



Pima County Community Development and
Neighborhood Conservation Department

Outside Agency Program



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Fiscal Year 2012 - 2013
Annual Impact Report

-Outside Agency Overview-

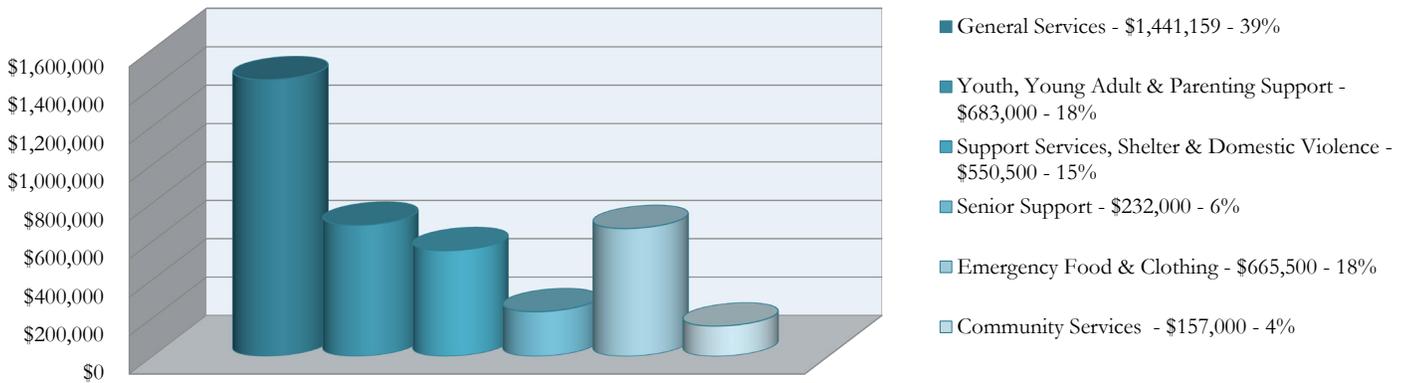
The Board of Supervisors allocates General Funds provided through the Outside Agency Program to address the most critical needs throughout the County, targeting services to underserved and economically disadvantaged populations and communities.

The Pima County Outside Agency program provides funding to non-profit organizations which serve economically and socially disadvantaged populations through human service programs. The Pima County Board of Supervisors establishes funding for the OA program and an appointed Committee holds a public process to review requests and make recommendations to the Board.

The Outside Agency Advisory Committee, with members appointed by the Board of Supervisors and the County Administrator, met throughout the year to review the progress programs have made and discuss issues that the agencies may have including the contractual process, the contractual requirements, the outcomes and outputs and the organizational capacity to deliver quality services.

This fiscal year programs were funded in five service categories, and the amount of funding for each service category was based upon the Committee's determination of community needs. The Committee's funding priorities for fiscal year 2012-2013 included: Basic Needs, Safety, Quality of Life, and Support Services. The Outside Agency Program provided over \$3.6 million in funding for social service programs.

OUTSIDE AGENCY FUNDING FY 12-13



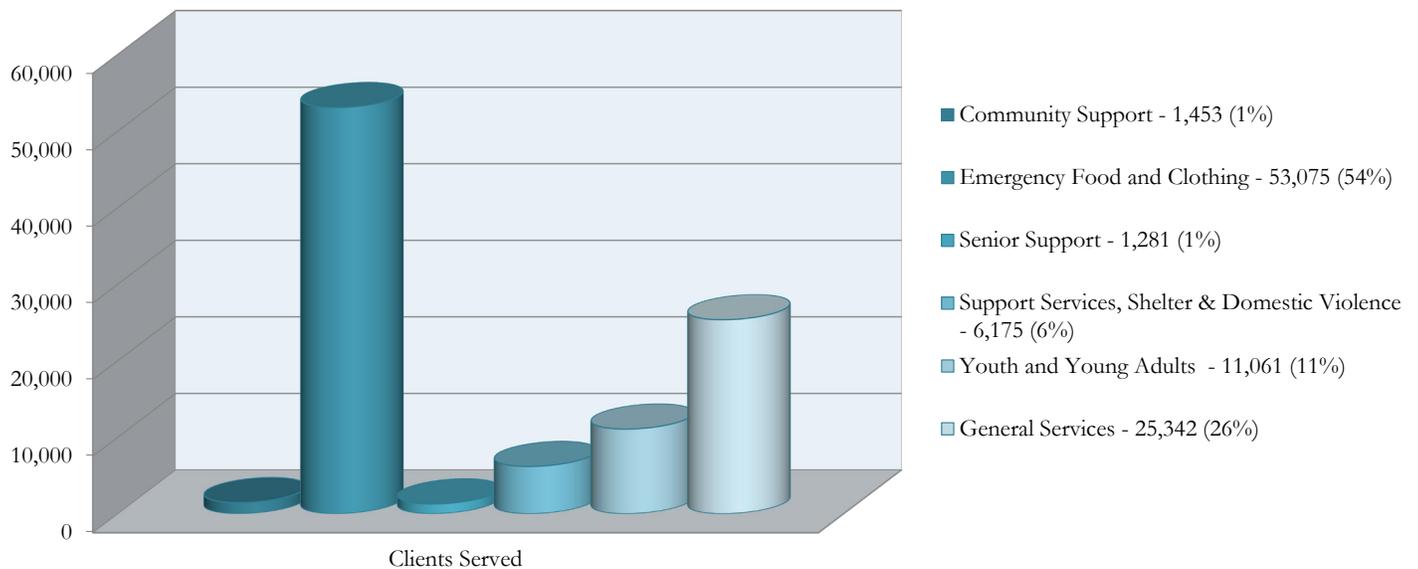
The following is a list of the current Outside Agency Community Advisory Committee members:

| COMMITTEE MEMBER | DATE APPOINTED | APPOINTED BY |
|-------------------|----------------|-------------------|
| Corey Smith | October 2006 | Anne Day |
| Mary Soltero | January 2011 | Ramon Valadez |
| Hope Green | April 2011 | Sharon Bronson |
| Jeannine Mortimer | February 2010 | Ray Carroll |
| Rosalva Bullock | February 2010 | Richard Elias |
| Steve Huffman | December 2010 | Chuck Huckelberry |

-Client Demographics-

| Demographics | Service Categories | | | | | | |
|--|--------------------|-----------------------------|----------------|---|------------------------|------------------|--------------------------------|
| | Community Support | Emergency Food and Clothing | Senior Support | Support Services, Shelter & Domestic Violence | Youth and Young Adults | General Services | Total Number of Clients Served |
| Female head of Houshold | 182 | 2,975 | 530 | 1,867 | 1,774 | 1,299 | 8,627 |
| Homeless | 7 | 894 | 67 | 1,070 | 608 | 153 | 2,799 |
| Persons with Disabilities | 237 | 279 | 753 | 1,459 | 297 | 1,585 | 4,610 |
| Low to Moderate Income (≤ 80% Medium Income) | 1,154 | 51,959 | 1,149 | 3,736 | 4,362 | 9,580 | 71,940 |
| Age Group (0-17) | 52 | 17,210 | 0 | 1,510 | 6,159 | 6,869 | 31,800 |
| Age Group (18-59) | 1,016 | 28,138 | 167 | 4,072 | 4,630 | 9,977 | 48,000 |
| Age Group (60 +) | 229 | 7,358 | 1,114 | 513 | 166 | 7,806 | 17,186 |
| Age Unknown | 156 | 369 | 0 | 80 | 106 | 690 | 1,401 |

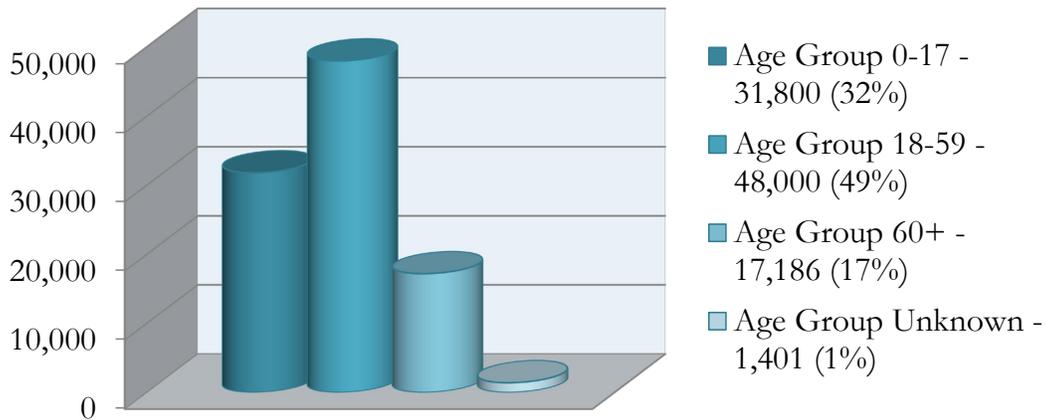
FY 12-13 Number of Clients by Service Category



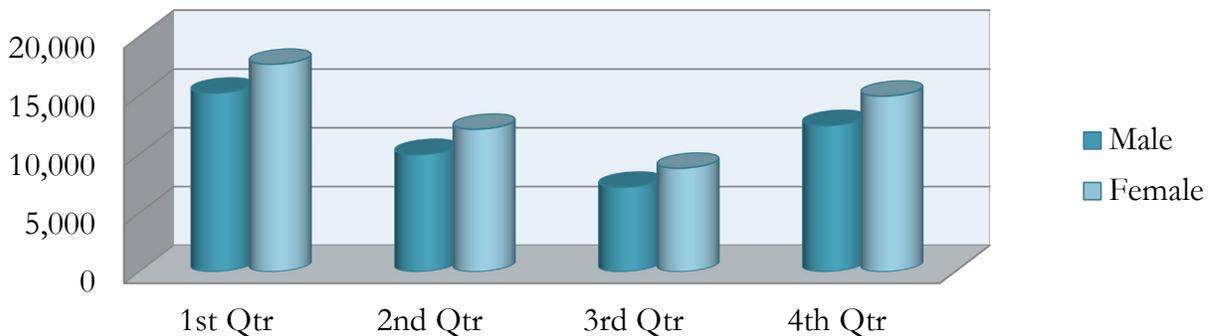
| AREA | Service Categories | | | | | | |
|-----------------------------|--------------------|-----------------------------|----------------|-------------------------------------|------------------------|------------------|--------------------------------|
| | Community Support | Emergency Food and Clothing | Senior Support | Support Services, Domestic Violence | Youth and Young Adults | General Services | Total Number of Clients Served |
| Urban | 1,459 | 69,116 | 1,314 | 6,628 | 17,173 | 14,036 | 109,726 |
| Rural | 204 | 7,653 | 13 | 263 | 3,044 | 932 | 12,109 |
| Unincorporated Pima County* | 0 | 7,653 | 13 | 65 | 586 | 260 | 8,577 |

*Unincorporated Pima County numbers are included in the Rural category.

FY 12-13 Clients Served by Age Group



FY 12-13 Unduplicated Individuals by Quarter



-Outputs by Service Category-

| Community Support | | | | | |
|--|----------|-----------------|-------------------------|--------------|----------------------|
| Output | Unit | Projected Units | Projected Beneficiaries | Actual Units | Actual Beneficiaries |
| Case Management | Hours | 400 | 50 Households | 533 | 64 Households |
| Financial Assistance | Dollars | 4,200 | 15 Households | 4,179 | 19 Households |
| Individual Support | Contacts | 950 | 950 Individuals | 685 | 685 Individuals |
| Individual Support | Hours | 450 | 15 Individuals | 531 | 42 Individuals |
| Material Assistance | Items | 700 | 175 Individuals | 1,540 | 385 Individuals |
| Professional Services | Hours | 54 | 18 Households | 54 | 18 Households |
| Professional Services | Hours | 2,756 | 1,101 Individuals | 2,443 | 631 Individuals |
| Service Learning Activities | Hours | 2,500 | 100 Individuals | 6,756 | 250 Individuals |
| Training- Volunteers/ Professionals | Hours | 120 | 3 Individuals | 120 | 3 Individuals |

| Emergency Food and Clothing | | | | | |
|---------------------------------------|--------|-----------------|-------------------------|--------------|----------------------|
| Output | Unit | Projected Units | Projected Beneficiaries | Actual Units | Actual Beneficiaries |
| Food Assistance | Boxes | 5,560 | 1,005 Individuals | 5,694 | 3,047 Individuals |
| Food Assistance | Meals | 4,810 | 5 Agencies | 38,603 | 11 Agencies |
| Food Assistance | Meals | 5,681 | 23 Individuals | 10,643 | 55 Individuals |
| Food Assistance | Pounds | 705,623 | 36 Agencies | 1,928,338 | 114 Agencies |
| Food Assistance | Pounds | 922,833 | 16,942 Individuals | 2,190,426 | 46,514 Individuals |
| Material Assistance | Items | 4,000 | 35 Agencies | 8,508 | 58 Agencies |
| Material Assistance | Items | 53,320 | 1,720 Households | 47,827 | 1,605 Households |
| Material Assistance | Items | 4,000 | 400 Individuals | 4,657 | 558 Individuals |
| Training-Volunteers/ Professionals | Hours | 1,358 | 38 Individuals | 2,335 | 56 Individuals |
| Transportation Assistnce | Trips | 700 | 35 Agencies | 882 | 46 Agencies |

| Senior Support Services | | | | | |
|---------------------------------------|----------|-----------------|-------------------------|--------------|----------------------|
| Output | Unit | Projected Units | Projected Beneficiaries | Actual Units | Actual Beneficiaries |
| Case Management | Hours | 1,040 | 260 Individuals | 1,084 | 290 Individuals |
| Crisis Intervention/ Advocacy | Hours | 260 | 260 Individuals | 456 | 290 Individuals |
| Food Assistance | Meals | 17,575 | 138 Individuals | 19,698 | 369 Individuals |
| Food Assistance | Meals | 45,670 | 158 Individuals | 32,390 | 216 Individuals |
| Individual Support | Contacts | 5,884 | 118 Individuals | 5,859 | 222 Individuals |
| Individual Support | Hours | 3,500 | 35 Individuals | 3,500 | 35 Individuals |
| Pro-social Activities | Events | 0 | 0 Individuals | 0 | 0 Individuals |
| Pro-social Activities | Hours | 14,090 | 65 Individuals | 12,634 | 262 Individuals |
| Training-Volunteers/ Professionals | Hours | 58 | 52 Individuals | 107 | 73 Individuals |
| Transportation Assistnce | Trips | 6,884 | 92 Individuals | 3,084 | 155 Individuals |



| Support Services, Shelter, and Domestic Violence | | | | | |
|---|------------|-----------------|-------------------------|--------------|----------------------|
| Output | Unit | Projected Units | Projected Beneficiaries | Actual Units | Actual Beneficiaries |
| Case Management | Hours | 312 | 26 Households | 312 | 26 Households |
| Case Management | Hours | 3,252 | 370 Individuals | 3,571 | 375 Individuals |
| Crisis Intervention/Advocacy | Hours | 8,000 | 200 Individuals | 8,000 | 562 Individuals |
| Financial Assistance | Dollars | 33,500 | 278 Households | 33,500 | 321 Households |
| Financial Assistance | Dollars | 57,049 | 65 Individuals | 15,379 | 67 Individuals |
| Food Assistance | Boxes | 1,800 | 400 Households | 1,948 | 404 Households |
| Food Assistance | Boxes | 510 | 340 Individuals | 344 | 404 Individuals |
| Food Assistance | Meals | 4,600 | 115 Individuals | 4,322 | 131 Individuals |
| Individual Support | Contacts | 6 | 6 Contacts | 54 | 54 Contacts |
| Individual Support | Contacts | 380 | 8 Individuals | 335 | 24 Individuals |
| Individual Support | Hours | 150 | 10 Households | 101 | 16 Households |
| Material Assistance | Items | 2,091 | 523 Individuals | 18,931 | 437 Individuals |
| Professional Services | Hours | 600 | 27 Individuals | 653 | 85 Individuals |
| Referral/Information | Referrals | 410 | 277 Households | 825 | 428 Households |
| Referral/Information | Referrals | 2,886 | 1,497 Individuals | 3,904 | 3,503 Individuals |
| Screening/Assessment | Screenings | 1,311 | 1,161 Individuals | 1,113 | 1,059 Individuals |
| Shelter | Nights | 3,640 | 104 Households | 2,747 | 119 Households |
| Shelter | Nights | 3,566 | 95 Individuals | 3,918 | 78 Individuals |
| Training-Skill Development | Hours | 2,184 | 837 Individuals | 3,766 | 975 Individuals |
| Training-Volunteers/ Professionals | Hours | 273 | 177 Individuals | 634 | 496 Individuals |
| Transportation Assistance | Trips | 800 | 80 Individuals | 471 | 109 Individuals |



FY 2012 - 2013 Outside Agency Annual Report

| Youth and Young Adults | | | | | |
|---------------------------------------|------------|-----------------|-------------------------|--------------|----------------------|
| Output | Unit | Projected Units | Projected Beneficiaries | Actual Units | Actual Beneficiaries |
| Case Management | Hours | 2,950 | 210 Individuals | 2,917 | 200 Individuals |
| Child Care | Hours | 21,141 | 30 Individuals | 20,850 | 54 Individuals |
| Crisis Intervention/ Advocacy | Hours | 870 | 40 Households | 870 | 181 Individuals |
| Financial Assistance | Dollars | 9,000 | 40 Households | 7,938 | 49 Households |
| Financial Assistance | Dollars | 65,000 | 52 Individuals | 65,000 | 52 Individuals |
| Group Support | Hours | 12,632 | 304 Individuals | 12,634 | 598 Individuals |
| Individual Support | Hours | 90 | 10 Individuals | 93 | 25 Individuals |
| Material Assistance | Items | 1,000 | 10 Households | 701 | 9 Households |
| Mentoring | Hours | 4,320 | 30 Individuals | 3,528 | 59 Individuals |
| Professional Services | Hours | 560 | 40 Individuals | 609 | 47 Individuals |
| Pro-Social Activities | Hours | 40,960 | 557 Individuals | 44,638 | 1,703 Individuals |
| Respite | Hours | 520 | 10 Individuals | 520 | 13 Individuals |
| Screening/Assessment | Screenings | 600 | 600 Individuals | 765 | 765 Individuals |
| Service Learning Activities | Hours | 3,200 | 450 Individuals | 2,996 | 483 Individuals |
| Training-Skill Development | Hours | 27,240 | 2,524 Individuals | 19,260 | 3,050 Individuals |
| Training-Volunteers/ Professionals | Hours | 500 | 54 Individuals | 464 | 108 Individuals |
| Tutoring/Academic Assistance | Hours | 16,910 | 240 Individuals | 17,990 | 362 Individuals |



FY 2012 - 2013 Outside Agency Annual Report

| General Services | | | | | |
|--|------------------|-----------------|-------------------------|--------------|----------------------|
| Output | Unit | Projected Units | Projected Beneficiaries | Actual Units | Actual Beneficiaries |
| Case Management | Hours | 2,400 | 50 Individuals | 2,420 | 61 Individuals |
| Food Assistance | Meals Congregate | 2,040 | 170 Individuals | 4,259 | 423 Individuals |
| Food Assistance | Meals Provided | 3,565 | 23 Individuals | 4,091 | 27 Individuals |
| Group Support | Hours | 2,250 | 150 Individuals | 3,336 | 1,559 Individuals |
| Homeownership | Hours | 30 | 30 Households | 28 | 28 Households |
| Individual Support | Hours | 4,779 | 4,582 Individuals | 7,143 | 6,216 Individuals |
| Material Assistance | Items | 500 | 250 Households | 3,303 | 1,591 Households |
| Material Assistance | Items | 660 | 660 Individuals | 735 | 656 Individuals |
| Mini - Grants | Dollars | 8,750 | 7 Agencies | 4,132 | 8 Agencies |
| Professional Services | Contacts | 7,682 | 3,538 Individuals | 14,636 | 6,427 Individuals |
| Professional Services | Hours | 1,580 | 1,931 Individuals | 2,184 | 2,315 Individuals |
| Pro-social Activities | Events | 2 | 350 Individuals | 2 | 463 Individuals |
| Pro-social Activities | Hours | 8,600 | 4,300 Individuals | 18,120 | 11,630 Individuals |
| Public Facility Improvement | Modification | 200 | 40 Individuals | 180 | 180 Individuals |
| Referral/ Information | Calls | 128 | 69 Households | 202 | 52 Households |
| Referral/ Information | Print Media | 20 | 45 Individuals | 20 | 45 Individuals |
| Referral/ Information | Referrals | 600 | 300 Households | 6,645 | 6,645 Households |
| Respite | Hours | 540 | 3 Individuals | 319 | 4 Individuals |
| Screening/ Assessment | Screenings | 1,053 | 1,553 Individuals | 3,108 | 3,108 Individuals |
| Service Learning Activities | Hours | 18,560 | 128 Individuals | 19,168 | 128 Individuals |
| Training-Skill Development | Hours | 4,650 | 1,423 Individuals | 5,768 | 1,799 Individuals |
| Training- Volunteers/ Professionals | Hours | 3,607 | 798 Individuals | 5,943 | 2,035 Individuals |

-Outside Agency Collaborations & Best Practices-

In their annual reports, agencies describe outcomes that have been accomplished during FY 11-12.
The following are examples of the outstanding outcomes achieved by these agencies:

| | |
|---|---|
| <p align="center">YWCA \$18,000</p> <p>YWCA's Women's Counseling Network recruits volunteer counselors to provide free counseling to low income women. The clients are screened by the program director who is a licensed counselor</p> | <p>The primary focus of the Women's Counseling Network continues to be to provide cost-free counseling for women who can't afford it. We also emphasize community outreach services to providers for appropriate referrals and outreach services to prospective volunteer counselors WCN has adopted a new database due to the system crash of our previous database. Ongoing data has been collected and is now being input into a new database system which will assist in tracking our units of service provided for our reports to the county. It is hoped that the database will also allow us to track trends in referrals and outcomes of our clients, so we can continue to improve our system. With an estimated value of \$100 per session, WCN provided \$6,400 in counseling services to women in the community during the fourth quarter of 2013 fiscal year.</p> <p>Our intake tool is one that allows the client to discuss their issues/ problems but also emphasizes their coping skills and talents. This strength-based approach is carried throughout our program, from the time a client walks through our door and all the way through services. The therapists who volunteer for our program are all knowledgeable about how to utilize a client's strengths to overcome their difficulties. Additionally, we utilize a solution-focused approach. It is important that each client leaves her appointment with a resource she didn't have an hour earlier. We promote personal self-sufficiency and teach clients how to navigate life and the daily issues they confront. Our high rate of follow-through when we refer clients to therapists seems to indicate that this approach is helpful to them.</p> |
| <p align="center">Wingspan Eon \$26,500</p> <p>Eon Youth Program provides a drop-in center and services to lesbian, gay, bisexual, transgender (LGBT) creating a safe and supportive environment.</p> | <p>Wingspan also hosted the "Youth Leadership Retreat," EON prom, and sent two youth to the Creating Change conference in Atlanta, Georgia. The (selective) Leadership Retreat took 11 youth to a nearby ranch to participate in self-awareness activities, team building, and various leadership development programs. EON prom provides a safe place for LGBTQ youth to experience a prom that they will most likely not experience at school. And, upon returning from Creating Change, the two youth that went reported tremendous motivation to work for social change, realizing that they had no idea as to the myriad of opportunities in the field of social work.</p> <p>There were not any major problems or concerns this year. Of course, when an organization is under entirely new leadership and is routinely bringing on additional staff members, we are constantly undergoing training and capacity building, with both organizational knowledge as well as training resources outside of the organization. In addition, there is always a learning curve for new staff. And, on top of all of that, we are trying to clean and renovate the space. Thus, we have been incredibly busy over and above basic, everyday operations. All considered, those have been our biggest challenges this year, but it is a great staff, all banding together and working many hours, to make sure all the work gets done and programs keep operating to serve our program participants.</p> |
| <p align="center">Southern Arizona Buffelgrass Coordination Center \$48,265</p> <p>Buffelgrass Coordination Efforts provides regional and local leaders, agencies utilities and other organizations with information regarding the impact of buffelgrass on the environment, economy and community health and safety.</p> | <p>We are collaborating with the BLM to mitigate buffelgrass on their Snyder Hill site and have put in for an Arizona Forestry grant to work on the State and private lands surrounding it. We are working with the Tucson Airport Authority and Pima County on the FEMA grant. Our working group is a collaboration of federal, state, and local jurisdictions for buffelgrass control.</p> |

-Outside Agency Program Impacts-

| | |
|--|--|
| <p align="center">Mobile Health \$46,111</p> <p>Mobile Health Program, Family and Community Medicine provides a mobile medical unit that contains two exam rooms and reception area. Additional space for examinations are provided at the site where the Mobile Unit parks. Community health workers, medical and dental professionals, and promotoras work with clients to identify and address health issues and arrange referrals and follow-up to ensure appropriate continuum of care.</p> | <p>The Mobile Health Program developed a patient satisfaction survey which was distributed throughout the contract year to patients at all clinic sites. The form had six questions and was available in English and Spanish. Fifty-five percent of respondents chose to answer in Spanish. Of the 1337 patients, 99 responses were received, a 7 percent response rate.</p> <p>We have addressed the concern about chairs at Hope and are in the process of developing a flyer in Spanish that tells patients how they can donate further to the program. The survey helps us understand that people hear about the program from many sources and we need to continue to have active outreach through multiple communication channels. We are in the process of finalizing a new patient flyer as well. This is especially important since we have significant one time users of the clinic.</p> <p>We are communicating with the University of Arizona Health Network about the percentages of patients who may have otherwise sought emergency room care which is more expensive for the patient, the hospital and the community. If we extrapolate the 26 percent positive response rate to our 1337 patients we can estimate close to 300 patients who may have otherwise used the emergency room if we were not there. We also plan to share these results with the staff and the Ortiz Endowment Advisory Board. We would like to increase the numbers of patients who use our clinic for chronic and preventive care. These were indicated as the least likely reason patients use our clinic.</p> |
| <p align="center">Pima County Community Land Trust \$50,000</p> <p>Homeownership Program acquire homes from the City of Tucson, rehabilitate the homes to suitable living standards and sells the homes to low-to-moderate income eligible households.</p> | <p>The agency maintains ownership of the real property upon which the homes are located. Affordability of the homes are ensured through 99 year land leases. Five low to moderate income households were able to purchase a beautifully rehabbed home with only \$1500 out of pocket. Their mortgage was 80% of the leasehold appraised value which allowed them to increase their purchasing power. They all received one on one housing counseling from a HUD approved housing counseling agency and a minimum of 8 hours of homebuyer education.</p> <p>PCCLT acquired 4 homes and entered into contracts to rehab these homes during this quarter. PCCLT continued with its marketing by holding an informational event on May 7, 2013 where realtors and future homebuyers were invited by newspaper and email blasts. The event was a success as 40+ attended.</p> |
| <p align="center">Primavera Catalina \$35,500</p> <p>Catalina House Transitional Housing for Men</p> <p>Provides transitional housing for single men without children for up to two years. Men must be employed a minimum of 25 hours per week or receiving entitlements. Men must be working or attending school. Program leads to self sufficiency and permanent housing.</p> | <p>The challenge continues to be for participants to maintain a sobriety. The program Resource Specialist works closely with men who struggle with substance abuse issues, by providing necessary encouragement and the resources to assist them with their daily sobriety. Men who are not ready for sobriety or choose to continue using eventually leave the program unsuccessful. One of the eight participants that left chose to continue using even after he was given the opportunity to get inpatient drug rehab assistance. Participants also have medical concerns that they are not getting looked at due to lack of affordable health care.</p> <p>Catalina continued its collaboration with the Southern Arizona AIDS Foundation this fiscal year through its "Say it Straight" sexual health education workshops. The program also provided safer sex supplies to residents and offered on-site immunization clinics for common sexually-transmitted infections and other preventable communicable diseases. Catalina continues to maintain excellent relationships with several other community partners. Notable among them is the COPE New Beginnings program, which provides referrals of men graduating from that program. Catalina also engages with the Southern University of Arizona College of Pharmacy and the El Rio Health Center to provide life skills classes and services. Catalina also works collaboratively with other programs within the Primavera Foundation, specifically with the Workforce Development Program and the Prisoner Re-Entry Program, primarily for referrals of new residents and support of existing residents in employment-related matters. Catalina also referred residents to Primavera's financial literacy classes.</p> |

-Outside Agency Challenges & Successes-

In their annual reports, agencies describe the barriers or obstacles they have faced. The following are quotes that illustrate some of these challenges and ways they have addressed them:

| | |
|---|---|
| <p align="center">Pio Decimo 27,000 Emergency Food and Clothing</p> <p>Emergency Food and Clothing Program provides food boxes, clothing, household appliances and hygiene products to families and individuals</p> | <p>During this quarter food safety guidelines, which were provided by the Community Food Bank Agency Relations Manager, were offered to participants within the emergency food assistance program. Subject matter included cross contamination, temperature control, food handling, and care of canned goods. In an effort to enhance food safety awareness among personnel involved in this service area, staff plans to schedule ongoing training groups to review the most up-to-date information.</p> <p>During this quarter, a significant reduction in community donations (e.g., clothing items, household goods, and hygiene products) greatly affected the material assistance program. Because of this unexpected decline, participants were offered a limited assortment of products on hand. Collaboration with nearby organizations, such as Gospel Rescue Mission and St. Vincent de Paul Society, have resulted in some reinforcement of our much needed provisions.</p> |
| <p align="center">Child Care \$80,500</p> <p>The child Care for the Working Poor program provides a licensed, DES certified facility that offers full day child care for preschoolers and out-of-school time care for school age children throughout the year.</p> | <p>During the fourth quarter, our early childhood education program was awarded a four star rating (the ratings are a one to five, with five being the highest) through First Things First, Quality First, Improvement and Rating Program. This came from three assessments during the year. During the summer, children from Catholic social Services' Refugee and Immigration program attend the summer program again. It is wonderful to have them at the center, a benefit for them and for the other children. With the additional funds from Pima County, new families were able to have their children at the center. Without financial assistance, children would have been left home with older siblings, alone or have to go to work with a parent. Parents were grateful for the opportunity for their children to participate in our activities, be with children their own age and be in a safe place.</p> <p>As in past quarters, during this quarter, it was challenging for the teachers to find the time needed in using the Teaching Strategies GOLD assessment tool, getting all areas covered in each child's portfolio and meeting with the parents. Establishing the improved classrooms with the Quality first Improvement Rating program has been found to be costly. The established centers require more supplies and material. With our restricted budget, it has been, and will be, a challenge maintaining the recommended supplies in the classrooms. It continued to be a challenge to be successful with the parent education program. By April, we could not find presenters available to provide workshops. It has been difficult to get parents to attend the classes, but once they attend, they appreciate the content of the workshops.</p> |
| <p align="center">El Rio Santa Cruz Neighborhood Health Center, Inc. dba El Pueblo Health Center \$166,506</p> <p>TCE Program offers a patient-centered medical home with an interdisciplinary approach to serve uninsured individuals.</p> | <p>Services reach uninsured TCE patients and patients who meet the federal guideline for sliding fee scales services. We added extended hours to accommodate our patients. We are now open 8 a.m. – 8 p.m. Monday through Thursday. We completed the fourth cohort of the Canyon Ranch Life Enhancement Program, open to all patients and we continue to offer diabetes education and yoga classes on a weekly basis. We have also added four first year medical residents from the Wright Residency Program to assist in clinical activity and patient education. Finally, we added to new FNPs to our medical practice.</p> <p>Our challenge for the coming year will be the development of a more efficient and collaborative team model of care delivery for the providers and various health care professionals. There is an identified need to “retrain” the team around roles and responsibilities which will yield accountability, quality patient care outcomes, optimal efficiency and cost effectiveness. Some of the ideas under consideration by the team include creating pre-visit checklists for which the medical assistant is responsible and transitioning all high-risk patients to the EMR adjunct data retrieval tool, “i2i,” allowing for a holistic view of the patients’ screenings, needed care and recall plan. In addition, the development of consistent standing orders for the team as they relate to various chronic diseases such as asthma, diabetes and hypertension, will allow more efficient and timely responses to patient needs and care delivery.</p> |

-Program Highlights FY 12-13-

**MORE THAN 120,000 PEOPLE WERE SERVED BY OUTSIDE AGENCY PROGRAMS
THROUGHOUT PIMA COUNTY DURING FY 12-13**

| Outputs | Number Served |
|--------------------------------|----------------------|
| Case Management | 990 |
| Financial Assistance | 138 |
| Food Assistance - Meals | 1,005 |
| Food Assistance - Boxes | 3,451 |
| Individual Support | 7,303 |
| Material Assistance | 2,036 |
| Shelter Nights | 78 |
| Training - Skill Development | 5,824 |
| Transportation Assistance | 264 |
| Tutoring - Academic Assistance | 362 |

Community Development & Neighborhood Conservation Mission:

“To create a more livable County and to improve the quality of life for residents, with a special emphasis on economically and socially disadvantaged communities, through the development and coordination of programs and services.”

-Outside Agency Program Goals and Objectives-

1. Direct funds to programs & agencies that have demonstrated a beneficial community impact
2. Identify gaps and community assets to determine an effective systematic approach for allocating funding
3. Identify best practices implemented by agency programs and act as a resource for other agencies to obtain best practice models and information
4. Provide technical assistance to agencies for program enhancement & board/staff development

Pima County Community Development & Neighborhood Conservation Department

Margaret Kish, Director

Lori Aldecoa, Outside Agency Program Coordinator

Kino Service Center, 2797 E. Ajo Way, Tucson, AZ 85713, Phone (520)243-6763

CDNC website: http://webcms.pima.gov/government/community_development_neighborhood_conservation/

OA Website: <http://webcms.pima.gov/cms/one.aspx?portalId=169&pageId=23268>



Pima County Board of Supervisors

Ramón Valadez – Chairman, District 2

Ally Miller, District 1

Sharon Bronson, District 3

Ray Carroll, District 4

Richard Elias, District 5

County Administrator, C.H. Huckelberry

