



Human Services Department: Services for Individuals & Families facing Adversity or Crisis

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Director
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Overview of Services

SERVICES

- Rental Assistance
- Utility Assistance
- Mortgage Assistance
- Early Childhood Education
- Senior and Adult Independent Living Program
- Home Repair and Rehab
- Job Search & Training Services
- Hand-in-Hand Street Outreach
- Additional Supports & Services

SERVICE NOTES

- Limited funding availability
- Different service delivery areas
- Strict eligibility criteria
- Varying income qualifications
- Application & service prioritization
- Waitlist for many services
- Service funding caps



Rental Assistance

Financial assistance for past due, owed (including judgements), or future rent

Eligibility Criteria

CRITERIA

- Income at or below 80% of the Area Median Income (AMI); and
- Demonstrates a risk of experiencing homelessness or housing instability; and
- Meets one of the following criteria:
- Since March 13th 2020, qualified for Unemployment Insurance OR
- Experienced financial hardship, reduced income, or increased expenses due to or during the pandemic

Apply via Client portal: [Maricopa.gov/HSDPortal](https://www.maricopa.gov/HSDPortal)

AREAS NOT SERVICED

- Glendale: www.glendaleaz.com/cap
- Phoenix: phoenix.gov/rentassistapply
- Mesa: <https://www.mesaaz.gov/residents/my-utility-account/emergency-rental-utility-assistance-program>



Utility Assistance

**Financial assistance for
utility deposits or payments**

Eligibility Criteria

CRITERIA

- Live in Maricopa County but outside Glendale, Mesa, and Phoenix
- 60% of the State Median Income
- Households with older adults and children under 5 prioritized

Apply via Client portal: [Maricopa.gov/HSDPortal](https://www.maricopa.gov/HSDPortal)

AREAS NOT SERVICED

- Glendale: www.glendaleaz.com/cap
- Phoenix: phoenix.gov/rentassistapply
- Mesa: <https://www.mesaaz.gov/residents/my-utility-account/emergency-rental-utility-assistance-program>



***Limited* Mortgage Assistance**

**Financial assistance for
monthly mortgage payment**

Eligibility Criteria

CRITERIA

- Live in Maricopa County but outside Glendale, Mesa, and Phoenix
- Household experienced a crisis that resulted in reduction or less of income, unexpected expenses, or endangered their health or safety
- 125% of the Federal Poverty Level

Apply via Client portal: [Maricopa.gov/HSDPortal](https://maricopa.gov/HSDPortal)

ADDITIONAL RESOURCES

Arizona Department of Housing
Homeowner Assistance Program:
<https://haf.azhousing.gov/>



Home Repair and Rehab

**Home repairs to cost effectively improve
the health, safety, and well-being of
individuals and families**

Eligibility Criteria

CRITERIA

- Home is occupied by the owner
- Applicant legally lives in the United States
- Household total income is at or below 80% of the Area Median Income

Apply via Client portal: [Maricopa.gov/HSDPortal](https://www.maricopa.gov/HSDPortal)

AREAS NOT SERVICED

- Glendale: www.glendaleaz.com/cap
- Phoenix: phoenix.gov/rentassistapply
- Mesa: <https://www.mesaaz.gov/residents/my-utility-account/emergency-rental-utility-assistance-program>



Early Childhood Education

Promotes children's social, emotional, cognitive, and physical development, to be prepared for future success in school

Eligibility Criteria

FOR NO-COST SERVICES



- Families who receive public assistance (TANF or SSI)
- Families with children in foster care
- Children who are homeless
- Low-income families according to HHS Poverty Guidelines

Apply for services: <https://www.childplus.net/apply/en-us/23CE3E12BFD05540E8873656B47ED924/906D35F1DBBC580D05E218FB7C9E8452>



Senior and Adult Independent Living Program

Provides case management services coordinating home and community-based resources and services to support individuals aging in-place independently and safely

Eligibility Criteria

CRITERIA

- Age 60 and older
- Adults 18-59 with physical disabilities receiving or in the process of receiving SSI/Disability payments

HOW TO APPLY

- To enroll, call the Area Agency on Aging's 24-hour Senior Help Line
- Local Calls (602) 264-4357
- Toll Free 1 (888) 264-2258
- TTY (602) 241-6110

*Applicant may be placed on a waitlist for program referral.

Priority will be given to individuals with the greatest economic and social need.



Job Search and Training Services

**Strengthen the County's economy by developing our
workforce and matching employers with job seekers who
have barriers to employment**

Eligibility Criteria



Apply via Client portal: Maricopa.gov/HSDPortal

- Adult Program: Adults 18 and older
- Youth Program: Disconnected youth ages 16-24 to obtain a job in a career pathway, enroll in post-secondary education, or register in an apprenticeship
- Dislocated Worker: Laid off or terminated due to downsizing or closures
- Rapid Response: Those affected by layoffs, plant closures, or natural disasters resulting in a mass job dislocation



Hand-in-Hand Homeless Street Outreach

Outreach team works collaboratively with neighbors, community leaders, businesses, community service agencies, and law enforcement to address the needs of the unhoused population while working to transform neighborhoods by going into community areas where people experiencing homelessness are known to gather

Overview of HiH

Types of Support Services



Housing



Employment



Mental and Physical Health
Services



Addressing Substance Abuse



Case Management



Transportation



Food and Benefit Programs



Long-term Care

How to Help:

<https://survey.alchemer.com/s3/6838082/Hand-In-Hand-Survey>

AREAS SERVICED

- In and around the communities of Avondale, Buckeye, El Mirage, Goodyear, Litchfield Park, Peoria, Surprise, Tolleson, Youngtown, Gilbert, Apache Junction, and unincorporated areas.



Additional Supports & Services

Maricopa County funded services provided in partnership with outside agencies

Overview of Additional Supports & Services

Paratransit & RideChoice Services

- Transportation provided to those with disabilities who have limited ability to use fixed route services
- Live within Unincorporated Maricopa County
- Require ADA Certification
- Apply by calling Valley Metro at (602) 716-2100

Legal Assistance for Eviction Prevention

- No-cost legal services and representation for tenants facing eviction
- Residents of Maricopa County
- Be at risk of eviction due to nonpayment of rent
- Apply by calling Community Legal Services at (602) 385-8880

Domestic Violence Reduction Program

- Shelter and community-based services for victims and survivors of domestic violence and sexual assault
- Assistance is provided by contacting the helpline at acesdv.org/helpline

Food Insecurity Services

- Access to direct food assistance for Maricopa County residents
- Find the nearest food bank/pantry at azfoodbanks.org/get-food/

Questions?



Thank You