




MEMORANDUM

Date: October 22, 2024

To: The Honorable Chair and Members
Pima County Board of Supervisors

From: Jan Lester 
County Administrator

Re: **Emergency Service Network**

During discussion by the Board of Supervisors on October 1, 2024 about a grant from the Arizona Community Action Association to Pima County's Community and Workforce Development (Agenda Item 26) to provide utility assistance to eligible low-income clients, the Board of Supervisors asked to receive additional information about the Emergency Service Network (ESN). The attached Memorandum from Community & Workforce development Director, Daniel Sullivan, summarizes the purpose of ESN and how Pima County uses these funds to assist eligible low-income households in our community.

JKL

Attachment

c: Carmine DeBonis, Jr., Deputy County Administrator
Francisco García, MD, MPH, Deputy County Administrator & Chief Medical Officer
Steve Holmes, Deputy County Administrator
Dan Sullivan, Director, Community & Workforce Development


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Date: October 21, 2024

To: Jan Leshner
County Administrator

From: Daniel Sullivan 
Community & Workforce Development
Director

Re: Additional Information Regarding October 1, 2024 Agenda Item 26 - Emergency Service Network

During discussion of Agenda Item 26 at the October 1, 2024 Board of Supervisors meeting, additional information was requested regarding the Emergency Service Network (ESN). ESN is a collaborative of community-based agencies that use a case-management model to provide emergency rent, mortgage, utility and other assistance funds to assist families and individuals by preventing eviction, foreclosure, utility shut off and homelessness. As a federally designated Community Action Agency, Pima County receives annual allocations of funding from a variety of sources, including the Arizona Department of Economic Security and Wildfire (formerly the Arizona Community Action Agency). Although each of these sources has its own specific requirements, their purpose is to provide services to eligible low-income households in Pima County. Attached is a brief summary of these programs. The final version will be in English and Spanish.

The Community Action Programs are administered within the [Community Assistance Division \(CAD\)](#) of Community & Workforce Development Department (CWD). To ensure efficient and effective service delivery throughout the community, funding is distributed through CAD directly as well as indirectly via the community-based agencies that are part of ESN. These agencies secure funding as part of a biannual competitive Request for Proposals process. Services provided include direct emergency assistance payments such as move-in expenses, utility expenses, eviction prevention, and payments for rent or mortgage, as well as case management to alleviate the crisis and help the family progress towards self-sufficiency. Payments are made to landlords, mortgage companies, utility companies or other authorized vendors and not to clients.

The current ESN agencies are: Pima County Community Action Agency, Chicanos Por La Causa, Compass Affordable Housing, Interfaith Community Services, International Sonoran Desert Alliance, Portable Practical Educational Preparation, Primavera Foundation, Salvation Army and Tucson Indian Center.

Jan Leshner, County Administrator

Re: Additional Information Regarding October 1, 2024 Agenda Item 26 – Emergency Service Network

October 21, 2024

Page 2

All ESN agencies use a common database known as the ESN database to enter and track client data, ensuring that services are not duplicated and are delivered consistently. The ESN database is coordinated, operated and supervised by Pima County CAD staff. The data elements and features of ESN will be integrated into CWD's new case-management system, which is in the final stages of configuration with a planned rollout in early 2025.

c: Francisco García, MD, MPH, Deputy County Administrator

Attachment

If you're looking for...



Utility Assistance



Housing



Diapers



Financial Assistance

Reach out today!



Financial Assistance and Discount Program

Support is based on income eligibility and the availability of funds.



Utility/Rent/Mortgage Assistance

(limited assistance available)

Financial assistance may be available for eviction prevention, mortgage payment, move-in, utility, utility deposit, and utility repair/replacement assistance. As well as special needs such as dental, vision, and car repairs. Callers will be screened for potential eligibility; an appointment is required and may be scheduled based on available funds and/or appointments.

Pima County Emergency Services Network Agencies

- **Pima County Community Action Agency**, 520-724-2667
- **Chicanos Por La Causa**, 520-882-0018
- **Interfaith Community Services**, 520-297-6049
- **International Sonoran Desert Alliance** *(Ajo residents only)*
520-387-3570
- **Portable, Practical Educational Preparation**
 - **Rental Assistance Line** 520-741-4397
(leave voicemail)
 - **Utility Assistance Line** 520-770-2506
(1 to 4 p.m., Monday through Friday)
- **Primavera Foundation**, 520-623-5111, *(8:00AM to 4:30PM)*
- **Salvation Army**, 520-792-1111, *(8:00AM to 4:30PM)*
- **Compass Affordable Housing**, 520-305-4724
- **Tucson Indian Center**, 520-884-7131



Utility Assistance Only

Pima County Utility Assistance Affiliates Tucson and Pima County

- **Northwest area** St. Vincent de Paul St. Elizabeth Ann Seton,
520-219-7631
- **Catalina area** St. Vincent de Paul Santa Catalina,
520-825-8288
- **Arivaca/Amado area ONLY**
Arivaca Coordinating Council/ Human Resource,
520-398-2771
- **Green Valley** Green Valley Assistance, 520-625-5966

Programs partially funded by:

- Arizona Department of Economic Security -
Child and Community Services Division
- Arizona Community Action Association Dbw Wildfire
- Pima County
- Arizona Diaper Bank
- Pima County Sewer Outreach Subsidy (SOS) Program
- City of Tucson Low Income Assistance Programs
- FEMA



Utility Discount Programs

(NO financial assistance)

At the center of Tucson Water CARES is the Utility Bill Assistance Program which offers monthly discounts on water, garbage, and sewer bills for qualified customers. Applicants must be Tucson Water customers and have an official form of identification.

- Based on household size and gross monthly income.
- Call 520-791-5443, to determine eligibility and schedule an appointment.

The Pima County Sewer Outreach Subsidy Program will provide a monthly discount for the sewer portion of their bill. The discount may be 25%, 50%, or 75%.

Pima County Landfill Hardship Program for Pima County Residents

A resident who qualifies at 150% of the poverty level guidelines established by the Federal Government (\$46,800 annual gross income for a family of four) qualifies for the financial hardship entry fee of \$2 for bagged household garbage at the Sahuarita, Ryan Field and Catalina Transfer Stations.

- Based on household size and gross monthly income.
- Call Pima County Community Action, 520-724-2667



Diaper Pilot Program

Eligible families can get up to 150 diapers or pull-ups per child, per month, at the Pima County Community Action Agency's Diaper Distribution Program, while supplies last.

- Call 520-724-2460 to request an intake appointment at the Pima County Housing Center, 801 W. Congress St.
- Phone lines are open Monday through Friday between 8 a.m. and 5 p.m.

Looking for other services from Community & Workforce Development, such as housing help, employment assistance, food assistance, job training, and more? Scan the QR code to reach a Resource Navigator or call 520-724-7700.



PIMA COUNTY

COMMUNITY & WORKFORCE
DEVELOPMENT

**Pima County
community
Action**
Helping People. Changing Lives.

Pima County is an Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities by contacting 520-724-7700.