

**MARICOPA COUNTY
HUMAN SERVICES DEPARTMENT
FY07 HEAT PLAN OVERVIEW
Final Report as of September 30, 2007**

Each year 30 to 50 Arizonans die due to summer heat. A large proportion of deaths occur among the elderly, age 65 and over. In 2006, 56 Arizona residents died due to heat related illnesses. In 2007 there have been 39 heat related deaths in Maricopa County.

Over the summers of 2006 and 2007 Maricopa County Human Services Department has implemented a Heat Plan which includes:

- trainings to staff
- handouts to HSD staff and clients
- Heat Welfare Checks to our vulnerable seniors and disabled population
- Heat Announcements
- Department Bottled Water Collection Drives

Since implementing this plan there were 5 heat advisories in 2006 and 3 heat advisories to date in 2007.

In addition to the Heat Plan MCHSD provides myriad financial and non-financial goods, services and referrals to alleviate and/or eliminate potential life-threatening situations in Maricopa County.

Trainings to staff:

- The department trained all case managers and STS staff that included drivers and dispatchers regarding Heat stress.
- Review at the beginning of each summer on the topic of Heat Stress, by SAIL and STS staff.
- Implementation of a Heat Welfare Check Procedure for the SAIL Program and STS during a heat watch or warning.
- CAP offices were given Heat Stress information, Heat Advisory Posters and offered the Heat Stress Training to their staff.
- New STS and SAIL employees are trained on Heat Stress.

Handouts to HSD Staff and Clients:

- HSD has developed a web page on the HSD Portal on Heat advisories and related information. This page contains printable handouts for staff to access. These handouts include:
 - CAP heat advisory flyer in English and Spanish

- CSD sites and contacts for Heat Emergencies updated each summer
 - Heat Advisory Poster
 - Heat Emergency FAQ
 - Heat Stress PowerPoint
 - MAG Water Collection & Hydration Locations updated each summer
 - OSHA Heat Stress Quick Card in English and Spanish
 - Script for Welfare Check
 - STS Driver Card for Summer 2007
- All Divisions have brochures/handouts to distribute to clients.

Heat Welfare Checks to our Vulnerable Seniors and Disabled Population:

- The department developed a Heat Welfare Check Script for the STS Drivers and SAIL Case managers. Clients who are vulnerable are called during all Heat watch and warning advisories. This list is continuously updated as new clients and situations are identified.
- In addition, the welfare check script was given to the CAP offices as a possible tool for the case managers to use along with all of the HSD heat information handouts.

Heat Announcements:

- Anytime a Heat advisory, watch or warning is identified an email goes out to the entire department and each division is responsible to inform staff, key partners, and subcontractors about the advisory.

Department Bottled Water Collection Drives:

- Annual Water Drive Implemented.

Outcomes:

Department:

- 2006 Summer HSD employees collected bottled water and donated to Homeless Shelters – Data on amount unknown.
- 2007 Summer HSD employees collected 600 bottles of water and donated to the Tempe Homeless Connect Project. Through a continuing partnership with Wal-Mart, Workforce development was able to secure a pallet of bottled water that was delivered to the Lodestar Day resource Center.

Special Transportation Services:

- Driver's complete welfare check to all clients when delivering Home delivered meals.

- Drivers are mindful of potential heat issues with all clients being transported to medical appointments, dialysis as well as the Work Links Program when there are heat advisories.
- 2007 STS identified four clients whose air conditioner was broken.
 - Two clients had the A/C repaired by CSD.
 - Two clients referred to other agencies for repair.

SAIL Program:

- SAIL case management has identified over 30 clients to receive window air conditioner units.
- SAIL case managers identified and delivered approximately 80 fans to their clients.
- Summers of 2006; over 45 client contacts were made during heat watches and warnings.
- Summers of 2007; over 60 client contacts were made during heat watches and warnings.

Community Services:

- All CAP offices are Water Hydration Stations.
- CAP office distribution of sunscreen.
- FY06: 41 air conditioners were repaired.
- FY07: 89 air conditioners were repaired.
- FY07: Utility Assistance payments given to 4900 households.
- FY07: Utility Deposits made for 2,370 households.
- FY07: 1028 referrals to other agencies for utility assistance
- Posters are at each site with updates to reflect current heat advisories.

Workforce Development:

- Cooling Center at both sites.
- Water distribution to their clients.
- Posters are at each site with updates to reflect current heat advisories.
- Heat information available to clients.

Head Start:

- Heat advisories in classrooms.
- Information to parents regarding Heat and CAP services.

Prevention:

There is no data on potential 'At Risk' clients HSD has helped over the last two summers, averting life threatening situations by the above activities, but it can be surmised that HSD contributed to the prevention of clients from having negative outcomes in their lives.

Final Summary:

In completing the above tasks, HSD believes we are successful in our mission of providing education, employment and basic needs services to at-risk individuals, children, and families in order to enhance their economic, social and physical well-being.