



United States Department of Housing and Urban Development

Title VIII, Title VI, Section 504, Title II of ADA

CONCILIATION/VOLUNTARY COMPLIANCE AGREEMENT

between

**Southwest Fair Housing Council
Arizona Fair Housing Center
(Complainants)**

and

**City of Phoenix, Arizona
(Respondent/Recipient)**

Approved by the FHEO Regional Director on behalf of the United States Department of Housing
and Urban Development

FHEO CASE NUMBERS: 09-16-4988-8, 09-16-4988-6, 09-16-4988-4 and 09-16-4988-D

FHEO CASE NAME: AFHC and SWFHC v. City of Phoenix

HUD DATE FILED: August 2, 2016

EFFECTIVE DATE: 8/18/2016

EXPIRATION DATE: 8/8/2020

A. Parties and Subject Property

Complainants:

Southwest Fair Housing Council
323 W. Roosevelt Street
Suite 100B
Phoenix, AZ 85003

Arizona Fair Housing Center
1402 S Central Ave.
Building A, Suite B
Phoenix, AZ 85004

Complainants Represented by:

Ellen Katz
William E. Morris Institute for Justice (WEMIJ)
3707 N. Seventh Street
Suite 220
Phoenix, AZ 85014

Rose Daly-Rooney
Arizona Center for Disability Law (ACDL)
32 W. Roosevelt Street
Suite 100B
Phoenix, AZ 85003

Respondent/Recipient ("Recipient"):

City of Phoenix, Arizona
200 W. Washington St.
Phoenix, AZ 85003

B. Statement of Facts

A complaint was filed on August 2, 2016 with the United States Department of Housing and Urban Development ("the Department") alleging that the Complainants were injured by discriminatory acts of Recipient. Complainants allege that Recipient violated §§ 804(b), 804(f)(2) and 804(f)(3)(B) of the Fair Housing Act as amended in 1988, 42 U.S.C. 3601 *et seq.* ("the Act"), based on race, national origin and disability. Complainants also allege that Recipient violated Title VI of the Civil Rights Act of 1964 ("Title VI"), Section 504 of the Rehabilitation Act of 1973 ("Section 504"); and Title II of the Americans with Disabilities Act of 1990 ("ADA").

C. Term of Agreement

1. This Conciliation/Voluntary Compliance Agreement ("Agreement") shall govern the conduct of the parties to it for a period of four (4) years from the effective date of the Agreement.

D. Effective Date

2. The parties expressly agree that this Agreement constitutes neither a binding contract under state or federal law nor an Agreement pursuant to the Act, unless and until such time as it is approved by the Department, through the Fair Housing and Equal Opportunity ("FHEO") Regional Director or her designee.
3. This Agreement shall become effective on the date on which it is approved by the FHEO Regional Director, or her designee.
 - 3 a. A copy of the fully executed agreement will be emailed to the Recipient's signatory, Don Logan, at donald.logan@phoenix.gov on the effective date of this Agreement, or as soon as possible thereafter. Copies will also be mailed to the parties and representatives.

E. General Provisions

4. The parties acknowledge that this Agreement is a voluntary and full settlement of the disputed complaint. The parties affirm that they have read and fully understand the terms set forth herein. No party has been coerced, intimidated, threatened, or in any way forced to become a party to this Agreement.
5. It is understood that Recipient denies any violation of law and that this Agreement does not constitute an admission by Recipient or evidence of a determination by the Department of any violation of the Act, Title VI, Section 504, Title II of the ADA or any other law.
6. The Recipient acknowledges that it has an affirmative duty not to discriminate under the Act, Title VI, Section 504 and Title II of the ADA, and that it is unlawful to retaliate against any person because that person has made a complaint, testified, assisted, or participated in any manner in a proceeding under the Act, Title VI, Section 504 or Title II of the ADA. Recipient further acknowledges that any subsequent retaliation or discrimination constitutes both a material breach of this Agreement, and a statutory violation of the Act, Title VI, Section 504 and Title II of the ADA.
7. This Agreement, after it has been approved by the FHEO Regional Director, or her designee, is binding upon the Recipient, its employees, heirs, successors and assigns and all others in active concert in the ownership or operation of the subject property.

8. It is understood that, pursuant to Section 810(b)(4) of the Act, upon approval of this Agreement by the FHEO Regional Director or her designee, it is a public document.
9. This Agreement does not in any way limit or restrict the Department's authority to investigate any other complaint involving Recipient made pursuant to the Act, Title VI, Section 504 and Title II of the ADA, or any other complaint within the Department's jurisdiction.
10. No amendments to, modifications of, or waiver of any provision of this Agreement shall be effective unless: (a) all signatories or their successors to the Agreement agree in writing to the amendment, modification or waiver; (b) the amendment, modification or waiver is in writing; and (c) the amendment, modification, or waiver is approved and signed by the FHEO Regional Director, or her designee.
11. The parties agree that the execution of this Agreement may be accomplished by separate execution of consents to this Agreement, the original executed signature pages to be attached to the body of the Agreement to constitute one document.
12. It is understood that the signature of Enrique Medina-Ochoa is made with the authority of and on behalf of Complainant Arizona Fair Housing Center. It is understood that the signature of Jay Young is made with the authority of and on behalf of Complainant Southwest Fair Housing Council. It is understood that the signature of Don Logan, Equal Opportunity Director, is made with the authority of and on behalf of Recipient City of Phoenix, Arizona.
13. The Complainants hereby forever waive, release, and covenant not to sue the Department or the Recipient, their heirs, successors, executors, assigns, agents, officers, board members, employees and attorneys with regard to any and all claims, damages and injuries of whatever nature whether presently known or unknown, arising out of the subject matter of HUD Case Numbers 09-16-4988-8, 09-16-4988-6, 09-16-4988-4 and 09-16-4988-D, or which could have been filed in any action or suit arising from said subject matter.
14. The Recipient hereby forever waives, releases and covenants not to sue the Department or the Complainants and their heirs, successors, executors, assigns, agents, officers, board members, employees and attorneys with regard to any and all claims, damages and injuries of whatever nature whether presently known or unknown, arising out of the subject matter of HUD Case Numbers 09-16-4988-8, 09-16-4988-6, 09-16-4988-4 and 09-16-4988-D, or which could have been filed in any action or suit arising from said subject matter.

F. Relief

15. The Recipient agrees to take the following actions, and, as set forth in this Agreement will provide the Department with written certification that these requirements have been met:

- (a) Recipient shall continue to accept both online and paper pre-applications for its Housing Choice Voucher program throughout any open Housing Choice Voucher pre-application period; the paper pre-applications will be available for pick up at Recipient's office located at 830 East Jefferson, Phoenix, AZ 85034 during all business hours during the pre-application period, or by email upon request to the Recipient at: nichole.ayoola@phoenix.gov. Pre-applications may be submitted online, in person or by mail. It is understood that in order to be considered, a pre-application must be received by Recipient at 830 East Jefferson, Phoenix, AZ 85034 by the stated deadline regardless of method of transmission. Recipient agrees to add the 830 E. Jefferson, Phoenix, AZ, 85034 to its website, <https://www.phoenix.gov/housing>.
- (b) Recipient shall continue to provide reasonable accommodations to individuals with disabilities and will engage in the interactive process in accordance with the Act, Section 504, and Title II of the ADA, including with respect to the Housing Choice Voucher program; such reasonable accommodations will include, but are not limited to, accepting Housing Choice Voucher pre-applications over the phone, providing one-on-one assistance to individuals with disabilities to help them complete and submit their Housing Choice Voucher pre-applications over the telephone or by alternative means,, and providing interpreter services for hearing-impaired individuals during any open Housing Choice Voucher pre-application period.
- (c) Recipient shall continue to provide oral language assistance for individuals with limited-English proficiency upon request, including but not limited to providing one-on-one assistance to limited-English proficient consumers to help them complete and submit their Housing Choice Voucher pre-applications online, over the phone, or in person; to facilitate this assistance, Recipient shall use an interpreter service during all business hours throughout any open Housing Choice Voucher pre-application period.

Within five (5) business days of the effective date of this Agreement Recipient shall provide documentary evidence demonstrating that it has contracted with an interpreter service to show compliance with this term.

- (d) Within one (1) business day of the effective date of this Agreement, Recipient shall extend the deadline of its Housing Choice Voucher pre-application period to August 19, 2016 at 5:00 p.m. and shall notify the public of the extended deadline by the means specified in paragraph 15(i) below.

Within thirty (30) calendar days of the effective date of this Agreement, Recipient shall provide documentary evidence demonstrating how the public was notified of the extended Housing Choice Voucher pre-application deadline to show compliance with this term.

- (e) Recipient shall continue to ensure that staff is available to respond to disability-related accommodation requests and language assistance requests both in person and telephonically from 8:00 a.m. to 5:00 p.m. on all business days; staff will also be available to respond to such requests on Saturday, August 13, 2016, and Sunday, August 14, 2016, from 8:00 a.m. to 5:00 p.m. to facilitate the Housing Choice Voucher application process.

Within thirty (30) calendar days of the effective date of this Agreement Recipient shall provide documentary evidence demonstrating how the public was notified about the availability of such assistance, including the expanded hours on August 13-14, 2016, and the phone numbers to call to request reasonable accommodations and language assistance, to show compliance with this term.

- (f) Recipient shall continue to prominently display on its website, <https://www.phoenix.gov/housing>, the availability of free language assistance services and information on how to request language assistance or a disability-related reasonable accommodation, including the relevant phone numbers in a format compatible with screen reading software. The Department will deem the uploading of these documents compatible with screen reading software as compliance with this provision even if some screen reading software does not recognize the documents. Within one (1) business day of the effective date of this Agreement, Recipient shall post the information specified in this paragraph on its website in English, Spanish, Arabic, Vietnamese and Chinese traditional.

Within five (5) business days of the effective date of this Agreement, Recipient shall provide a screenshot and/or link demonstrating compliance with this term.

- (g) Recipient shall continue to offer the Housing Choice Voucher Wait List Information, Wait List Application Steps and locations of wait list partners in English, Spanish, Arabic, Vietnamese and Chinese traditional in a format compatible with screen reading software. The Department will deem the uploading of these documents compatible with screen reading software as compliance with this provision even if some screen reading software does not recognize the documents. Within one (1) business day of the effective date of this Agreement, Recipient shall post on its website, instructions in the languages specified in this paragraph.

Recipient shall provide a screenshot and/or link demonstrating compliance with this term within five (5) business days of the effective date of this Agreement.

- (h) Recipient shall continue to post frequently asked questions and responses on its website <https://www.phoenix.gov/housing>, in English, Spanish, Arabic, Vietnamese and Chinese traditional. The posting shall include Recipient's customer service phone number and a statement in each of the languages specified in this paragraph advising consumers that people who encounter a problem can call Recipient's customer service phone line for assistance in a format compatible with screen reading software. The Department will deem the uploading of these documents compatible with screen reading software as compliance with this provision even if some screen reading software does not recognize the documents.

Within five (5) business days of the effective date of this Agreement Recipient shall provide a screenshot and/or link demonstrating compliance with this term.

- (i) Within one (1) business day of the effective date of this Agreement, Recipient will issue a Public Service Announcement press release announcing the extended Housing Choice Voucher pre-application deadline and stating the availability of reasonable accommodations for people with disabilities and free language assistance services, including a link to Recipient's Section 8 Housing webpage and Housing Choice Voucher pre-application and will email the Public Service Announcement press release to all of the parties specified in Appendices A and B (attached), which will be known as the "notification list."

Within thirty (30) days of the effective date of this Agreement, Recipient shall provide a copy of the press release and confirmation that the press release was sent to all parties on the notification list to demonstrate compliance with this term.

- (j) Recipient agrees that upon notification by Complainants to the Housing Department Director regarding organizations who Complainants want added to the notification list, Recipient shall add such organizations to the notification list for use during future outreach efforts regarding the Housing Choice Voucher program.
- (k) Complainants understand that they, and all consumers, can sign up to receive emails regarding the Housing Choice Voucher program, which includes notifications when the wait list opens, by subscribing to the Housing Choice

Voucher list serve on Recipient's website at

<https://www.phoenix.gov/housing>.

- (l) Within sixty (60) calendar days of the effective date of this Agreement, Recipient's staff members who work with the Housing Choice Voucher program will attend live training on fair housing to be provided by the Department. The training will include coverage of the Act, Title VI, Section 504 and Title II of the ADA. Recipient will identify a staff member to provide approximately one-half hour of training during each training session regarding Recipient's Language Assistance Plan's use and compliance. Training shall be conducted in two sessions, one in the morning and one in the afternoon, such that each staff member required to participate will attend one session. Subsequently, Recipient will ensure that all of its employees who work with the Housing Choice Voucher program receive live fair housing training from the Department annually for the term of this Agreement, which will include education regarding Recipient's Language Assistance Plan and assistance available to persons with limited English proficiency, as well as coverage of the Act, Title VI, Section 504, and Title II of the ADA, for a total of at least three (3) such trainings during the term of this Agreement. The subsequent trainings shall occur at approximately one (1) year intervals after the initial training as set forth in this paragraph, so that by the date this Agreement expires, at least three (3) fair housing trainings shall have taken place. To demonstrate compliance with this term, Recipient shall provide a copy of the sign in sheet for each training within ten (10) business days after each training has taken place.
- (m) Recipient shall provide the Department proposed dates for training in writing, within thirty (30) calendar days of the effective date of this Agreement. In approximately October 2017 and October 2018, Recipient shall schedule training to be provided by the Department and have Recipient's employees who work with the Housing Choice Voucher attend, to show compliance with this term.
- (n) Recipient's Equal Opportunity Department will continue to collaborate with Complainants in marketing and outreach to promote April as Fair Housing Month.
- By May 30 of each year for the term of this Agreement, Recipient shall provide a letter, screen shot(s), and/or link(s), and/or other evidence to show marketing and outreach efforts undertaken to promote April as Fair Housing Month to demonstrate compliance with this term.

- (o) Within six (6) months of the effective date of this Agreement, Recipient will add a Spanish language home page to its Housing Department website, so that

English and Spanish language Housing Department home pages will both be available on the Internet.

Within seven (7) months of the effective date of this Agreement, Recipient shall provide a screenshot and/or a link demonstrating compliance with this term.

- (p) Prior to opening the next Housing Choice Voucher wait list period, Recipient will test the online pre-application system by having individuals with visual impairments and/or who use screen reading or other assistive technology for people with visual impairments test the system before it goes online. If the Housing Choice Voucher wait list opens again during the term of this Agreement, Recipient shall provide documentation regarding testing, test results, and changes made (if any) to the Department at least seven (7) business days before the date that the Housing Choice Voucher wait list opens.

- (q) It is understood that Recipient has already informed Yardi Systems, Inc. that a complaint was filed with the Department and explained the compatibility issues discovered during testing of screen reading technology with the Housing Choice Voucher pre-application process.

Within thirty (30) business days of the effective date of this Agreement, Recipient shall provide a copy of its communications with Yardi Systems, Inc. regarding the compatibility issues to demonstrate compliance with this term.

- (r) Recipient will include a discussion on Fair Housing issues at least twice a year in its email blast sent to residents, Housing Choice Voucher holders, and all parties who signed up for Recipient's list serve to receive Housing information and communications.

For three years beginning in October 2017, and continuing in October 2018 and October 2019, Recipient shall provide a copy of each email blast and/or a link to each email blast, a copy of the distribution list, and confirmation that the email blast was sent, to demonstrate compliance with this term.

16. Recipient continues to acknowledge that the Act makes it unlawful to discriminate on the basis of race, color, national origin, religion, sex, familial status, and disability, and further makes it unlawful to refuse to make reasonable accommodations in rules,

policies, practices, or services, when such accommodations may be necessary to afford a person with a disability equal opportunity to use and enjoy a dwelling.

16 a Recipient continues to agree to comply with all of the provisions of the Act.

16 b Recipient agrees to continue to make reasonable accommodations in rules, policies, practices, or services, when such accommodations may be necessary to afford a disabled person equal opportunity to use and enjoy the services provided by Recipient as required by law.

17. Section 504 Requirements

As a recipient of federal funds, Recipient is obligated, and agrees, to comply with the requirements of Section 504. Recipient agrees to provide documents showing compliance with the following Section 504 requirements within twenty (20) calendar days of the effective date of this Agreement:

a. 24 CFR Part 8, Section 8.6(a)(1)(2)-Communications.

The Regulation requires that Recipients shall take appropriate steps to ensure effective communication with applicants, beneficiaries, and members of the public to include telecommunication devices for deaf persons (TDD's) or equally effective communication systems.

b. 24 CFR Part 8, Section 8.53(a)-Designation of responsible employee (Section 504 Coordinator).

The Regulation requires that Recipients that employ 15 or more persons shall designate at least one (1) person to coordinate its efforts to comply with this Part.

c. 24 CFR Part 8, Section 8.53(b)-Adoption of grievance procedures.

The Regulation requires that Recipients that employ 15 or more persons shall adopt grievance procedures that incorporate appropriate due process standards and that provide for the prompt and equitable resolution of complaints alleging any action prohibited by this part.

d. 24 CFR Part 8, Section 8.54(a)-Notice.

The Regulation provides that Recipients that employ 15 or more persons shall take appropriate initial and continuing steps to notify participants, beneficiaries, applicants, and employees that it does not discriminate on the basis of handicap.

Recipient shall provide documentation to the Department within thirty (30) days of the effective date of this Agreement to show compliance with this term.

18. Recipient agrees to continue to refrain from discriminating on the basis of race, nation origin, color, disability, sex, religion or familial status in accordance with federal law.
19. Recipient agrees to continue to refrain from discriminating against any person in the terms, conditions, or privileges of rental of a dwelling, or in the provision of services or facilities in connection therewith, because of race, color, religion, sex, familial status, national origin, or disability.
20. Recipient agrees to continue to refrain from coercing, intimidating, threatening, or interfering with any person in the exercise or enjoyment of any right granted or protected by Section 803, 804, 805, or 806 of the Act.
21. Recipient shall provide its Language Access Plan ("LAP") and all implementing documentation to the Department no later than September 30, 2016. The Department shall provide comments after receipt of the documents. Recipient shall have thirty (30) calendar days after receipt of the Department's comments to modify the LAP and resubmit to the Department. The Department will notify Recipient if the revised LAP is accepted. Recipient shall implement the approved LAP within thirty (30) calendar days of the Department's acceptance.

G. Monitoring

22. The Department shall determine compliance with the terms of this Agreement. During the term of this Agreement, the Department may review compliance with this Agreement. As part of such review, the Department may inspect Recipient's property, examine witnesses, and copy pertinent records of Recipient. Recipient agrees to provide full cooperation in any monitoring review undertaken by the Department to ensure compliance with this Agreement.

H. Reporting and Recordkeeping

23. All required certifications and documentations of compliance must be submitted to:

U.S. Department of Housing and Urban Development
Fair Housing Enforcement Center
ATTENTION: CONCILIATION REVIEW
One Sansome Street, Suite 1200
San Francisco, CA 94104-4430

Or by email to: sf_complianceunit@hud.gov

I. Consequences of Breach

24. Whenever the Department has reasonable cause to believe that the Recipient has breached this Agreement, the matter shall be referred to the Attorney General of the United States, to commence a civil action in the appropriate U.S. District Court, pursuant to §§810(c) and 814(b)(2) of the Act.
25. The parties understand that failure to carry out the terms of this Agreement may result in suspension or termination of, or refusal to grant or to continue federal financial assistance, or other actions authorized by law pursuant to the Act or any other authority within the Department's jurisdiction.

Conciliation/Voluntary Compliance Agreement

FHEO CASE NUMBER: 09-16-4988-8, 09-16-4988-6, 09-16-4988-4 and 09-16-4988-D

FHEO CASE NAME: AFHC and SWFHC v. City of Phoenix

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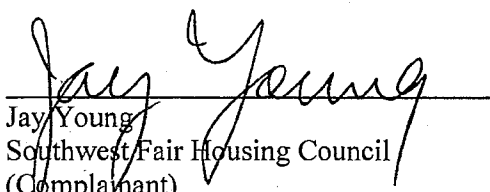
J. SIGNATURES

COMPLAINANTS' SIGNATURE PAGE

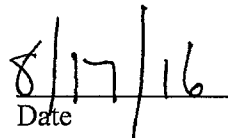
This signature attests to the approval and acceptance of this Agreement.

Enrique Medina-Ochoa
Arizona Fair Housing Council
(Complainant)

Date



Jay Young
Southwest Fair Housing Council
(Complainant)

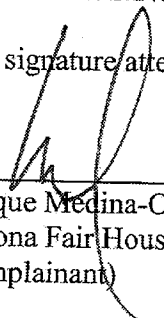


Date

J. SIGNATURES

COMPLAINANTS' SIGNATURE PAGE

This signature attests to the approval and acceptance of this Agreement.



Enrique Medina-Ochoa
Arizona Fair Housing Council
(Complainant)

8/17/12

Date

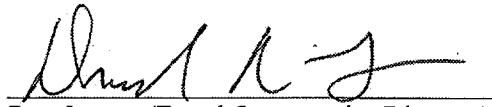
Jay Young
Southwest Fair Housing Council
(Complainant)

Date

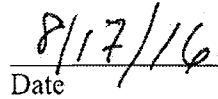
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FHEO CASE NAME: AFHC and SWFHC v. City of Phoenix
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RECIPIENT'S SIGNATURE PAGE

These signatures attest to the approval and acceptance of this Agreement.

A handwritten signature in black ink, appearing to read "Don Logan", written over a horizontal line.

Don Logan (Equal Opportunity Director)
City of Phoenix, Arizona
(Recipient)

A handwritten date "8/17/16" in black ink, written over a horizontal line.

Date

Conciliation/Voluntary Compliance Agreement

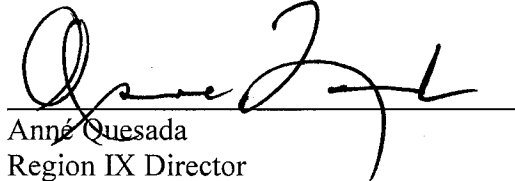
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FHEO CASE NAME: AFHC and SWFHC v. City of Phoenix

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APPROVAL

This signature attests to the approval and acceptance of this Conciliation Agreement.

A handwritten signature in black ink, appearing to read "Anne Quesada", is written over a horizontal line.

Anne Quesada

Region IX Director

Office of Fair Housing and Equal Opportunity

8/18/2016
Date

Appendix 1

Media Contacts Phoenix 2016

12 News desk@12news.com	
ABC15 fax: 602-685-6363 assignmentdesk@abc15.com	
AZ Central/The Arizona Republic newstips@arizonarepublic.com Fax: 602-444-8044	
AZ Family 3/CBS5 phxnewdesk@meredith.com	
Deaf Cactus News Email: deafcactusaz@gmail.com	
East Valley Tribune kmixer@evtrib.com	
Fox10 press@fox10phoenix.com	
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KNAU Radio azcapmedia@gmail.com; knaunews@nau.edu Fax: 928-523-6202	
KNXV TV-15 ABC 515 North 44th Street Phoenix, AZ 85008 602-273-1500	
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Prensa Hispana 809 East Washington Street Ste 209 Phoenix, AZ 85034 Phone: (602) 256-2443 Email: ml@presnahispana.org Website: www.prensahispaniaaz.com	
SunSounds of Arizona (for broadcasts in Maricopa County and Central Arizona) 2323 W. 14th Street Tempe, Arizona 85281 Phone: 480-774-8300 Email: info@sunsounds.org	
Telemundo - KDRX TV 48 4625 33rd Place Phoenix, AZ 85040 602-470-0507	

Sort	Title	Last Name	First Name	Job Title	Company	Address
CP		Gallegos	Charlee		A Road 2 Learning	
CP		Soto	Adam	Workforce Development Program Manager	ACYR Center for Workforce Development	649 N. 6th Avenue
Emp		Perkins	Sherri		Adecco	814 E. Union Hills Dr
FBO Vol	MA	Gray	Peggy	Director of Adult Literacy Program ESL	Adult Literacy Program, Dunlap Charter Imagine School	3535 W. Cortez
RA		Moore	Amy		Adult Protective Services	1789 W Jefferson
CBO		Loneragan	Courtney	Director of Community Development	American Islamic Leadership Coalition	PO Box 1832
FBO		Alarcon	Isela Denisse		American Muslim Women Association (AMWA)	
CP		Baamonde	Vicente	Regional Recovery Manager	American Red Cross, Grand Canyon Chapter	6135 N Black Canyon Hwy
ECBO		Kasimov	Abdulbosit	Executive Director	Andijan Voice Uzbek Community	2301 W. Keim Drive
FBO		Thurman	Ryan	International Teams Development	Antioch Bible Network	1319 Puget Ave.
FBO		Justin	Anita		Apostonic Church	7840 N. 31st Ave, #101
FBO		Nwokoro	Chris	Pastor	Apostonic Church	7840 N. 31st Ave, #101
Emp		Sayegh	J.		Apple One Employment Services	9971 W. Camelback Rd, #119
CBO		Elgamal	Ashraf	President	Arab American Association	202 E. McDowell Rd., Suite #131
Partner		Mbonyingabo	Jolie	Elder Refugee Program Director	Area Agency On Aging	1366 E. Thomas Rd. Suite 10

ECBO		Tran	Thao		Arizona Asian American Association	
VISTA		Jin	Donna	Refugee Health Project	Arizona Department of Health Services	Suite 110, 150 N. 18th Ave.
Med	Mrs.	Chartrand	Hong	Program Manager	Arizona Department of Health Services	150 N. 18th Ave., Ste 300
VISTA		Damari	Nicole	Refugee Health Project	Arizona Department of Health Services	Suite 110, 150 N. 18th Ave.
SRHC	Mr.	Holden	Zachary	State Refugee Health Coordinator	Arizona Department of Health Services	Suite 110, 150 N. 18th Ave.
FBO		Sadeddin	Marwan		Arizona Imams Council	
RA		Lindeman	John	Ethnic Coordinator	Arizona Immigrant and Refugee Services	10240 N. 31st Ave., #112
RA		Mohammed	Safa	Manager and Program Director	Arizona Immigrant and Refugee Services	10240 N. 31st Ave., #112
FBO	Dr.	Eppinger	Paul	Executive Director	Arizona Interfaith Movement	2630 South 20th Place
ECBO		Sisouvanh	John	Executive Director	Arizona Lao Association	
CBO		Deng	Jany	Program Director	Arizona Lost Boys Center	701 N. 1st Street, Suite 100
FBO		El-Sharkawy	Mohamed		Arizona Muslim Police Advisory Board	
State/S taff		Shipman	Charles	State Refugee Coordinator	Arizona Refugee Resettlement Program	1789 W. Jefferson 3rd Floor
CBO		Hirano	Doug	Executive Director	Asian Pacific Community in Action	6741 N. 7th Street
ECBO		Charoosaie	Shahla	Executive Director	Association of Afghans in Arizona	16014 S. 34th Way
ECBO		Marcus	Dan	Executive Director	Assyrian National Council of Arizona	12450 N. 35th Ave, Ste 15

FBO					Baha'i Faith	9812 N. 10th St.
CP	LeBrun Keswani	Kelsey	Regional Director		BCFS - International Children's Services	3003 N Central Ave, 16th Floor
ECBO	Chhetri	Tek	Executive Director		Bhutanese Community of Arizona	2033 W. Palo Verde Dr.
ECBO	Vyamungu	Venant	President		Burundi Arizona Heritage Organization, Inc (BAHO)	
RA D	Mascaro	Carrie	Site Director		Catholic Charities	1825 W. Northern Ave.
RA	Chauhan	Dhiren	Resettlement Case Manager		Catholic Charities	1825 W. Northern Ave.
RA	Carrillo	Grace	Cuban/Haitian Job Developer		Catholic Charities	1825 W. Northern Ave.
RA	Marquez	Kitty	Program Supervisor of Refugee Programs		Catholic Charities	1825 W. Northern Ave
RA	Marquez	Kitty	Program Supervisor of Refugee Programs		Catholic Charities - URM	615 W. Pierson St.
ECBO	Hassan	Rawaa	Executive Director		Chaldean Federation of America	
CP	Rebozo	Silvia	Resource Development Coordinator		Chicanos Por La Causa Inc	1112 E. Buckeye Rd "RD"
CP	Stith	Judy	Vice President		Chicanos Por La Causa, Inc.	6741 N. 7th St.
CP	Callier	Stephanie			Child & Family Resources, inc.	
CP	Ortiz de Valdez	Elisabeth	President & CEO		Concilio Latino De Salud Inc.	546 E. Osborn Rd #22
ECBO	Masoya	Patrick	Executive Director		Congolease Community of Arizona	40 N. Central Ave Suite 1400
State	Mr. Jones	Kwan	Refugee Unit Supervisor		DES	215 E. McDowell, Site Code 113C

CP		Murphy	Kevin			Labor's Community Service Agency	3117 North 16th Street, Suite 100
ECBO		Andersson	Henrietta			Liberian Organization of Arizona	
ECBO		Saybor	Theresa			Liberian Organization of Arizona	
CP		Stewart	Kelly		Executive Director	Literacy Volunteers of Maricopa County	1500 E. Thomas Road, Suite 102
CP		Shires	Dawn		Volunteer Coordinator	Lodestar Day Resource Center	1125 West Jackson
CBO		Small	Shakira		Manager, Community Development and Public Outreach	Magellan Health Services of Arizona	4801 E. Washington Street
ECBO		Jawaro	Lydia			Mar Zaia Assyrian Organization	9201 N. 29th Ave, Ste 63 PMB 409
Med	MD	Johnson	Crista		Director, Refugee Women's Health Clinic, CB/GVN	Maricopa Integrated Health System	2601 East Roosevelt St.
ECBO		Mohamed	Ilyas		Administration & Legal Director, Justice System Affairs	Somali American United Council of Arizona	2425 E. Thomas Rd. St #10, 11, 12
ECBO		Aden	Mohamed		Project Manager	Somali American United Council of Arizona	2425 E. Thomas Rd. St #10, 11, 12
ECBO	Ph. D	Abukar	Mohamed Ali		Executive Director	Somali American United Council of Arizona	2425 E. Thomas Rd. St #10, 11, 12
ECBO		Sahardiid	Ismail			Somali Association of Arizona	4040 E. McDowell Rd., #102
ECBO		Mahomoud	Osman		Executive Director	Somali Association of Arizona	4040 E. McDowell Rd., #102
ECBO		Idle	Mohamed			Somali Bantu Development Community of AZ	4040 E McDowell Rd, Ste 101
ECBO		Mohamed	Ali		Executive Director	Somali Bantu United Association of Greater Phoenix	1402 N. 43rd St. PL
ECBO		Tuoy-Giel	William Pay		Executive Director	The South Sudanese Community Association in Arizona	2425 E. Thomas Rd., Ste 15

ECBO	Dang	Kevin	President	The Vietnamese Community of Arizona	2013A W Bethany Home Rd
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City	St	ZIP	Phone	Work Phone	FAX Phone	Cell Phone	Email	WebSite
Phoenix	AZ	85014		480-545-3127			cgallegos@tbcservicesllc.com	
Phoenix	AZ	85003		602-252-6721, ext, 247	602-252-2952	602-561-4475	adams@acyraz.org	www.acyraz.org
Phoenix	AZ	85021					sheri.perkins@adecon.com	
Phoenix	AZ	85014		602-403-1677		602-403-1677	pgrayenglish4you@gmail.com	www.english4theworld.com
Phoenix	AZ	85007					amoore@azdes.gov	
Phoenix	AZ	85001		(602) 254-1840			courtney@aifdemocracy.org	
Phoenix	AZ			602-434-4632			denisse.alarcon2@gmail.com	
Phoenix	AZ	85015		602-336-6685			vicente.baamonde@redcross.org	
Phoenix	AZ	85017		602-535-6830			abdulbosit@gmail.com	
Phoenix	AZ	85021		602-791-4892			rthurman@antiochnetwork.org	
Phoenix	AZ	85051		623-824-9580			ac.justin@hotmail.com	
Phoenix	AZ	85051		623-824-9580			pastornwokoro@hotmail.com	
Phoenix	AZ	85037					jsayegh@appleone.com	
Phoenix	AZ	85004		602-412-1565	602-412-4457		info@AAAUSA.org	www.AAAUSA.org
Phoenix	AZ	85014		602-241-6170			jolie.mbonyingabo@aaaphx.org	http://www.aaaphx.org/ELD

Phoenix	AZ						480.268.3620	thao1688az@gmail.com		
Phoenix	AZ	85007		602 542-0112			518-210-1908	donna.jin@azdhs.gov		3/1/2014
Phoenix	AZ	85007		602-542-2911	602-542-2011		480-773-0874	Hong.chartrand@azdhs.gov		www.azminorityhealth.gov
Phoenix	AZ	85007					480-215-1131	nicoleddamari@gmail.com		2/1/2014
Phoenix	AZ	85007		602-364-3592	602-364-3267			holdenz@azdhs.gov		AZRefugeeHealth.org
Phoenix	AZ			602-995-3200				marwan_sadeddin@yahoo.com		
Phoenix	AZ	85031		602.944.1821				john.lindeman@airsaz.org		
Phoenix	AZ	85051		602.944.1821	602.944.1860			safa.mohammed@airsaz.org		
Phoenix	AZ	85034		602-261-6704				paul@azifm.org		www.azifm.org
Phoenix	AZ	85013		602-334-0420				john.sisouvanh@cox.net		
Phoenix	AZ	85004		602-262-2300	602-262-2310			jdeng@lbclid.org; jdeng@azlostboyscenter.org		
Phoenix	AZ			480-343-4048				mohamed.elsharkawy@usairways.com		
Phoenix	AZ	85005		602-542-6614				cshipman@azdes.gov		
Phoenix	AZ	85014	480-516-5038	602-265-4598	602-248-0496			doug@apcaaz.org		www.apcaaz.org
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Phoenix	AZ	85029		602-296-5688				danmarcus15@yahoo.com		

Phoenix	AZ			602-861-1609							www.bahai.us
Phoenix	AZ	85012		210-284-5270	(210) 208-5261				kkeswani@bcfs.net		www.bcfs.net
Phoenix	AZ	85015				602-435-3882			tekbirhhetri@gmail.com		bhutanesecommunitycenteraz@gmail.com
Phoenix	AZ			480-272-4592					vyamunguvenant@yahoo.fr		baho_inc@yahoo.com
Phoenix	AZ	85021		602-230-4901					cmascaro@cc-az.org		
Phoenix	AZ	85021		602-749-4448					dchauhan@cc-az.org		
Phoenix	AZ	85021		602 749-4410					gcarrillo@cc-az.org		
Phoenix	AZ	85013		602-749-4430					kmarquez@cc-az.org		
Phoenix	AZ	85013		602-749-4430					kmarquez@cc-az.org		
Phoenix	AZ	85014		602-628-5791					rawaa34@yahoo.com		
Phoenix	AZ	85034		602.257.5522					sylvia.rebozo@cplc.org		
Phoenix	AZ	85014		602-248-0428	602-248-0496				judy.stith@cplc.org		www.cplc.org
Phoenix	AZ	85007		602-234-3941	602-234-3943						www.childfamilyresources.org
Phoenix	AZ	85012		602-285-0970					dr.ortizvaldez@concilio.org		
Phoenix	AZ	85007		602-845-0402		480-276-8277			president@congolesecommunityofarizona.org		
Phoenix	AZ	85004		602-242-0024					kwanjones@azdes.gov		

Phoenix	AZ	85016	602-263-5741		602-263-0815	SHIFT @lcsaphx.org	
Phoenix	AZ	85007	602-692-6733		602-692-6733	HenrieAndersson6@gmail.com	
Phoenix	AZ	85007	602-477-9091			tsaygbor@gmail.com	
Phoenix	AZ	85014	602-274-3430	602-274-5983		kstewart@lvmc.net	www.lvmc.net
Phoenix	AZ	85007	602-390-7090			dshires@lodestdrc.org	
Phoenix	AZ	85034	602-572-5860			slsmall@magellanhealth.com	
Phoenix	AZ	85051	602-620-2322			lydiaj30@cox.net	
Phoenix	AZ	85008	(602) 344-5119	(602) 344-5804		Crista.Johnson@asu.edu	
Phoenix	AZ	85016				gadaf114@hotmail.com	
Phoenix	AZ	85016			480-278-1079	adenmsh@yahoo.com	http://www.somaliunitedcol
Phoenix	AZ	85016	602-522-2100	(602) 667-9700	602-710-6911	m.abukar@cox.net	http://www.somaliunitedcol
Phoenix	AZ	85008	602-688-8231			somaliassociationofaz@gmail.com	
Phoenix	AZ	85008	602-710-7878	(602) 275-6582	602-486-1941	Omahamoud@gmail.com	
Phoenix	AZ	85008	480-388-9684			somalibantu08@yahoo.com	
Phoenix	AZ	85008	480-273-1860		480-233-4930,	alimohamedphx@yahoo.com	
Phoenix	AZ	85016	602-840-3797		480-274-602-332-4487	Sudanesecommunityaz@gmail.com; wtuoygiel@yahoo.com;	http://www.azsouthsudane secommunity.org/

Phoenix	AZ	85015		-		602.999. 2934	kevindangaz@gmail.com	www.vietnamesearizona.com
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Note	TxtUpdtd	LstSortBy	ChkDelRcd	
	3/9/2012			
	8/2/2012			
	6/6/2010	LastName, FirstName	FALSE	
	8/29/2012			
	10/15/2012	LastName, FirstName	FALSE	
	8/9/2012			
	12/1/2013			
	12/01/2013			
	6/6/2010	LastName, FirstName	FALSE	
	6/6/2010			
	6/6/2010			
	8/23/2010	LastName, FirstName	FALSE	
	9/12/2012			
IER+REFUGEE	12/01/2013			

	12/01/2013				
	9/4/2012	LastName, FirstName	FALSE		
	nicoleddamari@gmail.com				
	9/4/2012				
Called for e-mail	9/18/2012				
	6/6/2010				
	12/1/2011				
	12/01/2013				
	12/01/2013				
	10/9/2012	LastName, FirstName	FALSE		
	9/12/2012				
1789 W Jefferson	10/16/2012	LastName, FirstName	FALSE		
	10/16/2012	LastName, FirstName	FALSE		
	12/01/2013				
	12/01/2013				

	9/18/2012				
	8/17/2012				
	12/01/2013				
	12/01/2013				
	8/8/2012				
	10/15/2012				
	11/1/2011				
	10/15/2012				
	10/15/2012				
	12/01/2013				
	9/1/2011				
	1/1/2012				
	12/1/2011				
	3/1/2010	LastName, FirstName	FALSE		
	12/01/2013				
	1/20/2010	LastName, FirstName	FALSE		

[illegible]

	12/01/2013			
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