

Pinal County - Managing For Results

Annual Report

FY 2010-2011

ENVIRONMENTAL HEALTH SERVICES

Administrative Support

Business Services Support

KR % increase of users completing the online Food Handler's certification course from previous year

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
50.00%	205.87%	50.00%	32.79%	50.00%	25.28%	50.00%	3.10%	0.00%	36.19%	0.00%

This is an annual measurement. For the year we fell short of the annual target. In order to meet the target, a total of 848 individuals would have had to complete the online course. The actual number of food handlers completing the course this year was 367. This is well short of the of what was needed to achieve the target. This online training program and certificate has been offered for three years now with much success during the first two years. Perhaps over the course of the past three years, the majority of those desiring this strictly volunteer food handler training participated early on. In any case, we will continue to offer this online educational opportunity for those seeking food handling training. There are plans to require a food handler certificate for every Pinal County food handler. At the time a food handler certificate is required, this service will undoubtedly experience a renewed popularity. Based on the year end numbers, the CYEE has been changed to 0%.

KR % of Permits to Operate issued within 5 business days of payment

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
98.00%	100.00%	98.00%	93.13%	98.00%	100.00%	98.00%	100.00%	98.00%	98.47%	98.00%

With the exception of the month of October, we were able to issue all permits to operate this year within five days of receipt of payment and meet the annual target. This was possible as a result of the standard operating procedures we have developed to address permit issuance. We will continue to follow established procedures, continually evaluate these procedures and refine them when necessary.

KR % of all documents (fillable & printable) are available online

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
75.00%	71.11%	75.00%	71.11%	75.00%	71.11%	75.00%	71.11%	71.11%	71.11%	71.11%

We have placed a sufficient number of our documents online to allow us to meet the annual target for the year. We will continue to develop new online documents as time permits to allow our customers even greater access to forms forms and information through the online venue.

KR % of complaints submitted electronically

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
10.00%	15.38%	10.00%	17.55%	10.00%	29.13%	15.00%	21.56%	19.00%	19.01%	19.00%

Use of the online complaint submittal option has exceeded our target for the year. Citizens have become more familiar with our website and this particular method of filing a complaint. We will continue to promote electronic complaint submittal as a convenient option for our customers to inform us of the existence of potential nuisance situations in the community. The CYEE has been moved up to 19%.

KR % of Construction Authorizations issued within 5 business days of design approval

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

We achieved our target for the issuance of Construction Authorizations for the year. This was possible as a result of the standard operating procedures we have developed to address the issuance of this type of approval and low submittal volume. We will continue to follow established procedures in the future.

ENVIRONMENTAL HEALTH SERVICES

Administrative Support

Business Services Support

KR %of Discharge Authorizations issued within 5 days of inspection approval

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

We met the target for the issuance of Discharge Authorizations for the year. This was possible as a result of the standard operating procedures we have developed to address the issuance of this type of approval and the low volume of requests. We will continue to follow established procedures, continually evaluate these procedures and refine them when necessary.

Aquifer Protection

Aquifer Protection

KR % of approval to issue permits within designated timeframes

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

100% of approvals to issue permits were given within the the required timeframes for this year. This was possible as a result of the standard operating procedures we have developed to address permit approvals. We will continue to follow established procedures, continually evaluate these procedures and refine them when necessary.

KR % of the Arizona Department of Environmental Quality sewer collection system review and approval functions will be delegated to Pinal County excluding incorporated areas

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Due to the current economic situation it was decided that we would not be able to hire more staff to take on the added responsibilities of this function. This resulted in the return of this specific delegated water quality function to ADEQ (Arizona Department of Environmental Quality). Consequently, this key result will continue to be 0% and has no real meaning at this time..

Enforcement

Enforcement

KR % of Superior Court compliance actions resolved

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
100.00%	0.00%	100.00%	0.00%	100.00%	0.00%	100.00%	0.00%	100.00%	0.00%	100.00%

There were no Superior Court compliance actions requested during FY 10-11.

Public Nuisance Control

KR % of Public Nuisance complaints investigated within 5 business days

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
95.00%	74.56%	95.00%	87.74%	95.00%	79.01%	85.00%	91.00%	82.02%	82.02%	82.02%

For FY 10-11, 84% of of the nuisance complaints received by the department were investigated within the specified timeframe. While short of the target, a revised system of complaint assignment and tracking along with a renewed emphasis on the importance of complaint response and resolution with respect to creating and maintaining healthy communities is seen as a major factor in improved response this year.

ENVIRONMENTAL HEALTH SERVICES

Environmental Health and Food Protection

Food Protection

KR % of food establishment inspections with no critical violations at time of routine inspection

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
80.00%	82.53%	80.00%	82.07%	80.00%	81.45%	80.00%	77.66%	80.00%	80.85%	80.00%

We met our annual target for Fiscal Year 10-11. While this measure provides a window through which to glimpse the overall likelihood of becoming ill from eating out in Pinal County, it is a result that we cannot directly control. We can, however, indirectly influence the critical violation outcomes through strategies and interventions such as consultations/collaborations, meaningful interaction and communication with food establishment operators and employees, the use of short and long term corrective action plans and the like. All of these promote the concept of active managerial control on the part of establishment operators. Ultimately we play the role of change agent in a continuing effort to effect positive behavioral change among food establishment operators and employees with respect to food handling practices and procedures, including employee hygienic practices, with the overarching goal of reducing food-borne illness in Pinal County food establishments. We will continue to act as change agents within our food establishments, promoting active managerial control, with the goal of seeing more establishments with fewer identified critical items in the coming year.

Recreation, Lodging, and School Activity

KR % of public pools/semi-public pools and spas that are in compliance with ADHS rules and regulations at the time of routine inspection

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
50.00%	45.98%	50.00%	46.97%	50.00%	51.89%	50.00%	53.36%	50.00%	49.82%	50.00%

For FY 2010-2011 we met our established target. Considering resources were strained even more this year, it is good to see that compliance is maintaining at levels. This would suggest that the resources spent on this program have taken hold. For future achievements, we would like to see strides towards a higher majority of "in compliance" swimming facilities, however resources may have become the limiting factor with current economic forecasts.

Smokefree Arizona

KR % of facilities in compliance with the Smokefree AZ Law

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
80.00%	100.00%	80.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

All the facilities that received a smokefree verification inspection during Fiscal Year 10-11 were found to be in compliance. Factors contributing to this success include the fact that the Smoke-Free Arizona Act has been in effect since May of 2008 and that a Smoke-Free verification is performed along with every routine inspection. Education of establishment operators and the public generally has resulted in high levels of compliance. Smokers now use the outdoor patios creating a healthier indoor environment for everyone. We expect future compliance to remain at the levels seen this past year. We will continue to provide Smoke-Free verification and education services as part of the routine inspection process to help ensure continued compliance in the coming year.

Vector Program

Surveillance and Control

KR % of valid complaints addressed within 5 business days

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
90.00%	39.76%	90.00%	60.00%	70.00%	100.00%	70.00%	96.61%	60.34%	60.34%	60.34%

We fell far short of the annual target this year as a result of intense mosquito activity during the Summer and Fall of 2010. Priority was given to surveillance, testing, and control activities during that time. As a result, there was little time left to address mosquito-related complaints with the available resources within the timeframes that had been established. Depending on how the 2011 mosquito season shapes up, the same can be expected in terms of complaint response during the height of this year's mosquito season.