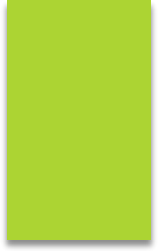




AZCEND

Changing Lives Since 1966



Transforming the Utility Intake Process to Optimize Assistance

Shawna Fellenz
Program Operations Director

AZCEND has been serving the Southeast Valley for over 50 years.

Our Core Programs are:

- ❑ Food Bank
- ❑ Family Resource Center
- ❑ Community Action Program
- ❑ Senior Nutrition Programs
- ❑ Homeless and Housing Programs

Our CAP structure:

- ❑ Two locations (Gilbert and Chandler)
 - ❑ One Manager, 2 FT staff at each location, one Administrative Assistant for entire agency
- ❑ Provided almost 3,000 units of direct assistance last fiscal year to 4,750 unduplicated individuals totaling over \$1.2m



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WHY did we make the change?

Be more responsive to those in crisis!
Maximize staff time!

How it works:

- ❑ We take utility requests anytime during our business hours or via email/fax.
- ❑ Rental appointments are scheduled.
- ❑ Standby procedure to respond to emergencies.

Things we learned:

- ❑ Do NOT start at the busiest time!
- ❑ Monitor applications and adjust staff time.
- ❑ Do not take incomplete applications!



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Questions?



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