



Resource Guide

Community Partners Edition

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Disclaimer about Information Accuracy

Although every effort has been made to provide complete and accurate information, Pima County Health Department makes no warranties, express or implied, or representations of the accuracy of the content on this resource guide.

Overview of PCHD



The Vision & Mission of the Pima County Health Department

Vision

A Healthy Pima County. Every**one**. Every**where**. Every**day**.

Mission

We work with our community to improve the health, safety, and well-being of Pima County.

Values

Accessible: We meet people where they are and break down barriers to seamlessly connect them to resources.

Accountable: We are truthful, honest, and fair in our actions and take responsibility for our performance.

Community collaboration: We view the community as the most important member of our team, working side-by-side to build a public health system that works for all.

Culture of quality: We improve and innovate our public health practice through continuous learning, evaluation, and improvement.

Customer-centered: We are respectful, kind, and helpful and believe each interaction is an opportunity to learn.

Data-driven: We base decisions, policies, and programs on the best available data, evidence, and practice.

Equitable: We are committed to compassionate and inclusive service that affirms dignity and works toward justice.

Goal-oriented, outcome-focused: We identify and set goals to advance public health initiatives and address our community's needs and priorities.

Proactive: We continuously anticipate, prepare, and respond to the public health interests of our community.

Accreditation

In May of 2016, the Pima County Health Department became one of 134 health departments that have achieved accreditation through PHAB since the organization launched in 2011 and is one of three counties in Arizona to reach this achievement.





Dr. Theresa Cullen
Pima County Health Department
Director



Overview of PCHD



Clincs

East Clinic

6920 E. Broadway Blvd, Suite A, E and G
Tucson, AZ 85710
520.724.9650

Theresa Lee Public Health Center

1493 W. Commerce Court
Tucson, AZ 85746
520.724.7900
No WIC

North Clinic

3550 N. 1st Ave, Suite 300
Tucson, AZ 85719
520.724.2880
No WIC

Tuberculosis Clinic

2980 E. Ajo Way
Tucson, AZ 85713
520.724.8491

Offices

Abrams Public Health Center

3950 S. Country Club Road, Suite 100
Tucson, AZ 85714
520.724.7770
520.724.7777
Offers WIC & CHFS
No Clinical Services (e.g. Family Planning, immunizations, HIV/STI)

Flowing Wells Office

4500 N. Old Romero Road
Tucson, AZ 85705
520.724.7777
WIC only

South Office at Walter Rogers

175 W. Irvington Road
Tucson, AZ 85714
520.724.7777
Wic only



Clinical Services

Clinical Services

East Clinic

6920 E. Broadway Blvd, Suite A, E and G
Tucson, AZ 85710
520.724.9650

North Clinic

3550 N. 1st Ave, Suite 300
Tucson, AZ 85719
520.724.2880:

Theresa Lee Public Health Center

1493 W. Commerce Court
Tucson, AZ 85746
520.724.7900

Clinical Services



Clinical Services

Public Health Nursing (PHN)

Public Health Nurses (PHNs) work throughout the community by promoting health and wellness and providing essential preventative services. PHNs also work with community partners such as libraries, schools, child care providers, and others to promote disease prevention and safety precautions that improve the community's health.

The following Services are offered through Public Health Nursing:

Child and Adult Immunizations	Vaccine services are offered free for children. Adult services are free of charge for uninsured people. However, insured adults are responsible for their bills.
Home visits/ Case management	Individual and family health education support and advocacy.
Blood Pressure Clinics	Free blood pressure testing, education, and referral.
Library Nurse Program	<p>Basic Health Services and education. One of the innovative ways Health Department Nurses provide service to the community is through the Library Nurse Program, a collaborative initiative launched in partnership with the Pima County Public Library in 2012.</p> <p>The program gives library patrons the chance to receive support, education, and resources that they may not otherwise be readily able to access. A public health nurse team makes rounds at County libraries, offering basic health services to parents of young children, homeless adults, those with behavioral health needs, and everyone in between.</p>
Website	webcms.pima.gov/cms/one.aspx?portalId=169&pageId=39186
Health Presentations	Topics such as Senior Wellness, car seat safety, Diabetes, and preparing for public health emergencies.
Eligibility Requirements & Target Audience	Open from newborns to the elderly, PHN services are available to all, regardless of insurance status. In addition, there is no cost for the program.

Family Planning – Title X Services

Theresa Lee Public Health Center

1493 W. Commerce Court
Tucson, AZ 85746
520.724.7900

North Clinic

3550 N. 1st Ave, Suite 300
Tucson, AZ 85719
520.724.2880

The Title X Family Planning Program is dedicated to providing confidential, high-quality family planning and related preventive health services. Title X contributes to positive birth outcomes and improved health for women and infants. The program offers a broad range of acceptable and effective medically approved contraceptive methods and related services on a voluntary and confidential basis, prioritizing persons from low-income families.

Family Planning Services include:

- ◆ Providing contraception to help women and men plan and space births, prevent unintended pregnancies, and reduce the number of abortions;
- ◆ Offering pregnancy testing and counseling;
- ◆ Helping clients who want to conceive; providing basic infertility services;
- ◆ Providing preconception health services to improve infant and maternal outcomes and improve women's and men's health; and
- ◆ Providing sexually transmitted disease (STD) screening and treatment services to prevent tubal infertility and improve the health of women, men, and infants.

Additional Services for Women, Males, and Teens:

Birth control methods – Birth Control Pills, Diaphragm, Intrauterine Device (IUD), Depo Provera Shot (DEPO), Implants, Condoms, NuvaRing and Cycle Beads (Natural Family Planning) including vasectomy (male sterilization).

Health Justice for Intersectional Populations

Our team works to connect Health Department and community programs and resources to populations that have been historically excluded from health and governmental systems. The goal is to create equity and increase health justice in Pima County. Currently, we are working to support congregate facilities (long-term care, behavioral health residential facilities, and DDD group homes), people living with disabilities, LGBTQ+ individuals, people of color, people experiencing homelessness, asylum seekers/migrants/refugees, and the homebound populations. Most of our efforts have focused on COVID testing, vaccination, and guidance, but we also support work in the flu vaccine, infection control and prevention, and climate resilience. This program was previously called "Congregate Settings."

In November 2021, this team took on the Schools program.

Clinical Services



HIV Prevention

Theresa Lee Public Health Center

1493 W. Commerce Court

Tucson, AZ 85746

520.724.7900

HIV Prevention Program Services include:

- ◆ Linkage to HIV and STD testing;
- ◆ Targeted outreach testing (HIV & STD);
- ◆ Linkage and referrals for HIV Positive individuals;
- ◆ Linkage and information to PrEP (Pre-Exposure Prophylaxis);
- ◆ Linkage and information to PEP (Post-Exposure Prophylaxis); and
- ◆ Linkage to harm reduction and exchange services for injection drug users.

Eligibility Requirements	HIV Prevention program is offered to high-risk individuals for HIV and STD, Men who have sex with Men (MSM), HIV Positive Individuals, and the general public.
Cost	None
Website	www.pima.gov/hiv

HIV/STD Surveillance Program

Theresa Lee Public Health Center

1493 W. Commerce Court

Tucson, AZ 85746

520.724.7900

Communicable Disease Investigators (CDI) are public health staff responsible for finding and counseling people with sexually transmitted infections (STI). CDI are trained professionals informed about the causes and spread of STIs, skilled in taking sexual histories, identifying and locating people who may have been exposed to an STI, and knowing where to refer people for evaluation and treatment. CDI also provides counseling about behaviors that put a person at risk for STIs, including HIV infection. In addition, CDI focuses on providing patients with accurate information about STIs and how to prevent future infection and notifying and locating unaware partners so they can receive confidential and prompt diagnosis and treatment.

CDI are available to help and support medical providers with linkage to care for HIV patients, CDC STI treatment guidance, locate patients who have been tested but did not return to get positive test results and treatment. In such cases, CDI can act as an agent of the medical provider, using their resources and experience to locate these patients. Once located, patients can be referred back to the original provider or the health department for treatment and other needed services. CDI can also help medical providers locate contact partners who need to be notified of possible exposures and receive testing and treatment.

Website

www.pima.gov/hiv

Clinical Services



LifePoint

Theresa Lee Public Health Center
1493 W. Commerce Court
Tucson, AZ 85746
Mondays 9 a.m. - Noon

East Clinic
6920 E. Broadway Blvd, Suite B
Tucson, AZ 85710
Tuesdays 10 a.m. - 2 p.m.

North Clinic
3550 N. 1st Ave, Suite 300
Tucson, AZ 85719
Fridays 10 a.m. - 2 p.m.

LifePoint is a one-for-one syringe exchange program for injection drug users.

LifePoint Needle Exchange Program services include:

- ◆ The exchange of used syringes for clean syringes to promote safer injecting practices;
- ◆ A venue for safe testing and treatment services;
- ◆ To assist in reducing the spread of HIV, HEP C, and other blood-borne diseases;
- ◆ Provide appropriate referrals for other services and treatment options; and
- ◆ A non-judgmental location that promotes the safety of injectors.

Target Audience

Active injection drug users / any age.

Teen Mobile Clinic - Project C.O.N.T.A.C.T

Theresa Lee Public Health Center
1493 W. Commerce Court
Tucson, AZ 85746

Teen Mobile Clinic
520.940.0165

Request for presentations and health fairs
520.724.3972

Services offered:

- ◆ Health Promotion and Education for adolescents and adults;
- ◆ Reproductive Health for Adolescents and Adults;
- ◆ Reproductive Life Planning for Teens and Adults (men & women);
- ◆ HIV/STI testing and prevention; and
- ◆ Adolescent Care Coordination.

Oral Health (Dental)

East Clinic

6920 E. Broadway Blvd, Suite B
Tucson, AZ 85710

The Oral Health Program is a mobile program that travels to various sites to educate about the importance of oral health, provide preventive dental services, and assist families with finding dental care. The goal is to decrease childhood tooth decay (cavities), one of the most common preventable diseases. Cavities can be prevented with early dental visits, fluoride, regular brushing, flossing, and a healthy diet.

Services offered:

Pima County Health Department's Oral Health Program has been providing free services in the Cavity Free AZ program, a school-based dental sealant program, for over 15 years! This program works out of the Pima County Mobile Dental Unit. The mobile dental unit travels to various elementary and middle schools in the Amphitheater, Flowing Wells, Marana, Sunnyside, and Tucson Unified School Districts with the Cavity Free AZ Program. Our program provides dental screenings and sealants to 2nd and 6th-grade children attending qualifying schools, at no charge to school or parents. The screening and sealant application process is done in less than 30 minutes by licensed dental professionals while the children are at school.

The First Smiles Matter Program (FSM) provides free dental screenings and topical fluoride treatments for children ages 0-5 years and expectant mothers. Registered dental hygienists provide all screenings and preventive treatments in childcare centers, preschools, pediatric offices, and other places where young children and their families visit. In addition, due to the importance of oral health during pregnancy, screenings and education are provided to expectant mothers in various settings, obstetric offices, WIC clinics, and other sites.

Website

www.pima.gov/firstsmiles

Clinical Services



Tuberculosis (TB) Clinic

Tuberculosis Clinic

2980 E. Ajo Way
Tucson, AZ 85713
520.724.8491

The Tuberculosis Clinic is responsible for protecting the residents of Pima County through:

- ◆ Identifying and providing the treatment of individuals with active TB disease;
- ◆ Identifying and testing contacts to active cases and offering treatment if indicated;
- ◆ Providing or facilitating treatment of patients with latent TB infection (LTBI); and
- ◆ Educating the community of TB detection, testing, diagnosing, and treatment

Services offered:

- ◆ Pima County Health Department TB Control is staffed by a physician, nurses, communicable disease investigator, and medical assistants with expertise in the evaluation and management of TB;
- ◆ Treatment of TB is without cost to the individual;
- ◆ Each individual has a nurse case manager who oversees their treatment and provides support throughout the treatment course to help ensure adherence and completion;
- ◆ Consultation is available for physicians and health care agencies on all aspects of TB diagnosis, treatment, prevention, and infection control;
- ◆ PPD-tuberculin skin testing and other immune-based tests (for example, IGRAs) when indicated, for persons who are contacts of any case of pulmonary TB; and
- ◆ Multi-disciplined approach to patient-centered care.

Eligibility Requirements

Free services to any person in Pima County needing treatment for Tuberculosis. By appointment only.

Note: The TB Clinic no longer provides TB skin test screenings for pre-employment. TB skin testing is available at T. Lee, North and East Clinic for a \$15 fee.

Website

webcms.pima.gov/cms/One.aspx?pagelD=188457

Vaccine Equity Program (VEP)

VEP is a three-year grant-funded program to expand vaccine access and equity and enhance general health equity in marginalized communities in Pima County. The program's goal is to expand vaccine access and equity for racial and ethnic minority groups and economically disadvantaged people. This will be accomplished by deploying one five-member team to each of the five Supervisor Districts. Each team will consist of a Health Coach, a Health Navigator, a Public Health Nurse, and two Community Health Workers. In collaboration with internal and external stakeholders, the teams will accomplish predefined objectives.

Vaccine Preventable Disease Program (VPD)

Abrams Public Health Center

3950 S. Country Club Road, Suite 100 — 3rd Floor
Tucson, AZ 85714
520.724.7988

The mission of the VPD Program is to promote timely and appropriate vaccines for all age groups in Pima County and educate the public about the importance of vaccines to the overall health of the community. The VPD Program is responsible for developing and supporting ongoing strategies to address immunization issues and promote immunizing children, teens, and adults. We serve as a resource to PCHD immunization clinics and other programs, schools, childcare centers, community providers, and other community members and groups. As part of the VPD Program, the Perinatal Hepatitis B Prevention Program works to prevent hepatitis B transmission from pregnant women to their newborns.

Target Audience

Available to all people of all ages in Pima County.

Clinical Services



Well Woman Health Check Program

Theresa Lee Public Health Center
1493 W. Commerce Court
Tucson, AZ 85746

North Clinic
3550 N. 1st Ave, Suite 300
Tucson, AZ 85719

The Well Woman Health Check Program helps low-income, uninsured, and underinsured women access to breast and cervical cancer screening.

Eligible women receive clinical breast exams, mammograms, pap tests, and pelvic exams, ultrasounds, biopsies, and other tests are also available if indicated. Referral assistance is provided for continued care and treatment.


Please call for appointments, referrals, and questions.

Program Eligibility

- ◆ Must be a resident of Arizona
- ◆ Must be 40-64 years old for Breast Cancer Screening
 - 21 or over if presenting Breast Cancer Symptoms such as:
 - *Lumps, nipple discharge, inverted nipple, swelling, warmth or redness of the breast, change in size or shape, new pain in 1 spot that doesn't go away*
- ◆ Must be at least 21-64 years old for a Cervical Cancer screening (Pap and/or HPV Test)
- ◆ Gross household income cannot exceed 250% of the federal poverty limit
- ◆ Uninsured or under-insured
- ◆ Screening and Diagnostic Services offered:
 - Clinical Breast Exams and Mammograms
 - Breast Ultrasounds and Biopsies
 - Pelvic Exams, Pap and HPV Testing
 - Colposcopy

Cost

Well Woman Health Check services are free if eligibility requirements are met.



Community Outreach, Prevention & Education (COPE)

Deputy Division Manager: Jennifer Chancay • 520.724.7792 • Jennifer.Chancay@pima.gov

Service offered:

- ◆ Provide consultation and technical assistance to child care providers for child care centers, group homes, and small child care homes;
- ◆ Provide education, training, and guidance on various health and safety topics for child care staff and parents;
- ◆ Document data and activities conducted with child care providers, children, and families following charting and reporting requirements; and
- ◆ Provide guidance, support, and information regarding available resources for families and child care providers for up-to-date immunizations; health, dental, developmental screenings; and mental health services.

Cost

There is no cost for the program.

Target Audience

Child Care Health Consultants provide nurse/health consultation services to community-based child care providers to promote healthy and safe child care environments for infants, children, families, and child care staff.

Community Outreach, Prevention & Education (COPE)



Community Mental Health and Addiction (CHMA)

The CMHA program aims to emphasize and bring greater awareness to the most critical mental health issues, including suicide prevention and the drug overdose epidemic. In addition, the team strives to connect vulnerable populations with resources, respond to community-wide trends, and improve the community's overall health.

Key Functions:

- ◆ Health Promotion, Outreach, and Education
 - Develop educational materials to promote health initiatives and raise community awareness of mental health disorders and substance use;
 - Conduct free community health trainings and presentations: Rx360, Mental Health First Aid, QPR for Suicide Prevention, Strengthening Families Program, National Alliance on Mental Illness Ending the Silence, Stress Management, Chronic Pain Self-Management, and Narcan training; and
 - Collaborate and engage with community stakeholders.
- ◆ Targeted Narcan® Distribution
 - Local storage and distribution center of Narcan®, a life-saving medication used to reverse an opioid overdose, for all of Pima County; and
 - Supplies local agencies and providers working with at-risk populations (law enforcement, substance use treatment agencies, public libraries).
- ◆ Data Surveillance of Local Health Trends
 - Overdoses (non-fatal and fatal);
 - Neonatal abstinence syndrome; and
 - Self-harm and deaths by suicide.
- ◆ Support Services
 - Overdose prevention outreach to individuals at high risk of overdose; and
 - Contracts with partner organizations to offer peer navigation services and rapid response to individuals experiencing substance-related emergencies.
- ◆ Local Fatality Review
 - Responsible for overdose fatality review and suicide mortality review committees, multi-disciplinary teams that conduct confidential reviews of deaths to strengthen prevention strategies, improve system-level operations, and inform policy

Target Audience

All demographics from middle school students, high school students, families, community members, law enforcement, healthcare professionals, etc., in Pima County.

Website

www.pima.gov/mentalhealth



Community Outreach, Prevention & Education (COPE)

Health Equity

Health equity is the inherent right of everyone, the whole person, to have the opportunity to achieve the highest level of health possible. Health Equity, at its core, is the intersection of dismantling systemic and institutional racism, partnership with the community to produce equitable outcomes; while creating space for justice. PCHD recognizes that health outcomes and unequal allocation of resources are preventable and require consistent work to dismantle systems such as racism, sexism, classism, and all other unjust systems. To advance health equity, PCHD has committed to supporting and co-creating policies, generating data, and creating systems that help us achieve our goal to become the healthiest county in the nation by intentionally centering the experience of our communities most impacted.

Health Literacy

Program: Advancing Health Literacy to Enhance Equitable Community Responses to COVID-19

Program Scope: Two-year grant-funded program to implement evidence-based health literacy strategies that are culturally and linguistically appropriate to enhance COVID-19 testing, contact tracing, prevention practices, vaccine uptake, and other county mitigation measures in racial and ethnic minority populations and socially vulnerable populations in Pima County. The program partners with a human-centered design agency and local community-based organizations and healthcare centers to generate new policies, practices, and systems-level changes that allow Pima County residents to find, understand and use COVID-19 public health information.

Program Timeline: June 2021 – June 2023

Health Start

Health Start is a community-based, evidence-informed home visiting program that utilizes community health workers to provide education, support, and advocacy services to pregnant and postpartum women and their families in Pima County. Health Start helps clients confirm pregnancy and gain access to prenatal care.

Services offered:

- ◆ Visit clients at home during pregnancy and postpartum to help clients, family, and children stay healthy;
- ◆ Assist with referrals to community services, healthcare, and childcare;
- ◆ Help clients with AHCCCS applications and WIC appointments; and
- ◆ Provide education on topics dealing with healthy families and children

Eligibility Requirements

Any woman who is pregnant or postpartum and meets any of the risk factors of Health Start: previous birth outcomes, high blood pressure, Diabetes, substance use, age, lack of social/family support, and symptoms of depression are eligible for Health Start.

Website

www.pima.gov/newmoms

Community Outreach, Prevention & Education (COPE)



National Initiative to Address COVID-19 Health Disparities

The purpose of this two year (2021-2023) project is to address COVID-19 related health disparities and advance health equity by expanding local capacity and services to prevent and control COVID-19 infection (or transmission) among populations at higher risk and that are underserved, including racial and ethnic minority groups and people living in rural communities. Utilizing a coordinated, holistic approach, PCHD will align our five strategic priority areas (Health Equity, Community Partnerships and Community Mobilization, Innovative Models of Public Health Services, Communication and Transparency, and Recovery and Resiliency) to design and implement locally tailored activities focused on building and sustaining trust, ensuring equitable access to COVID-19 related services, and advancing health equity to address COVID-19 related health outcomes.

Nurse Family Partnerships (NFP)

Nurse-Family Partnership is an evidence-based home visiting program for first-time moms. Clients are enrolled in the program before their 28th week of pregnancy and graduate from the program after their child's second birthday. Families are partnered with a public health nurse who provides education, screenings, and assessments on healthy pregnancy, child development, and other topics to help them achieve their life goals.

Eligibility Requirements

First pregnancy, less than 28 weeks pregnant (or 7 months), resides in Pima County.

Website

www.pima.gov/newmoms

Racial and Ethnic Approaches to Community Health (REACH)

REACH is a grant-funded, multi-sector program that engages community members to plan and carry out culturally appropriate strategies to improve physical activity, promote smoke-free living environments, and increase access to community-based health programs. Program activities include the development of pocket parks, improvements to the transportation system, promotion of available health programs, expansion of community health worker infrastructure, support for smoke-free housing policies, multi-media campaigns and events, and community need assessments.

Target Audience

Racial and ethnic populations with the highest risk, or burden, of chronic disease focusing on Native Americans and Hispanics/Latinos.



Community Outreach, Prevention & Education (COPE)

Parent Support Referral Line / REACH Community Clinical Linkages

The Parent Support Referral Line is a warm line coordinated referral system that helps parents in Pima County receive parenting support services to evidence-based and evidence-informed programs. Services are available in-home or in a classroom-like setting.

Referrals can also be made by using the REACH “Referral and Request Form” or online.

Eligibility Requirements

Must be a parent in Pima County.

Cost

There is no cost for the program.

Website

webcms.pima.gov/cms/one.aspx?portalId=169&pageId=592614

Teen Pregnancy Prevention

TPP: 520.724.6546

In collaboration with Pima Prevention Partnership, Pima County Health Department offers at-risk youth pregnancy prevention education using the evidence-based model Cuidate. Cuidate educates youth on abstinence, family planning, and healthy relationships. The model is designed to decrease pregnancy and STI. Referrals can be made by using the “Referral and Request Form” or online.

Eligibility Requirements

Adolescents between the ages of 14 to 21.

Cost

No cost.

Website

webcms.pima.gov/cms/one.aspx?portalId=169&pageId=592614

Community Outreach, Prevention & Education (COPE)



Tobacco and Chronic Disease

The goal of the Tobacco and Chronic Disease Prevention Program is to develop partnerships to promote a comprehensive approach to address tobacco and chronic disease.

- ◆ Staff is certified to provide educational prevention programs;
- ◆ Promote physical activity and chronic disease prevention; and
- ◆ Provide referrals to community health programs.

Services offered:

Tobacco Cessation Referral

ASHLine referrals and Ask, Advise, Refer Training. ASHLine offers free tobacco cessation services in partnership with the Arizona Department of Health Services. We can also provide training to worksites or agencies to refer clients to ASHLine directly. The program is free and open to any organization.

Counter Strike

We partner with the Arizona Attorney General's Office, the Food and Drug Administration, and the Pima County Sheriff's Office to recruit youth and conduct undercover inspections of tobacco retailers.

Youth Tobacco Coalitions

We partner with several schools and community organizations in Pima County to support youth coalitions and their anti-tobacco efforts.

Arizona Retailer Tobacco Training

We provide free training on the first Thursday of every month to anyone in the community cited for violating the Arizona law prohibiting the sale of tobacco to minors. This program is open to the general public.

Chronic Disease Self-Management Program (CDSMP)

Class training — We offer these free, six-week workshop series at various locations at different times of the day throughout the year. The program is open to the public and aimed at anyone living with a chronic health condition or a caretaker for someone with a chronic condition.

Chronic Disease Awareness & Education

We can provide educational presentations and information about:

- ◆ Alzheimer's Disease
- ◆ Chronic Lower Respiratory Diseases (CLRD)
- ◆ Heart Disease (Million Hearts Initiative)
- ◆ Men's Health

Smoke-Free Arizona

Voters passed the Smoker-Free Arizona Act in 2006, which prohibits smoking in most enclosed public places and places of employment. The program is responsible for responding to public inquiries about the act, investigating statute violations, and enforcing specific rules.



Community Outreach, Prevention & Education (COPE)

Women, Infants and Children (WIC)

Abrams Public Health Center

3950 S. Country Club

Tucson, AZ 85714

520.724.7769

By appt.: Monday - Friday; 8 a.m. - 5 p.m.

Flowing Wells Office

4500 N. Old Romero Rd.

Tucson, AZ 85705

520.724.9545

By appt.: Tuesday - Friday; 8 a.m. - 5 p.m.
Saturdays; 8 a.m. - 1 p.m.

East Clinic

6920 E. Broadway Blvd, Suite B

Tucson, AZ 85710

520.724.9655

By appt.: Monday - Friday; 8 a.m. - 5 p.m.
Saturdays; 8 a.m. - 1 p.m.

South Office Walter Rogers

175 W. Irvington

Tucson, AZ 85714

520.724.9530

By appt.: Monday - Friday; 8 a.m. - 5 p.m.

WIC is a free supplemental food, nutrition education, and breastfeeding education & support program. Staff are experts in nutrition for pregnant & breastfeeding individuals and infants, toddlers, and preschoolers.

Most WIC clinics are by appointment only. Please call 520.724.7777 to schedule.

Services include:

- ◆ Personalized nutrition tips and support for parents and caregivers;
- ◆ Referrals to other community resources; and
- ◆ Healthy foods.

Target audience:

- ◆ Infants;
- ◆ Children up to age five;
- ◆ Pregnant and postpartum individuals;
- ◆ Breastfeeding individuals, until infant's first birthday;
- ◆ Individuals whose pregnancy ended less than six months ago, regardless of the pregnancy outcome;
- ◆ Foster children automatically qualify for WIC; and
- ◆ Pregnant individuals, infants, and children under age 5 with SNAP or AHCCCS benefits also qualify for WIC (*except for those with emergency AHCCCS*).

Additional Requirements

Live in Arizona, Gross family income less than 185% of the Federal Poverty Level

Community Outreach, Prevention & Education (COPE)



Youth Health and Safety

Bike and Pedestrian Safety

Contact: 520.724.BIKE (2453)

Pima County is dedicated to improving safety and access for walkers and cyclists. Infrastructure support is provided by the Transportation Department's complete streets policy, and operator safety support is provided by the Pima County Health Department's accident reduction program.

Child Car Seat Program

Contact: Child Car Seat line 520.724.7328 to schedule an appointment

The PCHD Child Car Seat Program provides education and information on child car safety. Certified car technicians teach the classes at 4 different locations throughout the city. Free car seats are provided at the completion of the class. There is no cost for the program.

Eligibility Requirements

None

Website

webcms.pima.gov/cms/One.aspx?portalId=169&pageId=54575



Consumer Health & Food Safety (CHFS)

Division Manager: Loni Anderson REHS, RS • 520.724.7929 • Loni.Anderson@pima.gov

The administrative team has a multitude of responsibilities such as:

- ◆ Assists the public with detailed information in response to queries concerning CHFS operations over the phone, at the service counter, or through the mail/email;
- ◆ Assists the public, businesses, and other agencies with CHFS policies and procedures to obtain required permits. Records and completes complaint forms and compiles information in response to public information requests and other research;
- ◆ Process Applications for Temporary Food Licenses;
- ◆ Process applications for change of ownership, requalification's, remodel name changes, change of management company;
- ◆ Process applications for plan reviews;
- ◆ Completes transactions according to policies and procedures for processing invoices;
- ◆ Ensuring facilities are accurately billed and provided with necessary inspections for permit issuance;
- ◆ Performs data entry in specialized databases;
- ◆ Responsible for registering applicants for food and pool classes;
- ◆ Assist walk-in customers in testing for the food/pool certification certificate;
- ◆ Assists the public and business with inspection and report requests; and
- ◆ Assist Environmental Health staff with all permit-related inquires and complaints, relaying messages to Environmental Health staff.

Food Safety and Inspection

Environmental Health Specialists inspect and enforce Pima County Code, investigate complaints, and educate facility owners on the subject of food safety. Environmental Health Specialists interpret, promote and enforce federal, state, and local mandates and laws stated in the Arizona Revised Statutes, Arizona Administrative Code and Pima County Code. Staff inspects fixed food facilities, mobile food units, and temporary food events (see mobile and temp food section). Complaint investigations consist of foodborne illness-related and general non-foodborne related complaints. Staff also responds to specific emergencies at facilities such as fire, floods, and loss of power to determine what is needed for businesses to resume food operations safely.

Mobile and Temporary Food Program

Environmental Health Specialists regulate temporary food events and mobile food units. EHS staff in this program work 4 ten-hour days, Wednesday through Saturday, to be available during the operating hours of food events and mobile food units. In addition to the Food Code, Pima County Code specific to temporary food events and mobile food units are enforced.

Consumer Health & Food Safety (CHFS)



Plan Review

Consumer Health and Food Safety (CHFS) conducts plan reviews for all new and remodeled Fixed Food Establishments, Mobile Food Establishments, Lodging, School Physical Facility, and Mobile home parks as required by Pima County Code 8.04.040.

Public and Semi-Public Aquatic Facilities in plan review for new construction or remodels are reviewed by the Pima County Department of Environmental Quality 520-724-7400.

Consumer Health and Food Safety issue annual operating permits for public and semi-public pools. In addition, CHFS conducts routine inspections and complaint investigations for Public and Semi-Public Pools.

Environmental Health Specialist II plan reviewers review and approve plans, conduct pre-operational and final inspections, provide educational and enforcement functions. In addition, the plan review process provides CHFS with the opportunity to complete an effective evaluation of an establishment's ability to ensure the following:

- ◆ Minimum standards are met for the protection of environmental health and safety of the public;
- ◆ Prevention of environmental health-related illness and promoting public health;
- ◆ Minimum standards are met for the sanitary design, facility layout, operational and product flow, menus, construction, operation, and maintenance of regulated establishments, premises, and surroundings;
- ◆ Potential Food Code violations are eliminated before construction or implementation;
- ◆ Conditions are corrected and prevented that may adversely affect persons utilizing regulated establishments;
- ◆ Technical assistance is provided to the industry to establish organized and efficient operations; and
- ◆ Meets consumer expectations for the safe operation of a permitted establishment.

Change of Owner, Requalification, Inspections:

Environmental Health Specialist II plan reviewers perform compliance inspections and enforcement functions related to annual permits for Fixed Food Establishments, Mobile Food Establishments, Lodging, School Physical Facilities, and Mobile Home Parks. In addition, they complete change of ownership inspections and work with operators that have to requalify for a permit to ensure code compliance.



Consumer Health & Food Safety (CHFS)

Training and Grant Program

Consumer Health and Food Safety's training program trains new Environmental Health Specialist hires to meet the competencies needed to perform regulatory inspections of permitted facilities. Following training and conducting independent inspections for at least eighteen months, standardization of inspectors is completed to ensure consistency among all staff conducting food safety regulatory inspections. Standardization is to a national standard established by the Conference for Food Protection. Trainers are also responsible for answering code questions and ensuring that risk factors for foodborne illness are controlled by evaluating active managerial control by facility operators. Training is provided for housing establishments (vector), public and semi-public swimming pools, hotels, motels, trailer courts, massage studios, home daycares, bed and breakfast facilities, campgrounds, and school physical facilities. In addition to training new staff, the training team works to find, apply for, and utilize grant funds from multiple organizations, including the FDA. These grant funds support the program in achieving national program standards that the FDA has set. The team works to ensure continuous ongoing improvement for the division.

Vector Control, Non-Food Illness, Pools, Lodging, Schools, Mobile Home Parks

Environmental Health Technicians work in the Vector Control Program and work in the public health sanitation or environmental health field by conducting vector-related investigations, inspections, surveillance, intervention, and sampling of mosquitoes. Staff investigates and inspects housing establishments, swimming pools, hotels, motels, trailer courts, massage studios, home daycares, bed and breakfast facilities, campgrounds, and school physical facilities. Environmental Technicians routinely investigate vector-related and sanitation-related complaints and recommend appropriate treatment of infested areas. Staff investigates complaints from citizens and other agencies and provides referrals to the proper resolution source. Environmental Health Technicians interpret, promote, and enforce federal, state, and local mandates and laws regarding public health nuisances stated in the Arizona Revised Statutes, Arizona Administrative Code, and Pima County Code. Environmental Technicians utilize varying mosquito traps to perform routine surveillance. They identify vector breeding sites and prepare, mix, apply, and properly dispose of insecticides to control and abate mosquito larvae. Topminnow mosquito fish is utilized as a mosquito larvae control measure. Other tasks include performing Rapid Analytic Measurement Platform (RAMP) testing in vector samples for virus surveillance and supplying specimens to the Arizona State Laboratory for additional testing. Environmental Technicians present educational materials to the public regarding vector control to prevent vectors in our community. The vector program also requires and changes owner inspections for non-food establishments.

Cross-functional Operations Division



Division Manager: ReCharde Johnson • 520.724.7495 • Recharde.Johnson@pima.gov

Organizational Development

You may need to contact Organizational Development for the following reasons:

- ◆ Training & Development;
- ◆ Academic Partnership;
- ◆ Internships & Volunteers;
- ◆ Career Development & Employee Retention;
- ◆ Learning Management System; and
- ◆ Collaborations with academic institutions.

Performance Improvement

Public health performance improvement is **the positive change in public health capacity, processes, or outcomes through clear and aligned planning, monitoring, and improvement activities**. Performance improvement relies on evidence and continuous, formal activities that strengthen PCHD and align with the strategic goals, mission, vision, and values.

Services offered:

Accreditation

Public Health Accreditation Board (PHAB) provides initial accreditation assesses a health department's capacity to carry out the ten Essential Public Health Services; manage an effective health department, and maintain strong and effective communications with the governing entity. Reaccreditation is necessary for a health department to be designated as accredited. Reaccreditation focuses on assessing an accredited health department's continued improvement and advancement, thereby becoming increasingly effective at improving the health of the population they serve.

Healthy Pima

Healthy Pima is Pima County's Community Health Improvement Planning (CHIP) initiative, comprised of individuals, the public, community, and business organizations that have joined forces to improve community health by mobilizing resources, increasing awareness, promoting change, and taking collective action. Members of Healthy Pima are representatives of healthcare, behavioral health, government agencies, not-for-profit organizations, faith-based services, education, employers, unions, tribal nations, and philanthropy and have worked together to improve the health status of the Pima County community since 2010.



Cross-functional Operations Division

Performance Improvement

Program Planning

Assists program leadership and managers with developing and designing new programs, participating in drafting grants and other funding proposals, and involving community partners and members in program development. Program Planning is the point of contact between PCHD and GMI for all new funding opportunities.

Performance Improvement

Promotes coordination and implementation of department-wide performance management efforts, including integrating performance standards with local, state, and national standards. Ensuring needed data is collected, monitored, and tracked; reporting on performance status; and working with staff to analyze performance data, draw conclusions, and recommend improvement opportunities.

Project Management

Establishes a project management culture within the department by defining and supporting processes, standards, and rules for project management, creating and supporting project management templates and tools, and supporting staff on implementing project management methodologies and standards.

Quality Improvement & Quality Assurance

Cultivates a culture of quality within the department by supporting the coordination and implementation of department-wide quality improvement efforts, facilitation of quality improvement teams and implementing quality improvement projects, identifying quality improvement opportunities, and promoting quality improvement throughout the department.

Strategic Partnerships

Engages with community partners and key stakeholders to form vibrant, structured, cross-sector partnerships designed to develop and guide public health initiatives and to foster shared funding, services, governance, and collective action.

Strategic Plan

Strategic planning is a process that allows PCHD to critically evaluate all aspects of the department so everyone can learn, grow, and improve. A shared vision, mission, and direction were developed to guide PCHD's work through the processes. A strategic plan is the road map that guides PCHD from where they are at currently to where they would like to be in the future. It defines the priorities, roles, responsibilities, and direction of PCHD.

Cross-functional Operations Division



Public Health Data

The PCHD Public Health Data Services (PHDS) team is a new addition to PCHD. Just formed in the year 2020, PHDS assists PCHD in analyzing data collected by department programs and projects, maintains weekly COVID-19 reporting for PCHD Programs to use as a sounding board in program planning, as well as analyzing historical PCHD datasets to inform internal and external stakeholders on ongoing health trends in Pima County.

PHDS will consist of a team of 7 analysts to support a data-driven decision-making effort that will be used to plan interventions and community outreach to better guide PCHD programs and projects. Currently, we are working to fill the open positions on the PHDS team and working with PCHD data needs in small volumes. The big picture is that each analyst will have a PH concentration focus. The analyst will be assigned to a set of projects which they can assist in data services such as cleaning and joining data sets, conducting bivariate analysis as well as working on the front end of the project design to ensure the data is being correctly entered into spreadsheets in a “tidy” format which will reduce downstream data wrangling by the PHDS staff.

Public Health Informatics

Public health informatics is the systematic application of information, computer science, and technology to public health practice, research, and learning. The Informatics program is a recent addition to PCHD. We were established in 2021 during the COVID-19 pandemic. The pandemic highlighted technical weaknesses and funding gaps in Public Health across the globe, including Pima County. This provides an opportunity to improve the technology and data infrastructure you need to get your job done.

So what does that mean for you? We exist to provide support and infrastructure to your programs. Every program at PCHD relies on data and technology of some sort. We’re here to help you with data collection methods and provide a secure infrastructure for that data to live in. Our goal is to provide data integration and data sharing in secure, accurate, and accessible ways. Informatics also participates in improving technology and tools available to the Health Department. We’re helping to plan, design, and define functional requirements for public health information systems. We evaluate the use and effectiveness of information systems. Those systems will provide meaningful use of public health data and support our goal of becoming a data-driven decision-making organization.

Public Health Policy

Public Health Policy Section provides policy and government affairs technical assistance to the department and serves an advisory role in these matters. In addition, this section plays a vital role in the accreditation efforts connected to policy and governance.



Operations & Data Services Division

Division Manager: Donald Gates • 520.724.7843 • Donald.Gates@pima.gov

This division provides internal administrative support, assets management, IT liaison, contracts management and warehouse services.

Vital Records

Office Hours: Monday-Friday, 8 a.m. to 5 p.m. Must be here before 3 p.m. to submit your request. Certificates are not printed on the same day. Dropbox is available in the lobby.

Services provided:

- ◆ Issue Arizona birth and death certificates;
- ◆ Correction/Amendment to Arizona birth certificates for birth years of 1997 to the present year;
- ◆ Amend to Acknowledge Paternity for birth years of 1997 to the present year;
- ◆ Correction/Amendment to an Arizona death certificate for deaths from 2008 to the present year;
- ◆ Register a home birth before the child's first birthday if the birth occurred in Pima County and was not attended by a health care provider;
- ◆ Register Fetal Death, if completed 20 weeks or more gestation or 350 grams, that occurred in Pima County and not attended by a health care provider; and
- ◆ Issue Permits.

In Arizona, birth and death records are confidential and not subject to the state's open records laws. Therefore, only eligible immediate family members may receive birth and death certificates from Vital Records. However, upon request from such eligible individuals, the Pima County Office of Vital Records can provide certificates for any birth or death that occurred in Arizona.

For more information, please call **520.724.7932** or visit our website.

Website

www.pima.gov/vitalrecords

Public Health Assessment & Preparedness



Division Manager: Louie Valenzuela • 520.724.7749 • Louie.Valenzuela@pima.gov

Environmental Public Health

The Department's Environmental Public Health (EPH) initiative builds community resilience to chronic and systemic environmental public health threats, focusing on healthy community design, climate change, and emerging environmental exposures. EPH utilizes a health equity lens to elevate the community's voice and promote upstream policy change, partnership mobilization, and education.

- ◆ Lead, mercury, water, airborne or other environmental toxins;
- ◆ Brownfields redevelopment;
- ◆ Health policy in community development and environment;
- ◆ Environmental health education and risk communication;
- ◆ Superfund site; and
- ◆ Climate change.

Epidemiology

Epidemiology assists in identifying community health problems and developing appropriate intervention programs and strategies.

The major components of epidemiologic activity in Disease Control are:

- ◆ Surveillance
- ◆ Investigation
- ◆ Intervention

Working to monitor, prevent and control infectious diseases and environmental health concerns within Pima County. This Program area is responsible for monitoring more than 70 infectious diseases of public health importance and working with the State health department to control and prevent the spread of those diseases. In addition, the program leads collaborative efforts to prevent healthcare-associated infections; provides data and statistics on selected diseases; provides information for healthcare providers and the public; promulgates rules for communicable diseases, as needed; and provides technical assistance to local health entities.

The program also leads several disease surveillance activities that connect other public health and healthcare partners and electronic laboratory reporting, testing, and syndromic surveillance. Surveillance and control for HIV/ AIDS, sexually-transmitted diseases, are addressed separately by the STI/HIV program area.

Website

www.pima.gov/stopthespread

The banner features a blue background with a white hexagonal grid pattern. Various medical and scientific icons are placed within the grid: a heart rate monitor, a stethoscope, a DNA double helix, a pill bottle with an 'Rx' symbol, a microscope, and a syringe. A large white plus sign is positioned to the left of the main title.

Public Health Assessment & Preparedness

Public Health Emergency Preparedness (PHEP)

Contact: Louie Valenzuela • 520.724.7749 • Louie.Valenzuela@pima.gov

Public Health Emergency Preparedness employs the National Incident Management System (NIMS) and National Response Framework (NRF) to address natural and manmade disasters. PHEP partners with local, state, and federal agencies to implement emergency response plans in coordination with community partners that comply with all facets of the NIMS and NRF. All planning expectations and considerations operate within the Pima County Emergency Response Plan (developed by Pima County Office of Emergency Management) as a framework to structure actions and response.

As a program, PHEP addresses the consequences of public health emergencies, disasters, or singular or multiple incidents. Through County and other resources, PHEP assists in response and recovery through preparedness planning. PHEP works to ensure that PCHD staff is trained to implement emergency response plans to assure a consistent strategy for coordinating the efforts made by Pima County Health Department in response to our community's public health and safety needs in a timely and professional manner. Emergency response plans can be partially or fully implemented in the context of a threat, the anticipation of a significant event, or in response to a significant event. They apply to the public health effects of the 15 National Planning Scenarios such as floods, heat, earthquakes, technological emergencies involving hazardous material releases, and other natural or human-caused incidents, including acts of terrorism requiring county assistance, guidance, and/or recovery funding.

Website

webcms.pima.gov/government/public_health_emergency_preparedness

Contact Us



Pima County Health Department Director's Office

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Website

www.pima.gov/health



@PCHD



@Pima County Health Department



PIMA COUNTY

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