

**Maricopa Association of Governments Human Services Division * UPWP Outcome Measures FY 2012
Second Quarter Report**

Codes: *in progress*, **done**, **late**, not started/not due, * Not in UPWP, but included in work flow.

Planned activity	Progress	Planned date	Actual date	Planned evaluation	Eval results
Human Services Planning					
Monitor funding reductions and impacts on individuals and municipalities.	Legislative updates given at committee meetings.	FY 2012	Ongoing	Ongoing updates at HSCC meetings	
Develop list of available tours and presentations offered by municipal and nonprofit agencies to raise awareness.	Draft outline to be presented at HSTC meeting 12/7/11.	1 st Quarter		Approval by HSCC	
Implement presentations and tour activity.		2 nd Quarter		Participation by Community Leaders	
Conduct three tours for community leaders.		4 th Quarter		Offer report to HSCC on status of activity	
Develop an Aging Services Model for local governments	Phase I of the project has been completed. Phase II is underway.	3 rd Quarter		Offer report to HSCC on status of project.	
Human Services Transportation					
Update Human Services Coordination Transportation Plan.	More than ninety participants provided input for coordination efforts at the June Transportation Ambassador Program (TAP) regional meeting. In September, TAP participants provided feedback on strategies to develop for the plan.	3 rd quarter		Approval by MAG Regional Council	
Expand MAG Transportation Ambassador Program with increases by private sector, Native communities, and adjacent regions.	Participation included two private sector agencies, a 50% increase, and one adjacent community, the Maricopa City shuttle. Outreach is underway to Native communities.	Quarterly		20% participant increase within noted categories.	
Develop priority listing for Section 5310 applicants.	Coordinating with ADOT, and meeting with the MAG Elderly and Persons with Disability Transportation Program Ad Hoc Committee on the application process.	3 rd quarter		Approval by MAG Regional Council. Ten agencies will receive capital/mobility management assistance.	
Develop inventory of agency vehicle downtime.	Developing a gap analysis of agencies total vehicle inventory and percentage of inventory not in use. Analysis will be presented to TAP in December	3 rd quarter		Approval by MAG Regional Council	
Research and offer opportunities to resolve insurance as a barrier to volunteer opportunities.	Stakeholders concerns have been gathered. Contact with First Nonprofit, Philadelphia Insurance and ADOT has been initiated. Further discussions to include the state Insurance commissioner are planned.	3 rd quarter		20% of agencies will increase collaboration due to TAP meetings. Include progress report in Coordination Plan.	
Domestic Violence					
Implement second phase of Protocol Evaluation Project. Conduct formal evaluation and survey stakeholders on project.	Submitted STOP Grant application seeking funding to support the second phase of PEP.	2nd quarter		Approval by DV Council	
Maximize region's capacity to address DV through collaboration and coordinated activities.	Conducted PEP Training Event with more than 200 law enforcement, prosecutors, and victim advocates from across the state. Met with leadership of Avon Program for	FY12	Ongoing	Approval by DV Council	

	Women and Children to discuss opportunities for collaborating and coordinating efforts.				
Monitor implementation of the Regional Plan to End Domestic Violence.	An update will be provided at the December MAG Regional Domestic Violence Council meeting.	Quarterly	Ongoing	Approval by DV Council	
Homeless Issues					
Map travel needs and organize collaborative services among homeless and DV shelters.	Transportation needs map completed in September 2011 and sent to providers for review and feedback. Being presented to Continuum of Care (CoC) in November 2011.	4 th Quarter		Approval by CoC	
Prepare for implementation of the HEARTH Act.	CoC prioritized and approved action steps for implementation of the HEARTH Act on July 25, 2011. CoC Planning Subcommittee leading on-going implementation of action steps.	Quarterly	Ongoing	Approval by CoC	
Increase HUD award to region by \$1 million	HUD award was increased by \$1,405,546 in FY2010 for three new projects announced on April 21, 2011. New project funding is being requested in the FY2011 application in the amount of \$1,446,542. Funding awards expected in the 1 st or 2 nd Quarter of 2012.	FY12		Consistent access for homeless individuals to housing and services	
Conduct training opportunities.	Three brown bag training sessions have been held in 2011 and two more are planned to take place before the end of the year. Currently, 69% of homeless persons leaving transitional housing programs are moving to permanent housing. This is up from 57% in 2010.			23% increase in number of people leaving shelters and housing transitional programs and entering permanent housing.	
Public Involvement					
Raise awareness at events with Communications Division	Human services materials are given out at community events.	FY12	ongoing	Distribution of materials, human services plans, inventories and public service announcement videos	
Publish three press releases	Press release issued for Protocol Evaluation Project event and model.	FY12	ongoing	10% increase of coverage from previous year	
Publish electronic HS newsletter	Newsletters published in September and July 2011.	Quarterly	quarterly	Sampling of recipients will confirm relevant and useful information	