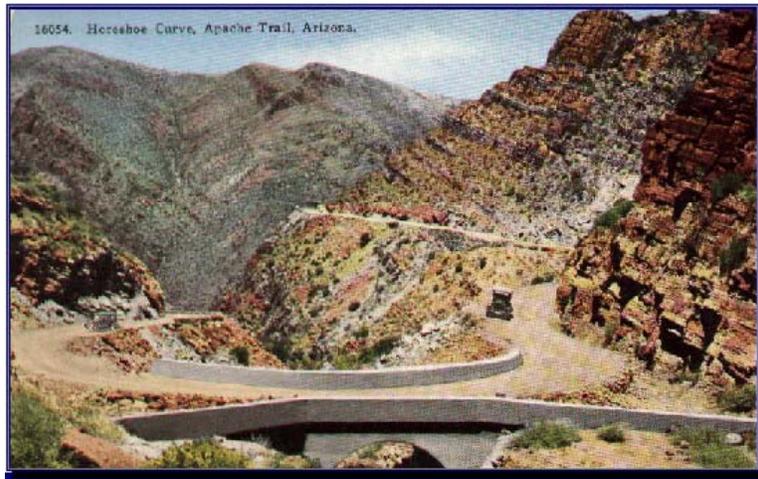


Health and Human Services

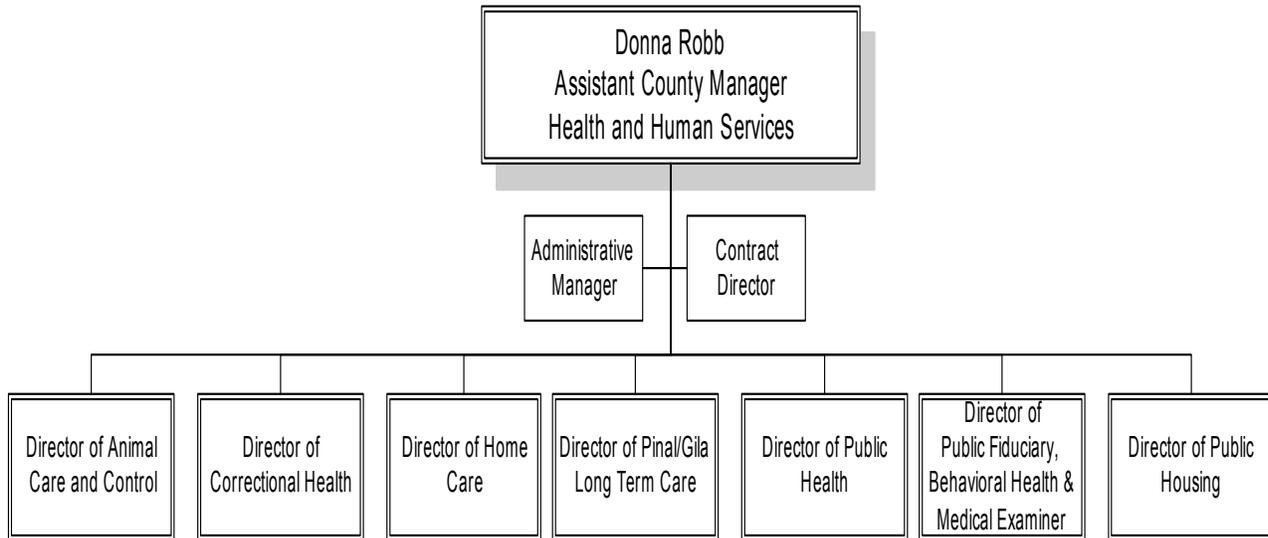


Horseshoe Curve

Located on Apache Trail near Roosevelt Lake,
North of Silver King, circa 1923.



Health and Human Services Administration Donna Robb, Assistant County Manager



Mission Statement:

To assess the health care needs and values of the public, and translate these needs into responsive and culturally sensitive health and human services programs to measurably improve the lives of citizens and communities within Pinal County.

Department Description:

The Pinal County Health and Human Services Department provides administrative oversight, support and coordination of health and human services provided by eight Divisions within the Department. These Divisions include: 1) Animal Care and Control, 2) Contracts, 3) Correctional Health 4) Home Care, 5) Long Term Care, 6) Public Fiduciary, Medical Examiners and Behavioral Health 7) Public Health, and 8) Public Housing.



Did You Know?

The Pinal County Department of Health and Human Services is the largest Department in Pinal County with 423 employees, which is 23 percent of the County's total 1854 employees. The Department manages offices or clinics in all of the major population areas of Pinal County.*

Accomplishments for 2003-2004:

- Developed a Health and Human Services web page to allow potential providers immediate access to procurement information and packets for Health and Human Services.
- Revised Procurement Procedures for Health and Human Services.
- Created the Correctional Health Division.
- Moved Palm Villa Adult Day Health Care under Horizon Home Health, and implemented financial reports to monitor progress towards financial self sufficiency.
- Created the Building Security and Safety Committee, developed an assessment format, established priorities, and initiated building assessments.

- Implemented a file storage project, and developed a Health and Human Services pilot project and committee to pilot electronic and off site storage.
- Completed Health and Human Services Community Resource Directory.

Goals and Objectives for FY 2004-2005:

- Develop Health and Human Services Department customer rights and responsibilities to provide a standard of courtesy and expectations when serving the public service.
- Develop continuous customer service and quality management assessment systems; determine methods for assessing improvement needs, and implement report cards for Divisions within Health and Human Services.
- Finalize Procurement Procedures for HHS.
- Implement HIPAA Electronic security requirements
- Complete electronic storage pilot project, and make recommendations to other Health and Human Services Divisions for electronic file storage.
- Finalize contract with the Pinal/Gila Community Child Services to provide daycare services for Pinal County employees at a discounted rate.



Budget Summary by Fund

Health and Human Services Administration General Fund

Budget by Categories of Expenditures	FY 2003-2004 Budget	FY 2003-2004 Actual	FY 2004-2005 Budget
Personal Services	213,830	213,270	217,055
Supplies	4,300	6,056	4,800
Outside Services	66,600	33,670	66,100
Total	284,730	252,996	287,955

Position Distribution General Fund

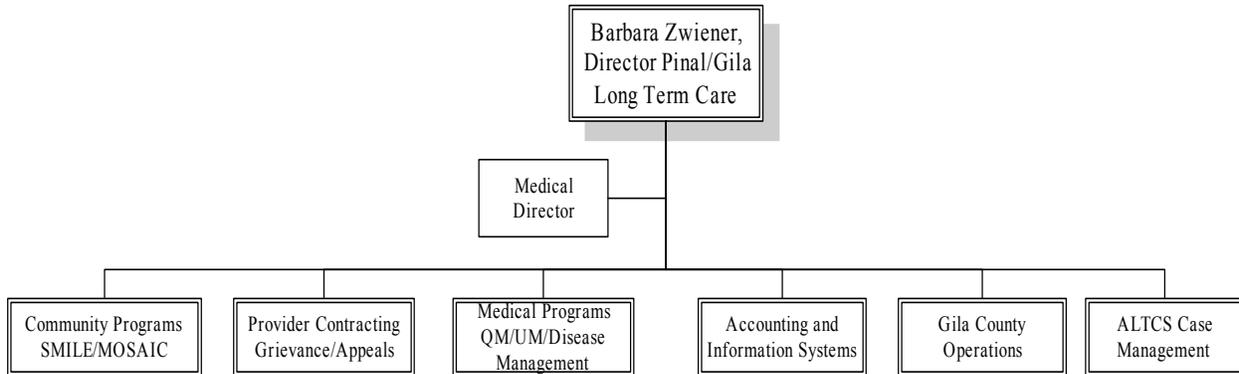
Position Title	FY03	FY04	FY05
ADMINISTRATIVE MANAGER	1	1	1
ASST COUNTY MANAGER	1	1	1
CONTRACTS DIRECTOR	1	1	0
MED ASST DIR	0	0	1
TOTAL	3	3	3



(Left Intentionally Blank)



Pinal/Gila Long Term Care Barbara Zwiener, Director



Mission Statement:

Pinal/Gila Long Term Care (P/GLTC) is dedicated to the provision of innovative, culturally sensitive, community focused programs specializing in consumer driven health care and support services for the frail elderly, individuals with physical disabilities and/or chronic health conditions. P/GLTC strives to enhance the quality of life for our members by promoting individual choice, accessible services, dignity and independence while reducing the costly effects of illness on our members and the communities we serve.

Department Description:

P/GLTC has held the Arizona Long Term Care System (ALTCS) contract in Pinal County since 1989 and in Gila County since 2001. ALTCS is part of the State Medicaid program (AHCCCS) that funds P/GLTC.

Through a large network of physicians, facilities and ancillary providers, P/GLTC Case Managers arrange health care for the frail elderly and physically disabled enrollees of the ALTCS program. We offer numerous Home and Community Based Services (HCBS) including adult foster care, assisted living or other home-based services designed to help members live at home for as long as feasible. Some of the other available services include home delivered meals, home health nursing, attendant care, prescription drugs, hospitalization, and if necessary, nursing home services.

P/GTLC also administers the SMILE (Services Make Independent Living Easier) and Mosaic programs. SMILE is a case management program for the frail elderly/ physically disabled population (non-ALTCS); the MOSAIC program is case management for HIV+ individuals.



Accomplishments for 2003-2004:

- Exceeded Pneumovax compliance rates for members residing in both Nursing Homes and Assisted Living; 98% and 84% respectively.
- Increased our ALTCS membership by 6% (1,026 members in February 2003 to 1,083 in February 2004).
- Surpassed AHCCCS targets for the number of members choosing HCBS settings in both Pinal and Gila Counties.
- Became HIPAA compliant on privacy practices and transactions code sets as required by federal law.
- Released Request for Proposal (RFP) for computer system upgrade/replacement.
- P/GTLC and Horizon Home Care successfully implemented an electronic billing and payment process between our two agencies.
- Processed 440 new ALTCS enrollments. Met AHCCCS compliance by ensuring over 90% of new members received services within the thirty (30) day AHCCCS requirement.
- Sponsored the annual Senior Wish Tree which provided 150 gifts to local, needy residents.
- Established a Peer Review committee in Gila County.

Did You Know?

Pneumonia and influenza are the fifth leading cause of death in older Americans. Approximately 90% of the deaths caused by these infections are among the 65 and over population. These two deadly conditions can be prevented through vaccinations. You should be vaccinated if you are over age 65, have a chronic illness (e.g., heart or lung disease, or diabetes) or have a weakened immune system from kidney disease, cancer, etc.. (Source: American Federation for Aging Research)

- Processed over 100,000 claims within the required thirty (30) day timeframe.

Goals and Objectives for FY 2004-2005:

Continue to expand and enhance provider networks in Pinal and Gila Counties by:

- Analyzing the provider network on a regular basis to identify service improvements and/or additions.
- Increase member placement in a home or community-based setting through member and provider education and community outreach.

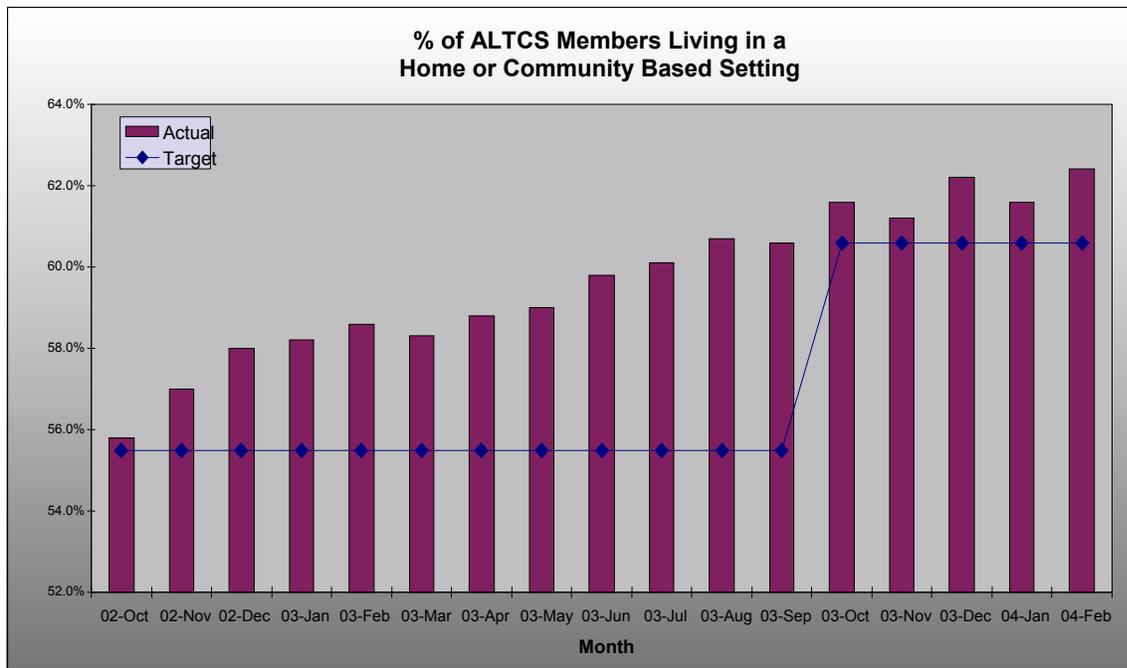
Provide the highest quality service to our members by:

- Continuing to improve pneumovax and flu vaccine compliance through provider incentive awards and member education.
- Meet or exceed all AHCCCS clinical requirements related to Diabetic Care, Initiation of Services, Maternal/Child Health and Osteoporosis.



- Monitor quality outcomes on a quarterly basis and modify programs and/or provider networks as needed.
- Maintain Member/Provider Councils to enable members, families, and providers the opportunity to give feedback on ways to improve services and augment provider/community relations.
- Conduct member, employee, and provider surveys. Develop action plans, based upon these survey results, to address service, morale or quality challenges.
- Evaluate responses to RFP and award contract.
- Convert old data, test and implement new/upgraded system.
- Evaluate and upgrade desk top systems, as needed.
- Complete training of 75+ Long Term Care staff.
- Purchase or develop interfacing modules for improving efficiency in Case Management and Quality Management Departments.

Procure, fund and convert claim processing, general ledger and prior authorization system to a state of the art, relational database system.





Budget Summary by Fund

Long Term Care Enterprise Fund

Budget by Categories of Expenditures	FY 2003-2004 Budget	FY 2003-2004 Actual	FY 2004-2005 Budget
Personal Services	2,941,848	3,058,549	3,734,100
Supplies	537,040	654,160	353,153
Outside Services	30,399,843	32,366,941	30,777,747
Capital Outlay	60,500	0	657,000
Non-Operating	735,769	745,769	518,000
Total	34,675,000	36,825,419	36,040,000

Long Term Care Special Revenue Fund

Budget by Categories of Expenditures	FY 2003-2004 Budget	FY 2003-2004 Actual	FY 2004-2005 Budget
Personal Services	408,800	442,585	474,307
Supplies	3,359	1,967	3,629
Outside Services	36,993	97,623	72,494
Non-Operating	0	23,083	0
Total	449,152	565,258	550,430



**Position Distribution
General Fund**

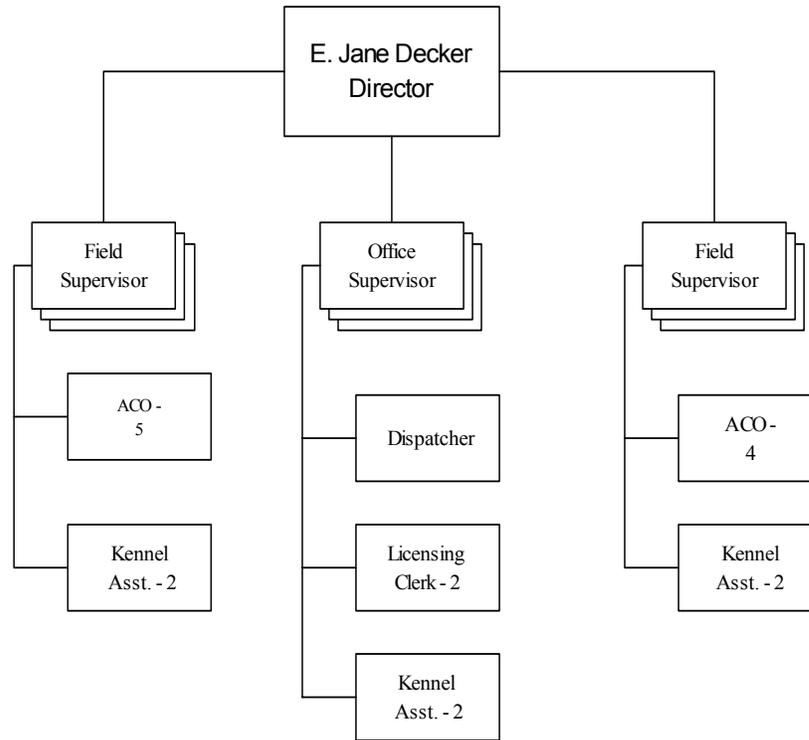
Position Title	FY03	FY04	FY05
ACCOUNT CLERK II	7	6	6
ACCOUNT CLERK III	2	2	3
ACCOUNTANT I	1	2	2
ADMINISTRATIVE ASST	0	1	1
ADMINISTRATIVE CLERK II	5	6	2
ADMINISTRATIVE CLERK III	2	2	4
ADMINISTRATOR II	1	1	0
ADMINISTRATOR III	0	1	3
BHVRL HLTH COORD	1	1	1
CASE MANAGEMENT COORDINATOR	1	1	0
CASE MANAGEMENT SUPERVISOR	2	2	3
CASE MANAGER II	2	4	9
CASE MANAGER III	14	21	22
CH NURSE III	0	0	2
CONTRACTS COORDINATOR	4	4	4
ELIG WORKER I	0	1	0
LTC BUS MGR	0	1	0
LTC DIRECTOR	1	1	1
LTC MEDICAL DIRECTOR ASST (PT)	1	1	2
MEMBER CLNCL PRCT	1	1	1
MBR SRVC REP	2	2	2
MGR CASE MGMT SRVCS	0	0	1
NURSE III/DIS MGMT	1	1	0
QM/UM NURSE	3	6	4
SECRETARY II	4	4	3
SECRETARY III	1	1	1
TOTAL	56	73	77



(Left Intentionally Blank)



Animal Care and Control E. Jane Decker, Director



Mission Statement:

Our mission is to regulate and protect companion animals and the public as mandated by law, and to promote a peaceful co-existence between pet owners and non-pet owners.

Department Description:

Animal Care and Control is the Division of the Health and Human Services Department which protects the health and welfare of Pinal County citizens by managing the county's companion animal population, enforcing rabies prevention/intervention regulations and enforcing the provisions of the Animal Control Ordinance. We humanely house and care for stray animals, unwanted, abandoned or abused pets, and place healthy companion animals in new homes through adoption. We provide proactive and ongoing public education and information to the residents of Pinal County. Our organization adheres to professional standards in all aspects of public relations and animal management.



Accomplishments for 2003-2004:

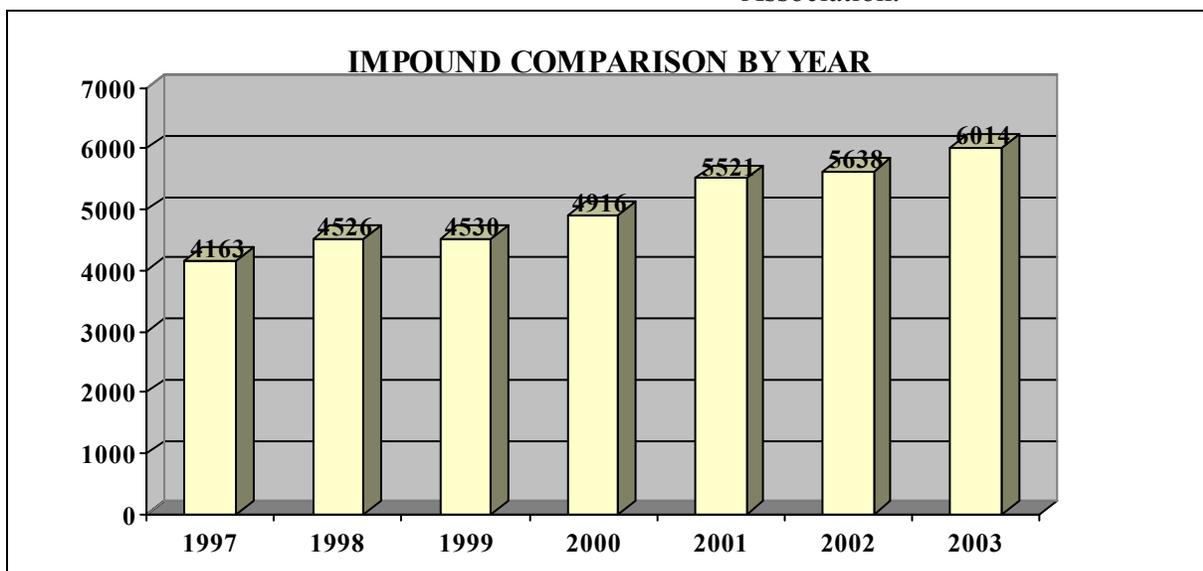
- Completed not only the planning but also the construction of the shelter expansion project at the Eleven Mile Corner shelter.
- Provided training in animal cruelty investigation to the property crimes division of the Pinal County Sheriff's department.
- We were instrumental in the organization of the Central Arizona Animal Cruelty Taskforce.
- Implemented and maintained a customer service feedback system.
- Expanded the number of low-cost rabies vaccination/licensing clinics throughout Pinal County.

Did You Know?

Animal Care and Control attends any Block Watch meetings to which we are invited. We also provide bite prevention programs to any county school or public service agency who requests such a program.

Goals and Objectives for FY 2004-2005:

- Implement the palm pilot module of the new Multiple Options Animal Sheltering Management System program.
- Provide a Compassion Fatigue and Burnout Workshop for all division employees.
- Complete our Animal Condition Scoring Reference Manual.
- Have all current field staff certified through the National Animal Control Association.





Budget Summary by Fund

Animal Control Special Revenue Fund

Budget by Categories of Expenditures	FY 2003-2004 Budget	FY 2003-2004 Actual	FY 2004-2005 Budget
Personal Services	693,700	690,586	773,542
Supplies	82,800	82,624	84,604
Outside Services	104,050	159,082	874,200
Non-Operating	0	21,317	11,007
Capital Outlay	17,000	43,525	81,147
Total	897,550	997,134	1,824,500

Position Distribution General Fund

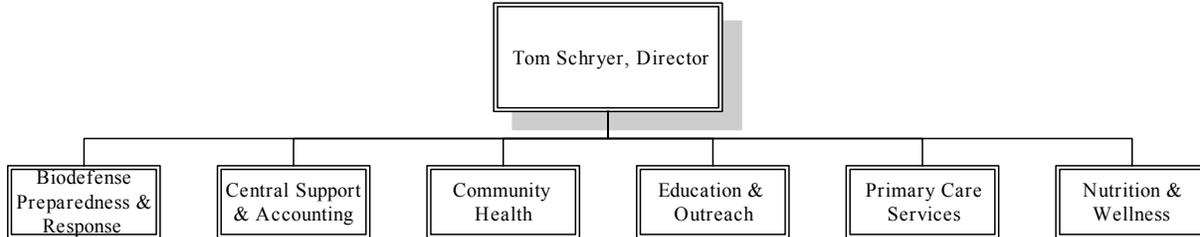
Position Title	FY03	FY04	FY05
ADMINISTRATIVE CLERK II	2	3	2
RABIES ANIMAL CONTROL DIRECTOR I	1	1	1
RABIES ANIMAL CONTROL OFFICER I	5	5	5
RABIES ANIMAL CONTROL OFFICER II	4	4	4
EXTRA HELP/SUMMER	0	5	3
FIELD SUPERVISOR	2	2	2
KENNEL ASSISTANT	0	5	0
MAINTENANCE WORKER I	0	0	1
OFFICE SUPERVISOR	1	1	1
TOTAL	15	26	19



(Left Blank Intentionally)



Division of Public Health Tom Schryer, Director



Mission Statement

The mission of the Division of Public Health is to promote and safeguard the health of individuals, families, and the community.

Department Description:

Public Health accomplishes its mission through the provision of three core functions and ten essential services. The **three core functions** are: **Assessment** – by regularly and systematically collecting, assembling, analyzing, and disseminating information on the health of the community, including statistics on health status, community health needs, epidemiologic and other studies of health problems; **Policy Development** – engaging in efforts to serve the public interest in development of comprehensive public health policies by promoting the use of the scientific knowledge base in decision making; **Assurance** – engaging in efforts to assure residents that services necessary to achieve agreed upon health goals are provided either by encouraging actions of other entities, by requiring such action through regulation, or by providing service directly.

The **ten essential services** are delivered through an array of programs tailored to meet the unique needs of our residents and are as follows: **Monitoring** health status to identify community health problems; **diagnosing and investigating** health problems and hazards in the community; **informing, educating, and empowering** people about health issues; **mobilizing** community partnerships to identify and solve health problems; **supporting** policies and plans to achieve health goals; **enforcing** laws and regulations that protect health and ensure safety; **linking** people to needed personal health care service and providing health care when otherwise unavailable; **ensuring** a skilled public health workforce; **evaluating** effectiveness, accessibility, and quality of personal and population-based health services; **researching** for new insights and applying innovative solutions to health problems.



Accomplishments for 2003-2004:

- Received grant of \$20,000 to establish pilot Diabetes Continuing Care Clinic.
- Implemented new Dental Sealant Program for the prevention of tooth decay; provided dental screening to 276 children and applied dental sealants to 206 second and sixth grade children.
- Established two primary care clinics in the San Pedro Valley Primary Care Area funded through the Central Arizona Primary Care Outreach Program, a grant received from the Federal Health Resource Services Administration (HRSA).
- Provided sixteen informational & educational presentations on Bioterrorism to first responders, law enforcement, health provider staff, and the general public.
- Implemented active disease surveillance activities including influenza surveillance, neurological disease surveillance, and animal disease surveillance.
- Initiated the development of a County Volunteer Program.
- Achieved 68% (51% goal) of middle-school and high-school students who reported they intended to abstain from sexual intercourse after attending Abstinence Only Education classes.
- Provided 100+ hours (goal 100) of sexually transmitted disease education

Did You Know?

- 18.2 million Americans, or 6.3% of the population have Diabetes.
- Asthma is one of the leading causes of school absenteeism.
- Approximately 43.6 million, or 15.2% of the population have no health insurance.
- Smoking costs in the United States approximately \$150 billion each year in health-care costs.
- Suicide is the leading cause of death for adults age 65 or over.
- 18.9 million cases of STDs were reported last year; teens and young adults ages 15 to 24 accounted for 9.1 million (48%) of those cases.

to Pinal County adolescents ages 12-25 years of age.

- Achieved licensure for eight of ten Public Health Clinic sites. The remaining two are being considered for provisional licensure by ADHS due to physical plant issues.
- Transitioned Environmental Health and Correctional Health out of Public Health to become separate Divisions.
- Transitioned Adult Day Health Program to Horizon Home Health.
- Implemented outcome based performance measures for Division.
- Provided 89,342 WIC clients in Pinal County with nutrition education and a food package.
- Provided 1,171 Pinal County women of childbearing years with folic acid supplements and education in order to prevent birth defects.
- Provided 1,214 rides for low income, elderly, or disabled riders through On the Go Express in District I. Clients



receive rides for medical appointments, grocery shopping, and job training.

4% per year in order to achieve a 90% immunization rate by 2010.

Goals and Objectives for FY 2004-2005:

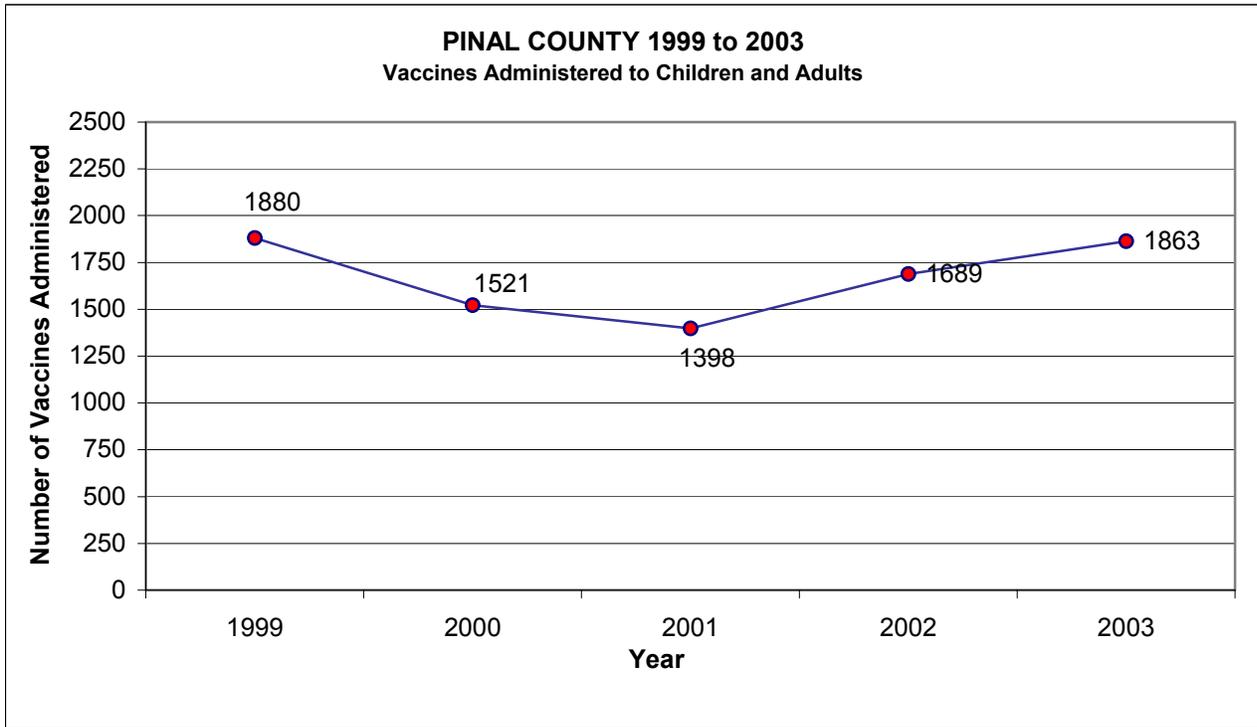
- Establish four school-based health centers for a total of five by the end of 2004.
 - Complete licensure packets and receive licensure for all five school based clinics by the end of 2004.
 - Increase the number of second and sixth grade children receiving dental sealants from 206 to 405.
 - Provide or facilitate a minimum of twenty communicable disease and Public Health emergency preparedness informational or educational activities per year for Pinal County stakeholders, including Public Health staff, health care providers, emergency management, first responders, law enforcement, and the general public.
 - Implement three enhanced surveillance activities such as active hospital communicable disease surveillance, sentinel site surveillance, and animal disease surveillance and to achieve active surveillance contact 80% of the time with each contact.
 - Participate in a minimum of twelve volunteer recruiting activities.
 - Increase the proportion of children birth through 35 months who receive all of the recommended vaccines by
- Provide family planning services to a minimum of 1900 women of childbearing age, with special emphasis on teens.
 - Provide breast and cervical cancer screening to 500 low-income and uninsured women age 50 and over in order to decrease the overall breast and cervical cancer death rate.
 - Provide Asthma education to 10% of all asthmatic children and their families in Pinal County.
 - Provide tobacco cessation classes that help 10% of participants who complete the cessation course to quit.
 - Provide education to a minimum of 300 parents/caregivers and distribute 600 child safety seats to low income families in Pinal County, Gila County, and the Gila River Indian Community.
 - Increase the proportion of WIC mothers who breastfeed their infants from 45% to 50% through the provision of breastfeeding education during pregnancy and support following delivery.
 - Serve 1448 clients with a monthly food box and in doing so, increase food security to that number of Pinal County households to reduce hunger.
 - Increase the number of women of childbearing years receiving folic



acid supplementation by 10% from

current year (current 1,171).

INFLUENZA VACCINATIONS



<i>Pinal County, Arizona – Number of Vaccines Administered</i>				
<i>1999</i>	<i>2000</i>	<i>2001</i>	<i>2002</i>	<i>2003</i>
1880	1521	1398	1689	1863

Budget Summary by Fund

**Public Health - Administration
General Fund**

Budget by Categories of Expenditures	FY 2003-2004 Budget	FY 2003-2004 Actual	FY 2004-2005 Budget
Personal Services	1,424,537	1,364,406	1,576,168
Supplies	248,764	309,016	270,708
Outside Services	489,616	677,691	507,402
Total	2,162,917	2,351,113	2,354,278



Public Health Special Revenue Fund

Budget by Categories of Expenditures	FY 2003-2004 Budget	FY 2003-2004 Actual	FY 2004-2005 Budget
Personal Services	3,112,735	2,840,352	3,096,568
Supplies	332,774	383,751	253,050
Outside Services	762,256	558,986	642,452
Capital Outlay	110,300	150,230	52,670
Non-Operating Expenditures	262,778	174,810	181,730
Total	4,580,843	4,108,129	4,226,470

Public Health Capital Projects Fund

Budget by Categories of Expenditures	FY 2003-2004 Budget	FY 2003-2004 Actual	FY 2004-2005 Budget
Personal Services	0	16,062	1,695
Supplies	0	15,244	25,000
Outside Services	35,000	33,412	82,766
Capital Outlay	204,449	6,053	14,472
Non-Operating Expenditures	0	4,000	34,397
Total	239,449	74,771	158,330



**Position Distribution
General Fund**

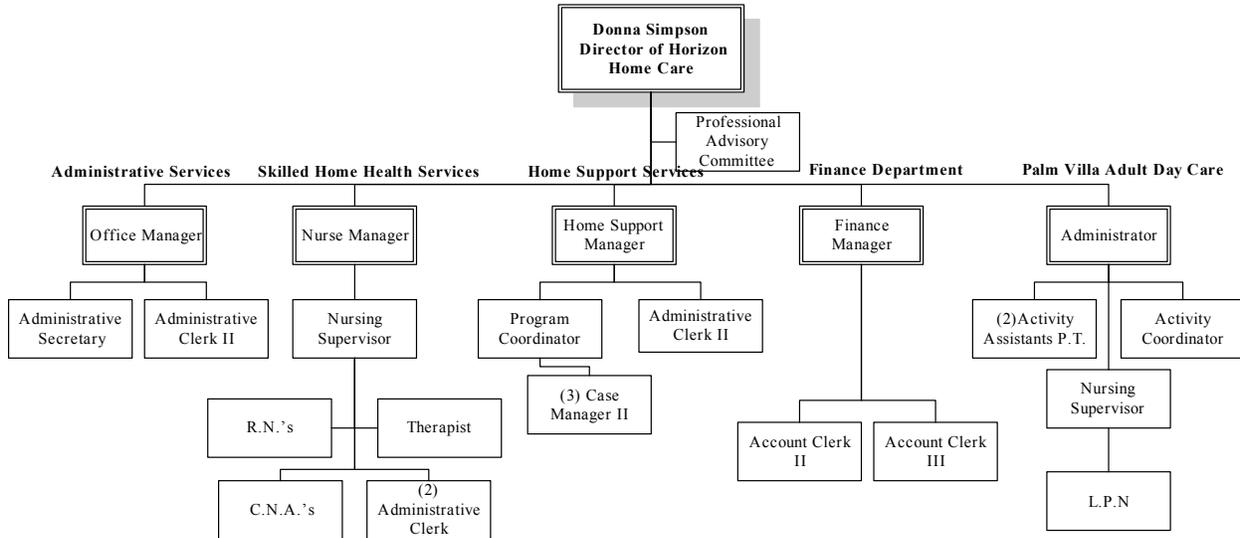
Position Title	FY03	FY04	FY05
ACCOUNTANT I	1	1	1
ACCOUNT CLERK I	1	1	1
ACCOUNT CLERK II	1	2	1
ACCOUNT CLERK III	1	0	0
ACTIVITY ASSISTANT	1	1	1
ACTIVITY COORD	1	2	2
ADMINISTRATIVE CLERK I	0	1	1
ADMINISTRATIVE CLERK II	2	2	0
ADMINISTRATIVE CLERK III	6	6	6
ADMINISTRATIVE MANAGER	2	2	2
ADMINISTRATOR II	1	0	0
ADMINISTRATOR III	1	1	1
CASE MANAGER I	1	0	0
CORR HLTH LPN	5	5	7
CH NURSE	5	5	5
CH NURSE DIR	1	1	1
CH NURSE II	1	1	1
CH NURSE SUPER	3	3	3
CH RN SUPER	1	1	1
DIRECTOR I	1	0	1
DIRECTOR II	1	1	0
ENGINEER III	1	1	0
ENVRN HLTH SPEC I	4	4	0
ENVRN HLTH SPEC II	2	2	0
ENVRN HLTH SPEC III	4	7	0
ENVRN HLTH TECH	1	1	0
ENVRN HLTH SUPER	1	1	0
LICENSED PRACTICAL NURSE II	1	1	1
LICENSED PRACTICAL NURSE III	0	0	1
MED OFC ASST	3	3	3
MGR CLNCL PRCT	0	1	0
PUBLIC HEALTH DIRECTOR	1	1	1
QM ADMINISTRATOR	1	1	1
SECRETARY I	0	1	0
SECRETARY III	1	1	1
SUPPLY TECHNICIAN	1	1	1
TOTAL	58	62	44

**Position Distribution
Special Revenue Funds**

Position Title	FY03	FY04	FY05
ACCT CLERK I	0	1	3
ACCT CLERK II	0	1	1
ACTVTY ASST	1	1	2
ADMINISTRATIVE CLERK I	7	10	1
ADM CLERK II	0	1	0
ADM CLERK III	1	1	1
ADMINISTRATOR I	0	0	1
ADMINISTRATOR II	0	1	1
ADMINISTRATOR III	1	0	0
BIO-DEF PREP/RESP ADM	0	1	1
CASE MGMT COORD	3	3	1
CASE MGR I	7	5	5
CASE MGR II	1	1	4
CASE MGMT SUPERVISOR	1	0	0
CH NURSE II	8	12	8
COMMUNITY NUTRITION SUPER	2	3	3
COMMUNITY NUTRITION WORKER I	7	6	6
COMMUNITY NUTRITION WORKER II	10	9	5
COMMUNITY NUTRITION WORKER III	4	4	5
DIRECTOR I	1	1	1
ELIG WKR I	2	1	0
HOME CARE ASSISTANT	0	0	2
LPN II	0	1	0
MED OFC ASST	0	2	1
NUTRNIST	1	2	2
PARA-TRANS DRVR	0	3	3
PC TECH	1	1	0
PROGRAM COORDINATOR I	11	13	9
PROGRAM COORDINATOR II	2	6	5
RESP THERAPIST	0	4	0
SECTY I	1	1	1
TOTAL	72	95	72



Horizon Home Care Donna Simpson, Director



Mission Statement:

Promoting and prolonging health and independent living in the comfort of one's home.

Department Description:

The Pinal County Division of Home Care dba Horizon Home Care provides intermittent Home Health Services and Home Support Services to residents of Pinal County in their place of residence. Palm Villa Adult Day Care provides a structured therapeutic day care program for adults with physical, sensory or memory losses.

Home Health Services include:

Skilled Nursing, Certified Nursing Assistants, Physical Speech and Occupational Therapies, Ventilation Therapy and Medical Social Work as ordered by a physician.

Home Support Services:

Homemaker and Personal Care Services, Attendant (Companion) Care, Disease Management Services and Health Watch Emergency Personal Response Systems.



Did You Know?

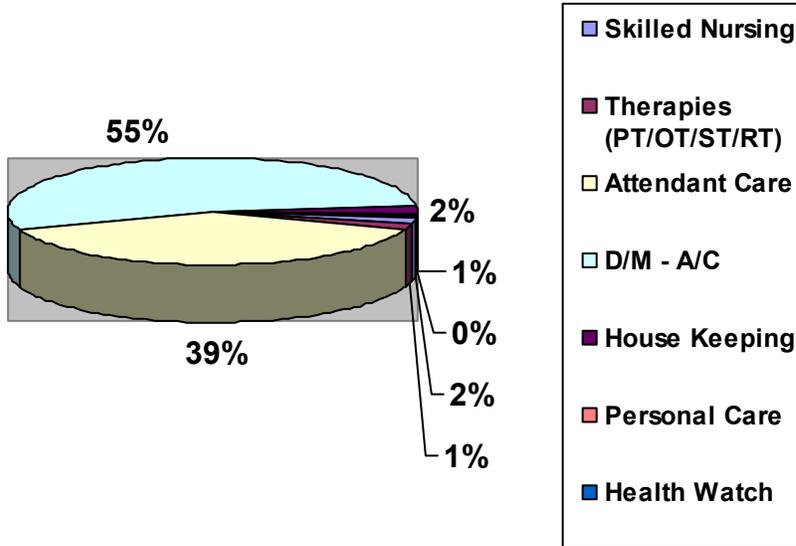
That the number of Americans 65 and older is projected to double over the next three decades from 35.9 million to 70 million comprising 20% of the population in 20 years to less than 13% now.

Accomplishments for 2003 – 2004:

- Provided a total of 205,385 hours (18.9% increase) of Home Health and Home Support Services to the residents of Pinal County.
- Tripled number of Medicare beneficiaries and increased Medicare revenue in Home Health Agency by 31 % (from previous fiscal year).
- Increased Attendant Care Services by 20.7% from previous year.
- Arizona Department of Health Services Medicare site survey conducted successfully with no deficiencies for Home Health Agency.
- Established a contract with Amurvel Physical Therapy to enhance/increase delivery of this service to clients in the county.
- Transitioned Palm Villa Adult Day Care management from Public Health to Division of Home Care.
- Adult Day Care passed Arizona Dept of Health Services State Licensure and Area Agency on Aging site review.
- Horizon developed with Pinal-Gila Long Term Care joint meeting structures to improve efficiencies in clinical, supportive services and disease management of Pinal-Gila Long Term Members.
- Goals and Objectives for FY 2004-2005:
 - Explore feasibility of establishing a private duty nursing program to enhance array of services for target population.
 - Serve as a pilot program for the Department of Health & Human Services in the scanning and development of electronic medical records.
 - Explore alternative site for home health agency and adult day care program.
 - Obtain a new van through ADOT grant for the provision of transportation services to Palm Villa Adult Day Care Clients.
 - Explore feasibility of establishing a Medicare Certified Adult Day Care Program.
 - Bar Coding of Medical Supply Inventory.
 - Explore use of electronic handheld devices to increase nursing efficiency in charting and reduce time and paperwork.



Home Care in Pinal County



Supplies	35,055	31,511	31,420
Outside Services	237,226	234,284	233,727
Capital Outlay	14,850	0	6,800
Non-Operating	0	0	10,319
Total	3,086,865	3,565,301	3,503,250

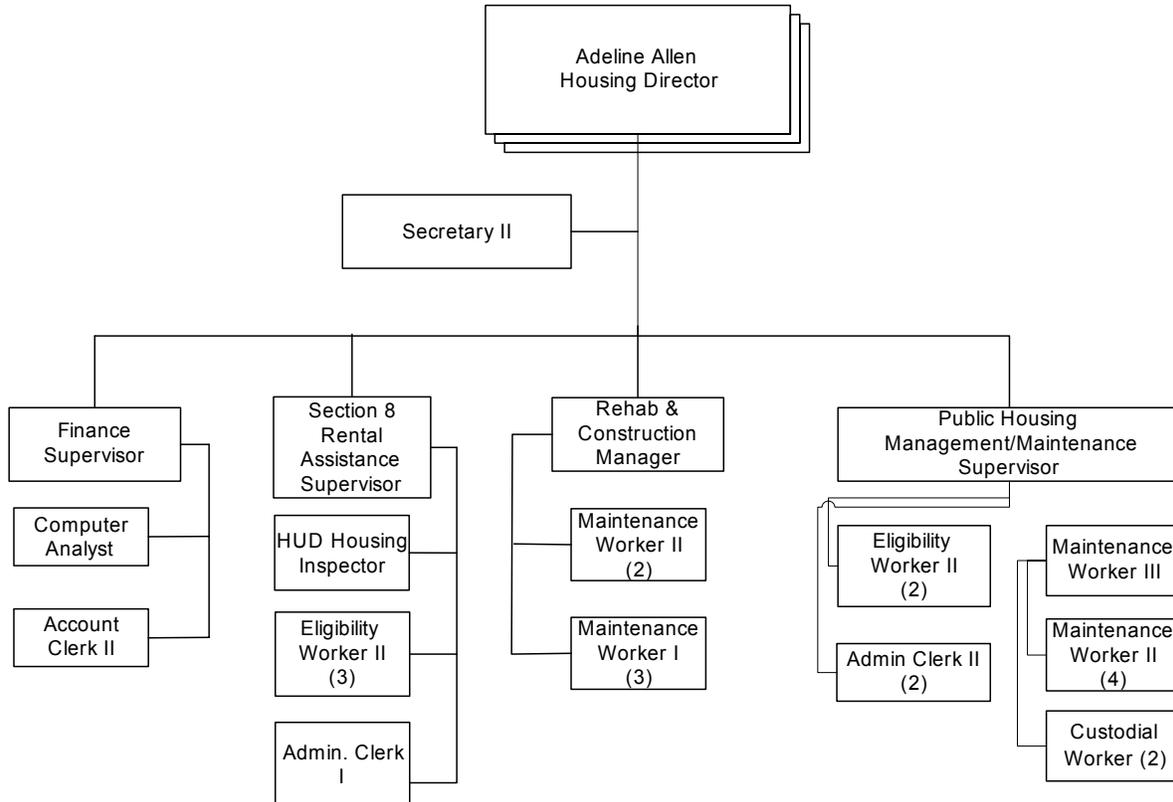


Position Distribution
Enterprise Fund

Position Title	FY03	FY04	FY05
ACCOUNT CLERK II	3	2	2
ACCOUNT CLERK III	0	1	0
ADM CLERK I	0	1	1
ADMINISTRATIVE CLERK II	4	7	3
ADMINISTRATIVE CLERK II (PT-2)	3	0	2
ADMINISTRATIVE SECRETARY	0	0	1
ADMIN MANAGER	0	0	1
ADMINISTRATOR I	1	1	1
ADMINISTRATOR II	0	1	1
CASE MGR I	2	1	0
CASE MGR II	0	2	3
CERT NURSES AIDE	3	2	3
CH NURSE II	16	16	11
CH NURSE III	3	1	0
CH NURSE SUPERVISOR	0	0	1
HOME CARE ASST	158	168	163
HOME HEALTH AIDE	1	0	0
HOME HEALTH DIRECTOR	1	1	1
LPN II	3	3	1
MGR CLNCL PRCT	1	1	1
OFFICE MANAGER	1	1	1
PROG COORD I	1	0	0
PROG COORD II	1	1	1
RESPIRATORY THERAPIST	0	0	1
SECRETARY I	2	1	0
TOTAL	204	211	199



Housing Division Adeline Allen, Director



Mission Statement:

Provide safe, affordable housing in a non-discriminatory manner for Pinal County residents and treat customers in a fair, consistent and respectful manner

Department Description:

PUBLIC HOUSING: Assist people to obtain and maintain temporary, standardized housing by managing housing units owned by Pinal County and/or HUD.

SECTION 8 RENTAL ASSISTANCE: Help low income people maintain their dignity and independence during a time of transition or crisis by providing temporary rental assistance.

CDBG & CIAP: Ensure safe and sanitary housing for persons living in the community and/or County-owned homes through the administration of federal funds. Administer federal grant money to rehabilitate low income, owner-occupied, single family dwellings through CDBG in unincorporated areas. Revitalize county-owned public housing (rehab, construction). Allow people to get on with their lives and overcome/deal with housing barriers.



Did You Know?

Recipients of public housing assistance provide 8 hours of community service work every month if they are unemployed.

Accomplishments for 2003-2004:

- Provided rental assistance to 800+ families/individuals in need of affordable housing, 5 families/individuals with AIDS/HIV and 20 families who were homeless.
- Assisted 20 homeowners with funds to rehabilitate their homes through the County's Community Development Block Grant program (CDBG) and HOME program.
- Obtained four homes which will be used as transitional housing for victims of domestic violence.
- Re-roofed, fenced and installed air conditioning/heat pumps to tri-plex located in Casa Grande. This property is used as transitional housing for patients of Horizon Human Services.
- Obtained \$325,000 to be used for rehab of public housing units.
- Remodeled 20 public housing units in Maricopa and 15 in Eloy.

- Obtained \$22,000 grant from Water & Infrastructure Funding Agency to determine upgrades needed at Eleven Mile Corner Road wastewater treatment plant.

Goals and Objectives for FY 2004-2005:

- Promote usage of available funding for homeownership through State Department of Housing in Pinal County.
- Conduct a Fair Housing Workshop with assistance from Southern Arizona Fair Housing Center.
- Improve the quality of public housing physically by rehabbing 50% of the units (minimum of 85 units).
- Conduct extensive clean up of areas surrounding assisted housing facilities, particularly desert area surrounding property at Eleven Mile Corner Road.
- Continue improvements to three wastewater treatment plants utilizing grant funding.
- Develop a customer satisfaction survey.
- Establish a wastewater fee schedule for the Eleven Mile Corner Road facility.
- Determine upgrade needs at Eleven Mile Corner Road wastewater facility.
- Develop a Family Self Sufficiency program for rental assistance recipients.



Budget Summary by Fund

Housing Administration General Fund

Budget by Categories of Expenditures	FY 2003-2004 Budget	FY 2003-2004 Actual	FY 2004-2005 Budget
Personal Services	37,158	13,536	50,331
Supplies	5,300	23,073	10,258
Outside Services	125,450	124,166	129,650
Capital Expenditures	0	6,863	0
Total	167,908	167,638	190,239

Housing Grants Special Revenue Funds

Budget by Categories of Expenditures	FY 2003-2004 Budget	FY 2003-2004 Actual	FY 2004-2005 Budget
Personal Services	809,656	966,039	1,024,469
Supplies	0	0	0
Outside Services	0	7	0
Capital Outlay	0	0	0
Non-Operating Expenditures	0	472	0
Total	809,656	966,518	1,024,469

Position Distribution General Fund

Position Title	FY03	FY04	FY05
CUSTODIAL WORKER I	0	0	1
MAINTENANCE WORKER I (PT-1)	2	1	0
MAINTENANCE WORKER II	0	1	1
TOTAL	2	2	2

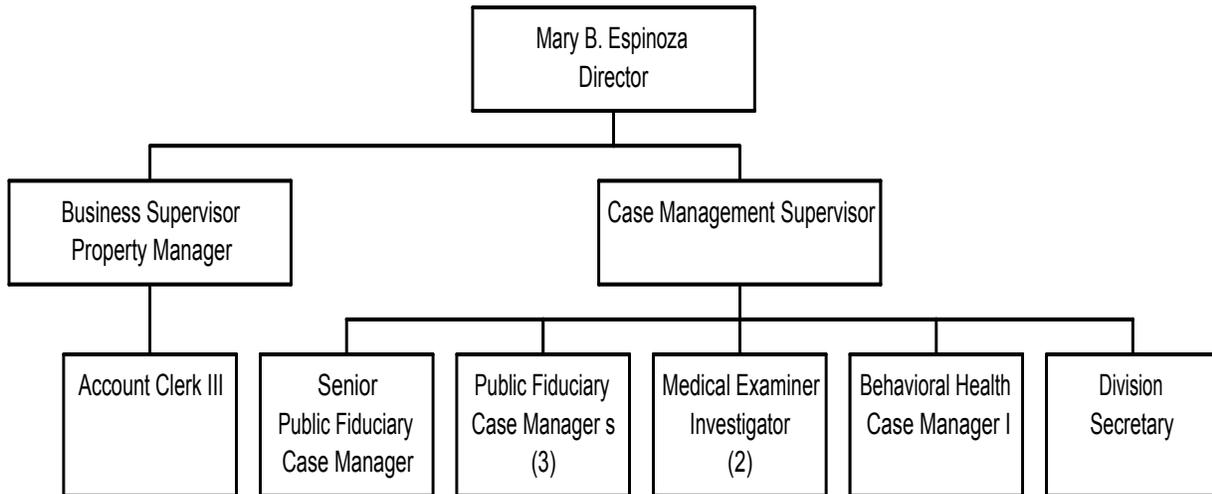


**Position Distribution
Special Revenue Fund**

Position Title	FY03	FY04	FY05
ACCOUNT CLERK II	1	1	1
ADMIN I	0	0	1
ADMINISTRATIVE CLERK I	1	0	0
ADMINISTRATIVE CLERK II	2	2	2
ADMINISTRATOR I	1	1	0
CUSTODIAL WORKER I	1	2	1
ELIGIBILITY WORKER I	4	0	1
ELIGIBILITY WORKER II	1	5	3
HOUSING DIRECTOR	1	1	1
HOUSING INSPECTOR	1	1	1
HOUSING MOD COORD	0	1	1
HUD PROGRAM COORDINATOR I	0	0	1
LABORER (PT)	1	0	1
MAINTENANCE SUPERVISOR	1	1	0
MAINTENANCE WORKER I	0	0	2
MAINTENANCE WORKER II	9	8	3
MAINTENANCE WORKER III	2	2	2
PERSONAL COMPUTER TECHNICIAN	1	1	1
PROGRAM COORDINATOR I	2	2	1
PROGRAM COORDINATOR II	1	1	0
SECRETARY II	1	1	1
SUMMER HIRE/MAINT WORKER	2	0	0
TOTAL	33	30	24



Public Fiduciary Mary Espinoza, Director



Mission Statement:

The Public Fiduciary Office has two missions. The first mission is to act as guardian, conservator and/or personal representative for those persons and estates where need exists and where the court has determined there is no other person or corporation willing and qualified to act in such capacity. The second mission is to establish a system that provides burial services to indigent residents of the county.

Department Description:

The Office of the Public Fiduciary manages and provides the county's statutory responsibility for public fiduciary services. The Public Fiduciary also manages the county's statutory responsibility to provide and pay for county burials.



Did You Know?

Under state law, professional fiduciaries must be certified with the Arizona Supreme Court in order to be eligible for appointment by a probate court as a guardian, conservator or personal representative. A list of state-certified fiduciaries may be found on the Arizona Supreme Court Fiduciary Certification Program website at www.supreme.state.az.us/fiduc on the internet.

- Developed a comprehensive database for Pinal County Public Fiduciary clients' personal and financial information.
- Managed a caseload of 210 clients throughout the year.
- Renewed the Arizona Supreme Court Fiduciary certification for the Public Fiduciary supervisors and case managers.

Accomplishments for 2003-2004:

- In conjunction with other agencies, the Public Fiduciary sponsored the 7th Annual Elder Abuse Conference which was held in Casa Grande in March/2004. This local annual conference has garnered a statewide reputation as providing meaningful and quality training on the issues of elder abuse for law enforcement and social services agencies.

Goals and Objectives for FY 2004-2005:

- To maintain state fiduciary certification for all Pinal County Public Fiduciary supervisors and case managers.
- To maintain the database for the Public Fiduciary records.

Budget Summary by Fund

**Public Fiduciary
General Fund**

Budget by Categories of Expenditures	FY 2003-2004 Budget	FY 2003-2004 Actual	FY 2004-2005 Budget
Personal Services	466,195	473,964	482,885
Supplies	9,000	8,685	9,000
Outside Services	107,300	75,591	107,300
Capital Outlay	0	506	0
Total	582,495	558,746	599,185



Position Distribution General Fund

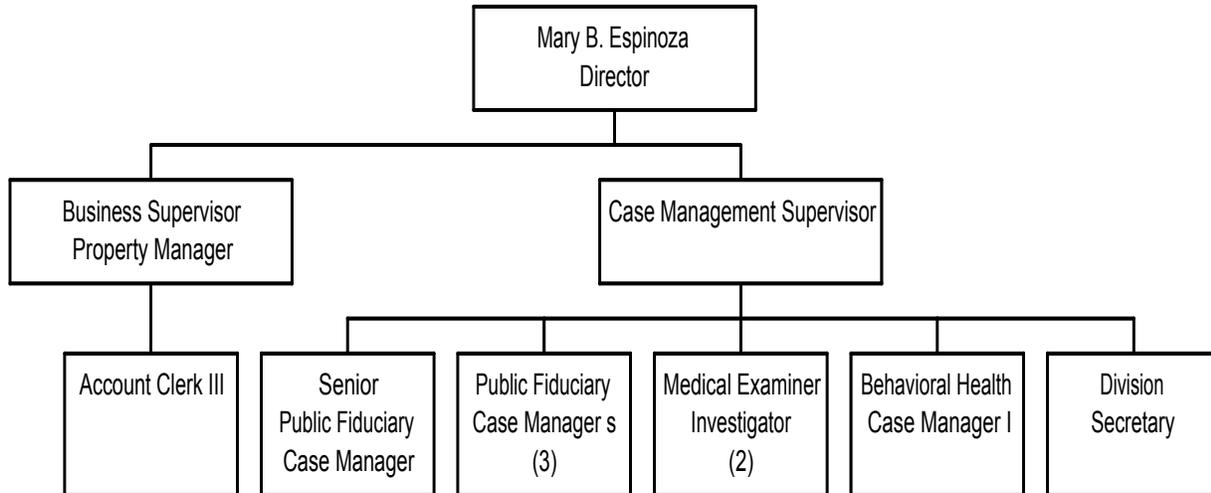
Position Title	FY03	FY04	FY05
ACCOUNT CLERK III	1	1	1
CASE MANAGEMENT SUPERVISOR	2	2	2
CASE MANAGER I	2	2	2
CASE MANAGER II	4	4	4
CASE MANAGER III	1	1	1
PUBLIC FIDUCIARY DIRECTOR	1	1	1
SECRETARY II	1	1	1
TOTAL	12	12	12



(Left Intentionally Blank)



Behavioral Health Mary Espinoza, Director



Mission Statement:

The mission of the Behavioral Health Division is to establish a mental health service delivery system which provides quality treatment that is responsive to clients' needs, is effective and efficient and which recognizes and demonstrates respect for client dignity and worth, individuality, ability and needs.

Department Description:

The Pinal County Division of Behavioral Health manages the county's responsibility to provide and pay for mental health screening and involuntary/court-ordered mental health evaluations and court-ordered mental health treatment. The county is not the direct provider of these services, but instead, assures that quality services are provided via contracts with the local regional behavioral health agency and psychiatric health facilities.



Accomplishments for 2003-2004:

- Developed a comprehensive client database for the Pinal County Division of Behavioral Health.
- Provided short-term case management services to approximately 250 clients.
- Served as liaison between the Court and the mental health service providers regarding court-ordered mental health evaluations and treatment.
- Established a formal contract for the provision of prepetition screening services with the local regional behavioral health agency.

Did You Know?

Mental illnesses are treatable. Most people with a serious mental illness need medication to help control symptoms, but also rely on supportive counseling, self-help groups, assistance with housing, vocational rehabilitation, income assistance and other community services in order to achieve their highest level of recovery. The best treatments for serious mental illnesses today are highly effective; between 70 and 90 percent of individuals have significant reduction of symptoms and improved quality of life with a combination of pharmacological and psychosocial treatments and supports; with proper treatment, nearly 80% of those with depression can make significant improvement in their mood and life adjustment.

Goals and Objectives for FY 2004-2005:

- Reduce the County's behavioral health expenditures by increasing utilization of available Title XIX (Medicaid) funding for individuals who are seriously mentally ill.
- Maintain participatory and collaborative efforts with other agencies to ensure the provision of quality mental health services in Pinal County.

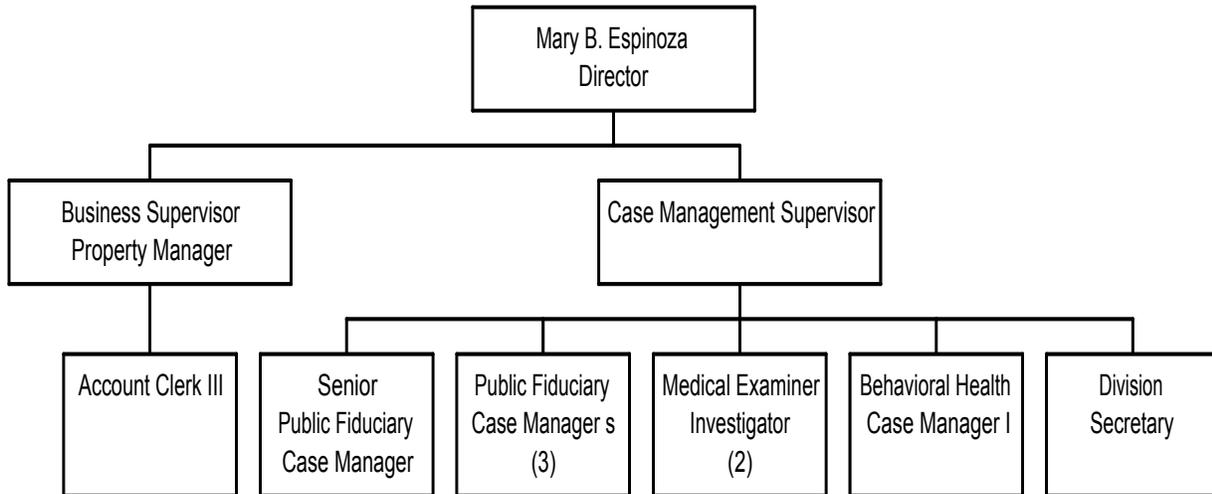
Budget Summary by Fund

**Behavioral Health
General Fund**

Budget by Categories of Expenditures	FY 2003-2004 Budget	FY 2003-2004 Actual	FY 2004-2005 Budget
Supplies	500	0	500
Outside Services	707,600	917,371	857,600
Capitol Outlay	0	506	0
Total	708,100	917,877	858,100



Medical Examiner Mary Espinoza, Director



Mission Statement:

The mission of the Medical Examiner's office is to establish a system which investigates and attempts to determine the cause and manner of death of individuals who expire under the circumstances proscribed by Arizona law.

Department Description:

The Pinal County Medical Examiner's Office provides services to determine the cause and manner of unnatural and unattended deaths in Pinal County.



Did You Know?

A Medical Examiner is a forensic pathologist who specializes in the investigation of sudden and unexpected deaths. The duty of the Medical Examiner is to determine the identification of the deceased, the time of death, the manner of death (natural, accident, suicide or homicide) the cause of death and if the death was by injury, the nature of the instrument used to cause the death.

- Served as liaison between law enforcement agencies and the Forensic Science Center regarding Pinal County Medical Examiner cases.

Goals and Objectives for FY 2004-2005:

- To upgrade the database for the Medical Examiner's Office records.

Accomplishments for 2003-2004:

- Maintained the database for the Medical Examiner's Office records.
- Provided medical examiner services for approximately 300 cases this past year.
- To maintain the Intergovernmental Agreement with Pima County's Forensic Science Center for the provision of medical examiner services.

Budget Summary by Fund

**Medical Examiner
General Fund**

Budget by Categories of Expenditures	FY 2003-2004 Budget	FY 2003-2004 Actual	FY 2004-2005 Budget
Personal Services	77,643	82,791	79,966
Supplies	4,600	2,373	4,600
Outside Services	282,400	333,270	357,400
Capital Outlay	0	507	0
Total	364,643	418,941	441,966

Position Distribution

General Fund

Position Title	FY03	FY04	FY05
MEDICO-LEGAL INVESTIGATOR	2	2	2
TOTAL	2	2	2