dental insurance 4. Don't know
24. During the past 12 months, was there a time when you or a member of your household needed dental care but did not get it at that time?	24. 1. Yes 2. No
25. What was the major reason for not getting dental care at that time?	25. 1. Could not afford it 2. No insurance 3. Dentist did not accept Medicaid/Insurance 4. Not serious enough 5. Wait too long in clinic/office 6. Difficulty getting an appointment 7. Don't like/trust/believe in dentists 8. No dentist available 9. Didn't know where to go 10. No way to get there 11. Hours not convenient 12. Speak a different language 13. Health of another family member 14. Other reason 15. Don't know/ don't remember 16. Does not apply
26. How satisfied are you with the local dental services?	26. 1. Very satisfied 2. Satisfied 3. Neither satisfied or dissatisfied 4. Dissatisfied 5. Very Dissatisfied 6. Do not know 7. Refused
26.1 For what reasons are you dissatisfied or very dissatisfied?	

IV. Mental Health

Question	Answer
27. How many days in the past month have you felt sad or anxious?	27. _____ Days
28. How many days in the past month have you not had enough rest or sleep?	28. _____ Days
29. Are you or anyone in your household currently in need of counseling, treatment, or other assistance, for an emotional health or substance abuse problem?	29. 1. Yes 2. No
29.1 If yes, are they currently receiving the needed service?	29.1 1. Yes 2. No, what type of service is needed: _____
29.2 What stops you or anyone in your home from getting such services?	29.2 1. Cost prevented visit 2. Difficulty finding a service 3. Language barrier 4. Cultural barrier 5. Difficulty getting an appointment 6. Inconvenient hours prevented visit 7. Lack of transportation 8. Lack of insurance 9. Unwilling 10. Does not apply
30. How satisfied are you with local behavioral/mental health services?	30. 1. Very satisfied 2. Satisfied 3. Neither satisfied or dissatisfied 4. Dissatisfied, ask why? _____ 5. Very Dissatisfied, ask why? _____ 6. Do not know 7. Refused

V. Safety

31. How often do you use seatbelts when you drive or ride in a car?	31. 1. Always 2. Nearly always 3. Sometimes 4. Seldom 5. Never 6. Don't know/not sure 7. Never drive or ride in a car 8. Refused
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Question:	1) Yes	2) No	3) No Answer
32. If you have young children, do you use child safety seats in your care?			
33. Are there any guns kept in or around your home?			
34. Are any of these guns kept unlocked?			

Question:	1) Yes	2) No	3) No Answer
35. Do you have working smoke detectors in your home?			
36. Do you have a working fire extinguisher?			
37. Do you have a swimming pool in your yard or complex?			
38. Is the pool fence in good condition?			
39. Does the pool have a locked gate?			
40. Do you know how to perform CPR?			
41. Do you know basic first aid?			
42. Some people worry that something could happen to them at home and they would not be able to get help. Do you have someone who calls or visits you regularly to see how you are?			

VI. Housing

Question	Answer
43. Does anyone in your household:	43. 1. Own your residence 2. Pay rent 3. Other _____
44. Do you have any of the following health or safety concerns regarding your home?	44. 1. Plumbing does not work 2. No telephone 3. No working kitchen facilities 4. No working air conditioning 5. Exposed electrical wires 6. Leaking roof 7. Bugs 8. No locks on doors or windows 9. Other _____ 10. None
45. Are you or anyone in your home currently in need of any housing services such as:	45. 1. Affordable housing 2. Home repairs 3. Weatherization 4. Energy assistance (help paying for the utilities) 5. Rent assistance (help paying the rent) 6. Other _____ 7. No
46. Do you know of any barriers to getting these services?	46. 1. Yes, please list _____ 2. No
47. How many working cars/trucks are available to members of your household?	47. Number of vehicles _____
48. Do you or anyone in your household regularly use any form of public transportation?	48. 1. Yes, please list what type _____ 2. If no, is this because you do not need it. 1) Yes 2) No
49. Do you need help getting transportation but can't find help?	49. 1. Yes, please explain 2. No

VII. Employment

Question	Answer		
50. How many adults in the household are currently working?	50. 1. Number _____ 2. How many part-time? _____ 3. How many full-time? _____		
51. Are any adults in your home currently unemployed (wishing to work but do not have a job)?	51. 1. Yes 2. No		
52. Do any of the following issues prevent anyone living in your home from working? (Circle as many as apply)	52. 1. Health problems 2. Disability 3. Immigration status 4. Transportation 5. Take care of children 6. Can't afford childcare 7. No jobs 8. Education or training 9. Do not speak English 10. Lack of suitable clothing 11. Lack of equipment / tools 12. Other _____ 13. Does not apply		
53. Do you or anyone in your home have any employment/education or training needs that you have not been able to get help for?	53. 1. Yes, please explain _____ 2. No _____		
54. In the past year have you:	1) Yes	2) No	3) No Answer
1. shared your residence with someone because they couldn't afford housing?			
2. had to let others move in with you to help pay expenses?			
3. been homeless, including living in a shelter?			
4. had to move because you could not pay rent?			
5. had your phone service cut off because of inability to pay?			
6. had your utilities (water, gas or electricity) cut off because of inability to pay?			
7. had to skip meals because you couldn't afford enough food?			
8. worried about whether your food would run out before you got money to buy more?			
9. sought help from a food bank?			
10. needed clothing or shoes you could not afford?			

VIII. Legal Aid Services

55. In the past five years, have you been a victim of a violent crime?	55. 1. Yes 2. No		
56. In the past five years, have you been a victim of domestic violence?	56. 1. Yes 2. No		
57. Have you had any legal needs for which you have been unable to get help?	57. 1. Divorce 2. Child support 3. Immigration / naturalization 4. Adoption 5. Child Protective Services 6. Order of protection / restraining order 7. Other _____ 8. None		

Question	Answer
57.1 If yes, what has prevented you from accessing legal services (circle all that apply)?	57.1 1. Cost 2. Transportation 3. Unaware of where to go for help 4. Hours are not convenient 5. Fear 6. Language barriers 7. Too much paper work 8. Other, please list _____ 9. Does not apply

IX. Other Health/Social Services

Question	Answer
58. How many members of your household have difficulty with allergies?	58.
59. Does pollution affect the health of anyone in your household?	59. 1. Yes, please explain _____ 2. No
60. Does anyone smoke cigarettes in the home?	60. 1. Yes 2. No
61. Is there anyone in the home who averages two or more alcoholic drinks per day?	61. 1. Yes 2. No
62. Is there anyone in the home who has had five or more alcoholic drinks on at least one occasion in the past month?	62. 1. Yes 2. No
63. Has anyone in the home taken illegal drugs in the past month?	63. 1. Yes 2. No
64. How many meals has the household missed in the last month because there wasn't enough money? (Number of meals times number of people)	64.
65. Has any member of the household moved or been homeless in the last six months because they could not afford to stay?	65. 1. Yes, 1) number of days homeless _____ or 2) number of times moved _____ 2. No
66. How many times in the last six months has a member of the household missed medical or dental care because they did not have insurance?	66.
67. How many times in the last six months did a member of the household go to the emergency room because they did not have insurance?	67.
68. How many times in the last six months did a household member leave a child(ren) under the age of 12 years home alone, stay home from work, or take child(ren) to work because they couldn't afford childcare?	68.
69. How many jobs have been lost in the household in the last year because the household member couldn't afford childcare?	69.

For Women Only:

Question	Answer
70. Have you ever had a mammogram?	70. 1. Yes 2. No
71. Have you ever been taught how to conduct breast self-exams?	71. 1. Yes 2. No
72. Do you do breast self-exams on a regular basis?	72. 1. Yes, about how often _____ 2. No

X. For those with children less than 13 years of age

Question	Answer
73. Does anyone who does not live with you take care of your children on a regular basis?	73. 1. Yes 2. No
74. If yes, what arrangements for childcare do you have?	74. 1. Day care 2. Pre school/kindergarten 3. Relative 4. Other _____ 5. Not applicable
75. How satisfied are you with your current child care arrangements	75. 1. Very satisfied 2. Satisfied 3. Not satisfied or dissatisfied 4. Dissatisfied 5. Very Dissatisfied 6. Do not know 7. Refused 8. Not Applicable
75.1. If dissatisfied or very dissatisfied, please explain:	75.1
76. Do any of your children have a learning disability?	76. 1. Yes 2. No 3. Do not know, but suspect a disability
76.1. Have you been able to receive help for your child with a learning disability?	76.1 1. Yes 2. No, please explain why
77. How many, if any of the children residing in your household, do you consider to be overweight?	77.
78. Do any of your children participate in recreational activities throughout the year?	78. 1. Yes 2. No
79. How would you rate the recreational opportunities your neighborhood offers children?	79. 1. Excellent 2. Very good 3. Good 4. Not very good 5. Poor 6. Refused

Question	Answer
80. How often do all children wear seatbelts when riding in a car?	80. 1. Always 2. Nearly always 3. Sometimes 4. Seldom 5. Never 6. Don't know/not sure 7. Never drive or ride in a car 8. Refused
81. How often do all children less than five years of age sit in a child car seat?	81. 1. Always 2. Nearly always 3. Sometimes 4. Seldom 5. Never 6. Don't know/not sure 7. Never drive or ride in a car 8. Refused
82. How often do children wear a helmet when riding a bicycle?	82. 1. Always 2. Nearly always 3. Sometimes 4. Seldom 5. Never 6. Don't know/not sure 7. Never ride a bicycle 8. Refused
83. Have all children in the household had routine medical checkups in the past year?	83. 1. Yes 2. No, what is the reason _____
84. Have all children in the household had routine dental checkups in the past year?	84. 1. Yes 2. No, what is the reason _____
85. Are there any health or social service needs you have felt your children have needed but you have not been able to access?	85. 1. Yes, what are they and reason not accessed _____ 2. No

XI. The last few questions are about you.

Question	Answer
86. Indicate sex of respondent:	86. 1. Male 2. Female
87. Are you Hispanic or Latino/a?	87. 1. Yes 2. No
88. Which one or more of the following best describes your race/ethnicity?	88. 1. Black/African American 2. White 3. Asian 4. Native Hawaiian/Pacific Islander 5. American Indian/Alaskan Native 6. Other 7. Refused
89. What language is spoken most often in the household?	89.
90. How long have you lived in Sunnyslope?	90. _____ indicate if years/ months
91. How old were you as of your last birthday?	91. _____ years
92. Are you currently:	92. 1. Married 2. Divorced 3. Widowed 4. Separated 5. Never been married 6. A member of an unmarried couple 7. Refused
93. What was your before tax 2003 household income from all sources?	93. 1. Less than \$10,000 2. \$10,000 to \$20,000 3. \$20,001 to \$30,000 4. \$30,001 to \$40,000 5. \$40,000 to \$50,000 6. More than \$50,000
94. Indicate which of the following best describes the home?	94. 1. Mobile home 2. Single family (Townhouse, condo, duplex) 3. Single family home 4. Building with five or more apts. 5. Building with 2 to four apartments 6. Other _____

Thank you very much for your assistance with this survey!

Appendix E – Community Survey Results

The Sunnyslope Community Survey was completed as part of information gathering process for the Sunnyslope Community Needs Assessment. Survey documents were distributed by members of the Sunnyslope Youth and Family Partnership and other community representatives during September and October of 2004.

- Of the 310 responses received, 68 (21.9%) were from male respondents and 222 (71.6%) were from female respondents. Twenty respondents did not answer this question.
- The racial/ethnic background of respondents was 50.15% Hispanic (162 responses), 38.08% White (123 responses) 3.72% American Indian (12 responses), 2.8% African American (9 responses), 1.9% Native Hawaiian (6 responses) and 1% Asian (3 responses). Seven respondents did not answer this question and one respondent indicated “other”.
- Regarding the number of years the respondent lived in Sunnyslope, 19.4% reported living in Sunnyslope from 5-10 years, 16.8% reported from 2-5 years and 15.8% reported ten years or longer. The remaining responses ranged from 4.52% at less than one year to 1.6% at 50 years or more.
- Income of the respondents ranged from 27.42% (85 responses) at \$1 to \$10,000, 22.3% (69 responses) at \$10,000 to \$20,000, to 8.7% (27 responses) at greater than \$50,000.

Survey questions and responses are organized in the following categories:

1. Household Composition	Questions 1 – 4
2. Neighborhood	Questions 5 - 9
3. Health	Questions 10 – 19
4. Dental Health	Questions 20 – 26
5. Mental Health	Questions 27 – 30
6. Safety	Questions 31 – 42
7. Housing	Questions 43-49
8. Employment	Questions 50 – 54
9. Legal Aid Services	Questions 55 – 57
10. Other Health & Social Services	Questions 58 – 72
11. Information about families with children less than 13 years of age	Questions 73 – 85
12. Information about the respondent	Questions 86 - 94

Survey Question

Q1 How many people currently live in your home, including you and all adults and children?	Number of Responses	Percentage of Responses	Number in Household	Number of Responses	Percentage of Responses
0	2	0.65%	6	55	17.74%
1	31	10.00%	7	18	5.81%
2	39	12.58%	8	3	0.97%
3	36	11.61%	9	5	1.61%
4	59	19.03%	130	1	0.32%
5	61	19.68%		310	

Q2 How many people in your home are currently less than 18 years of age?	Number of Responses	Percentage of Responses	Number in Household	Number of Responses	Percentage of Responses
0	85	27.42%	4	29	9.35%
1	47	15.16%	5	7	2.26%
2	87	28.06%	6	2	0.65%
3	51	16.45%	7	2	0.65%
				310	

Q3 How old is the youngest person in your home?	Number of Responses	Percentage of Responses	Number in Household	Number of Responses	Percentage of Responses
under 1	24	8.48%	41 to 49	5	1.77%
1 to 5	68	24.03%	50 to 59	2	0.71%
6 to 10	46	16.25%	60 to 69	7	2.47%
11 to 15	46	16.25%	70 to 79	13	4.59%
16 to 20	34	12.01%	80 to 89	10	3.53%
21 to 30	22	7.77%	90+	2	0.71%
31 to 40	4	1.41%	missing	27	9.54%
				310	

Q4 How many people in your home are age 65 or older?	Number of Responses	Percentage of Responses			
0	257	82.90%			
1	33	10.65%			
2	18	5.81%			
4	1	0.32%			
139	1	0.32%			

Q5 How would you rate the quality of life of your neighborhood?	Number of Responses	Percentage of Responses		Number of Responses	Percentage of Responses
1-excellent	28	9.03%	5-poor	17	5.48%
2-very good	48	15.48%	6-refused	1	0.32%
3-good	153	49.35%	missing	8	2.58%
4-not very good	55	17.74%		310	

Q6 How would you rate the safety of your neighborhood?	Number of Responses	Percentage of Responses			
1-excellent	19	6.13%	4-not very good	89	28.71%
2-very good	47	15.16%	5-poor	18	5.81%
3-good	135	43.55%	6-refused	1	0.32%
			missing	1	0.32%

Q7 Do you know your neighbors?	Number of Responses	Percentage of Responses		Number of Responses	Percentage of Responses
1-yes-all	29	9.35%	3-yes-few	137	44.19%
2-yes-most	101	32.58%	4-no	39	12.58%
			missing	4	1.29%

Q8 If you could change one thing about your neighborhood, what would it be?

- a department complex (maybe centralized government services)
- a green zone, convert an empty lot into a park
- a lot cleaner
- add more shade
- add streetlights to the neighborhood
- all the drugs
- Alleys
- barking dogs
- barking dogs at night
- be nice to be on friendly basis with people living around me
- being more familiar with them
- better landscaping, more block watching
- better police protection
- better school, jr. high closer
- bigger yards
- catch the graffiti painters
- change some of the areas
- clean it up
- clean up drug dealing / gun shots
- cleaner
- cleanliness
- cleanliness, homelessness problem
- communication
- contribute with women to see positive things
- cover potholes
- crime
- crime rate and drug activity
- decrease violence and drugs
- don't know
- drug problem
- empty lots
- drug traffic speeders
- events to get to know neighbors
- everybody take better care of their yards
- everything
- everything's fine although there is a lot of noise
- gang and drug activity
- gang problems
- gangs
- gangs, drugs
- gates
- Get people involved in things
- get rid of drugs
- get rid of gangs
- Get rid of slim rental housing
- get rid of thieves
- Get the Hispanic people involved
- get the young people to play more sports and to study more
- getting more homeless off the street
- give shelter to all homeless
- good security
- good walking area
- gun shots
- have some houses cleaned up. Neighborhood services not doing good job
- have some neighbors clean yard and property
- health
- help the homeless find shelter
- higher standards
- home and yard upkeep
- how all of my neighbors don't communicate with each other
- how the act
- I don't know
- I would restrict the type of people (drugs, gangs) from living in my neighborhood
- improve housing
- insurance
- keeping up with yards
- know more of neighbors
- knowing my neighbors better
- landscaping
- learn how to read and write English
- Less retailers targeting low income people
- Less thru traffic
- litter
- littering
- maintain the departments
- make it cleaner
- manager
- more block watches
- more child care in afternoon
- more education about taking care of pets
- more fences
- more help for the poor families
- more interaction with neighbors
- more lights in streets
- more lights on streets
- more neighborhood interaction
- more of a sense of community
- more opportunities for work in S.S. (Sunnyslope); it's not good
- more parks in the area
- more patrols and an employment center or source
- more people moving in know English but maybe we should learn Spanish
- more plants
- more police survey

- more recreation areas
- more security
- more security patrols
- more security patrols and cleanliness
- more security, less drugs
- more security/safety for everyone and more street lighting
- more single family homes, less apartments
- more social activities
- more speed bumps
- more street lighting
- more street lights
- more street patrols
- more streetlights
- more trees
- more unity, a more united community
- more young people
- move
- narrow main street to slow traffic
- need stop signs
- needs cleaned
- newcomer to area
- no
- no change
- no change; we live in a good neighborhood
- no changes necessary
- no drugs, no bars, no violence
- no more building on the mountains, leave open space
- no more homeless
- none
- not being strangers with my neighbors
- not so much traffic
- nothing
- nothing, b/c there is nothing I can do, this is a dumb question
- number of rentals
- parking and more security
- pavement
- people
- people driving fast down the streets
- police station
- public lighting
- put games (playground) in the park
- put in sewers
- put sidewalks on the streets
- quality and security of the neighborhood
- recreation for the children
- reduce noise at night, reduce bad language people use
- respect for property and others
- roads
- roof rats
- safety
- security
- security for all people; also a recreation center for older people
- see neighbors spend more time outdoors
- services
- sewer connection
- socialize more with neighbors
- some apt complexes need to have monitoring
- some neighbors
- some of the neighbors
- some of the neighbors and I wouldn't let the kids play in the streets
- speed bumps
- speed bumps put in
- speeding on streets
- stop bb gun shooting
- stop people from stealing car stereos
- stop public drinking in the parking lot
- street improvement and cleanliness
- street speed bumps
- stronger connection with neighbors
- swimming pool
- that there would be more convenience
- the appearance, the conditions are bad
- the association "cc&rs"
- the crime
- the delinquency
- the dwellings are not well taken care of (rundown housing)
- the homeless
- the housing
- the looks (upgrade paint, landscaping)
- the manager
- the neighborhood
- the neighbors
- the people
- the visit
- the washing machines (laundromats)
- the whole place
- there is little communication (among the people)
- to clean it up, more street lights
- to ensure more security
- to get along with everyone
- to get out all women solicitors
- to improve the apartments because they are very old
- to more security patrols
- to put speed bumps on the streets
- understanding others and their needs
- upgrade housing
- vandalism
- violence
- way people drive
- weather, too hot in summer
- wide use of drugs and alcohol
- yard up keep

Q9 What do you consider to be the number one need in this community?

- a safer environment for the growing number of kids
- Accessible transportation and housing
- all of the above
- all services and excellent too
- anything for legal citizens, esp health for elders
- clean neighborhood
- cleanliness
- cleanliness, humanity, expensive rents
- clinics close by
- cops
- crime stop
- crime/safety
- dark park would be nice
- diverse retail and fine dining
- don't know
- don't know
- drugs
- elearning in schools
- eliminate illegals
- eradicate gang activity
- fast drivers to slow down and more police patrol
- Get Hispanic people involved
- get rid of guns and clean up
- group bonding
- health
- health and recreation
- health and social services
- health care
- health care and medication
- health coverage
- health services
- health services and services for my children
- health social service
- health, recreation
- health, security
- health, social services
- health, social services, recreation
- health, social services, recreation, security...
- healthcare
- help with M.H. counseling, meds, co-pays, transport
- home improvement
- homeless housing
- info on services available for people needing asst
- Interaction of Hispanics with all community people
- job opps that pay a livable wage
- jobs
- lack of parental control
- less construction
- less liquor stores. Bars, etc
- less trash along the streets
- listening to learn other's needs
- medical attention
- money
- more activities
- more family recreation events
- more money to pay people
- more police policing
- more police stations
- more recreation
- more recreational programs
- more security for cars
- more services
- need recreation activities
- newcomer to area
- no
- no change
- no real need
- none
- nothing
- others
- peace
- plants
- police
- police force
- pride
- prompt with health
- prompt with health services
- public cooperation
- recreation
- recreation activity
- recreation for teens
- recreation for young folks
- recreation, health
- recreation, nearby parks
- reduce crime
- reserve mountain's beauty
- rid of large homeless population
- safety
- security
- service
- services
- sewers
- Shopping-Department store
- social
- social service
- social services
- social services for families
- social services for homeless and mentally ill
- social services, recreation
- social services, recreation for the children
- something to occupy street people
- speak English only
- transportation
- very pleased to have JCL as neighbor
- yes
- yes, recreation

Q10 Would you say that your health is?	Number of Responses	Percentage of Responses		Number of Responses	Percentage of Responses
1-excellent	44	14.19%	5-poor	13	4.19%
2-very good	72	23.23%	6-don't know	10	3.23%
3-good	99	31.94%	missing	1	0.32%
4-fair	71	22.90%			

Q11 Have you had a routine checkup (annual physical exam) in the past year?	Number of Responses	Percentage of Responses			
1-yes	175	56.45%			
2-no	130	41.94%			
missing	5	1.61%			
	310				
Q12 Do you have any kind of health care coverage, including health insurance; prepaid plans or government plans such as Medicare?	Number of Responses	Percentage of Responses			
1-yes	173	55.81%			
2-no	131	42.26%			
missing	6	1.94%			
	310				
Q13 Excluding yourself, are there any individuals living in this household that do not have health care coverage?	Number of Responses	Percentage of Responses			
1-yes	102	32.90%			
2-no	190	61.29%			
missing	18	5.81%			
	310				
Q13 Age of Individuals with no health care coverage	Number of Responses	Percentage of Responses	Age of Individuals	Number of Responses	Percentage of Responses
1 to 5	16	7.88%	31 to 40	43	21.18%
6 to 10	14	6.90%	41 to 50	16	7.88%
11 to 15	13	6.40%	51 to 60	6	2.96%
16 to 20	39	19.21%	61 to 69	3	1.48%
21 to 30	53	26.11%		203	
Q14 Do you have a physician's office or clinic that you visit regularly when in need of regular medical care?	Number of Responses	Percentage of Responses			
1-yes	177	57.10%			
2-no	120	38.71%			
missing	13	4.19%			
	310				
Q15 When you are sick, or need advice about your health, where do you usually go?	Number of Responses	Percentage of Responses		Number of Responses	Percentage of Responses
1-Doctor's Office	155	50.00%	5-ER	9	2.90%
2-Public Health Center	49	15.81%	6-friend	27	8.71%
3-Hospital	21	6.77%	7-other	26	8.39%
4-Urgent care center	7	2.26%	missing	16	5.16%
				310	
Q15 Other places they go when they are sick or in need of advice about health.	Number of Responses	Other Places	Number of Responses	Other Places	Number of Responses

Hospital	3	Public Health	1	Drug store	1
Urgent care center	3	Alternative health (herbal) store	1	Family clinic	2
Friend	2	Chiropractor	1	Internet	4
ER	2	Dad who is doctor	1	Mexico	1
#7 Marley House	1	Nurse	1	Mom and dad	1
#7 Natural doctor	1	PIMC	2	Mother (nurse)	2
Doctor's Office	1	Staff at senior apartments	1	Mother-in-law	1
AHCCCS/DES	1	Walgreen's	1	None	1

Q16 Was there a time in the past 12 months when you or anyone in this household needed medical care but did not get it?	Number of Responses	Percentage of Responses			
1-yes	80	25.81%			
2-no	224	72.26%			
missing	6	1.94%			
	310				

Q17 What were the reasons that you or any individual in your household did not get medical care? (Circle all that apply)	Number of Responses	Percentage of Responses		Number of Responses	Percentage of Responses
1-Cost prevented getting medicine	43	19.82%	7 – Inconvenient hours	0	0
2-Cost prevented physician visit	19	8.76%	8-Transportation	3	1.38%
3-Difficulty finding a Doctor	6	2.76%	9-Lack of health insurance	31	14.29%
4-Language barrier	6	2.76%	10-Unwilling	2	0.92%
5-Cultural barrier	0	0	11-Does not apply	105	48.39%
6-Difficulty getting appointment	2	0.92%			217

Q18 Are there any adults in your household who have difficulty understanding basic health information such as how to read the label on a medicine bottle?	Number of Responses	Percentage of Responses			
1-yes	43	13.87%			
2-no	253	81.61%			
missing	14	4.52%			
	310				

Q19 How would you rate your satisfaction with local health care services?	Number of Responses	Percentage of Responses		Number of Responses	Percentage of Responses
1-very satisfied	44	14.19%	5-very dissatisfied	4	1.29%
2-satisfied	165	53.23%	6-do not know	37	11.94%
3-neither	44	14.19%	missing	12	3.87%
4-dissatisfied	4	1.29%		310	

Q19.1 For what reasons are you dissatisfied or very dissatisfied?					
<ul style="list-style-type: none"> ▪ available only to the wealthy ▪ b/c I haven't had my child yet 		<ul style="list-style-type: none"> ▪ good care ▪ I don't have any problem with this 			

- because I don't have my own transportation and when I take the bus I take too long
 - because I haven't any a reason to go the dentist

 - because I receive good care

 - because it would be better if we could get better services
 - because of the services they have offered us
 - because the services for children, at least in my case, are not centralized
 - because their not very good
 - because there is no place for medical or dental check-ups for adults that are within reach economically
 - because they are not personable nor courteous
 - because they don't serve me (take care of me)

 - because they help us a lot
 - because we are included

 - Because when I apply for medical services, they say we earn too much when in reality what I earn is not sufficient to pay for a doctor's visit nor the medicines.
 - care seems to be sub-par when you're on Access
 - close proximity of the offices

 - convenience
 - cost, waiting time, incompetence
 - costs need to be lower
 - didn't take care of me well
 - do not have a : "johns hopkins" in the neighborhood

 - for nothing
- I receive good medical attention

 - I received very bad service from the administrative assistants at family office (2311 W Royal Palm Rd). The office stinks, is dirty, and workers don't work; they pass the time talking and eating.
 - in cashing checks, they do not respect what is announced (they probably charge the person to cash checks)
 - Mother (nurse)

 - n/a
 - no reason

 - not enough doctors
 - paper politics

 - problems receiving information and language problems
 - satisfied, because any person can acquire social services
 - some help, others don't
 - sometimes the appointments are scheduled too far out (can't get the appt when needed for illness)
 - the wait time and the cost

 - their good
 - There is barely any communication between the people and the service providers, etc; the majority of the Mexican people are very reserved, antisocial.
 - there is no answer
 - They do not help all the people.
 - unsatisfied..(did not finish answer)
 - very satisfied with Mearly House
 - we need more frequent bus service in our neighborhood

Q20 Do you visit a dentist on a regular basis?	Number of Responses	Percentage of Responses
1=yes	105	33.87%
2=no	202	65.16%
missing	3	0.97%
	310	

Q21 How long has it been since you have visited a dentist?	Number of Responses	Percentage of Responses	How long?	Number of Responses	Percentage of Responses
less than a month	25	8.06%	never	6	1.94%
1 year	34	10.97%	don't remember	1	0.32%
less than one year	63	20.32%	few months	1	0.32%
less than 2 years more than year	6	1.94%	long time	1	0.32%
2 years	31	10.00%	months	6	1.94%

2 to 3 years	18	5.81%	several years	1	0.32%
3-5 years	32	10.32%	since I was a child	1	0.32%
6-10 year	7	2.26%	summer 04	1	0.32%
10 years	8	2.58%	very long	1	0.32%
10-15 years	8	2.58%	years	27	8.71%
15+	7	2.26%	missing	22	7.10%
15 years	3	0.97%		310	

Q22 How long has it been since you had your teeth cleaned by a dentist or dental hygienist?	Number of Responses	Percentage of Responses	How long?	Number of Responses	Percentage of Responses
4 years	1	0.32%	have dentures	1	0.32%
Less than one year	54	17.42%	I did it in Mexico	1	0.32%
1 year	13	4.19%	I don't remember	2	0.65%
less than two years	7	2.26%	long time	1	0.32%
2 years	20	6.45%	many years	1	0.32%
2-5 years	51	16.45%	months	1	0.32%
6-9 years	10	3.23%	n/a	1	0.32%
10 years	5	1.61%	never	21	6.77%
10-15 years	6	1.94%	no	1	0.32%
20+ years	4	1.29%	none	1	0.32%
75 years	1	0.32%	not sure	1	0.32%
76 years	1	0.32%	since teenager	1	0.32%
can't remember	1	0.32%	too many	1	0.32%
Dentures	1	0.32%	years	3	0.97%
don't know	1	0.32%	missing	96	30.97%
don't remember	1	0.32%		310	

Q23 Do you have any kind of insurance that pays for some or all of your routine dental care?	Number of Responses	Percentage of Responses
1-state assistance	27	8.71%
2-private insurance	64	20.65%
3-no insurance	167	53.87%
4-don't know	35	11.29%

Q24 During the past 12 months, was there a time when you or a member of your household needed dental care but did not get it at that time?	Number of Responses	Percentage of Responses
1-yes	131	42.26%
2-no	169	54.52%
missing	10	3.23%
	310	

Q25 What was the major reason for not getting dental care at that time?	Number of Responses	Percentage of Responses	Number in Household	Number of Responses	Percentage of Responses
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1-couldn't afford	126	48.09%	7-don't like dentists	1	0.38%
2-no insurance	38	14.50%	9-didn't know where to go	7	2.67%
3-dentist didn't accept	4	1.53%	12-speak diff language	1	0.38%
4-not serious enough	5	1.91%	14-other reason	5	1.91%
5-wait too long	2	0.76%	15-don't know	2	0.76%
6-difficulty-appt	5	1.91%	16-does not apply	66	25.19%
				262	

Q26 How satisfied are you with the local dental services?	Number of Responses	Percentage of Responses			
1-very satisfied	38	14.29%	5-very dissatisfied	12	4.51%
2-satisfied	74	27.82%	6-do not know	73	27.44%
3-neither	35	13.16%	7-refused	6	2.26%
4-dissatisfied	27	10.15%	Do not have	1	0.38%
				266	

Q26.1 For what reasons are you dissatisfied or very dissatisfied?

- Available only to the wealthy
- b/c I've never used it
- b/c they don't accept my insurance
- because I didn't use it
- because I don't have insurance
- because I have not been able to obtain dental care
- because it is very expensive
- because it is very expensive to pay for a dentist
- because the dentist keeps the appointment and does the work
- because they are no affordable/economical places
- because they take good care of my children (only the children go)
- can't get right treatment
- convenience
- dental work is very expensive
- Dentist said not a patient bc had not been there for over a year and was not accepting new patients
- don't know
- don't know much about it
- good service
- high cost
- I don't know
- I have a lot of dental problems with my molars and teeth, but I don't have the money to get the work done and I can't find any place that can help me.
- I have never received dental services in Arizona, only in Mexico.
- I haven't been able to have a molar removed.
- I wish there were less expensive dental clinics closer to where I live
- I'm satisfied but it is very expensive to pay
- Lost my first tooth
- no comment
- no dental insurance
- no reason
- only extractions are covered by Access
- only satisfied about the care my children receive
- pain and not treatment
- rip off my insurance
- they speak my language (Spanish)
- too expensive
- tried to bill on credit card before doing work
- want money upfront, which don't have
- without insurance, the treatment is too expensive
- Young interns with no experience

Q27 How many days in the past month have you felt sad or anxious?	Number of Responses	Percentage of Responses	Number of Days	Number of Responses	Percentage of Responses
0	119	38.39%	12	3	0.97%
1	12	3.87%	14	3	0.97%
2	25	8.06%	15	16	5.16%
3	19	6.13%	18	1	0.32%
4	9	2.90%	20	13	4.19%
5	27	8.71%	21	1	0.32%
6	4	1.29%	25	1	0.32%
7	10	3.23%	28	2	0.65%
8	3	0.97%	29	1	0.32%
9	1	0.32%	30	22	7.10%
10	13	4.19%	31	1	0.32%
11	1	0.32%	missing	3	0.97%
				310	

Q28 How many days in the past month have you not had enough rest or sleep?	Number of Responses	Number of Days	Number of Responses
0	125	16	1
1	9	18	1
2	17	19	1
3	10	20	10
4	12	21	1
5	14	24	1
6	9	25	4
7	10	27	1
8	7	28	1
9	2	29	1
10	21	30	24
12	3	31	1
14	2	missing	4
15	18		310

Q29 Are you or anyone in your household currently in need of counseling, treatment, or other assistance, for an emotional health or substance abuse problem?	Number of Responses	Percentage of Responses
1-yes	69	22.26%
2-no	219	70.65%
Missing	22	7.10%
		310

Q29.1 If yes, are they currently receiving the needed service?	Number of Responses	Percentage of Responses
1-yes	29	25.66%
2-no	84	74.34%
		113

Q29. 1 If no, what type of service is needed?	Number of Responses	Type of service	Number of Responses
▪ appointment to see a psychiatrist	1	▪ emotional, family counseling	1
▪ children of divorce	1	▪ financial	1
▪ counseling	6	▪ gynecological (post-abortion problem)	1
▪ counseling for depression	1	▪ many kinds, lots	1
▪ counseling for emotional problems, stress	1	▪ motivation	1
▪ counseling with my children	1	▪ none	2
▪ counselor	2	▪ not in need	1
▪ dental	1	▪ pharmacy, for drugs	1
▪ depression	1	▪ psych	1
▪ emotional (psychological, counseling)	2	▪ psychological counseling	1
▪ emotional health	1	▪ yes, counseling assistance	1

Q29.2 What stops you or anyone in your home from getting such services?	Number of Responses	Percentage of Responses	Number in Household	Number of Responses	Percentage of Responses
1-cost	53	23.66%	7-transportation	2	0.89%
2-difficulty finding	15	6.70%	8-lack of insurance	21	9.38%
3-language barrier	15	6.70%	9-unwilling	9	4.02%
4 – cultural barrier	0	0	10- not apply	104	46.43%
5-difficulty getting appt	2	0.89%		224	
6-inconvenient hours	3	1.34%			

Q30 How satisfied are you with your local behavioral/mental health services?	Number of Responses	Percentage of Responses	Number of Responses	Percentage of Responses	
1-very satisfied	24	9.23%	5-very dissatisfied	3	1.15%
2-satisfied	51	19.62%	6-do not know	122	46.92%
3-neither	42	16.15%	7-refused	11	4.23%
4-dissatisfied	7	2.69%		260	

Q31 How often do you use your seatbelts when you drive or ride in a car?	Number of Responses	Percentage of Responses	Number of Responses	Percentage of Responses	
1-always	248	80.00%	5-never	7	2.26%
2-nearly always	17	5.48%	7-never drive/ride missing	5	1.61%
3-sometimes	13	4.19%		11	3.55%
4-seldom	9	2.90%		310	

Q32 If you have young children, do you use child safety seats in your car?	Number of Responses	Percentage of Responses
1-yes	165	53.23%
2-no	19	6.13%
3-no answer	126	40.65%
	310	

Q33 Are there any guns kept in or around your home?	Number of Responses	Percentage of Responses		
1-yes	32	10.32%		
2-no	243	78.39%		
3-no answer	19	6.13%		
missing	16	5.16%		
	310			
Q34 Are any of these guns kept unlocked?	Number of Responses	Percentage of Responses		
1-yes	40	15.75%		
2-no	98	38.58%		
3-no answer	172	67.72%		
	310			
Q35 Do you have working smoke detectors in your home?	Number of Responses	Percentage of Responses		
1-yes	241	77.74%		
2-no	46	14.84%		
3-no answer	23	7.42%		
	310			
Q36 Do you have a working fire extinguisher?	Number of Responses	Percentage of Responses		
1-yes	147	47.42%		
2-no	134	43.23%		
3-no answer	29	9.35%		
	310			
Q37 Do you have a swimming pool in your yard or complex?	Number of Responses	Percentage of Responses		
1-yes	129	41.61%		
2-no	157	50.65%		
3-no answer	24	7.74%		
	310			
Q38 Is the pool fence in good condition?	Number of Responses	Percentage of Responses		
1-yes	114	36.77%		
2-no	47	15.16%		
3-no answer	149	48.06%		
	310			
Q39 Does the pool have a locked gate?	Number of Responses	Percentage of Responses		
1-yes	120	38.71%		
2-no	43	13.87%		
3-no answer	147	47.42%		
	310			
Q40 Do you know how to perform CPR?	Number of Responses	Percentage of Responses		
1-yes	122	39.35%		
2-no	155	50.00%		
3-no answer	33	10.65%		
	310			

Q41 Do you know basic first aid?	Number of Responses	Percentage of Responses
1-yes	168	54.19%
2-no	116	37.42%
3-no answer	26	8.39%
	310	

Q42 Some people worry that something could happen to them at home and they would not be able to get help. Do you have someone who calls or visits you regularly to see how you are?	Number of Responses	Percentage of Responses
1-yes	186	60.00%
2-no	81	26.13%
3-no answer	43	13.87%
	310	

Q43 Does anyone in the household:	Number of Responses	Percentage of Responses
1-own your residence	118	38.06%
2-pay rent	163	52.58%
3-other	15	4.84%
missing	14	4.52%
	310	

Q44 Do you have any of the following health or safety concerns regarding your house?	Number of Responses	Percentage of Responses	Type of Concern	Number of Responses	Percentage of Responses
1-plumbing	14	4.88%	6-leaking roof	11	3.83%
2-no telephone	11	3.83%	7-bugs	28	9.76%
3-no wkg kitchen	2	0.70%	8-no locks	9	3.14%
4-no wkg AC	11	3.83%	9-other	9	3.14%
5-exposed electrical wires	1	0.35%	10-none	191	66.55%
				287	

Q44 Other Concerns	Number of Responses	Other Concerns	Number of Responses
▪ No telephone	3	▪ also house is very old	1
▪ No wkg kitchen	3	▪ don't have trash service	1
▪ Exposed electrical wires	3	▪ don't know	1
▪ Bugs	24	▪ fence/pool	1
▪ air ducts bad	1	▪ no	2
▪ water turned off a lot	1	▪ problem neighbor	1
▪ no locks on doors or windows	15	▪ scorpions	1
▪ no security door	1	Total:	59

Q45 Are you or anyone in your home currently in need of any housing services such as:	Number of Responses	Percentage of Responses	Needs	Number of Responses	Percentage of Responses
1-affordable housing	38	12.26%	5-rent assistance	10	3.23%
2-home repairs	29	9.35%	6-other	4	1.29%
3-weatherization	5	1.61%	7-no missing	175	56.45%
4-energy assistance	18	5.81%		31	10.00%
				310	

Q45 Other housing services	Number of Responses	Other housing services	Number of Responses
▪ home repairs	3	▪ accessible	1
▪ weatherization	4	▪ also needs more rooms	1
▪ energy assistance	9	▪ don't know	1
▪ rent assistance	14	▪ phone	1
▪ paint/moving	1		35

Q46 Do you know of any barriers to getting these services?	Number of Responses	Percentage of Responses
1-yes	52	16.77%
2-no	197	63.55%
missing	61	19.68%
	310	

Q46 barriers-list		
▪ all barriers	▪ I don't know	▪ money is not free
▪ can't find them	▪ I don't know anyone who can help move	▪ my dad
▪ don't know where to find	▪ I don't know where to go to get them	▪ no identification
▪ don't know where to get this kind of help	▪ I haven't been here long enough	▪ no money
▪ don't know where to get this service	▪ I've never applied	▪ Not enough available
▪ don't know where to go	▪ lack of resources	▪ not making enough money
▪ Eligibility awareness	▪ lack of time	▪ qualified, dependable, reliable contractors
▪ family services	▪ limited time	▪ save money for studio
▪ funds usually gone and requires too much time	▪ make too much money	▪ sometimes they are expensive
▪ getting the runaround, affordable housing	▪ marly house	▪ the owners don't care
▪ have them	▪ money	▪ unemployment
▪ I don't qualify		

Q47 How many working cars/trucks are available to members of your household?	Number of Responses	Percentage of Responses	Number of Responses	Percentage of Responses
0	60	19.35%	5	4
1	114	36.77%	6	2
2	83	26.77%	10	1
3	32	10.32%	missing	2
4	12	3.87%		310

Q48 Do you or anyone in your household regularly use any form of public transportation?	Number of Responses	Percentage of Responses
1-yes	124	40.00%
2-no	69	22.26%
missing	117	37.74%
	310	

Q48 If no, is this because you do not need it.	Number of Responses	Percentage of Responses
1-yes	82	43.16%
2-no	108	56.84%
	190	

Q49 Do you need help getting transportation but can't find help?	Number of Responses	Percentage of Responses
1-yes	23	7.42%
2-no	255	82.26%
missing	32	10.32%
	310	

Q49 If yes, please explain.		
<ul style="list-style-type: none"> ▪ 1 more car ▪ because I don't drive and I don't have a car ▪ because I don't earn much ▪ getting food or lack of funds for bus fare ▪ I need transportation for my son who attends Headstart. 	<ul style="list-style-type: none"> ▪ it is often a problem ▪ lower bus fares ▪ I don't have the money to buy a car ▪ I need help maintaining my car so I have transportation 	<ul style="list-style-type: none"> ▪ need a cheap working car ▪ not my car, only borrow it ▪ to go to school ▪ to take my son to school ▪ yes and no, I think of the walking as exercise

Q50 How many adults in the household are currently working?	Number of Responses	Percentage of Responses	Number of Adults	Number of Responses	Percentage of Responses
0	67	21.61%	4	8	2.58%
1	111	35.81%	5	3	0.97%
2	81	26.13%	6	1	0.32%
3	37	11.94%	7	2	0.65%
				310	

Q50 Number of Adults part time	Number of Responses	Number of Adults	Number of Responses
0	177	24	1
1	38	25	1
2	2	28	1
3	1	30	2
5	1	32	1
6	1	35	2
7	1	36	1
8	34	40	29
9	4	48	3
10	1	50	1

12	1	80	2
14	1	90	1
		120	1

Q50 Number of Responses full time	Number of Responses	Percentage of Responses	Number of Adults	Number of Responses	Percentage of Responses
0	208	67.10%	8	1	0.32%
1	43	13.87%	10	1	0.32%
2	34	10.97%	12	1	0.32%
3	10	3.23%	40	6	1.94%
4	1	0.32%	missing	4	1.29%
5	1	0.32%		310	

Q51 Are any adults in your home currently unemployed (wishing to work -do not have a job)?	Number of Responses	Percentage of Responses
1-yes	82	26.45%
2-no	199	64.19%
missing	29	9.35%
	310	

Q52 Do any of the following issues prevent anyone in your home from working?	Number of Responses	Percentage of Responses	Issues	Number of Responses	Percentage of Responses
1-health problems	24	9.30%	7-no jobs	9	3.49%
2-disability	11	4.26%	8-education /training	2	0.78%
3-immigration status	48	18.60%	9-don't speak English	7	2.71%
4-transportation	4	1.55%	11-lack of equipment	1	0.39%
5-take care of children	24	9.30%	12-other	2	0.78%
6-childcare	11	4.26%	13-does not apply	115	44.57%
				258	

Q52 Other Barriers	Number of Responses	Other Barriers	Number of Responses
▪ lack of suitable clothing	13	▪ children's schedule	1
▪ age	1	▪ no jobs	16
▪ pregnant	1	▪ education or training	18
▪ b/c w/English I could probably get better work	1	▪ #9 do not speak English	2
▪ disability	9	▪ immigration status	6
▪ transportation	15	▪ age	1
▪ take care of children	16	▪ do not speak English	28
▪ can't afford childcare	26	▪ also social security	1
		▪ immigrant	1

Q53 Do you or anyone in your home have any employment/education or training needs that you have not been able to get help for?	Number of Responses	Percentage of Responses	Number of Responses	Percentage of Responses
1-yes	32	10.32%	missing	15.81%
2-no	229	73.87%	49	310

Q53 If yes, please explain	Number of Responses	Yes, Explain	Number of Responses
▪ b/c of my daughter (no daycare)	1	▪ how to pay for both school and home	1
▪ computer school	1	▪ I would like much more education.	1
▪ don't have the time	1	▪ medical training	1
▪ English	1	▪ need time and money	1
▪ First Response/EMT	1	▪ new field	1
▪ GED	5	▪ no resources	1
▪ high cost	1	▪ school to learn English and childcare	1
▪ high school	1	▪ sister can't get GED because of child care	1
▪ high school GED	1	▪ Yes, b/c I did not go to school	1
		▪ Yes, b/c I work all day and b/c I work very far away	1

Q54.1 In the past year, have you: shared your residence with someone because they couldn't afford housing?	Number of Responses	Percentage of Responses
1-yes	88	28.39%
2-no	191	61.61%
3-no answer	31	10.00%
	310	

Q54.2 In the past year, have you: had to let others move in with you to help pay expenses?	Number of Responses	Percentage of Responses
1-yes	70	22.58%
2-no	208	67.10%
3-no answer	32	10.32%
	310	

Q54.3 In the past year, have you: been homeless, including living in a shelter?	Number of Responses	Percentage of Responses
1-yes	17	5.48%
2-no	263	84.84%
3-no answer	30	9.68%

Q54.4 In the past year, have you: had to move because you could not pay rent?	Number of Responses	Percentage of Responses			
1-yes	28	9.03%			
2-no	252	81.29%			
3-no answer	30	9.68%			
Q54.5 In the past year, have you: had your phone service cut off because of inability to pay?	Number of Responses	Percentage of Responses			
1-yes	38	12.26%			
2-no	242	78.06%			
3-no answer	30	9.68%			
Q54.6 In the past year, have you: had your utilities (water, gas or electricity) cut off because of inability to pay?	Number of Responses	Percentage of Responses			
1-yes	24	7.74%			
2-no	256	82.58%			
3-no answer	30	9.68%			
Q54.7 In the past year, have you: had to skip meals because you couldn't afford enough food?	Number of Responses	Percentage of Responses			
1-yes	64	20.65%			
2-no	214	69.03%			
3-no answer	32	10.32%			
Q54.8 In the past year, have you: worried about whether your food would run out before you got money to buy more?	Number of Responses	Percentage of Responses			
1-yes	91	29.35%			
2-no	187	60.32%			
3-no answer	32	10.32%			
Q54.9 In the past year, have you: sought help from a food bank?	Number of Responses	Percentage of Responses			
1-yes	76	24.52%			
2-no	205	66.13%			
3-no answer	29	9.35%			
Q55.10 In the past year, have you: needed clothing or shoes you could not afford?	Number of Responses	Percentage of Responses			
1-yes	78	25.16%			
2-no	203	65.48%			
3-no answer	29	9.35%			
Q55 In the past five years, have you: have you been a victim of a violent crime?	Number of Responses	Percentage of Responses			
1-yes	34	10.97%			
2-no	259	83.55%			
missing	17	5.48%			
	310				

Q56 In the past years, have you: been a victim of domestic violence?	Number of Responses	Percentage of Responses			
1-yes	25	8.06%			
2-no	267	86.13%			
missing	18	5.81%			
	310				

Q57 Have you had any legal needs for which you have been unable to get help?	Number of Responses	Percentage of Responses	Legal Needs	Number of Responses	Percentage of Responses
1-divorce	18	5.81%	6- Order of Protection	0	0
2-child support	4	1.29%	7-other	11	3.55%
3-immigration	20	6.45%	8-none	215	69.35%
4-adoption	2	0.65%	missing	39	12.58%
5-CPS	1	0.32%		310	

Q57 Other Legal Needs for which you have been unable to get help?	Number of Responses		Other Legal Needs	Number of Responses
▪ Child Support	10		▪ disability	1
▪ getting birth certificate	1		▪ evicted	1
▪ auto accident	1		▪ medical malpractice	1
▪ court rep.	1		▪ theft and burglary	1
			▪ too expensive	1

Q57.1 If yes, what has prevented you from accessing legal services (circle all that apply)?	Number of Responses	Percentage of Responses		Number of Responses	Percentage of Responses
1-cost	29	13.62%	6-language barriers	2	0.94%
2-transportation	3	1.41%	7-paper work	5	2.35%
3-unaware of where to go	23	10.80%	8-other	4	1.88%
4-hours not convenient	0	2.82%	9-not apply	141	66.20%
5-fear	6			213	

Q57.1 Other legal services	Number of Responses		Other Legal Services	Number of Responses
▪ transportation	3		▪ fear	6
▪ unaware of where to go	9		▪ not enough proof	1
▪ too much paper work	6		▪ language barriers	2
▪ transportation in another state	1		▪ father wouldn't pay	1
▪ hours not convenient	2		▪ jurisdictional issues	1
			▪ time	1

Q58 How many members of your household have difficulty with allergies?	Number of Responses	Percentage of Responses		Number of Responses	Percentage of Responses
0	169	54.52%	5	6	1.94%
1	64	20.65%	6	1	0.32%
2	36	11.61%	30	1	0.32%
3	22	7.10%	missing	2	0.65%
4	9	2.90%		310	

Q59 Does pollution affect the health of anyone in your household?	Number of Responses	Percentage of Responses
1-yes	66	21.29%
2-no	214	69.03%
missing	30	9.68%
	310	

Q59 If yes, explain	Number	Explain	Number	Explain	Number
▪ air/wind	2	▪ daughters	1	▪ pollen, clean air	1
▪ allergens	1	▪ difficulty breathing	1	▪ pollution causes allergies	1
▪ allergies	3	▪ difficulty breathing and blurred vision	1	▪ rare	1
▪ allergies act up	1	▪ dust	1	▪ rhinovaccularitis due to pollution	1
▪ asthma	14	▪ dust	1	▪ slow to get over minor colds	1
▪ asthma, hard to breath	1	▪ eyes burn	1	▪ smog and breathing	1
▪ asthmatic	1	▪ heart, breathing problem	1	▪ smoke, some meds	1
▪ bad breathing	1	▪ makes her sneeze	1	▪ trouble breathing	1
▪ breathing	3	▪ my self	1	▪ upper respiratory problems	1
▪ children	1	▪ not healthy	1	▪ work out in it	1
▪ copd	1	▪ not sure	1		

Q60 Does anyone smoke cigarettes in the home?	Number of Responses	Percentage of Responses
1-yes	77	24.84%
2-no	219	70.65%
missing	14	4.52%
	310	

Q61 Is there anyone in the home who averages 2 or more alcoholic drinks per day?	Number of Responses	Percentage of Responses
1-yes	22	7.10%
2-no	271	87.42%
missing	17	5.48%
	310	

Q62 If there anyone who has 5 or more alcoholic drinks on at least occasion in the past month?	Number of Responses	Percentage of Responses
1-yes	50	16.13%
2-no	236	76.13%
missing	24	7.74%
	310	

Q63 Has anyone in the home taken illegal drugs in the past month?	Number of Responses	Percentage of Responses
1-yes	13	4.19%
2-no	283	91.29%
missing	14	4.52%
	310	

Q64 How many meals has the household missed in the last month because there wasn't enough money? (Number of meals times number of people)	Number of Responses	Percentage of Responses	Number of Meals	Number of Responses	Percentage of Responses
0	266	85.81%	10	3	0.97%
1	2	0.65%	12	1	0.32%
2	4	1.29%	15	4	1.29%
3	8	2.58%	16	1	0.32%
4	2	0.65%	18	2	0.65%
5	3	0.97%	20	2	0.65%
6	1	0.32%	25	1	0.32%
7	3	0.97%	30	2	0.65%
8	1	0.32%	missing	4	1.29%
				310	

Q65 Has any member of the household moved or been homeless in the last six months because they could not afford to stay?	Number of Responses	Percentage of Responses
1-yes	11	3.55%
2-no	267	86.13%
missing	32	10.32%
	310	

Q65 Number of days homeless	Number of Responses	Percentage of Responses
0	306	98.71%
1	1	0.32%
5	2	0.65%
30	1	0.32%
	310	

Q65 Number of Responses of times moved	Number of Responses	Percentage of Responses
0	303	97.74%
1	1	0.32%
2	3	0.97%
3	1	0.32%
missing	2	0.65%
	310	

Q66 How many times in the last six months has a member of the household missed medical or dental care because they did not have insurance?	Number of Responses	Percentage of Responses	Number of Times	Number of Responses	Percentage of Responses
0	235	75.81%	5	3	0.97%
1	17	5.48%	6	1	0.32%
2	28	9.03%	10	2	0.65%
3	14	4.52%	180	1	0.32%
4	5	1.61%	missing	4	1.29%
				310	

Q67 How many times in the last six months did a member of the household go to the emergency room because they did not have insurance?	Number of Responses	Percentage of Responses	Number of Responses	Percentage of Responses
0	262	84.52%	4	2
1	20	6.45%	5	3
2	15	4.84%	6	1
3	6	1.94%	missing	1
310				

Q68 How many times in the last six months did a household member leave a child(ren) under the age of 12 home alone, stay home from work, or take child(ren) to work because they couldn't afford child care?	Number of Responses	Percentage of Responses	Number of Times	Number of Responses	Percentage of Responses
0	287	92.58%	5	4	1.29%
1	3	0.97%	10	1	0.32%
2	7	2.26%	60	1	0.32%
3	4	1.29%	120	1	0.32%
missing					2
310					

Q69 How many jobs have been lost in the household in the last year because the household member couldn't afford childcare?	Number of Responses	Percentage of Responses	Jobs lost	Number of Responses	Percentage of Responses
0	279	90.00%	5	2	0.65%
1	13	4.19%	8	1	0.32%
2	7	2.26%	20	1	0.32%
3	4	1.29%	missing	1	0.32%
4	2	0.65%	310		

Q70 Have you ever had a mammogram?	Number of Responses	Percentage of Responses
1-yes	117	51.09%
2-no	112	48.91%
229		

Q71 Have you ever been taught how to conduct breast exams?	Number of Responses	Percentage of Responses
1-yes	163	71.81%
2-no	64	28.19%
227		

Q72 Do you do self-exams on a regular basis?	Number of Responses	Percentage of Responses
1-yes	113	49.34%
2-no	116	50.66%

Q72 If yes, how often?	Number	How Often	Number	How Often	Number
▪ daily	4	▪ 3 x month	1	▪ annually	4
▪ every week	2	▪ 4 times a month	2	▪ several times	1
▪ 2 x week	4	▪ 5 times monthly	1	▪ sometimes	1

▪ monthly	36	▪ every 2 months	2	▪ each time I bathe	2
▪ 2 x month	6	▪ every 3 months	2	▪ upon tenderness	1
		▪ every 6 months	1		70

Q73 Does anyone who does not live with you take care of your children on a regular basis?	Number of Responses	Percentage of Responses
1-yes	35	16.91%
2-no	172	83.09%
	207	

Q74 If yes, what arrangements for child care do you have?	Number of Responses	Percentage of Responses
1-day care	17	11.26%
2-pre-school	4	2.65%
3-relative	26	17.22%
4-other	11	7.28%
5-NA	93	61.59%
	151	

Q74 Other child care arrangements	Number of Responses	Other child care arrangements	Number of Responses
▪ Shelter	1	▪ live in nanny	1
▪ also Relative	2	▪ neighbor	1
▪ friend	2	▪ no	2
		▪ sister	1

Q75 How satisfied are you with your current child care?	Number of Responses	Percentage of Responses	Number of Responses	Percentage of Responses	
1-very satisfied	26	15.85%	5-very dissatisfied	2	1.22%
2-satisfied	36	21.95%	6-do not know	16	9.76%
3-neither	5	3.05%	7 - Refused	0	0
4-dissatisfied	2	1.22%	8-NA	77	46.95%
			164		

Q75.1 If dissatisfied or very dissatisfied, please explain.	Number of Responses	Explain	Number of Responses
▪ because the teachers are good	1	▪ no	4
▪ can't afford to say	1	▪ nothing	1
▪ I have a super, very good baby sister (sitter)	1	▪ satisfied, because their aunt takes care of them	1

Q76 Do any of your children have a learning disability?	Number of Responses	Percentage of Responses
1-yes	23	12.11%
2-no	162	85.26%
3-do not know	5	2.63%
	190	

Q76.1 Have you been able to receive help for your child with a learning disability?	Number of Responses	Percentage of Responses
1-yes	30	46.88%
2-no	34	53.13%
	64	

Q76.1 If no, please explain why.	Number of Responses	Explanations	Number of Responses
▪ don't know	1	▪ no disabilities	1
▪ I don't have any	1	▪ no money for extra help	1
▪ I don't need it	1	▪ none	3
▪ it applies	1	▪ not needed	1
▪ just this last month	1	▪ not sure what to do	1
▪ money	1	▪ say he is not eligible	1

Q77 How many, if any of the children residing in your household, do you consider to be overweight?	Number of Responses	Percentage of Responses	How many	Number of Responses	Percentage of Responses
0	106	70.67%	4	1	0.67%
1	24	16.00%	10	2	1.33%
2	11	7.33%	no	1	0.67%
3	5	3.33%		150	

Q78 Do any of your children participate in recreational activities throughout the year?	Number of Responses	Percentage of Responses
1-yes	88	50.00%
2-no	88	50.00%

Q79 How would you rate the recreational opportunities your neighborhood offers children?	Number of Responses	Percentage of Responses	Number of Responses	Percentage of Responses	
1-excellent	23	13.07%	4-not very good	33	18.75%
2-very good	25	14.20%	5-poor	20	11.36%
3-good	71	40.34%	6-refused	4	2.27%
				176	

Q80 How often do all children wear seatbelts when riding in a car?	Number of Responses	Percentage of Responses	Number of Responses	Percentage of Responses	
1-always	166	80.19%	5-never	4	1.93%
2-nearly always	17	8.21%	6-don't know	1	0.48%
3-sometimes	9	4.35%	7-never drive	1	0.48%
4-seldom	6	2.90%	8-refused	3	1.45%
				207	

Q81 How often do all children less than five years of age sit in a child car seat?	Number of Responses	Percentage of Responses		Number of Responses	Percentage of Responses
1-always	114	69.09%	5-never	7	4.24%
2-nearly always	12	7.27%	6-don't know	2	1.21%
3-sometimes	7	4.24%	7-never drive	3	1.82%
4-seldom	6	3.64%	8-refused	14	8.48%
				165	

Q82 How often do children wear a helmet when riding a bicycle?	Number of Responses	Percentage of Responses		Number of Responses	Percentage of Responses
1-always	40	21.86%	5-never	42	22.95%
2-nearly always	15	8.20%	6-don't know	3	1.64%
3-sometimes	25	13.66%	7-never ride bike	38	20.77%
4-seldom	14	7.65%	8-refused	6	3.28%
				183	

Q83 Have all children in the household had routine medical checkups in the past year?	Number of Responses	Percentage of Responses	
1-yes	162	84.38%	
2-no	30	15.63%	
	192		

Q83 explain	Number of Responses	Explain	Number of Responses	Explain	Number of Responses
▪ because he is young	1	▪ no insurance	5	▪ none	1
▪ because they don't feel sick	1	▪ no money	1	▪ the child does not get sick	1
▪ because they don't get sick	1	▪ no reason	1	▪ the school did not require it and it's too money for a medical exam	1
▪ insurance	3	▪ no transportation missing school days	1	▪ They don't have a doctor.	1
▪ money	3			▪ yes & no, not all of them have doctors	1

Q84 Have all children in the household had routine dental check ups in the past year?	Number of Responses	Percentage of Responses	
1-yes	141	74.60%	
2-no	48	25.40%	
	189		

Q84 If no, what is the reason?	Number of Responses	Reason	Number of Responses	Reason	Number of Responses
▪ because I do not take them	1	▪ no insurance	7	▪ Thank God for Sunnyslope Children's Dental Clinic!	1

▪ don't have a doctor	1	▪ no money	1	▪ the school did not require it / right now my child does not need one	1
▪ haven't schedule appointment	1	▪ no reason	1	▪ time	1
▪ I don't know where to take them	1	▪ no, because their still very young	1	▪ too much money, insurance is not accepted	1
▪ insurance	3	▪ none	1	▪ too young	1
▪ lack the money	1	▪ not needed	1	▪ we don't go to the dentist	1
▪ missing school days	1	▪ schedule	1	▪ yes & no, not all of them have doctors	1
▪ money	5				

Q85 Are there any health or social service needs you have felt your children have needed but you have not been able to access?	Number of Responses	Percentage of Responses
1-yes	38	21.23%
2-no	141	78.77%
	179	

Q85 If yes, what are they are reason not accessed.	Number of Responses	Reasons	Number of Responses
▪ because I'm an immigrant	1	▪ mental	1
▪ dental	2	▪ money	3
▪ dental insurance	1	▪ n/a	2
▪ dentist	1	▪ need Medicare	1
▪ for an emergency	1	▪ no insurance	1
▪ help with daycare assistance	1	▪ no reason	1
▪ high cost	1	▪ the cost	1
▪ I don't know	1	▪ therapy - cost	1
▪ I have 3 children without insurance	1	▪ to have them cared for as they should be	1
▪ I haven't been able to apply.	1	▪ yes & no-sometimes we do not qualify	1
▪ insurance	1	▪ yes, in case of an emergency	1

Q86 Indicate Sex of Respondent	Number of Responses	Percentage of Responses
1-male	68	21.94%
2-female	222	71.61%
missing	20	6.45%
	310	

Q88 Which one or more of the following best describes your race/ethnicity?	Number of Responses	Percentage of Responses
Hispanic	162	50.15%
African American	9	2.79%
White	123	38.08%

Asian	3	0.93%
Native Hawaiian	6	1.86%
American Indian	12	3.72%
other	1	0.31%
refuses	7	2.17%
Multiple ethnicities marked	323	

Q89 What language is spoken most often in the household?	Number of Responses	Percentage of Responses	Language	Number of Responses	Percentage of Responses
Arabic	1	0.32%	Navajo	1	0.32%
Bosnian	1	0.32%	Russian	1	0.32%
Cantonese	1	0.32%	Serbo-Croatian	1	0.32%
English	136	43.87%	Spanish	131	42.26%
English/Russian	1	0.32%	Vietnamese	1	0.32%
English/Spanish	10	3.23%	missing	25	8.06%
				310	

Q90 How long have you lived in Sunnyslope?	Number of Responses	Percentage of Responses	How long	Number of Responses	Percentage of Responses
less than a year	14	4.52%	40+ years	16	5.16%
1 year	16	5.16%	50+ years	5	1.61%
1 to 2 years	11	3.55%	don't live in Sunnyslope	1	0.32%
2 to 5 years	52	16.77%	I don't	2	0.65%
5-10 years	60	19.35%	never	1	0.32%
10+ years	49	15.81%	variance student	1	0.32%
20+ years	14	4.52%	years	1	0.32%
30+ years	7	2.26%	missing	60	19.35%
				310	

Q91 How old were you as of your last birthday?	Number of Responses	Percentage of Responses	Age	Number of Responses	Percentage of Responses
15	3	0.97%	47	4	1.29%
16	7	2.26%	48	4	1.29%
17	1	0.32%	49	5	1.61%
18	1	0.32%	50	3	0.97%
19	3	0.97%	52	4	1.29%
20	5	1.61%	53	4	1.29%
21	5	1.61%	55	1	0.32%
22	6	1.94%	56	3	0.97%
23	6	1.94%	58	1	0.32%
24	10	3.23%	60	1	0.32%
25	9	2.90%	61	1	0.32%
26	2	0.65%	66	2	0.65%
27	9	2.90%	67	1	0.32%
28	3	0.97%	69	1	0.32%
29	2	0.65%	70	1	0.32%
30	5	1.61%	71	3	0.97%
31	5	1.61%	72	3	0.97%

32	9	2.90%	73	1	0.32%
33	6	1.94%	75	5	1.61%
34	8	2.58%	76	1	0.32%
35	6	1.94%	78	3	0.97%
36	9	2.90%	80	1	0.32%
37	8	2.58%	82	2	0.65%
38	8	2.58%	83	2	0.65%
39	10	3.23%	84	2	0.65%
40	10	3.23%	85	2	0.65%
41	4	1.29%	86	2	0.65%
42	3	0.97%	87	2	0.65%
43	4	1.29%	88	2	0.65%
44	1	0.32%	90	2	0.65%
44	6	1.94%	92	1	0.32%
45	6	1.94%	missing	55	17.74%
46	5	1.61%		310	

Q92 Are you currently	Number of Responses	Percentage of Responses	Currently	Number of Responses	Percentage of Responses
1-married	142	45.81%	5-never been married	45	14.52%
2-divorced	30	9.68%	6-member unmarried couple	13	4.19%
3-widowed	25	8.06%	7-refused	9	2.90%
4-separated	17	5.48%	missing	29	9.35%
				310	

Q93 What was your before tax 2003 household income from all sources?	Number of Responses	Percentage of Responses		Number of Responses	Percentage of Responses
1-<10,000	85	27.42%	5-40001-50000	8	2.58%
2-10000-20000	69	22.26%	6>50000"	27	8.71%
3-20001-30000	29	9.35%	missing	69	22.26%
4-30001-40000	23	7.42%		310	

Q94 Indicate which of the following best describes the home?	Number of Responses	Percentage of Responses		Number of Responses	Percentage of Responses
1-mobile home	11	3.55%	5-bldg 2 or more apts	24	7.74%
2-townhouse,condo	21	6.77%	6-other	19	6.13%
3-single family	134	43.23%	missing	18	5.81%
4-bldg 5 or more apts	83	26.77%		310	

Q94 Other Home Descriptions	Number of Responses		Number of Responses	
apt behind landlord home and apt complex	1		house	2
apt with four	1		paid house	1
building with 3 apts	1		refused	1
building with only 3 apts	1		separate apartment	1

Appendix F – Social & Health Service Provider Questionnaire

As part of the current needs assessment being conducted of the Sunnyslope community we are asking for your help to develop a resource inventory of existing services. Documenting what currently exists and the capacity of the current system is very important to determine what needs are being met and where gaps exist. Our task is to create an inventory of all physical, oral and mental health providers and all social service agencies that serve people living in the Sunnyslope area (19th avenue to 16th Street and between Northern Avenue and Cactus Road).

Please provide the following information for each of your agency's programs to Linda Cannon by _____. If you have questions about the information requested you can contact Linda Cannon at 602 279-7905 (lindac@cannon-inc.com). We need your help to make the Sunnyslope needs assessment accurate and sincerely appreciate your efforts to provide this information.

1. What is the name of your program? _____
2. Please provide your contact information:
Name: _____
Telephone: _____
E-mail Address: _____
3. What population(s) does your program currently serve:
 Single adults Children under 12
 Families with children Teenagers
 Elderly
 Single Parents

Other: _____
4. Do you have specific eligibility criteria for your program services (e.g., income limits, demographics, residency)?
 Yes, please list _____
 No
5. What services does your program provide (please list)?

<input type="checkbox"/> After School Care	<input type="checkbox"/> Food	<input type="checkbox"/> Utility/Rent Assistance
<input type="checkbox"/> Child Care	<input type="checkbox"/> Housing	<input type="checkbox"/> Other – please specify
<input type="checkbox"/> Counseling	<input type="checkbox"/> In Home Support	_____
<input type="checkbox"/> Dental Care	<input type="checkbox"/> Medical Care	_____
<input type="checkbox"/> Education	<input type="checkbox"/> Shelter	_____
<input type="checkbox"/> Employment	<input type="checkbox"/> Substance abuse treatment	_____
6. Does your program meet the needs of all those requesting services?
 Yes, people requesting services are able to access those services.
 No, please indicate the categories of service where need is not currently met:

7. Do you have a waiting list for services?
 Yes, for what services? _____ ; average number of persons/ families on the waiting list _____
 No, we do not maintain a waiting list but are unable to serve everyone requesting assistance.
 No, we are able to meet the needs of those requesting service.
8. Do you refer clients to other agencies for services?
 Yes, please indicate for what type of services, names of agencies or organizations you refer to, and contact information _____
 No
9. What is your program's current capacity?

_____ # of _____ per month (Please indicate the type of unit you are referring to
(individuals, families or households, etc.)

10. Is your program usually full to capacity?

_____ Yes

_____ No - how many more units (individuals, families or households, etc.) could you serve in a typical
month? _____ Number of _____

11. Do you have demographic data about the people you serve (e.g., age, ethnicity, income, language, etc.)?

_____ Yes, please provide a general description (attach information if available)

_____ No

12. Are there services that are requested that are not available within your agency or through referral? Please list the
types of services and the average number of requests you receive for each service per month?

Type _____, average # of requests per month _____

Type _____, average # of requests per month _____

Type _____, average # of requests per month _____

Type _____, average # of requests per month _____

**Thank you for your assistance in completing this questionnaire and helping to make the Sunnyslope
Community Needs Assessment more meaningful and useful.**

Appendix G – Sunnyslope Service Providers and Selected Characteristics

Providers by Service

Program Name	After School Care Assist	Child Care	Counseling	Dental Care	Education	Employment	Food	Housing	In Home Support	Medical Care	Shelter	SA Treatment	Utility - Rent	Other Services
21st Century Grant/Safe Schools Healthy Students	Yes	No	No	No	Yes	No	No	No	No	No	No	No	No	No
Acacia Branch of the Phoenix Public Library	No	No	No	No	No	No	No	No	No	No	No	No	No	Books and other audio-visual materials for information or enjoyment, includes DVDs and CDs. Information assistance including on-line databases purchased from vendors
Advocates for Kids, Inc.	No	No	No	No	No	No	Yes	No	No	No	No	No	No	Transportation for medical care; clothing and household items
AZ Women's Education and Employment, Inc.	No	No	No	No	Yes	Yes	No	No	No	No	No	No	No	Financial literacy classes; child care referrals; counseling referrals
Big Brothers Big Sisters of Central Arizona	No	No	No	No	No	No	No	No	No	No	No	No	No	one on one mentoring
CASS - Vista Colina Emergency Family Shelter	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	
Chrysalis	No	Yes	Yes	No	No	No	Yes	Yes	No	No	Yes	No	No	
City of Phoenix Fight Back Program	No	No	No	No	No	No	No	No	No	No	No	No	No	Neighborhood improvements
City of Phoenix Prosecutor's Office (Community Prosecution Bureau)	No	No	No	No	Yes	No	No	No	No	No	No	No	No	Prosecution of criminal activity including quality of life crimes - coordination and partnering with other departments and agencies to help remedy crime and blight in the Sunnyslope community
City of Phoenix, Phoenix Workforce Connection	No	No	No	No	No	Yes	No	No	No	No	No	No	No	Employment and Training resources; use of resources for employment; help with resumes; case management services
Desert Mission Food Bank	No	No	No	No	No	No	Yes	No	No	No	No	No	No	
Desert View Elementary School	Yes	No	Yes	No	Yes	No	Yes	No	No	Yes	No	No	No	Distribution of food
Dignity @ Sundance Lodge	No	No	Yes	No	No	No	Yes	Yes	No	No	No	No	No	Support groups and case management
Helping Hands Housing Services (Program Services Office)	Yes	No	No	No	Yes	No	No	Yes	No	No	No	Yes	Yes	Referrals to Counseling, Dental Care, Medical Care and Substance Abuse treatment
House of Refuge	No	No	Yes	No	No	No	Yes	Yes	No	No	Yes	No	No	
International Rescue Committee (Refugee Resettlement Program)	No	No	Yes	No	No	Yes	No	Yes	No	Yes	No	Yes	Yes	Youth activities; microenterprise development; financial education; immigration services; individual development accounts for home/car purchase; tax preparation; transportation

Program Name	After School Care Assist	Child Care	Counseling	Dental Care	Education	Employment	Food Housing	In Home Support	Medical Care	Shelter	SA Treatment	Utility - Rent	Other Services
JCL Senior Apartments	No	No	No	No	No	No	Yes	No	Yes	No	No	No	
JCLNM Emergency Department	No	No	No	No	No	No	No	No	Yes	No	No	No	24 hour emergency
John C. Lincoln Birthing Center	No	No	No	No	Yes	No	No	No	Yes	No	No	No	
John C. Lincoln Children's Dental Clinic	No	No	No	Yes	No	No	No	No	No	No	No	No	
John C. Lincoln Children's Health Center	No	No	No	No	No	No	No	No	Yes	No	No	No	
Las Salas After School	Yes	No	No	No	No	No	No	No	No	No	No	No	
Life Choices Women's Clinic	No	No	Yes	No	Yes	No	No	No	Yes	No	No	No	Learn to Earn -women earn clothing, baby items, formula, baby food
Lincoln Learning Center and Lincoln Learning	Yes	Yes	No	No	Yes	No	Yes	No	No	No	No	No	
Lincoln Learning Too - Head Start	No	No	No	No	Yes	No	No	No	No	No	No	No	Head Start
Literacy Volunteers of Manicopa County, Inc.	No	No	No	No	Yes	No	No	No	No	No	No	No	
Marley House	No	No	No	No	No	No	No	No	No	No	No	No	Case management services to families. Provide referral to several sources. Walk in information and referrals daily respond to over 150 I&R each month
Most Holy Trinity; Society of St. Vincent de Paul	No	No	No	No	No	No	Yes	No	No	No	No	Yes	
Mt. View Elementary School	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	No	No	Anger management groups for kids; uniform assistance, parenting classes, English classes, crisis intervention prevention
New North Town Neighborhood Association	No	No	No	No	No	No	Yes	No	No	No	No	No	
Parents Anonymous - Parent Education Classes Family Lifeline	No	No	No	No	No	No	No	No	No	No	No	No	Parenting classes and Support hotline for parents
Phoenix Affordable Housing - Multiple Sites	No	No	No	No	No	No	Yes	No	No	No	No	No	
Royal Palm Mentoring Program	No	No	No	No	No	No	No	No	No	No	No	No	Mentoring
Royal Palm Middle School	No	No	Yes	No	Yes	No	No	No	No	No	No	No	Family Resource Center - clothing and hygiene items
Royal Palm Outreach Project	Yes	No	Yes	No	No	No	No	No	No	No	No	No	Case Management, Prevention / Education Groups
Southwest Behavioral Health Services	No	No	Yes	No	No	No	No	Yes	No	No	No	No	Prevention Services

Program Name	After School Care Assist	Child Care	Counseling	Dental Care	Education	Employment	Food	Housing	In Home Support	Medical Care	Shelter	SA Treatment	Utility - Rent	Other Services
Southwest Human Development	No	No	Yes	No	No	No	No	No	Yes	No	No	No	No	Early intervention; literacy
St. Vincent de Paul	No	No	No	Yes	No	Yes	Yes	No	No	No	No	No	Yes	Employment Opportunity Program Vocational Homeless
Sunnyslope Block Watches	No	No	No	No	No	No	No	No	No	No	No	No	No	Establishing and supporting block watches
Sunnyslope Community Center - PAC (Phoenix Activity City) City of Phoenix After school and Summer Program for youth ages 6-12	Yes	No	No	No	No	No	No	No	No	No	No	No	No	Recreation activities for youth
Sunnyslope Elementary	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	Yes	No	No	Yes	Referrals
Sunnyslope Family Services Center	No	No	No	No	No	No	Yes	No	No	No	No	No	Yes	Case Management. Bus tickets, pay for prescriptions, Telephone assistance program, gas vouchers for employment only
Sunnyslope Manor	No	No	Yes	No	No	No	Yes	Yes	No	No	No	No	Yes	For food - must meet eligibility criteria
Sunnyslope Senior Services Center	No	No	No	No	Yes	Yes	Yes	No	No	Yes	No	No	No	Speakers for health and mental health issues; blood pressure checks; Title V job assistance; filling out housing applications for City of Phoenix; recreational and socialization activities such as dancing, bingo, exercise, Bible study, board games, etc.
Sunnyslope Village Revitalization	No	No	No	No	No	No	No	Yes	No	No	No	No	No	
Sunnyslope Youth Center	Yes	Yes	No	No	No	No	No	No	No	No	No	No	No	
Trinity Lutheran Church	No	No	No	No	No	Yes	Yes	No	No	No	No	No	Yes	ESL classes, After school program; USDA Food Commodity Program (once a month) Emergency Food Pantry; Apartments for low-middle income families/seniors; bus tickets / gas as available
Tumbleweed	No	No	Yes	No	Yes	Yes	No	Yes	Yes	No	Yes	No	No	
Valley of the Sun School and Habilitation Center	No	No	No	No	Yes	Yes	No	Yes	No	No	No	No	No	Adult training for personal, social and community living skills; housing is residential program and employment is training and placement
Vayada	No	No	No	No	No	No	Yes	No	No	No	No	No	No	Medicare certified/state licensed home health agency
WIC Program	No	No	No	No	No	No	Yes	No	No	No	No	No	No	

Providers by Population Served

Single Adults	Families With Children	Elderly	Single Parents	Children Under 12	Teenagers	Other Criteria/Populations	Program Name
Sunnyslope Family Services Center	21st Century Grant/Safe Schools Healthy Students New Town Neighborhood Association	New Town Neighborhood Association	21st Century Grant/Safe Schools Healthy Students	21st Century Grant/Safe Schools Healthy Students	21st Century Grant/Safe Schools Healthy Students	No	21st Century Grant/Safe Schools Healthy Students
Desert Mission Food Bank	New Town Neighborhood Association	Sunnyslope Family Services Center	New Town Neighborhood Association	Las Salas After School	New Town Neighborhood Association	Children who attend Desert View	New Town Neighborhood Association
Dignity @ Sundance Lodge	Big Brothers Big Sisters of Central Arizona	Desert Mission Food Bank	Big Brothers Big Sisters of Central Arizona	Lincoln Learning Center and Lincoln Learning	Royal Palm Mentoring Program	Jr. High Students most of who are part of this program in elementary school, attend on irregular basis	Las Salas After School
Sunnyslope Block Watches	Sunnyslope Family Services Center	Sunnyslope Senior Services Center	Sunnyslope Family Services Center	Desert Mission Food Bank	Big Brothers Big Sisters of Central Arizona	Married parents, teen parents	Parents Anonymous - Parent Education Classes Family Lifeline
Trinity Lutheran Church	Lincoln Learning Center and Lincoln Learning	Phoenix Affordable Housing - La Cascada Apartments	Lincoln Learning Center and Lincoln Learning	Mt. View Elementary School	Desert Mission Food Bank	Low income families of preschool children under age 4	Lincoln Learning Too - Head Start
City of Phoenix Fight Back Program	Desert Mission Food Bank	Sunnyslope Block Watches	Desert Mission Food Bank	Sunnyslope Elementary	Tumbleweed	All individuals age 16 or older	Literacy Volunteers of Maricopa County, Inc.
House of Refuge	Mt. View Elementary School	Trinity Lutheran Church	Parents Anonymous - Parent Education Classes Family Lifeline	Sunnyslope Community Center - PAC (Phoenix Activity City) City of Phoenix After school and Summer Program for youth ages 6-12	Sunnyslope Block Watches	Summer Teen Program ages 12-15 (Fee: \$30 for 7 week program (12:00 -3:00 pm)	Sunnyslope Community Center - PAC (Phoenix Activity City) City of Phoenix After school and Summer Program for youth ages 6-12

Single Adults	Families With Children	Elderly	Single Parents	Children Under 12	Teenagers	Other Criteria/Populations	Program Name
Sunnyslope Village Revitalization	Sunnyslope Elementary	City of Phoenix Fight Back Program	Mt. View Elementary School	Advocates for Kids, Inc.	Desert View Elementary School	Elementary school, preschool to 6th grade	Desert View Elementary School
St. Vincent de Paul	Advocates for Kids, Inc.	JCL Senior Apartments	Tumbleweed	Sunnyslope Block Watches	City of Phoenix Fight Back Program	Teenagers - 17-18 years old	House of Refuge
John C. Lincoln Home Health	Tumbleweed	Sunnyslope Village Revitalization	Sunnyslope Block Watches	Desert View Elementary School	House of Refuge	Pregnant women and their families	John C. Lincoln Birthing Center
JCLNM Emergency Department	Sunnyslope Block Watches	St. Vincent de Paul	Trinity Lutheran Church	City of Phoenix Fight Back Program	Southwest Behavioral Health Services	Homeless	St. Vincent de Paul
Helping Hands Housing Services (Program Services Office)	Trinity Lutheran Church	John C. Lincoln Home Health	City of Phoenix Fight Back Program	Southwest Behavioral Health Services	Royal Palm Middle School	Children and Adults with Developmental Disabilities	Valley of the Sun School and Habilitation Center
Most Holy Trinity, Society of St. Vincent de Paul	City of Phoenix Fight Back Program	JCLNM Emergency Department	Sunnyslope Village Revitalization	John C. Lincoln Birthing Center	Royal Palm Outreach Project	Royal Palm Middle School students and their families	Royal Palm Outreach Project
International Rescue Committee (Refugee Resettlement Program)	CASS - Vista Colina Emergency Family Shelter	Helping Hands Housing Services (Program Services Office)	Southwest Behavioral Health Services	Royal Palm Outreach Project	John C. Lincoln Children's Health Center	Children under age 5, pregnant and post-partum women	WIC Program
City of Phoenix, Phoenix Workforce Connection	Sunnyslope Village Revitalization	Most Holy Trinity, Society of St. Vincent de Paul	John C. Lincoln Birthing Center	John C. Lincoln Children's Health Center	John C. Lincoln Home Health	Not children under 2 years of age	John C. Lincoln Home Health
AZ Women's Education and Employment, Inc.	Southwest Behavioral Health Services	International Rescue Committee (Refugee Resettlement Program)	John C. Lincoln Home Health	John C. Lincoln Home Health	John C. Lincoln Children's Dental Clinic	Single women and women with children	Chrysalis

Single Adults	Families With Children	Elderly	Single Parents	Children Under 12	Teenagers	Other Criteria/Populations	Program Name
Acacia Branch of the Phoenix Public Library	Royal Palm Middle School	Sunnyslope Manor	JCLNM Emergency Department	John C. Lincoln Children's Dental Clinic	JCLNM Emergency Department	Provide affordable housing (rental assistance) and other program to very low income FAMILIES. (although we currently do have single and elderly residents)	Helping Hands Housing Services (Program Services Office)
Life Choices Women's Clinic	John C. Lincoln Birthing Center	City of Phoenix, Phoenix Workforce Connection	Helping Hands Housing Services (Program Services Office)	JCLNM Emergency Department	Sunnyslope PAL	Note: Teenager must be over age 16 and Elderly able to work - Serves both women and men	AZ Women's Education and Employment, Inc.
	St. Vincent de Paul	AZ Women's Education and Employment, Inc.	Most Holy Trinity; Society of St. Vincent de Paul	Helping Hands Housing Services (Program Services Office)	Helping Hands Housing Services (Program Services Office)		City of Phoenix Prosecutor's Office (Community Prosecution Bureau)
	Royal Palm Outreach Project	Acacia Branch of the Phoenix Public Library	International Rescue Committee (Refugee Resettlement Program)	Marley House	International Rescue Committee (Refugee Resettlement Program)		Life Choices Women's Clinic
	John C. Lincoln Home Health		City of Phoenix, Phoenix Workforce Connection	International Rescue Committee (Refugee Resettlement Program)	Southwest Human Development	Women	
	JCLNM Emergency Department		AZ Women's Education and Employment, Inc.	Southwest Human Development	City of Phoenix, Phoenix Workforce Connection		
	Helping Hands Housing Services (Program Services Office)		Acacia Branch of the Phoenix Public Library	Acacia Branch of the Phoenix Public Library	AZ Women's Education and Employment, Inc.		

Single Adults	Families With Children	Elderly	Single Parents	Children Under 12	Teenagers	Other Criteria/Populations	Program Name
	Most Holy Trinity; Society of St. Vincent de Paul		Life Choices Women's Clinic		Acacia Branch of the Phoenix Public Library		
	Marley House				Life Choices Women's Clinic		
	International Rescue Committee (Refugee Resettlement Program)						
	Southwest Human Development						
	City of Phoenix, Phoenix Workforce Connection						
	AZ Women's Education and Employment, Inc.						
	Acacia Branch of the Phoenix Public Library						
	Life Choices Women's Clinic						