



1965

- What is now known as the Maricopa County Human Services Department (HSD) originally began as the Community Services Department with three operating divisions: Head Start, Manpower Employment Training Programs, and Aging Services.
- Head Start began as a summer program, educating children ages 3 to 5 years. Manpower managed adult and summer youth programs as well as migrant farm worker programs.

1969

- The County created a Community Services Commission designated as the Community Action Agency to serve all of Maricopa County, outside the City of Phoenix.
- The Community Services Division administers the Community Action Program (CAP) to 14 local communities.

1976

- The Comprehensive Employment and Training Act (CETA) replaced the Manpower Division with Maricopa Employment and Training Administration (META).

1979

- The department name was changed to Human Resources and it was comprised of four Divisions: Head Start, Community Services, META, and Special Transportation Services. In a reorganization, the state assumed management over Aging Services.

1983

- The new Job Training Partnership Act (JTPA) replaced META with the Employment and Training Division.

1991

- The department name was changed to Social Services, operating with four divisions: Head Start, Community Services, Special Transportation Services, and Employment and Training.

1994

- The department was renamed the Human Services Department.
- Restructuring created three divisions: Education (Head Start); Community Services (CAP and Special Transportation Services); and Employment and Training (JTPA services.)

1995

- The City of Mesa was designated a separate Community Action Agency.

1996

- The Early Head Start program was created to serve children from birth to age five years, and their families.
- The Employment and Training Division received funding to implement the One-Stop Career Center system.

1999

- The Employment and Training Division was renamed to the Workforce Development Division.

2000

- The Job Training Partnership Act (JTPA) was replaced by the Workforce Investment Act (WIA).
- The Special Transportation Services Division became a partner with the One-Stop Centers and moved into the Workforce Development Division.

2009

- The Special Transportation Services program discontinued providing regional transportation services.
- The Community Development Department was merged into the Human Services Department as a Division that administered programs that increased affordable housing and built stronger and more resilient communities.
- The Department consisted of four divisions: Education, Community Development, Community Services, and Workforce Development.

2011

- The Community Justice Support Services Division is created to provide prevention and intervention services to youth and adults at risk within the criminal justice system.
- The Maricopa County Leadership Experience program is added to the Workforce Development Division, serving as a no-cost, self-paced summer program for youth with activities, workshops, and volunteer opportunities within more than 16 County departments.

2013

- Weatherization and the Emergency Solutions Grant programs were moved to the Community Development Division.

2014

- The Senior and Adult Services Division was created.

2015

- The Administration, Policy, and Planning Division was created, bringing the total of Divisions within HSD to six.

2016

- The Community Development Division was renamed Housing and Community Development to more accurately reflect the Division's scope of work.
- The Early Education Division received a 5-year grant to continue operating in the East Valley.
- HSD embraced the 2-Generational Approach leading to several cross-divisional initiatives and partnerships.

2020

- COVID-19 creates a surge in demand from the community for emergency financial assistance for rent and utilities, boosting the typical \$6 million annual budget to \$27 million in CARES Act funds. A call center is established and HSD Dynamics is implemented to increase the efficiency and speed of processing applications for assistance and expanding access to the application process 24 hours a day.

2021

- HSD begins providing \$123,666,807 million of federal Emergency Rental Assistance (ERA), which includes both rent and utilities.
- The Homeless Services Unit was moved from the Housing and Community Development Division as a direct report to the Office of the Director.

2022

- The East Valley Center opens to offer Workforce Development and Early Education services from one location.
- Intergovernmental agreements expand Workforce Development services to the Maricopa County Library District and six cities and towns.
- HSD consists of the Homeless Services Unit, reporting to the Office of the Director, and six Divisions: Administrative Services, Community Services, Early Education, Housing and Community Development, Senior and Adult Services, and Workforce Development.