

City of Avondale Family Services





Care1st Avondale Resource Center



The first of its kind in the Southwest Valley, this multifaceted hub for human services was established in 2009 through an innovative public and private partnership. The Care1st Avondale Resource Center served over 67,000 clients last year, and has 62 current partnerships serving our community with programs offered at the Resource Center.

City of Avondale
Care1st Health Plan Arizona
First Things First

Avondale Community Action Program



The promise.....

“Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live.

We care about the entire community, and we are dedicated to helping people help themselves and each other.”



New process...

- Applications for utility assistance at the resource center, via email/fax
- Applications accepted for pre-screening on Mondays/Tuesdays each week
- Case workers process applications, obtain signatures, Q/A, guarantee
- Fridays are available for emergencies and catch up on administrative work
- Applications may be limited based on weekly staffing and capacity
- Rental assistance, calls are received on the first Monday of each month at 8:00am 623 333 2707 first come, first served based on eligibility
- Limited crisis funding is available for utility and rental assistance

Results??

- Happier clients and staff
- 36% increase in clients served
- Eliminated cost of phone software
- More efficient use of staff time

Challenges??

- Busy Monday mornings
- Educating community on the new process
- Managing funding



Questions/Comments

