



# City of Apache Junction

300 East Superstition Blvd • Apache Junction, AZ 85119 •  
www.apachejunctionaz.gov • (480) 982-8002



## HEALTH & HUMAN SERVICES COMMISSION

### Request for Financial Assistance

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#### Agency Information

**Name of**

A New Leaf, Inc.

**Agency**

868 E University Drive

**Address**

Mesa, AZ 85203

www.turnanewleaf.org

**Website**

480.969.4024

**Phone**

**Number**

**Name of Agency**

Michael Hughes

**Director Email Address**

mhughes@turnanewleaf.org

**Direct Line**

**Project Manager**

Dana Martinez

**Email Address**

dmartinez@turnanewleaf.org

**Direct Line**

**Secondary**

**Contact Email**

Larry Grubbs

contracts@turnanewleaf.org

**Address Direct**

**Line**

# ORDINANCE NO. 659: COMPLIANCE CHECK LIST

## DOCUMENTATION REQUIREMENTS FOR NON-PROFIT AGENCIES

These documents create the application for the funding request.

There is no formal application.

AGENCY NAME: A New Leaf

REQUIRED DOCUMENTS	FILED YES	FILED NO
Most recent audit report	✓ 6/2022	
Most recent financial statement	✓ 6/22-24	
Detailed expenditure statement to include detailed accounting for all previously received City funds (if applicable)	✓	
Source and amount of funding received from all other sources (non-governmental agencies; membership fees and dues; private contributions)	✓	
Client service information as applicable to City residents (may not apply in all cases)		
Proof of non-profit status (IRS determination)	✓	
Proof of corporate status to include copies of by-laws and Articles of Incorporation	✓	
Source and amount of funding received from other governmental agencies	✓	
Names and addresses of all current board members of agency governing board	✓	
Additional documentation as may be required by the City for processing of funding request:		

Staff review comments:

Reviewed by: Amy Greening Date: 2-1-2024



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The City of Apache Junction Health and Human Services accepts applications requesting financial assistance for the support of health and human service needs within the City of Apache Junction serving city residents. The following provides instructions and eligibility information regarding the request for non-profit funding.

Information on this program may be found at [Health & Human Services Commission | Apache Junction, AZ - Official Website \(apachejunctionaz.gov\)](http://www.apachejunctionaz.gov/health-human-services-commission).

The commission was formed under city code Article § 2-11.

This program is made possible under city code Article § 2-14 Request for Financial Assistance.

The city code is available at <https://www.apachejunctionaz.gov/ajcode>.

**Application Due Date** **January 31, 2024**

Per city code, the request for financial assistance must be submitted to the city clerk's office during the month of January to be considered for the following fiscal year. All funding is subject to the execution of an agreement with the city, the approval of a budget allocating funds to the program, and the city council's approval.

Applications can be submitted in person to the City Clerk's Office or via e-mail to [hhsc@apachejunctionaz.gov](mailto:hhsc@apachejunctionaz.gov). City offices are open Monday through Thursday, 7:00 am to 6:00 pm.

**Eligible Applicants** **501 c(3)**

A valid, non-profit organization as qualified by the Internal Revenue Service and as registered with the Arizona Secretary of State, Arizona Corporation Commission or other appropriate state office.

The applicant must provide a service or perform work on behalf of the city and its residents and demonstrate a presence within the community.



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#### Required Documentation per Ordinance No. 659

1. Most recent audit report
2. Most recent financial statement
3. Detailed expenditure statement to include detailed accounting for all previously received city funds (if applicable)
4. Source and amount of funding received from all other sources (non-governmental agencies; membership fees and dues; private contributions)
5. Client service information as applicable to city residents (may not apply in all cases)
6. Proof of non-profit status (IRS determination)
7. Proof of corporate status to include copies of by-laws and Articles of Incorporation
8. Source and amount of funding received from other governmental agencies
9. Names and addresses of all current board members of agency governing board

#### Eligible Activities

Programs and services affording health, public health, and human services care to all people, especially, to individuals of underprivileged conditions.

#### Populations Served

Elderly, handicapped, developmentally disabled, and other special populations.

#### Priority Projects

The Commission reserves the right to identify priority projects for funding.



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#### Organization Information

**Provide background information on your agency to include services currently being provided.**

A New Leaf has provided vital behavioral health and social services since 1971. More than 30,000 individuals are impacted annually. Services include shelter for survivors of domestic violence, homeless families & individuals, housing programs, youth residential programs, counseling, integrated care, foster care/adoption, and a community action program providing rental/utility assistance.

A New Leaf has provided emergency shelter and services, since 1983, when Autumn House, a 22-bed shelter in Mesa, opened. DV STOP, an overflow shelter program, was opened in 1999, and in 2000, A New Leaf took over operations of Faith House, a 20-unit shelter in Glendale. A New Leaf also provides DV Court Advocacy Services in four locations in Maricopa County. While these programs primarily serve DV survivors, they also serve survivors of sexual violence, stalking and trafficking. Additionally, A New Leaf operates the REACH Sexual Violence Services Center offering short- and long-term healing opportunities for primary and secondary survivors of past and present sexual violence.

In July 2021, A New Leaf merged with the Community Alliance Against Family Abuse (CAAFA), located in Apache Junction. Community Alliance Against Family Abuse (CAAFA) was founded in 1998 by community members who were confronted by the tragic reality that local survivors of domestic violence and their children were living in their cars and out in the desert because they had nowhere to go. The agency has grown substantially since then, now serving survivors of domestic and sexual violence from Pinal and eastern Maricopa Counties (i.e. the East Valley). CAAFA provides a 16-bed emergency shelter, legal advocacy, case management, victim advocacy, counseling, nutritional support through food boxes, community outreach services, and more. A New Leaf requests funding to support essential services for residents of Apache Junction.

**Provide target population and demographic information on your current clientele to include percentage located within the City of Apache Junction.**

A New Leaf's CAAFA serves under-served families, children, and adults experiencing domestic violence and other crisis situations.

Services were provided to 549 individuals; 98 people received shelter. Of those served, 32 were Apache Junction residents. Thirteen (13) shelter residents reported Apache Junction residency. Demographics of Apache Junction residents served include:

Race/Ethnicity:

- African American: 5 persons
- Asian: 1
- Caucasian: 63



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- Hawaiian/Pacific Islander: 0
- Hispanic: 20
- Multi-racial: 1
- Native American: 1
- Other/Unknown: 2

#### Age:

- Under 18: 4
- 18–24: 6
- 25–59: 69
- 60+: 8
- Unknown: 3

#### Gender:

- Male: 5
- Female: 88
- Transgender/non-binary: 0
- Other/Unknown: 0

The median household income in our service area ranges from \$73,313 in Pinal Co. to \$80,675 in Maricopa Co. (U.S. Census Bureau, 2023). Median household income in Apache Junction was \$56,209. During the last fiscal year, 65% of emergency shelter adults earned less than \$15,000 per year. Many of the survivors CAAFA serves in shelter are considered under-served: Rural/geo-graphic isolation (approximately 10% of our shelter residents each year), men/boys (25%), ethnic/racial minorities (63%), mental illness and/or disability (39%), and low income (99%).

**Provide a detailed description of current partnerships within the community include the name of the project/activity and how your agency partnered to make it successful.**

A New Leaf/ CAAFA has established collaborative relationships with a variety of community partners to ensure a full continuum of care for its clients without duplication of effort.

- Apache Junction Police Dept - AJPD refers survivors to CAAFA; CAAFA offers training to AJPD officers on DV/SV dynamics and CAAFA services.
- United Food Bank - to offer food boxes to low-income members of the community. Food boxes are distributed from A New Leaf's CAAFA administrative office in Apache Junction, and Advocates deliver food boxes to residents in shelter or emergency hotel (both in Apache Junction).
- Gilbert PD - GPD refers survivors to CAAFA, and CAAFA assists survivors with needs they may have with their civil or criminal court processes.
- Local motels – A New Leaf's staff work with a third-party booking site specifically designated for victim service providers to quickly book emergency hotel stays. These hotels are vetted



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by the booking site and ensure the hotels' responsibility in maintaining survivors' confidentiality.

A New Leaf partners with multiple community agencies, including additional Family Advocacy Centers, government agencies, county attorney's offices, mental health and substance use service providers, educational institutions, social service providers, and more. A New Leaf's services, along with these relationships, ensure that survivors have comprehensive short- and long-term supports.



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Have you participated in a Project Connect event in the past?

YES

Have you participated in a Health and Wellness Expo in the past?

YES

Have you participated in the Apache Junction Community Resource Center in the past?

YES

Provide your 501c3 Identification number and renewal date.\*

YES

Do you have current By Laws signed by the Board of Directors?\*

YES

Do you have current Articles of Incorporation signed by the Board of Directors?\*

YES

Are you filed with the Arizona Secretary of State or Arizona Corporation Commission?\*

YES

**\*These items shall be submitted every five years to be held on file at the city. Should any document change or be updated, a new copy shall be submitted to the city within 10 working days.**

### Problem Statement

**What is the nature and extent of the problem to which you are trying to address?**

According to the National Network to End Domestic Violence, approximately half of homeless women report that domestic violence was the immediate cause of homelessness. Case Management and Advocacy Services for residents of Faith House Women's Crisis Shelter and Transitional Housing addresses the City of Glendale's third goal of "Increasing Access to Public Services for Vulnerable Populations," including survivors of domestic violence.

In 2022, there were 101 deaths reported in Arizona due to domestic violence, which punctuates the significant crisis. Sixty-five of those deaths took place in Maricopa County (Fatality Report, Arizona Coalition to End Sexual and Domestic Violence, 2022).

The challenges of survivors of domestic and sexual violence are many. Entering shelter with a history of domestic violence, sexual abuse, or trafficking evokes feelings of fear and hopelessness. Often, survivors come to shelter with little or no money and lack of family resources. Additional challenges for this vulnerable population include poverty, addiction,





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lack of childcare and transportation, legal concerns, and affordable housing.

Further documenting the need for services, A New Leaf's domestic violence and victim service programs provided services to 6,862 individuals in FY23. A New Leaf's CAAFA location in Apache Junction served 584 individuals, providing shelter, food boxes, crisis intervention, and supportive services to the community's DV/SV survivors and low-income residents.

#### **To whom is this happening?**

CAAFA serves under-served families, children, and adults experiencing domestic violence and other crisis situations. In FY23, 584 individuals served at A New Leaf's CAAFA location were survivors of domestic or sexual violence. According to the National Network to End Domestic Violence, approximately half of homeless women report that domestic violence was the immediate cause of homelessness. Of those entering shelter, 80% of survivors identified "finding housing I can afford" as a need, second only to needing "safety for myself." These statistics hold true for residents of A New Leaf/CAAFA shelters; individuals who enter shelter often lack financial resources necessary to provide for themselves and their children.

#### **Why is this happening? What are the reasons or causes for the problem?**

Domestic violence, also known as Intimate Partner Violence, is an extremely complicated, multi-faceted issue. Studies widely identify women as victimized more often than men by their intimate partners, but men can be victims of intimate partner violence, too, and women may use violence within relationships. What is often harder to determine, especially when both people in a relationship use violence, is who may be the core abuser and who may be the primary victim. Each relationship is different and not every relationship follows the exact pattern. Some abusers may cycle rapidly, others over longer periods of time. Regardless, abusers purposefully use numerous tactics of abuse to instill fear in the survivor and maintain control over them.

The overarching strategy used by abusers is referred to as coercive control. Coercive control includes a combination of abusive tactics such as isolation, degradation, micromanagement, manipulation, stalking, physical abuse, sexual coercion, threats and punishment. An abuser may use some of these tactics or vary when they use them, but combined and used over time, they are effective in establishing dominance over their victim.

**How do you know this is a problem? Provide statistics that support your claim. If available, please use statistics collected from your agency data and/or local documentation.**



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Program statistics demonstrate the ongoing need for A New Leaf's services in Apache Junction. Services provided during FY23 include:

- # of bed nights spent at Shelter: 3,871
- # of nights spent at Emergency Motel: 53
- Legal Advocacy sessions: 867
- Emergency Financial Assistant: 143

#### **What will happen if the problem is not addressed?**

The challenges of survivors of domestic and sexual violence are many. Entering shelter with a history of domestic violence, sexual abuse, or trafficking evokes feelings of fear and hopelessness. Often, survivors come to shelter with little or no money and lack of family resources. Survivors often feel emotionally paralyzed and see little hope of improving their circumstances. Even after leaving abuse, survivors report fear of being stalked by the abusive partner. Additional challenges for this vulnerable population include poverty, addiction, lack of childcare and transportation, legal concerns, and affordable housing. The severity of domestic violence in the community is documented by state and national statistics. The National Domestic Violence Hotline reports that 1 in 4 women and 1 in 10 men have been the victim of severe physical violence by an intimate partner. During

FY21, 24,458 crisis center calls were received in Arizona and 4,300 adults and children received emergency shelter. More than 104,820 hours of mobile and community-based services were also provided (Arizona Department of Economic Security, 2021).

In Calendar Year 2022, Arizona reported at least 101 domestic violence-related deaths. 73 occurred in Maricopa and Pinal County. 3 were Apache Junction residents (Arizona Coalition to End Sexual and Domestic Violence).

As the continued economic fallout from the COVID-19 pandemic along with unprecedented inflation exacerbates the needs of domestic violence survivors, access to shelter is limited as individuals are staying in shelter longer because of increased challenges with securing employment and independent housing. If emergency services (shelter or hotel nights), advocacy, and support services are not readily available for survivors, they may not be able to safely seek help, putting themselves and their children further at risk of harm.

#### **What are the gaps between what exists and the solution?**

The Arizona Service Standards and Guidelines for Domestic Violence Programs 2017, "Case management/advocacy services must provide community resources, assist survivors in identifying their needs, available resources and services, coordinate service delivery and referrals and on-going communication with community service providers on



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behalf of the clients. If services are offered to adults with minor children, the program must offer information and referral services to children's services." The Arizona Service Standards and Guidelines for Domestic Violence Programs further indicate that case management services are tangible, goal-directed interactions. It also includes advocacy and assistance provided to an individual to obtain needed services, to develop short- and long-term resources and safety plans and to facilitate the coordination of services from multiple service providers across systems. While the state guidelines emphasize the importance of case management and service coordination, not all survivors are able to access these services once in shelter.

Case management, service coordination and children's services have also been identified as primary needs of A New Leaf's Domestic Violence Services clients. Crime victims have also identified stable, affordable housing as among their top priorities upon arriving at shelter (A New Leaf survey, 2022). In order to avoid returning to an abusive situation, survivors require safe, affordable housing when their shelter stay is over. Transportation is also important in meeting survivors' needs to go to work and support themselves and their children. Another concern is need of childcare for children of adult survivors to have a safe place to stay while parents work, go to school or attend vocational training.

#### **Is there local documentation which identifies this as a problem?**

In 2020, the Apache Junction Police Department received 265 calls for DV and 45 for sexual violence (SV). Arrests for DV (213) and SV (3) increased from FY18, when there were 180 DV arrests and 1 for SV. (Among CAAFA's SV residents, approximately 80% experienced SV in the context of DV, so many of the DV survivors that AJPD responded to likely also experienced SV.)

A New Leaf's CAAFA program provided 53 bed nights in Emergency Shelter for DV/SV survivors in FY23. This demonstrates the need for resources enabling Apache Junction survivors and their families to quickly and safely remove themselves from abusive environments, even when shelter beds are unavailable.

#### **Has the city or the commission identified this as a problem?**

The Health and Human Services Commission has indicated that human service resources should be available to all people, especially to individuals at risk and experiencing hardship conditions. CAAFA's Food Distribution Program will provide essential food boxes to community residents in need, which meets the eligibility criteria established by the Commission.

#### **Project Proposal**



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**What is the proposed project to address the problem identified above? Please address the who, what, when, where, why, and how.**

A New Leaf requests funding to support the continuation of emergency hotel nights for Apache Junction's most vulnerable community members. The basic needs assistance request will help to support those in the emergency hotels as well as other residents accessing CAAFA's resources. In addition, a portion of the requested funding will be used to purchase cell phones for survivors and to provide transportation as needed to help them attain their goals.

Access to shelter is limited as most shelters in the community are currently limiting their capacity to meet health guidelines and individuals are staying in shelter longer because of increased challenges with securing employment and independent housing. A New Leaf requests funding to pay for emergency hotel nights, providing short-term shelter and case management for an increased number of Apache Junction individuals/families in hotels.

**Is this a best practice or has it been proven successful in other places?**

A New Leaf's CAAFA adheres to the Arizona Service Standards for Domestic Violence Service Providers, the Arizona Service Standards for Sexual Violence Service Providers, and the Recommended Guidelines for a Coordinated Community Response to Adult Sexual Assault set forth by the Governor's Office of Youth, Faith, and Families. Services are designed with an empowerment philosophy, an anti-oppression framework that is healing centered, trauma informed, culturally sensitive, and strengths based. Services are provided in a sensitive, respectful, and nonjudgmental manner, where survivors are listened to and believed. Advocates empower survivors by prioritizing their safety, rights, needs, and wishes, and ensure that survivors have access to appropriate, accessible and quality services.

**Is this a new or continuing project?**

This is a continuing project.

**Why is this a need to be addressed?**

The need for safe, supportive housing beyond emergency shelter for survivors of domestic violence is essential. Many survivors experience difficult and complicated challenges that they must overcome before they can take steps towards gaining employment, finding childcare and reliable transportation, and obtaining permanent housing. These challenges include physical injuries, the impact of trauma including traumatic brain injury, ongoing safety concerns, and lack of access to appropriate healthcare, legal protections and financial resources. Services for domestic and sexual



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violence survivors must continue to be provided to ensure a safety net of support is available when a request for help comes.

#### **Who will you serve with this project?**

A New Leaf will serve men, women, children, and families within Pinal County and eastern Maricopa County. The agency is committed to providing food and other vital services to assist with the well-being and safety of Apache Junction residents. In FY23, A New Leaf anticipates serving 1,020 individuals (470 households). Of those, 50 will be Apache Junction residents.

A New Leaf provides survivors of domestic violence and sexual assault support services regardless of past or present involvement with substance abuse, mental illness, race, language, religious preference, disability, or sexual orientation.

A New Leaf offers flexible and culturally specific services to meet the needs of all survivors and their children. A New Leaf accepts clients regardless of national origin, race, creed, religion, disability, gender, marital status, age, sexual orientation, or color. A New Leaf complies with the Americans with Disabilities Act (ADA). A New Leaf is committed to offering culturally sensitive programming to all program participants. Honoring each person's culture contributes to a solid sense of meaning, self-perception, and purpose. To provide this sense of security, A New Leaf staff will research cultures, reach out to community partners to gain further input, and respect the experiences of each survivor.

#### **How and will you sustain this project after the agreement has ended?**

Since the inception of its shelter services, A New Leaf has been able to provide quality, uninterrupted services to men, women, and children through grant funding, valuable partnerships, dedicated volunteers, and the generosity of local businesses and individuals. By leveraging such resources, Shelter Services has been able maintain and expand facilities and services as the needs have changed through the years.

A New Leaf benefits from diverse funding streams that include federal, state, and local funders along with various foundations and corporations. The agency also receives private and in-kind donations that aids in A New Leaf's commitment to its clients.

A New Leaf is currently operating with an approximate 60-day cash reserves for all programs to ensure the sustainability of services in the case of shortfalls in funding. The Government Grants and Contracts team maintains a schedule for applying for and





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renewing grants and contracts, as well as for meeting requirements for compliance. A New Leaf's Philanthropy team conducts fundraising activities to engage individual donors and corporate and foundation support to fill gaps in funding and to enhance services.

The requested amount is a small but necessary portion of the budget needed to provide these services. Any reduction will directly affect the ability of CAAFA to serve vulnerable community members.

#### **Are there any community partners on this project? If so, please list.**

A New Leaf/ CAAFA has established collaborative relationships with a variety of community partners to ensure a full continuum of care for the DV and SV survivors served through this project.

A New Leaf/ CAAFA has established collaborative relationships with a variety of community partners to ensure a full continuum of care for its clients without duplication of effort.

Apache Junction Police Dept - AJPD refers survivors to CAAFA; CAAFA offers training to AJPD officers on DV/SV dynamics and CAAFA services.

United Food Bank - to offer food boxes to low-income members of the community. Food boxes are distributed from A New Leaf's CAAFA administrative office in Apache Junction, and Advocates deliver food boxes to residents in shelter or emergency hotel (both in Apache Junction).

Gilbert PD - GPD refers survivors to CAAFA, and CAAFA assists survivors with needs they may have with their civil or criminal court processes.

Local motels – A New Leaf's staff work with a third-party booking site specifically designated for victim service providers to quickly book emergency hotel stays. These hotels are vetted by the booking site and ensure the hotels' responsibility in maintaining survivors' confidentiality.

**Please complete the chart below to answer the following questions for each component of your project.**

**Approach: What are you going to do?**

**Inputs/Resources: What resources do you have to complete the project?**

**Activities: What specific actions will take place?**



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**Outputs: What is the direct product of the activities?**

**Outcomes: What is the benefit or change as a result of the project?**

**Goals: What is the overall goal of the project?**

Project Component	Approach	Input	Activities	Outputs	Outcomes	Goals
To meet client's basic needs.	Create staff accessibility.	Staff Community Engagement	Basic needs, transportation, phones	470 households (50 Apache Junction residents)	At the end of FY 25, 95% of clients will have increased knowledge of community resources	Provide basic needs for families in DV/SV crisis
To ensure clients understand their safety needs.	Help clients assess their safety.	Advocacy staff support	Create Safety Plan	300 domestic violence survivors (30 Apache Junction residents)	At the end of FY25, 85% of program clients know how to plan for their continued safety.	Assist program participants in creating a safety plan.
To ensure clients have a feeling of safety	Help clients feel in control.	Provide safe lodging for clients in crisis	Emergency Hotel Nights	300 domestic violence survivors (30 Apache Junction residents)	At the end of FY 25, 85% of program clients will report their safety has improved.	Provide quick access to safe nights while clients find alternative safe options.
To provide an array of support services.	Survey clients to determine effectiveness	General Advocacy Staff	Support Services	500 DV and SV survivors (50 Apache Junction residents)	At the end of FY25, 85% of program participants will report satisfaction with services.	Offer high quality services to people who experience DV and SV.



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#### Financial Information

What is your Tax ID number?

What is your Arizona Tax Privilege License number?

Does your agency have internal financial controls in place to track, report, and account for all funds which promotes transparency?

Is a certified public accountant responsible for your daily financials?

Is a certified public accountant responsible for creating your monthly financial statements? Please provide most recent report.

Is a certified public accountant responsible for your filing your taxes? When was your last 990 reported?

Where can it be found?

Have you had an audit completed and when?\*

Do you have an annual agency budget? Please provide. Who is responsible for creating your annual budget?

██████████
██████████
YES
YES
YES
YES
YES
06/30/2022
Agency website
YES
Catherine Dyciewski, CAO

\*These items may be submitted every five years to be held on file at the city. Should any document change or be updated, a new copy shall be submitted to the city within 10 working days.

Provide a list of your annual fundraisers and average amount raised.

Camaraderie Event	\$210,000
Top Golf Fundraiser	\$60,000
Bags and Brews	\$32,000

Provide a list of your funding sources and the average amount received, including membership dues and private contributions.

SOURCE OF FUNDING	AMOUNT	% OF TOTAL REVEN
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#### Project Budget

Please provide a detailed budget by quarter for each itemized expense.





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		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
1	Hotel Nights	\$900	\$900	\$900	\$900	\$3,600
2	Emergency Food	\$250	\$250	\$250	\$250	\$1,000
3	Transportation	\$250	\$250	\$250	\$250	\$1,000
4	Emergency Essentials	\$350	\$350	\$350	\$350	\$1,400
5						\$
6						\$
7						\$
8						\$
9						\$
10						\$
	Total	\$1,750	\$1,750	\$1,750	\$1,750	\$7,000

What percentage of the project budget is being requested? 30% (food box program)

What percentage of your budget is the requested funding? \_\_\_\_



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#### Narrative

Please provide a detailed budget narrative for each itemized expense.

1	Hotel Nights- Emergency hotel nights enable staff to assist domestic violence and sexual abuse survivors to obtain safe shelter, even when shelter beds are unavailable. (\$100/night x 3 families each month x 12 mos. = \$3,600)
2	Food- emergency food for survivors and children (\$83.33/mo. x 12 mos. = \$1,000)
3	Transportation- Bus tickets and ride share fees for survivors and children (\$83.33/mo. x 12 mos. = \$1,000)
4	Emergency Essentials- clothes, toiletries, and other supplies for survivors as needed. (\$116.67/mo. X 12 mos. =\$1,400)
5	
6	
7	
8	
9	

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#### Project Evaluation

**How will you determine your project was successful in reaching your goals and what methods will you use?**

Services are evaluated through the following methods:

- Intake and Assessment: basic client information is collected to provide an initial assessment and a baseline from which to measure progress
- Individual Service Plan: identifies client goals and objectives, strengths, and challenges
- Program Discharge Report: information about discharge destination, financial situation, ongoing goals, and social support networks is collected
- Satisfaction Surveys: used in determining effectiveness of services and to gauge the level of client confidence, knowledge, and skill development in a variety of areas

**Project a minimum of two SMART Objectives by completing the chart below.**

	Direction of change	What is changin g	Target populatio n	Degree of change	Timeframe	Measure
1	Increase	Knowledge of Support Services and Community Resources	Underserved Families in crisis	85%	12 months	Client Satisfaction Survey
2	Increase	Feelings of Safety and Well being	DV and SV survivors	85%	12 months	Client Satisfaction Survey
3						
4						

Completed applications and documents can be submitted in person to the City Clerk's Office or via e-mail to [hhsc@apachejunctionaz.gov](mailto:hhsc@apachejunctionaz.gov). City offices are open Monday through Thursday, 7:00 am to 6:00 pm.