Pinal County Public Health Services District
Annual Report
July 1, 2020-June 30, 2021

Resilience in A Pandemic
Thank you to Pinal County Leadership... for your unwavering support during this challenging year.
June 2021

Dear Public Health Team:

This year’s annual report will look a little different. It didn’t make sense to write it “the old way.” The Pinal County Public Health Services District 2020-2021 report reflects a moment of history like none other. It is designed to portray what happened here in Pinal County when the COVID-19 pandemic gripped our community. This report will never capture the magnitude and depth of our team’s dedication this past year. Nor will it fully describe how we were supported by Pinal County leadership, community partners, families and friends. You won’t necessarily see the exhaustion or the worry behind the masks. What you will see is the grace and dignity of the Pinal County Public Health team. May those who come after us recognize these sacrifices.

It is with the utmost gratitude that I work alongside each of you.

Tascha Spears

Tascha Spears, Ph.D., M.Sc., RN
Director
Annual Report

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Pinal County Public Health Services District
Medical & Leadership Team

Tascha Spears, Ph.D., M.Sc., RN, SANE-A, SANE-P
Director

Margaerite Galindo, DNP, FNP, SANE-A
Medical Director

J Burr Ross, MD
Tuberculosis Officer & Family Planning Program

Mary Clements
Central Appointment Desk and “On The Go Transportation”

Genevieve Ennis
Central Support & Accounting

Tiffany Kirby, MSN RN
Medical Forensic Services

Carey Lennon, ND, WHNP-BC
Clinics (Interim)

Merissa Mendoza MPA, RDN, IBCLC
Nutrition and Vital Records

Kore Redden, MPH, EMCT-P
Emergency Preparedness and Response

Christopher Reimus, MS, RS CPM, DAAS
Environmental Health

Mariana Singletary, MD, MPH, MBA, Infectious Diseases
Epidemiology Surveillance

Jan Vidimos
Community Health and Education
Timeline of Significant COVID-19 Events

The Months Preceding the 2020-2021 Pinal County Fiscal Year:

**Late December 2019,** a pneumonia cluster of 44 patients, reported by Chinese authorities, was subsequently identified as SARS-CoV-2, the novel coronavirus that causes COVID-19

**January 21, 2020** the U.S. identified its first case of the new coronavirus, a man in his 30’s who had been in Wuhan, China.

**January 26, 2020** Arizona identified the first COVID-19 case in Maricopa County

**January 30, 2020** the World Health Organization (WHO) declared a global health emergency

**February 11, 2020** the WHO named the new disease COVID-19 and throughout February the symptoms of mild to moderate illness are described

**February 26, 2020** the U.S. Centers for Disease Control (CDC) confirms the first suspected transmission in the United States not tied to any travelers

**March 3, 2020** the CDC advises anyone can be tested for the virus without restrictions. Until this date, only those who had traveled to an outbreak area or those who had close contact with persons diagnosed with COVID could get tested

**March 6, 2020**, the first confirmed case of COVID-19 was identified in Pinal County. Because the patient had not traveled anywhere that COVID-19 was known to be widely spread, Pinal County Public Health treated this as its first instance of community spread.

**March 6, 2020**, the Pinal County Public Health Incident Command Center (ICC) was fully activated

**March 11, 2020** Governor Ducey declared a public health emergency establishing Arizona Department of Health Services (ADHS) as the entity responsible for coordinating all matters pertaining to the public health emergency response for the state of Arizona.

**March 20, 2020** Pinal County Board of Supervisors declared a public health emergency which also allowed for emergency procurement of goods and services

**April 4, 2020** the first confirmed COVID-19 death in Pinal County

**April 10, 2020** CDC posts in the Morbidity and Mortality weekly report that there can be pre-symptomatic transmission of SARS-CoV-2

**June 29, 2020** Executive Order delays start of in-person classes with alternatives being distance learning and eventually, a hybrid learning alternative; Onsite support services must still be in place at schools

In the short period between March 4, 2020 and June 20, 2020, there were 5,877 cases of COVID-19 reported to Public Health, requiring a comprehensive response. A worried public flooded public health phone lines and social messaging, as national and global media coverage reflected the severity of the disease including multiple COVID-19 related deaths.
**Significant COVID-19 Events**
**FY 2020-2021**

<table>
<thead>
<tr>
<th>July 2020</th>
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<tbody>
<tr>
<td>• New Public Health Director and Medical Director join Pinal Public Health team</td>
</tr>
<tr>
<td>• Infectious Diseases/Epi Surveillance Division expanded to include 3 more team members</td>
</tr>
<tr>
<td>• The peak of the first wave of COVID-19 in Pinal was during the 3 first weeks of July with more than 1000 confirmed cases per week. Reports went up to 1400 cases per week.</td>
</tr>
<tr>
<td>• Executive order for ADHS to develop public health benchmarks for safe return of in-person classroom instruction; Also pausing businesses re-opening through the end of July</td>
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<thead>
<tr>
<th>August 2020</th>
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<tr>
<td>• Aug 10th ADHS announces a dashboard with specific color coded benchmarks for businesses and requirements and attestations for businesses to re-open</td>
</tr>
<tr>
<td>• Latter part of August, public health received competitive funding award of 1 million dollars for COVID-19 testing and 1.6 million for outsourcing case investigations</td>
</tr>
<tr>
<td>• Schools begin to identify more positive COVID-19 cases ; Public Health holds regular virtual conferences with school leadership</td>
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<thead>
<tr>
<th>September 2020</th>
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<tbody>
<tr>
<td>• Sept 15th COVID-19 testing sites open in Florence and Casa Grande offering testing 6 days per week with evening hours</td>
</tr>
<tr>
<td>• U of A Academic Health Dept. initiates Partnership to develop Pinal’s COVID educational materials</td>
</tr>
<tr>
<td>• ADHS publishes Isolation vs quarantine guidance for families on their school site</td>
</tr>
<tr>
<td>• The impact of mass COVID testing in correctional facilities was identified</td>
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<tr>
<td>• ADHS and local health departments pre-planning for COVID-19 vaccinations</td>
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<tr>
<th>October 2020</th>
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<tbody>
<tr>
<td>• Beginning of acceleration phase of second wave</td>
</tr>
<tr>
<td>• Large events in Pinal such as the upcoming Renaissance Fair and Country Thunder are canceled</td>
</tr>
<tr>
<td>• First school in Pinal is closed to onsite learning due to multiple students and staff in quarantine due to exposures</td>
</tr>
<tr>
<td>• More student athletes test positive for COVID-19 increasing the school outbreaks</td>
</tr>
<tr>
<td>• Community partner U of A SAFER program begins assisting with case investigations</td>
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<th>November 2020</th>
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<tbody>
<tr>
<td>• Registry nurses are not available to help Public Health given the shortage of nurses throughout the nation</td>
</tr>
<tr>
<td>• County management requests IDES team to complete onsite visits to county departments to offer guidance on COVID in the workplace</td>
</tr>
<tr>
<td>• FDA give EUA for Bamlanivimab monoclonal antibody outpatient treatment for mild to moderate COVID; Pinal receives 60 doses</td>
</tr>
<tr>
<td>• Educational Video developed in partnership with Latina Familia Initiative</td>
</tr>
<tr>
<td>• All Pinal school benchmarks are In the “red” or “yellow” alert with none in the acceptable range for “onsite learning”</td>
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<thead>
<tr>
<th>December 2020</th>
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<tr>
<td>*ADHS develops onsite learning and services waiver process for schools; multiple Pinal schools apply</td>
</tr>
<tr>
<td>* First case of Multi-system Inflammatory Disorder from COVID-19 in Pinal County</td>
</tr>
<tr>
<td>* CDC posts guidance on shortened quarantine periods</td>
</tr>
<tr>
<td>* ADHA hosts local allocator readiness and 14 Pinal community providers completed the ADHS onboarding tool to administer COVID vaccines</td>
</tr>
<tr>
<td>* Executive order prohibits events of more than 50 people unless in unincorporated areas or County approves</td>
</tr>
<tr>
<td>* EUA authorization of Pfizer then Moderna COVID-19 vaccines arrive n Pinal County administered by Public Health RNs on Dec 23 at Coolidge Public Health Clinic</td>
</tr>
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January 2021

- Second wave is at its peak during the 4 weeks in January with more than 3,000 cases each week

February 2021

- Frustration abounds as phone lines to schedule vaccine appointments are crashing along with internet registrations sites; Vaccine supplies are also limited

March 2021

- Collaboration with Health plans to identify and schedule those with special needs including those with developmental disabilities, those with physical limitations and persons medically unable to leave home for COVID vaccines

April 2021

- A number of school districts show considerable improvement in COVID school benchmarks

May 2021

- Public Health launches comprehensive HIPAA training

June 2021

- Homeless populations offered COVID-19 vaccines at sites in Apache Junction and Casa Grande

- Environmental Health had left permits open during COVID; Now re-examining which establishments are actually closed

- Over 75% of Pinal residents 65 and over have received COVID-19 vaccines and over 60% of those 55-64

- Several school superintendents requesting waivers due to multiple students and staff quarantining;

- In addition to healthcare professionals, Pinal begins vaccinating law enforcement and other 1b essential workers, including teachers

- CDC changes guidance on priority groups to be vaccinated from healthcare and essential workers to everyone 65 and older

- After receiving 10,000 doses of vaccines in Dec. only 2,000 doses are allocated to Pinal in the second allocation; Pinal Board of Supervisors write state and federal leaders identifying vaccine shortage in Pinal

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- Frustration abounds as phone lines to schedule vaccine appointments are crashing along with internet registrations sites; Vaccine supplies are also limited

- FEMA sends team of 10 vaccinators from HHS to help Pinal vaccinate; This will be the first of several FEMA teams in Pinal, many of which are from US Forestry

- High thru-put vaccination pod set up in Florence vaccinating average of 700 per day

- Community partners also continue hosting vaccination events

- Lon-term care facilities are vaccinating through federal pharmacy program

- Executive order outlining new phase of COVID-19 mitigation; business guidelines transitioning from required to recommended and occupancy limits are lifted

- Executive order that all district and charter schools shall return to in-person, teacher-lead instruction no later than March 15th

- Executive order provides schools options for face coverings

- Public Health launches comprehensive HIPAA training

- After canceling last year, PCSO hosts its annual memorial service for fallen officers, families, community

- FDA expands EUA for Pfizer COVID vaccine to include adolescents ages 12-15

- Although hospitals were eligible to resume elective surgeries in May 2020, Executive order now lifts previous restrictions on healthcare institutions; rescinds delaying elective surgeries to conserve PPE to treat COVID patients

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- Executive order providing schools options for face coverings
Confirmed cases of COVID-19 peaked in July 2020 and December 2020 resulting in thousands of cases requiring case classifications, investigations, contact tracing, information, resources and referrals, including testing and referrals.

As of June 20, 2021 a total of 902 Pinal County residents died of COVID-19. IDES Division Manager reviewed all deaths to confirm.
Incident Command Center (ICC)

Incident Commander: Kore Redden, MPH, EMCT-P
Chief Operations Officer: Mariana Singletary, MD, MPH, MBA

• Phase 1 Full Activation
  March 6, 2020 to September 30, 2020
  (156 Operational Periods)

• Partial Activation
  October 1, 2020 to March 5, 2021

Public Health Team Members from all Public Health Divisions were reassigned to take shifts in the ICC.

• It was “all hands-on deck.”

A tremendous collaborative effort from many county departments, including Information Technology, Facilities, Emergency Management, Human Resources, Communications and Marketing, helped public health quickly activate the ICC.
ICC Full County Support

• It quickly became apparent that public health needed the support of additional personnel and resources. While many county departments had begun telework, public health remained on-site during this emergency and on-call 24/7.

• County leadership put out a call to all other departments for volunteers to work in the ICC. The Offices of the Pinal County Attorney, Pinal County Public Defender and Departments of Community Development and Information Technology (IT), along with others generously sent their staff to assist with the COVID-19 response in the Incident Command Center.
Emergency Preparedness and Response

Division Manager: Kore Redden, MPH, EMCT-P

Team Members:
Angie Sanchez, Administrative Assistant, Senior
Jassmin Castro, Communications Assistant

Emergency Preparedness and Response (PHEPR) prepares for the response to various public health emergencies - natural, accidental, or intentional associated with chemical, biological, radiological and nuclear incidents. The program is federally funded under the CDC Public Health Emergency Preparedness Cooperative Agreement. Two counties in Arizona also receive the CDC Readiness Initiative Grant: Maricopa and Pinal for additional planning for medical countermeasures distribution.

The division is not primarily public facing but rather works to prepare staff and partners in the event of public health emergencies and during these emergencies, offers guidance, processes and resources. A significant response activity also includes public and partner messaging that involves emergency crisis risk communications.

Regardless of emergency status, the division facilitates training of staff and leadership in the National Incident Management System to ensure understanding of the Incident Command structure enhancing accountability and safety during an emergency response.
Selected Accomplishments

- Distribution of Personal Protective Equipment (PPE) PE Distribution from the CDC Strategic National Stockpile
- Vaccine Distribution to 49 healthcare providers in the county
- Purchased Mobile Morgue Trailer for the Medical Examiner’s Office
- Completed the Fatality Management Plan between Public Health and the Medical Examiner’s Office
- Conducted weekly and bi-weekly COVID-19 vaccine provider meetings
- Completed all other Non-COVID grant deliverables

Receipt of, storage and distribution of Antiviral Remdesivir to hospitals in Pinal County

Incident Commander, Kore Redden also served as invited:

Panelist, ADHS Vaccine Distribution Training; Operational Logistics Summit
Panelist, DHS Annual Preparedness Community Conference
Speaker, November 2020 Arizona Emergency Medical System Meeting (to discuss the Pinal County COVID-19 Vaccination Program for the region)

March 6th to YTD (not including vaccine operations)
Response Hours: 11,325.50
Payroll Costs: $726,964.02
Equipment and supplies: $75,000

* Only ICC costs
### Comparative Analyses of Public Health Emergency Costs – Incident Command Center 2019-2021

<table>
<thead>
<tr>
<th>Public Health Response</th>
<th># of Public Health Staff</th>
<th>Total Outbreak Response Costs</th>
<th>Cases</th>
<th>Deaths</th>
<th>Key Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hepatitis A Outbreak (non-foodborne) 5/24/19-11/30/19</td>
<td>27</td>
<td>$57,000</td>
<td>14</td>
<td>0</td>
<td>Pinal County Adult Detention Center</td>
</tr>
<tr>
<td>Measles Exposure 8/26/29-9/3/19</td>
<td>25</td>
<td>$13,698</td>
<td>0</td>
<td>0</td>
<td>Maricopa County Public Health and Pinal County School Districts</td>
</tr>
<tr>
<td>COVID-19 3/6/20 to YTD</td>
<td>112 (11,325 response hours)</td>
<td>* Limited to ICC (vaccination efforts not included)</td>
<td>53,555</td>
<td>901</td>
<td>Multiple local, state and federal partners</td>
</tr>
</tbody>
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COVID-19 Vaccine Points of Distribution (PODS)

- July 2020: First task force meeting for statewide vaccine planning

- Reached out to community partners and facilitated ADHS onboarding process allowing for multiple points of distribution throughout the county

- Developed and coordinated weekly vaccine provider meetings with community partners

- Between December and April, public health allocated 198,600 COVID-19 doses to eligible on-boarded providers in Pinal County.

- Designed & Released video for COVID-19 Education and support for our community (over 2.5k views)

- In May, community providers were authorized to begin ordering their own doses of COVID-19 from ADHS. The planning team still meets weekly and communicates with partners at monthly meetings or sooner if needed.

Public Health Vaccine Leadership Team
Kore Redden, MPH, EMCT-P
Marguerite Galindo, DNP, FNP
Tascha Spears, Ph.D., M.Sc., RN
Natasha Munoz, RN
Yezenia Viezcas, RN
Coolidge Public Health Clinic POD  
(*Between December 23, 2020 and January 2, 2021*)

* Based on CDC recommended early vaccination groups, vaccinated healthcare and emergency responders and during the second week opened up to essential workers, including school personnel and 75 and older population
  - Doses administered on Christmas Eve and New Year’s Eve
  - Operated on Saturdays
  - 10-hour operation; 12-hour days for staff
* 1036 doses administered in 8 days (2 of these days were ½ days—holiday Eve’s)

Florence Library POD between February 9th and April 2nd

- 4 months, 27 days, 14,554 doses of COVID-19 vaccine administered with some days over 700 doses administered
- 5 Public Health Clinics were averaging administration of 200 doses of COVID-19 vaccine per day while the Florence POD was in operation

**Best practices:**
- Soft starts ensured for a smooth operation
- Worked under a unified command structure with Florence PD
- Safety and security briefings daily
- All vaccinators completed training prior to POD assignment
- Specific days were devoted to the Developmentally Disabled populations, including those with physical limitations requiring more time and assistance for appointments

**Emphasis was on education and informed consent**
Infectious Diseases Epidemiology Surveillance

Division Manager: Mariana Singletary, MD, MPH, MBA

Team Members:

• Joel Jimenez, General Diseases Epidemiologist
• Glenda Armendariz, General Diseases Communicable Diseases Investigator
• Edwin Peñate, General Diseases Communicable Diseases Investigator Assistant
• Daniel Reimer, Tuberculosis Epidemiologist
• Caroline Erickson, Tuberculosis Communicable Diseases Investigator
• Cynthia George, Tuberculosis Communicable Diseases Investigator Assistant
• Jabette Franco, STD/HIV Senior Communicable Diseases Investigator
• Susan Drost, STD/HIV Communicable Diseases Investigator
• Maria Hernandez, STD/HIV Communicable Diseases Investigator Assistant
• Jonathan Argyle, Data Analyst
• Kiva Ramos, COVID Communicable Diseases Investigator and Data Assistant
• Antonio Rojas, Administrative Assistant

Open Positions:
COVID Communicable Disease Investigator Assistant
Primary Services

The Infectious Diseases Epidemiology Surveillance (IDES) division, provides epidemiology surveillance services for Pinal County population, including investigation and reporting of communicable diseases and outbreaks to the Arizona Department of Health Services (ADHS) under AAC R9-6-202 or 203

- Monitoring and reporting of infectious diseases of public health importance.
- Assisting with control measures to prevent spread and outbreaks of those diseases.
- Collecting and analyzing surveillance data on selected diseases being monitored
- Providing information on communicable diseases for healthcare providers, correctional facilities, the county and the general public.
- Technical assistance to schools and correctional facilities with communicable diseases control measures
- Facilitation and coordination of human samples to be tested at the Arizona Public Health State Laboratory, either as primary testing or confirmatory samples
- Education and training
## GENERAL INFECTIOUS DISEASES REPORTED

<table>
<thead>
<tr>
<th>Category</th>
<th>FY2019-2020</th>
<th>FY2020-2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-COVID Diseases</td>
<td>5,029</td>
<td>2,365</td>
</tr>
<tr>
<td>COVID-19 Cases</td>
<td>5,877</td>
<td>65,698</td>
</tr>
<tr>
<td>TOTAL</td>
<td>10,773</td>
<td>68,063</td>
</tr>
</tbody>
</table>

FY 2020-2021 (1,987 Non-COVID Diseases and 49,543 COVID-19 cases were classified as confirmed or probable)

Compared with FY 2019-2020, there were a total of 57,290 more cases of general infectious diseases that were reported to Pinal CountyIDES.

84% of these were COVID-19 cases.
### TUBERCULOSIS (TB) REPORTED

<table>
<thead>
<tr>
<th>Category</th>
<th>FY 2019-2020</th>
<th>FY 2020-2021</th>
</tr>
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<tbody>
<tr>
<td>Suspected Tuberculosis</td>
<td>256</td>
<td>82 with 12 confirmed</td>
</tr>
<tr>
<td>Latent Tuberculosis</td>
<td>26</td>
<td>8 with 3 confirmed</td>
</tr>
<tr>
<td># Contacts Investigated</td>
<td>497 with 6 confirmed</td>
<td>22 with 0 confirmed</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>779</strong></td>
<td><strong>112</strong></td>
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### SEXUALLY TRANSMITTED DISEASES REPORTED

<table>
<thead>
<tr>
<th>Category</th>
<th>FY 2019-2020</th>
<th>FY 2020-2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chlamydia</td>
<td>1,538</td>
<td>1,816</td>
</tr>
<tr>
<td>Gonorrhea</td>
<td>614</td>
<td>638</td>
</tr>
<tr>
<td>Syphilis</td>
<td>452</td>
<td>379</td>
</tr>
<tr>
<td>HIV</td>
<td>28</td>
<td>23</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>2,391</strong></td>
<td><strong>2,856</strong></td>
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FY 2020-2021 (All Chlamydia, Gonorrhea and HIV cases and 174 of the Syphilis cases were classified as confirmed or probable)
Selected Accomplishments

• ICC operation management of services during COVID pandemic
• Team assigned to COVID-19 response in the ICC
• Weekly meetings and 24/7 on-call for all School Superintendents with emergency virtual coordination call meetings with school outbreaks
• Weekly meetings and 24/7 on-call coordination of outbreaks in correctional facilities
• Use of Qualtrics text messaging COVID positive persons with their permission for case investigation (more than 3,000 cases completed by text in 2021)
• Outsourcing partnerships
  • U of A SAFER team absorbed 600 cases per week since August 2020
• Mitigation efforts, resources and education regarding COVID-19 in the workplace
• Expansion under COVID pandemic
  Health district positions
  COVID positions
  grant-funded
Community Health and Education
Division Manager: Jan Vidimos

Team Members:
• Ana Gonzalez, School Health Liaison
• Annette Lopez, School Health Liaison
• Calista Rocha, School Health Liaison
• Cori Wilson, Administrative Specialist
• Elena Rojas, School Health Liaison (start date 6/28/21)
• Eureka King, School Health Liaison
• JoAnne Galindo, Tobacco Grant Program Manager
• Melissa Zazueta, School Health Liaison
• Naomi Murrietta, School Health Liaison
• Reyna Villegas, Health in All Policy Initiative Grant Program Manager
• Sue Damiata, Maternal Child Grant Health Program Manager
• Susan White, Overdose Data to Action Grant Program Manager
Primary Services

The Community Health Division is responsible for health promotion and prevention education activities. It encompasses seven grant funded projects and the Public Health District funded School Health Liaison program. Our work serves to educate youth and families about healthy lifestyles, accident prevention, and available resources. In addition, Community Health strives to reduce opioid misuse and overdoses, and works to create policy, systems, and environmental changes that lead to healthier communities. Community Health supports the overall goals of Public Health.

- Communicable disease surveillance is the by-product of a well-established relationship with school nurses and health aides.
- Teen Pregnancy Prevention education provides an opportunity to encourage youth to take control of their reproductive health with guidance from clinic staff.
- Hosts an annual school nurse conference, at which updates to vaccination schedules are reviewed.
- Promotes school disaster preparedness planning training to school Administrators.

During the majority of 2020-2021, Community Health staff were reassigned to assist with COVID-19 activities, answering phones in the ICC, completing symptom checklists with callers, contact tracing, participating in school coordination calls when COVID-19 cases were identified in schools, delivering cloth masks to schools, and assisting in the COVID-19 vaccination pods.
One of the first schools in the state to identify a COVID-19 positive student was in Pinal County. School Health liaisons served in a school-based call center for worried parents.

In the 2019-20 school year, the School Health Liaison (SHL) Program provided direct classroom education to **12,582 youth**. With onsite learning in many schools closed due to COVID, that number decreased to 1,781 youth in 2020-21.

Focus shifted to helping families obtain basic needs...

Left to right: Naomi Murrietta, Annette Jones, Sue Damiata, Ana Gonzalez

One of the first schools in the state to identify a COVID-19 positive student was in Pinal County. School Health liaisons served in a school-based call center for worried parents.
Selected Accomplishments

• Grant workshops in collaboration with Pinal Gila Council for Seniors ("Living well with chronic disease self-management" and “Finding meaning and hope” caregiver support for those caring for a loved one with dementia)

• Tobacco Grant Manager Joanne Galindo selected to present at National Commission of Correctional Health Workers conference (public health collaboration to provide peer-led tobacco cessation for detainees)

• “QPR” (question, persuade refer) mental health crisis training for staff at Villa Oasis and Mary C. O’Brien Schools

• Met weekly and at times daily with school administration (COVID mitigation planning, disease reporting instructions, school benchmark interpretations, resources)

• Staff received training on new curricula such as building resiliency among youth and suicide prevention in order to expand offerings to schools when students returned to on-site learning.

• Opioid Treatment Information via COX media campaign

Safe Sleep practices resources distributed to crisis pregnancy centers, women’s shelters and other new parents.
Central Appointment Desk and “On The Go Transportation”
Division Manager: Mary Clements

Current Team Members
• Stella Acuna, Central Appointment Desk Supervisor
• Alejandra Hansen, Customer Service Specialist
• Anabel Quintero, Customer Service Specialist
• Catalina Martinez, Customer Service Specialist
• Mercedes Arredondo, Customer Service Specialist
• Adriana Meraz, Customer Service Specialist
• Patricia Acosta, Customer Service Specialist
• Isabella Rabago, Customer Service Specialist
• Wren Morrow Dispatcher
• Lori Mendibles, Transportation Driver
• Alfred Molina, Transportation Driver
• John Cota, Transportation Driver
Primary Services

- The Central Appointment Desk was established in March of 2008 to centralize phone calls and create a single toll-free number that the public can call for general health information and provide appointment scheduling for Family Planning, Well Woman, WIC, along with child and adult immunization appointments.

- The Central Appointment Desk (CAD) has now been in service for 13 years. What first started out as a concept, over time with hard work and a dedicated staff has proven this department to become the essential core for the Public Health Department.

- The Central Appointment Desk is the only department of its kind in a public health setting in the state of Arizona.
Central Appointment Desk Calls Handled

- Increase: 46% increase in Service Delivery
- More calls: 49,780
On The Go Express Transportation

- Pinal County On The Go Express Transportation program, is designed to ensure mobility through the provision of transportation to the elderly and persons with disabilities in rural Eastern Pinal County.

- Services provided by On the Go Express Transportation include transportation to medical appointments, dental appointments, vision appointments, physical therapy, grocery shopping and prescription pick up.

- On the Go Express Transportation collaborates with the Pinal County Nutrition and Wellness program for delivery of food boxes to the homebound on a monthly basis.

- Completion of Pinal County Manager & Human Resources Stay Healthy Readiness Assessment

Transportation Services were resumed within 3 weeks after initial close. Services include COVID-19 Safety Protocols.

March 2020 drivers were transitioned to the Incident Command Center for COVID-19 Specimen Transport to the State Lab in Phoenix. Drivers continued COVID-19 specimen transport March – Sept 2020
Clinics

Interim Division Manager: Carey Lennon, ND, WHNP-BC

Team Members:

- Sammy Mohamad, LPN
- Michelle Bellomo, RN
- Samantha Orozco, RN
- Amanda Fallis, RN
- Laura Field, RN
- Kym Cook, RN
- Rebecca Stand, RN
- Alondra Hall, RN
- Monica Castaneda, RN
- Sindy Sheldon, Nurse Practitioner
- Yezenia Viejas, RN-Nurse Supervisor
- Billy Smith, Clinic Operations Supervisor
- Patrick Reed, Clinic Operations Supervisor

- Elizabeth Lopez, MA
- Donella Padilla, MA
- Alexandria Tolan, MA
- Adriana Contreras, MA
- Sandy Silva, MA
- Karina Rojas, MA
- Erika Macias-Lizarraga, MA
- Stacy Esparza, MA
- Sandra William, Administrative Assistant
- Cecilia Medina-Esparza, Case Manager
- Vanessa Salcido, Case Manager
- Hilda Lopez, Case Manager
- Natasha Munoz, RN-EHR Trainer/Quality Management

- Previous Division Manager: Marcela Salinas
- Contracted Staff: JoAnn Woodward, Nurse Practitioner; Deanna Guttilla, Nurse Practitioner; Danielle Patrick, Nurse Practitioner
- Open Position: Nurse Practitioner
Primary Services

• Childhood and Adult Immunizations
• Reproductive health services (In-person and telehealth)
• Screening, diagnosis and treatment of sexually transmitted infections
• Screening, diagnosis, referral and patient navigation services for breast and cervical cancer
• TB skin testing

<table>
<thead>
<tr>
<th>Program</th>
<th>Visit Total</th>
<th>Program</th>
<th>Visit Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuberculosis Services</td>
<td>3,407</td>
<td>Family Practice Services</td>
<td>4,265</td>
</tr>
<tr>
<td>Adult Immunizations</td>
<td>1,639</td>
<td>SexuallyTransmitted Disease</td>
<td>672</td>
</tr>
<tr>
<td>Child Immunizations</td>
<td>4,516</td>
<td>Televisit</td>
<td>517</td>
</tr>
<tr>
<td>COVID Vaccinations</td>
<td>32,876</td>
<td>Well Women Services</td>
<td>371</td>
</tr>
<tr>
<td>Total Visits Seen 2020-2021 Year (including telehealth visits)</td>
<td>48,263</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Visits Seen 2019-2020 Year</td>
<td></td>
<td>21,147</td>
<td></td>
</tr>
</tbody>
</table>
Shifting to Support Administration of COVID-19 Vaccinations

Beginning February 2021

- Family Planning and Well Woman visits were scaled back to high priority appointments only and both in-person and telehealth visits were provided three days a week.
- Non-COVID immunization appointments were limited and shifted from walk-in to by appointment scheduling to ensure the safety of all patients and staff.
- TB skin tests were not performed during this time.
- All clinics resumed regular services on 04/05/2021, approximately 14.5 weeks after receiving our first doses of the Moderna COVID-19 vaccines.
- Clinic Leadership was an integral part of the Pinal County Vaccine Planning Team working with all community stakeholders.
Selected Accomplishments

- Clinic staff administered the first doses of COVID-19 vaccines on December 23, 2020.
- In order to plan, prepare and provide for mass COVID-19 vaccinations to the community, routine clinical services were suspended temporarily for 2 weeks beginning 12/21/2020.
- Then in response to the Governor’s Executive Order, clinic services shifted in focus to primarily the provision of COVID-19 vaccinations in February 2021.
- San Tan Valley, Apache Junction and Casa Grande Clinics won the Daniel T. Cloud award for outstanding toddler practice immunization for keeping childhood immunization completion rates at 85-87% during the pandemic.

Vaccinated over 30,000 individuals for COVID-19 who either lived or worked in Pinal County and with community partners, over 265,000 persons in Pinal County received COVID-19 vaccinations.
Environmental Health

Division Manager: Christopher Reimus, MS, RS, CPM, DAAS

Team Members:
• Scott Zusy, R.S.: Environmental Health Manager
• Don Bateman, R.S.: Environmental Health Specialist
• Franck Douazale, R.S.: Environmental Health Specialist
• Marcella McDonald, R.S.: Environmental Health Specialist
• Ruth Ramirez, R.S.: Environmental Health Specialist
• Jensyn Seiger, R.S.: Environmental Health Specialist
• Garry Bouquot: Environmental Health Assistant
• Tamra Schuler: Environmental Health Assistant
• Kortney Seaton: Administrative Assistant

Special Recognition:

Pat Trafalet, RS
Environmental Health Specialist retired after 30 years.

Mark Wilson, RS
Environmental Health Specialist retired after ~25 years

Open positions:
Environmental Health Specialist - budgeted
Environmental Health Specialist, Senior – not budgeted
Primary Services

- Permit and Inspect Facilities
  - Food Establishments
  - Motel / Hotel
  - Public Schools
  - Mobile Home / RV Parks
  - Campgrounds
  - Public and Semi-Public Swimming Pools
- Smoke Free Arizona Education and Compliance
- Investigate Environmental Illness Reports
- Investigate Public Health Nuisance Complaints
- Investigate Illegal Dumping to Ensure Proper Waste Disposal

Vector Control with a Focus on Vectors of Human Disease
## End of Fiscal Year Risk Based Inspection Frequencies

<table>
<thead>
<tr>
<th>Permit Type</th>
<th>Type</th>
<th>Total Active Permits</th>
<th>Inspections Expected</th>
<th>Inspections Conducted</th>
<th>Re-inspections Conducted</th>
<th>Pre-Operational Inspections Conducted</th>
<th>Complaint Inspections Conducted</th>
<th>% of Required Inspections</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Aquatic Venue</strong></td>
<td>Semi-Public Swimming Pool</td>
<td>280</td>
<td>331</td>
<td>383</td>
<td>21</td>
<td>14</td>
<td>11</td>
<td>115.71%</td>
</tr>
<tr>
<td></td>
<td>Public Swimming Pool</td>
<td>17</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Non-Food Establishment</strong></td>
<td>School Grounds</td>
<td>95</td>
<td>95</td>
<td>72</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>75.79%</td>
</tr>
<tr>
<td></td>
<td>Manufactured Home/RV Parks</td>
<td>195</td>
<td>195</td>
<td>203</td>
<td>1</td>
<td>12</td>
<td>7</td>
<td>104.10%</td>
</tr>
<tr>
<td></td>
<td>Motel &amp; Hotel</td>
<td>38</td>
<td>38</td>
<td>38</td>
<td>1</td>
<td>5</td>
<td>5</td>
<td>100.00%</td>
</tr>
<tr>
<td></td>
<td>Camp Grounds</td>
<td>6</td>
<td>6</td>
<td>5</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>83.33%</td>
</tr>
<tr>
<td></td>
<td>Children’s Camps</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>100.00%</td>
</tr>
<tr>
<td><strong>Food Establishment</strong></td>
<td>Risk 1</td>
<td>193</td>
<td>193</td>
<td>191</td>
<td>4</td>
<td>25</td>
<td>6</td>
<td>98.96%</td>
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<tr>
<td></td>
<td>Risk 2</td>
<td>488</td>
<td>976</td>
<td>1017</td>
<td>36</td>
<td>62</td>
<td>52</td>
<td>104.20%</td>
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<tr>
<td></td>
<td>Risk 3</td>
<td>280</td>
<td>840</td>
<td>1086</td>
<td>57</td>
<td>39</td>
<td>46</td>
<td>129.29%</td>
</tr>
<tr>
<td></td>
<td>Mobile Food</td>
<td>280</td>
<td>N/A*</td>
<td>49</td>
<td>0</td>
<td>36</td>
<td>1</td>
<td>100.00%</td>
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<tr>
<td></td>
<td>Bottled Water</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>100.00%</td>
</tr>
<tr>
<td></td>
<td>Temporary Food Booth</td>
<td>218</td>
<td>218</td>
<td>218</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>100.00%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>2093</td>
<td>2696</td>
<td>3266</td>
<td>120</td>
<td>195</td>
<td>128</td>
<td>112.78%</td>
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</tbody>
</table>

* Mobile Food inspections are not required prior to operation, except in home county as per Arizona Law.
## Complaint Investigations

<table>
<thead>
<tr>
<th>Category</th>
<th>Complaint Type</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td><strong>Environmental Health Investigations</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Foodborne Illness</td>
<td>27</td>
<td></td>
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<tr>
<td>Food Sanitation</td>
<td>134</td>
<td></td>
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<tr>
<td>Infectious Disease (COVID-19 EO)</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Hotel &amp; Motel</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Manufactured Home / RV Park</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Public or Semi-Public Swimming Pool</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>School Grounds</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Solid Waste</td>
<td>141</td>
<td></td>
</tr>
<tr>
<td>Liquid Waste</td>
<td>39</td>
<td></td>
</tr>
<tr>
<td><strong>Illegal Dumping Investigations</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lead Acid Battery Disposal</td>
<td>0</td>
<td></td>
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<tr>
<td>Waste Oil Disposal</td>
<td>5</td>
<td></td>
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<tr>
<td>Waste Tire Disposal</td>
<td>0</td>
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<tr>
<td>Solid Waste Dumping</td>
<td>89</td>
<td></td>
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<tr>
<td><strong>Vector Control Investigations</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Abandoned Pool</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>Green Pool</td>
<td>38</td>
<td></td>
</tr>
<tr>
<td>Feral Bee Hive</td>
<td>4</td>
<td></td>
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<tr>
<td>Mosquito Problem</td>
<td>75</td>
<td></td>
</tr>
<tr>
<td>Retention Area</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Standing Water</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>Vermin (Mice, Cockroaches, etc.)</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td><strong>Smoke Free AZ</strong></td>
<td>13</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>647</td>
<td></td>
</tr>
</tbody>
</table>
Selected Accomplishments:

- The COVID-19 pandemic has affected Environmental Health programs in various ways. Environmental Health staff are deemed essential, so our program’s activities continued.
- Field inspections occurred uninterrupted.
- Complaint investigation occurred uninterrupted.
- Mosquito surveillance occurred uninterrupted.
- Staff made a significant effort educating operators of permitted establishments and the public on how to help curb community spread of COVID-19.

In addition to their regular duties, Environmental Health team members participated in the COVID-19 comprehensive response, including assisting callers to the ICC, completing symptom checks and resource referrals for callers to the ICC and the public health emergency help line, weekly ICC briefings, driving COVID-19 test specimens to the State lab, and helping set up and assisting in the Florence vaccination pod.
Nutrition and Vital Records
Division Manager: Merissa Mendoza MPA, RDN, IBCLC

Team Members:

- Adriana Villegas, Nutrition Specialist, Senior
- Alexandra Stolworthy, Registered Dietitian Nutritionist
- Alicia Vallee, Nutritionist
- Alissa Babb, Vital Records Clerk
- Alma Palafox, Nutrition Specialist
- Bicky Cervantes, Nutrition Specialist
- Brandon Boatman, Nutrition Program Supervisor
- Cadence Fox, Nutrition Specialist
- Dwight Mack, Nutrition Specialist
- Magdalena Rojas, Vital Records Clerk
- Evelyn Corona, Vital Records Clerk
- Franshesca Chaparro, Nutrition Specialist, Senior
- Gabriel Castillo, Nutritionist
- Jaida McLemore, Nutritionist
- Jessi Gomez, Breastfeeding Program Supervisor
- Jo Ann Mihalic, Nutrition Specialist, Senior
- Kala Vanstone, Nutrition Program Supervisor
- Kathryn Holcomb, Vital Records Clerk
- Kalya Zitzka, Breastfeeding Peer Counselor
- Jessi Gomez, Breastfeeding Program Supervisor
- Jo Ann Mihalic, Nutrition Specialist, Senior
- Kala Vanstone, Nutrition Program Supervisor
- Kathryn Holcomb, Vital Records Clerk
- Kalya Zitzka, Breastfeeding Peer Counselor
- Latasha Wager, Nutrition Specialist
- Melissa Guerrero, Nutrition Specialist
- Miryam Mendoza, Nutrition Specialist
- Nicole Chavez, Nutrition Program Supervisor
- Rosalie Gutierrez, Nutrition Specialist
- Sabrina Castaneda, Nutritionist
- Sarah Householder, Nutrition Specialist
- Sonia Sanchez, Nutrition Specialist
- Steven Ortiz, Registered Dietitian Nutritionist
- Sulema Martinez, Vital Records Clerk
- Tiana Glover, Registered Dietitian Nutritionist
- Tracy Baxter, Nutrition Specialist, Senior
- Tracy Myers, Vital Records Clerk
- Valerie Ramirez, Nutrition Specialist

Open Positions:
- Nutrition Specialist
- Breastfeeding Peer Counselor
Primary Services

• The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
• Breastfeeding Peer Counseling Program (BFPC)
• The Commodity Supplemental Food Program (CSFP)
• Vital Records (birth and death certificates)
• HIPAA (Officer, Training and Compliance)
• Through the height of the pandemic, WIC, BFPC, CSFP, and Vital Records services were maintained using mitigation measures and remote services (as appropriate) to keep staff and clients safe.

Vital Records and Nutrition team members were reassigned to help with the COVID-19 response, answering callers to the ICC and public health emergency line, increasing food box deliveries, and Helping set up and assist in the Florence vaccination pod.
WIC Clients served: 96,489

- A decrease of 2,233 from last year, likely due to the increase in government payments (stimulus checks), increase in unemployment, and increase in SNAP benefits. Only the increase in unemployment affects a client’s eligibility for WIC, but the other increases may decrease the perceived need for WIC food benefits.

Virtual Celebration: Jo Ann Mihalic celebrated her 25th year with Pinal County and with the WIC program March 2021.
Selected Accomplishments

Breastfeeding Peer Counseling contacts: 993
• An increase 247 from last year, related to continued growth of the BFPC program.

Birth Certificates: 6,468

Death Certificates: 12,540
• All vital records staff were cross-trained this year on birth and death certificate issuance to increase responsiveness to client requests.

CSFP clients served: 3,558

Comprehensive HIPAA policy development, updates and training of all public health staff

(Data is from July 1, 2020-June 17, 2021)
Medical Forensic Services

Division Manager: Tiffany Kirby, MSN, RN

• Our nurses provide expert medical forensic care to patients of all ages who encounter violence, including child physical and sexual abuse, domestic violence, strangulation, sexual assault, elder abuse, human trafficking and other forms of interpersonal violence

• Analyses of sexually explicit print and video images/pornography to assess approximate ages of children

• Provide high quality trauma-informed medical forensic exams with evidence collection following national standards of care

• Ensure privacy for all patients with concerns of violence; exams conducted at 3 advocacy centers in Pinal County

• Provide medical forensic services in a timely manner

(on call 24 hours a day/ 7 days a week/ 365 days a year)
Selected Accomplishments:

Forensic Nurses were the first Pinal nurses to collect swabs for COVID-19 from persons at home with COVID-like symptoms.

Medical forensic exams for children and adults with concerns of violence continued on a 24/7 call out basis throughout the Pandemic.

A total of 226 exams were completed.
Central Support and Accounting
Division Manager: Genevieve Ennis

Team Members:
• Krista Klarer – Sr. Accountant
• Deborah Blome – Accountant
• Deanna Bell – Accountant
• Jana Wilson – Administrative Specialist
• Beckie Jones - Warehouse Technician
• Oscar Rivas Lopez – Warehouse Technician

Primary Services:
• Payroll
• Accounts payable/receivable
• Grant financial management
• Budget planning and analysis
• Warehouse operations

Team members were assigned to assist in the ICC during the COVID response, answering phones, processing emergency supply orders, transporting supplies and food to vaccination sites and assisting in the Florence vaccine pod.

Special Recognition:
Beckie Jones: 30 years of service
Selected Accomplishments

• Managed a 600% increase to medical billing claims in part due to federal authorization to bill administrative costs for COVID-19 vaccine administration

• Trained and supervised Federal Emergency Management (FEMA) administrative support volunteers in billing

• Added financial management of 7 additional COVID-related grant programs

• Emergency management of daily processes such as payroll, and purchasing without causing any delays in service

• Supported COVID-19 response activities in the Incident Command Center

• Implemented an emergency ordering process to ensure all clinics/vaccine PODS were consistently supplied with items necessary to maintain public health emergency operations
# Public Health FY 2020/21
## Budget vs. Expenditures

<table>
<thead>
<tr>
<th></th>
<th>Budget</th>
<th>Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel Services</td>
<td>$7,141,464</td>
<td>$6,217,968</td>
</tr>
<tr>
<td>Employee Related Expenses</td>
<td>$2,579,575</td>
<td>$2,111,456</td>
</tr>
<tr>
<td>Professional &amp; Outside Services</td>
<td>$2,957,159</td>
<td>$2,436,064</td>
</tr>
<tr>
<td>Travel Expenses</td>
<td>$133,962</td>
<td>$47,202</td>
</tr>
<tr>
<td>Other Operating</td>
<td>$1,201,008</td>
<td>$1,292,534</td>
</tr>
<tr>
<td>Capital</td>
<td>$225,000</td>
<td>$100,962</td>
</tr>
<tr>
<td>Leases &amp; Rentals</td>
<td>$215,694</td>
<td>$246,752</td>
</tr>
<tr>
<td>Debt Service</td>
<td>$502,354</td>
<td>$350,914</td>
</tr>
<tr>
<td>Indirect</td>
<td>$267,931</td>
<td>$169,378</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$15,224,147</strong></td>
<td><strong>$12,973,230</strong></td>
</tr>
</tbody>
</table>
Public Health FY 2020/21
Revenue by Funding Source

- **General Fund**
  - $845,833, 10%
- **Other Revenue**
  - $756,397, 8%
- **Grants**
  - $3,725,744, 42%
- **Sales Tax**
  - $3,614,140, 40%
Appendix

SCENES FROM A PANDEMIC

Public Health staff holding pet of person getting vaccinated

IDES Team - Mutiny

Casa Grande – Vaccinations of Homeless

Halloween

Coolidge Clinic - Dec 23 Vaccinations

Coolidge Clinic - Dec 23 Vaccinations

Thank You sign and chocolate from client and her daughter

FEMA Senior Leadership visit Florence pod
Mitigation Strategies…Formal Measurement of 6 feet distancing in Board Room

Crazy hat day day

Trusty supply deliveries by Oscar

“We thank the entire Pinal County Health Department...we were also able to experience the commitment and dedication of all Public Health Department professionals. Everyone was friendly and always willing to train us and help us in what was possible. Everyone went up and beyond to keep us safe, healthy, fed, and happy here. We will never forget them, and we will always remember the heroic work they do for the residents of this community. I finish my mission in Arizona and return home…but here I leave part of my heart...many blessings to all.”

Glorimar Reyes Soto, Crew Lead
FEMA Admin Team

Many thank you notes kept the team going...

Public Health RNs COVID-19 testing

Training U.S. Forestry FEMA vaccination team
Thank YOU

There are hundreds of individuals, local, state and federal partners to thank this past year. The footprints you left here will always remind us you are part of our Pinal Public Health family. Our sincerest thanks to each one of you.