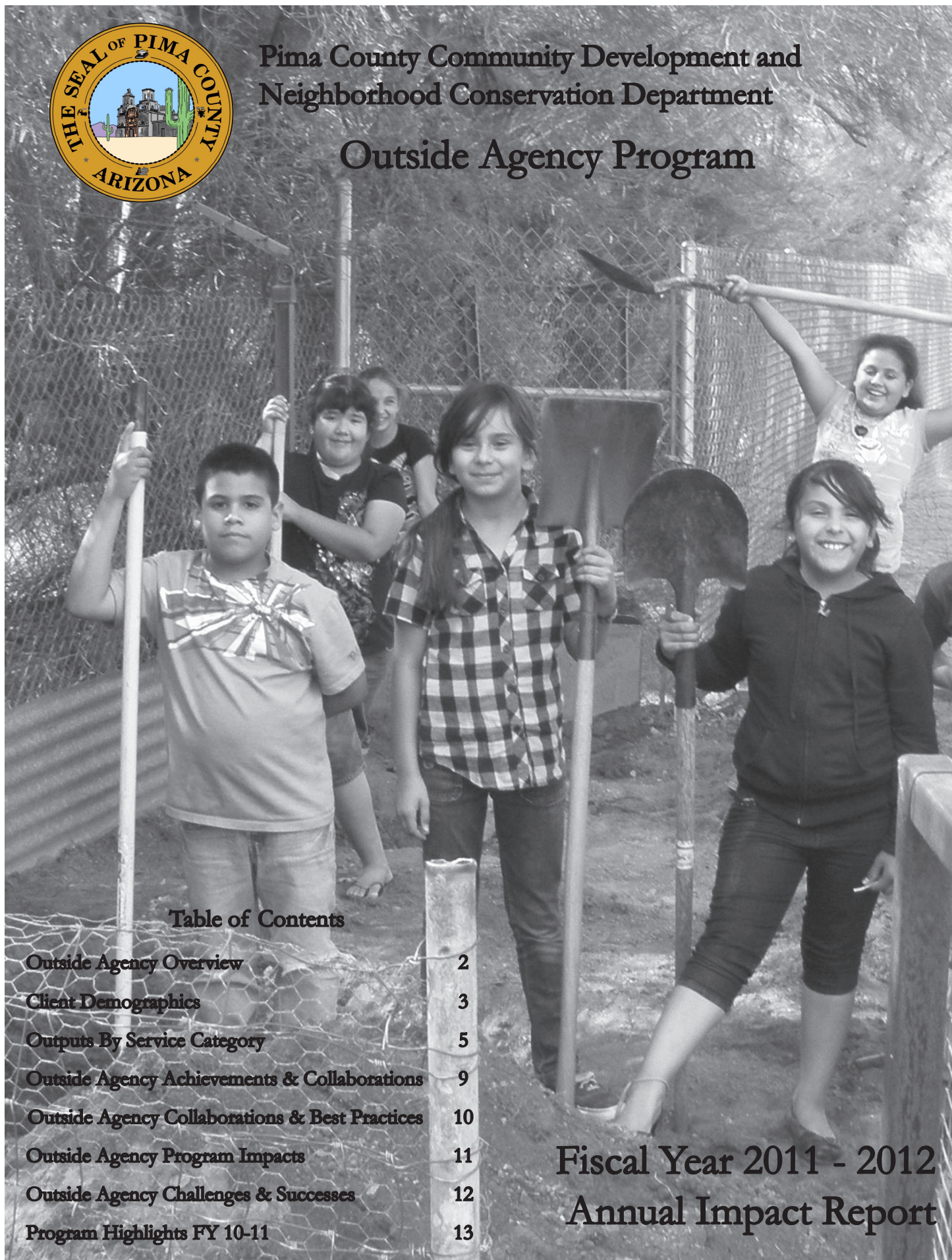




Pima County Community Development and  
Neighborhood Conservation Department

Outside Agency Program



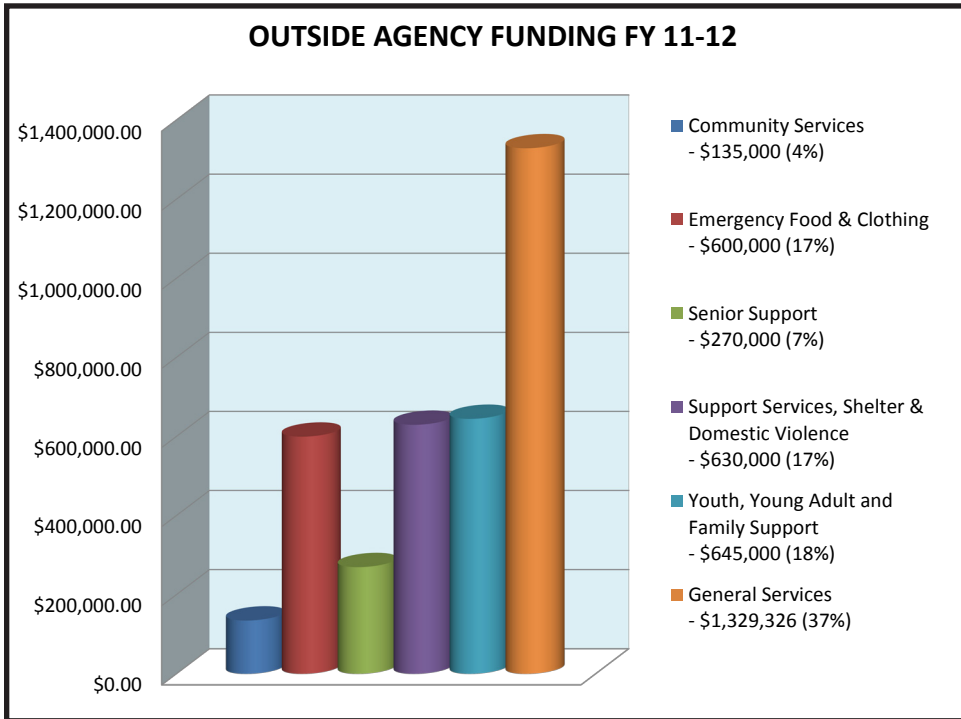
**Table of Contents**

<b>Outside Agency Overview</b>	<b>2</b>
<b>Client Demographics</b>	<b>3</b>
<b>Outputs By Service Category</b>	<b>5</b>
<b>Outside Agency Achievements &amp; Collaborations</b>	<b>9</b>
<b>Outside Agency Collaborations &amp; Best Practices</b>	<b>10</b>
<b>Outside Agency Program Impacts</b>	<b>11</b>
<b>Outside Agency Challenges &amp; Successes</b>	<b>12</b>
<b>Program Highlights FY 10-11</b>	<b>13</b>

**Fiscal Year 2011 - 2012  
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.

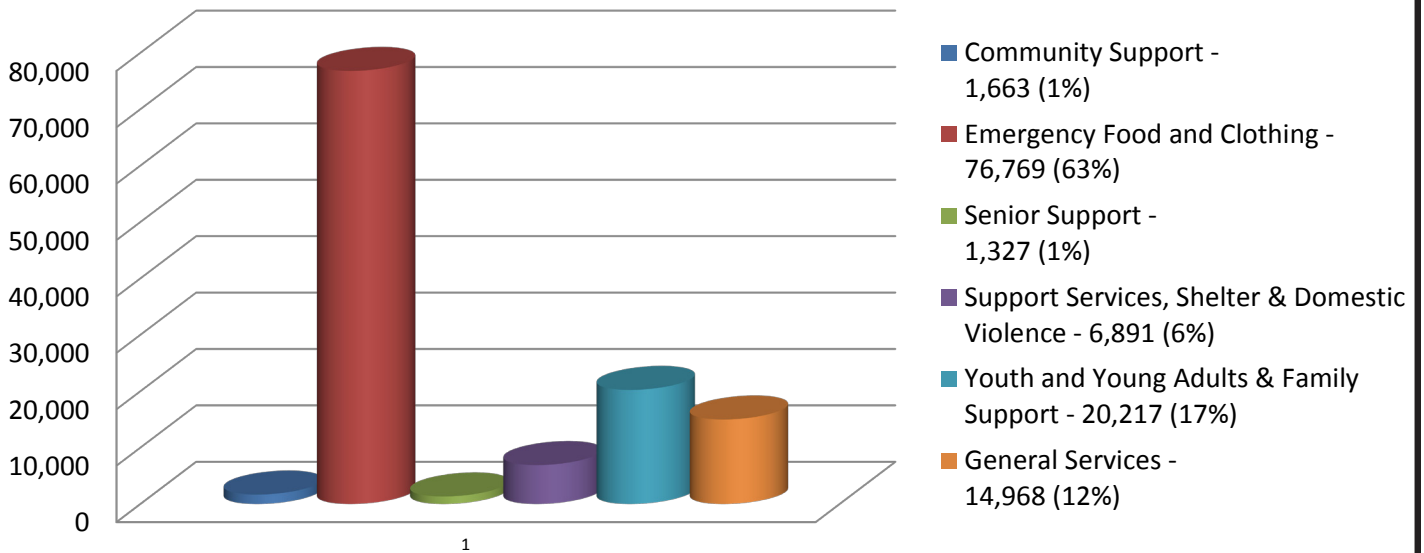
This fiscal year programs were funded in five service categories, and the amount of funding for each service category was based upon the Committee’s determination of community needs. The Committee’s funding priorities for fiscal year 2011-2012 included: Basic Needs, Safety, Quality of Life, and Support Services. The Outside Agency Program provided over \$3.6 million in funding for social service programs.

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-

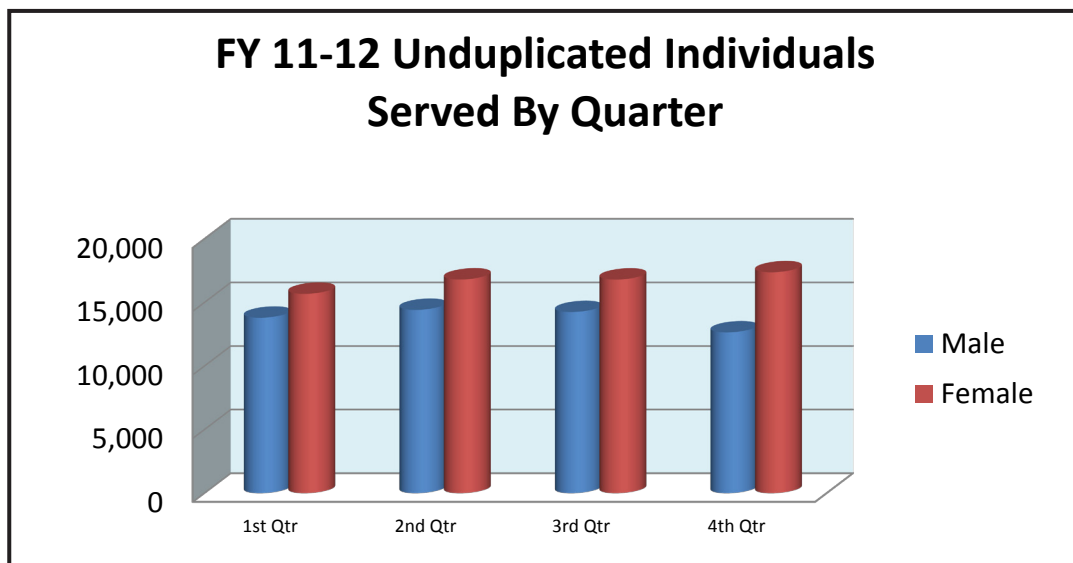
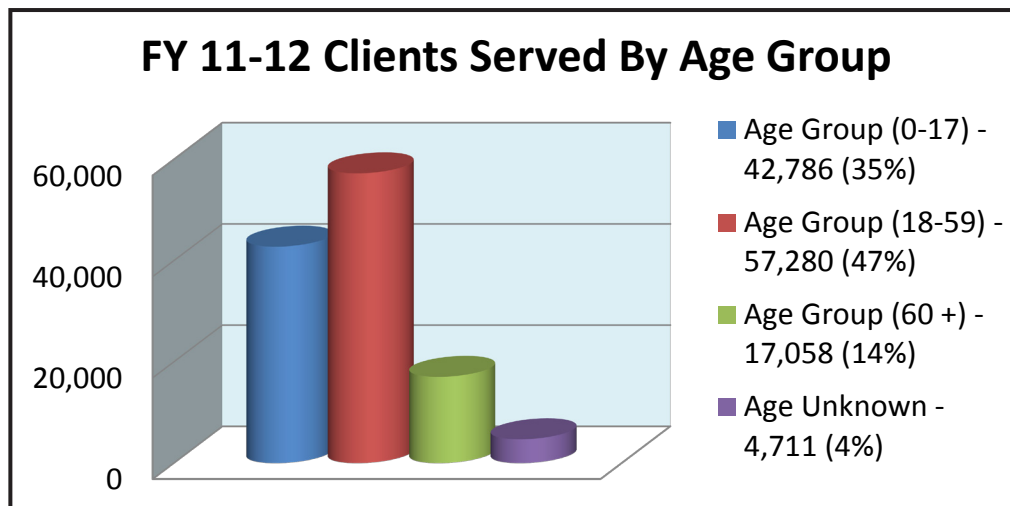
Demographics	Service Categories						Total Number of Clients Served
	Community Support	Emergency Food and Clothing	Senior Support	Support Services, Shelter & Domestic Violence	Youth and Young Adults & Family Support	General Services	
Female head of Houshold	907	4,699	559	1,817	1,522	1,824	11,328
Homeless	22	971	117	1,128	352	94	2,684
Persons with Disabilities	418	311	730	1,513	575	1,525	5,072
Low to Moderate Income (≤ 80% Medium Income)	1,225	76,483	1,203	3,893	4,583	6,541	93,928
Age Group (0-17)	40	24,758	0	1,877	13,279	2,832	42,786
Age Group (18-59)	1,070	40,111	152	4,268	6,489	5,190	57,280
Age Group (60 +)	335	10,328	1,175	655	305	4,260	17,058
Age Unknown	218	1,572	0	91	144	2,686	4,711

**FY 11-12 Number of Clients Served by Service Category**



AREA	Service Categories						Total Number of Clients Served
	Community Support	Emergency Food and Clothing	Senior Support	Support Services, Domestic Violence	Youth and Young Adult & Family Support	General Services	
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.



**-Outputs by Service Category-**

<b>Emergency Food and Clothing</b>					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Food Assistance	Boxes	4,988	990 Individuals	5,501	1,474 Individuals
Food Assistance	Meals	7,500	8 Agencies	9,335	8 Agencies
Food Assistance	Meals	10,000	50 Individuals	9,250	46 Individuals
Food Assistance	Pounds	815,491	39 Agencies	1,419,116	39 Agencies
Food Assistance	Pounds	1,636,043	21,354 Individuals	1,691,819	69,279 Individuals
Material Assistance	Items	50,000	1,500 Households	50,510	1,793 Households
Material Assistance	Items	5,750	1,150 Individuals	11,726	1,799 Individuals
Training-Volunteers/ Professionals	Hours	3,405	168 Individuals	3,161	93 Individuals
Transportation Assistnce	Trips	2,900	95 Agencies	580	52 Agencies

<b>Senior Support Services</b>					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	960	140 Individuals	1,129	442 Individuals
Crisis Intervention/ Advocacy	Hours	240	240 Individuals	319	283 Individuals
Food Assistance	Meals	20,642	477 Individuals	20,482	446 Individuals
Food Assistance	Meals	23,789	148 Individuals	22,881	208 Individuals
Individual Support	Hours	2,380	35 Individuals	2,380	35 Individuals
Pro-social Activities	Events	125	30 Individuals	11	159 Individuals
Pro-social Activities	Hours	9,716	35 Individuals	12,528	42 Individuals
Training-Volunteers/ Professionals	Hours	88	2 Individuals	88	6 Individuals
Transportation Assistnce	Trips	6,023	106 Individuals	5,401	117 Individuals

**FY 2011 - 2012 Outside Agency Annual Report**

<b>Support Services, Shelter, and Domestic Violence</b>					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Appointments Scheduled	Appointments	308	308 Households	165	165 Households
Case Management	Hours	156	13 Households	156	16 Households
Case Management	Hours	2,606	511 Individuals	3,823	531 Individuals
Community Information	Events	11	11 Contacts	11	11 Contacts
Community Information	Print Media Items	9	18 Media Outlets	17	46 Media Outlets
Crisis Intervention/Advocacy	Hours	60	30 Individuals	186	132 Individuals
Financial Assistance	Dollars	24,000	166 Households	24,000	178 Households
Financial Assistance	Dollars	18,336	80 Individuals	13,437	65 Individuals
Financial Assistance/ Education	Hours	30	6 Individuals	42	17 Individuals
Food Assistance	Boxes	1,620	360 Households	2,046	452 Households
Food Assistance	Boxes	690	460 Individuals	286	201 Individuals
Food Assistance	Meals	4,600	115 Individuals	4,727	145 Individuals
Individual Support	Hours	1,500	10 Households	63	20 Households
Material Assistance	Items	9,266	1,536 Individuals	8,302	460 Individuals
Outreach	Contacts	10	10 Contacts	16	314 Contacts
Professional Services	Events	10	51 Households	17	81 Households
Referral/Information	Referrals	720	10 Agencies	1,045	39 Agencies
Screening/Assessment	Appointments	65	65 Households	50	50 Households
Screening/Assessment	Screenings	1,527	1,527 Individuals	1,283	1,294 Individuals
Shelter	Nights	9,362	293 Households	8,334	331 Households
Shelter	Nights	4,052	135 Individuals	4,554	117 Individuals
Training-Skill Development	Hours	2,085	656 Individuals	2,859	1,072 Individuals
Training-Volunteers/ Professionals	Hours	955	167 Individuals	1,364	312 Individuals
Transportation Assistance	Trips	800	80 Individuals	500	100 Individuals

**FY 2011 - 2012 Outside Agency Annual Report**

<b>Youth and Young Adult &amp; Family Support</b>					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	800	80 Individuals	800	80 Individuals
Child Care	Hours	20,180	26 Individuals	30,704	111 Individuals
Crisis Intervention/ Advocacy	Hours	1,440	60 Households	1,246	161 Individuals
Financial Assistance	Dollars	9,127	45 Households	7,984	3,962 Households
Group Support	Hours	12,400	323 Individuals	12,523	693 Individuals
Individual Support	Hours	88	10 Individuals	147	26 Individuals
Material Assistance	Items	1,520	95 Individuals	1,200	117 Individuals
Outreach	Contacts	665	635 Individuals	660	632 Individuals
Professional Services	Hours	1,860	50 Individuals	2,370	65 Individuals
Professional Services	Hours	240	15 Households	502	19 Households
Pro-Social Activities	Events	160	200 Individuals	28	309 Individuals
Pro-Social Activities	Hours	12,000	1,200 Individuals	12,707	1,249 Individuals
Respite	Hours	520	10 Individuals	780	14 Individuals
Screening/Assessment	Screenings	995	995 Individuals	491	488 Individuals
Service Learning Activities	Hours	17,200	2,661 Individuals	13,718	5,885 Individuals
Training-Skill Development	Hours	20,000	3,502 Individuals	18,029	3,541 Individuals
Training-Volunteers/ Professionals	Hours	73	19 Individuals	72	23 Individuals
Tutoring/Academic Assistance	Hours	28,054	505 Individuals	800	884 Individuals



**FY 2011 - 2012 Outside Agency Annual Report**

<b>General Services</b>					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	2,400	50 Individuals	2,425	77 Individuals
Community Information	Events	282	13,250 Individuals	234	15,611 Individuals
Community Information	Print Media Items	22,500	4,500 Contacts	22,500	4,500 Contacts
Financial Assistance/ Education	Hours	1,025	820 Households	643	998 Households
Food Assistance	Meals Congregate	4,500	170 Individuals	6,098	519 Individuals
Food Assistance	Meals Provided	2,443	16 Individuals	2,460	16 Individuals
Group Support	Hours	80	40 Individuals	236	93 Individuals
Individual Support	Hours	50	50 Households	563	331 Households
Individual Support	Hours	5,665	2,261 Individuals	3,504	2,514 Individuals
Material Assistance	Items	4,000	2,000 Households	3,001	1,328 Households
Material Assistance	Items	660	660 Individuals	1,017	900 Individuals
Mini - Grants	Dollars	6,179	5 Agencies	835	2 Agencies
Outreach	Contacts	40	20 Group Contacts	326	127 Group Contacts
Outreach	Contacts	2,932	466 Individual Contacts	2,954	481 Individual Contacts
Outreach	Contacts	1,250	3,993 Individuals	1,113	3,555 Individuals
Outreach	Website Hits	1,000	1,000 Individuals	4,291	4,291 Individuals
Professional Services	Contacts	1,800	720 Individuals	10,483	4,829 Individuals
Referral/ Information	Calls	4,000	4,000 Households	4,294	4,174 Households
Referral/ Information	Calls	81	54 Individuals	246	66 Individuals
Respite	Hours	660	5 Individuals	496	5 Individuals
Screening/ Assessment	Screenings	1,103	763 Individuals	767	517 Individuals
Service Learning Activities	Hours	27,580	197 Individuals	18,232	201 Individuals
Training-Skill Development	Hours	3,465	1,160 Individuals	7,801	3,670 Individuals
Training- Volunteers/ Professionals	Hours	7,470	2,725 Individuals	8,971	3,901 Individuals

<b>Community Support</b>					
Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	533	75 Households	902	117 Households
Financial Assistance	Dollars	3,000	10 Households	2,950	15 Households
Group Support	Hours	616	130 Individuals	625	150 Individuals
Individual Support	Hours	346	37 Individuals	545	76 Individuals
Material Assistance	Items	1,728	432 Individuals	1,848	462 Individuals
Professional Services	Hours	18	18 Households	18	18 Households
Professional Services	Hours	1,874	404 Individuals	1,837	499 Individuals
Service Learning Activities	Hours	6,750	270 Individuals	9,588	272 Individuals
Training-Skill Development	Hours	12	12 Individuals	12	15 Individuals
Training- Volunteers/ Professionals	Hours	3	3 Individuals	6	6 Individuals

**-Outside Agency Achievements & Collaboration-**

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><b>Green Valley Assistance</b> \$16,500.00</p> <p>Provides temporary monetary assistance to households who are served with eviction notice to prevent them from becoming homeless. Participants are required to attend financial education classes.</p>	<p>Green Valley Assistance is one of 10 local agencies and the only one in our rural communities to offer the “Benefits Check-Up” to identify savings and/or extra income to alleviate some of the financial stress endured by seniors and older adults. When individuals 55 years and older come for emergency monetary assistance, a Benefits Check-up assessment tool is offered as well as a follow-up one hour visit to map out a plan to help individuals glean all available discount programs and benefits. This program called, Economic Security Initiative (ESI) with partnership with United Way of Tucson of Southern Arizona helps move individuals from 100% of federal poverty limits (FPL) to 200% of FPL. An ESI volunteer is a coach who provides active follow-up with the participant to help meet their goals. A new Green Valley Assistance program, Safety and Health in Motion (SHiM), is a fall prevention program for seniors and physically challenged individuals living in Green Valley and Sahuarita communities. The program is a collaborative partnership with the Green Valley Fire District and the Green Valley Council. Volunteer Fire Corp, and a volunteer nurse conduct in-home safety assessments. Volunteer handymen can provide minor modifications. Our free in-home visits, assessments and handyman support promote safety, prevent falls, encourage increased communication with doctors and connections to local community resources to promote exercise, socialization and independence to remain safe at home.</p>
--	---



**-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"><b>Southern Arizona Legal Aid</b> \$30,000.00 <b>Homeowner and Tenant Protection Program</b></p> <p>Provides free civil legal advice, counseling and representation in court in administrative proceedings on housing matters.</p>	<p>SALA opened 665 housing cases in the grant period for Pima County clients. Out of these, 428 cases were funded by Outside Agency funds. In addition, SALA continued to leverage other County funds to assist clients under the HPRP program; County CDBG funds; and HUD housing counseling and funds allocated to SALA by the University of Arizona's College of Law for a Mortgage Clinic utilizing law students. SALA is able to provide expanded services to the client community to prevent mortgage foreclosure and assist with loan modifications. The additional resources enabled SALA to provide a wider range of services as part of the Homeowner and Tenant Protection program funded by Outside Agency funds.</p> <p>In this grant period, SALA began a collaborative effort with the University of Arizona's College of Law for a Mortgage Clinic. The Mortgage Clinic is a cooperative project between the University of Arizona College of Law and Southern Arizona Legal Aid, Inc. (SALA), which focuses on foreclosure intervention. Law students, under the supervision of an attorney, provide timely advice and representation in mortgage-related cases to persons with limited income and resources. Legal services range from applying for a loan modification to filing bankruptcy and/or civil litigation to resolve a mortgage delinquency, prevent the loss of a home, reduce unsecured debt, stop loss of income due to wage garnishment, or obtain relief from a loan modification company scam.</p>
<p align="center"><b>Southern Arizona AIDS Foundation</b> \$101,500.00</p> <p>Provides HIV/AIDS Support &amp; Education serves vulnerable, low-income people living with HIV/AIDS who lack sufficient resources to meet their basic needs.</p>	<p>SAAF integrates best practices throughout the organization and in all its programs. Current services and programming align with the goals of the National HIV/AIDS Strategy to: Reduce new HIV infections; Increase access to care and improve health outcomes and; Reduce HIV-related health disparities. The National Strategy notes and SAAF has long recognized that when people living with HIV/AIDS have adequate and reliable sources of food, decent and stable housing, they are more likely to make their health a priority, and achieve improved health outcomes.</p> <p>SAAF provides continuum of care services designed to be comprehensive and responsive to the needs of people living with HIV/AIDS. To facilitate access to services, SAAF's peer counseling and case management staff use a client-centered approach that emphasizes each client's needs, values and priorities in developing care plans and service provision. This strategy seeks to educate clients about the resources available to assist them, empower them to take responsibility for their own health, health care decisions and quality of life, and support them to move towards greater self-sufficiency. Staff adheres to Arizona Case Management Standards for Ryan White Part B Programs in Arizona.</p> <p>SAAF's Food Programs follow the Food as Medicine philosophy which emphasizes the importance of community-based nutrition services to address food insecurity and malnutrition for people with chronic illnesses such as HIV/AIDS. SAAF has utilized a Registered Dietitian to review Food for Life menus and recipes to ensure clients meet their heightened nutritional requirements. Whenever possible, SAAF uses organic and sustainable locally-grown ingredients to prepare home-delivered meals and provides a diversity of healthier food choices offered through the Food Pantry.</p> <p>SAAF ensures food safety by requiring Food Program staff to attend training and be certified by the Pima County Health Department (PCHD). The Food for Life kitchen receives an A+ from the PCHD, which conducts inspections quarterly. SAAF is a member of the Meals on Wheels Association of America. Staff attend the annual conference and review literature to stay up-to-date about the latest research and best practices.</p> <p>SAAF maximizes funding from PCOA and expands access to food resources through collaborations with the Community Food Bank of Southern Arizona and St. Andrew's Episcopal Church. SAAF provides medical case management services that are integrated with health care provided to clients at three local HIV specialty clinics: El Rio Special Immunology Associates, University of Arizona Petersen HIV Clinics and Southern Arizona Veteran's Affairs Health Care System. These clinics identify clients who require food and nutrition services and make referrals to SAAF's program. Other agency-wide collaborators include CODAC Behavioral Health Services, COPE Community Services, Old Pueblo Community Services, Pima County Health Department, and Wingspan LGBT Community Center.</p>

-Outside Agency Program Impacts-

<p>Sahuaro Girl Scout Council: \$21, 500.00</p> <p><b>Adelante Jovencitas</b> provides an on-site weekly girl scout program to girls who may be incarcerated or in residential treatment sites.</p>	<p>Sahuaro Girl Scout Council increases positive attitude through creating programming to help girls learn how to interact in a positive manner and learn that they could trust and share with their peers and the adults that facilitated the group. The curriculum is adapted to meet the needs of the girls which allow the girls to see that the staff cares about them and wants to help them on their life journey. For example, staff noticed that many girls were looking for jobs in the community but did not have the tools to know how to apply and interview for jobs. Staff then created a curriculum that met the girls' needs which included resume writing, mock interviews and appropriated interview dress. Another example is when staff created curriculum surrounding self-esteem when they saw and heard many girls share negative self-talk. These activities allowed the girls to see their positive attributes and connect with their peers and staff leaders in a positive way. Through these lessons, the girls have illustrated that they have a better understanding of how to interact with a diverse group of people and have shown a great increase in positive attitude. Because staff is adaptable and able to change the curriculum to meet the needs of the girls, this outcome was met, illustrating that it is a programmatic strength.</p>
<p>Pima Council on Aging \$11,015</p> <p><b>Home Delivered Meals</b> provides home delivered meals to elders that meet 1/3 of their dietary intake. Meals for the week are delivered two days a week</p>	<p>The home delivered meals play an integral part in maintaining the health and independence of Pima County's elders. 94% of the clients who completed a survey reported the meals helped maintain their health and 95%% their independence. In addition to these positive outcomes, 91% of the clients reported feeling more secure knowing the driver will be checking on them. Many of these individuals are isolated and the driver is their link to the outside world.</p> <p>The Home Delivered Meal Program continued to receive cuts in local and state funding. Due to these funding cuts, the providers continued the two day a week deliveries to minimize the cost of fuel and personnel. For the first time in the history of the program a waiting list had to be implemented in March and April. PCOA alerted the Tucson community and approached some private foundations and Tucson service clubs. PCOA raised enough money lift the wait list in June and will be carefully monitoring the requests for service against the budget as the program moves into the new fiscal year.</p>
<p>Our Family House of Neighborly Services \$28,000</p> <p><b>Senior Program</b> provides social activities, nutritious meals, field trips and transportation to and from the program for senior participants.</p>	<p>House of Neighborly Service Senior Programs provided nutritious meals and socialization for 32 older residents of South Tucson. Program participants were able to connect with long terms friends and neighbors, enjoy a meal, participate in light exercise and other social activities. A new driver/program facilitator was hired for the House of Neighborly Service Senior Program. He has 20 years experience as a manager of a large company and more recently as a professional grocery shopper at Our Family Services. The Program participants respect and welcome his presence.</p> <p>Our U of A intern introduced new and healthy foods to the program menu. Now the morning snack is a generous cup filled with fresh pineapple and melon spears instead of pastries or other sweets. This is important for individuals who have diabetes or hypertension or for those wanting to maximize good health. Other menu meals are varied and filled with fresh produce.</p> <p>Program participants have the opportunity to compare past and present blood pressure readings every third Thursday with the on site Public Health Department volunteer nurse. Participants have taken a new interest in monitoring their health and diets.</p> <p>The Pima Council on Aging Ambassador and her assistant provided information and linkage to benefits and community resources once a week to help participants continue living independently in the community.</p> <p>A participant who became too frail to continue with the program visited one day. Her caregiver helped her move around the room. She greeted and hugged each and every one of her friends at the meal program. Everyone seemed thrilled to see her again.</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 style="text-align: center;"><b>Primavera</b> \$26,000</p> <p><b>Homeless Intervention Program</b> provides survival items and needs at a drop-in site for homeless and near homeless individuals and will link individuals to available resources.</p>	<p>The content of food boxes continues to impact the ability to distribute the boxes. The Food Bank has experienced cut backs and the quantity of food per box is less than in previous years. It will only hold a family for a few days. Bags for those camping out are no longer available. Boxes do not serve those camping out as most items need be cooked or a can opener is needed. The availability of hygiene products continues to be contingent on donations from the community. Although a weakness pointed out in the survey was the lack of certain products the overall response indicates that donations continue to be steady and meet the needs of the majority of people served. During the 4th quarter except for deodorant and razors, which typically run out half way through the week HIP was able to meet the requests of participants.</p> <p>Our mail program has historically been and continues to be successful in helping people stay connected with vital resources. It is regularly reported by our participants to be critical for them in maintaining ties to family, friends and services, which includes receiving medication and SSI, SSDI benefit checks. In meeting participants where they are at and assessing their needs and desires the implementation of Motivational Interviewing and success planning has resulted in positive outcomes for participants and creates an atmosphere of respect. HIP is known for a place in which participants can relax and feel safe. can talk and be heard. HIP's reputation among the homeless populations continues to spread. There has been an increase in the number of people that are referred to HIP from a friend or family member who received or is currently receiving services at Primavera. And as noted in satisfaction surveys, this demonstrates the level of professionalism and compassion that is provided at HIP.</p>
<p style="text-align: center;"><b>Community Food Bank</b> \$323.00</p> <p>The Food Bank provides food to supplement nutritional needs and stretch food dollars to maintain health for families and individuals. Food is distributed at central locations and food pantries. Staff at distribution sites are train to maintain proper food storage, follow distribution policies, comply with eligibility standards and assure proper data tracking.</p>	<p>In the fourth quarter of fiscal year 2011-2012, the Community Food Bank distributed 56,716 food boxes to 95,406 individuals throughout Pima County. This is about a 3.5% percent increase from last quarter. A total of 4,595,631 pounds of food were distributed throughout Pima County this quarter. This fiscal year, over 10 million pounds of produce were procured through our branch bank in Nogales. The branch bank's proximity to the main port of entry for produce coming into the U.S. allows us to procure significant amounts of fruits and vegetables to supplement TEFAP boxes. Adding fresh produce to our distributions is much appreciated, especially at our more rural distribution sites. This produce is distributed throughout all of CFB's sites, including the main warehouse and rural branch banks. Since its opening in September 2011, the Gabrielle Giffords Family Assistance Center has created and submitted 915 SNAP applications for clients. SNAP is one of the most effective safety net programs, and generates \$1.79 in local economic activity for every \$1.00 spent in benefits.</p> <p>Although more clients were served this quarter, we distributed over 200,000 fewer pounds of food than last quarter. USDA TEFAP commodities we receive are down more than 1,900,000 pounds this year to date due to a lack of bonus pounds received for the program. We anticipate being down about 3,000,000 pounds before the year is out. Food Plus commodities are also down, about 229,000 less than last year. This is due to two factors: the USDA is limiting the inventory that agencies like CFB have on hand, and they have had problems negotiating what commodities we will receive for food boxes. At this time we are missing four of the twelve items that are included in a Food Plus food box. We do not know if this will be remedied. In addition, the cost of food continues to rise in the face of increased need. This year we have had to reduce the amount of food included in each food box in order to continue serving all of our clients. Food boxes now contain a 2-to-3 day supply of food as opposed to a 3-to-4 day supply.</p>

**Community Food Bank Volunteers**



-Program Highlights FY 11-12-

MORE THAN 120,000 PEOPLE WERE SERVED BY OUTSIDE AGENCY PROGRAMS  
THROUGHOUT PIMA COUNTY DURING FY 11-12

Outputs	Number Served
Case Management	1,130
Financial Assistance	65
Financial Assistance/Education	17
Food Assistance - Meals	1,380
Food Assistance - Boxes	1,675
Individual Support	2,651
Material Assistance	3,738
Shelter Nights	117
Training - Skill Development	8,298
Transportation Assistance	152
Tutoring - Academic Assistance	1,001

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 Board of Supervisors



Ramón Valadez – Chairman, District 2

Ann Day, District 1

Sharon Bronson, District 3

Ray Carroll, District 4

Richard Elias, District 5

County Administrator, C.H. Huckelberry



Pima County Community Development & Neighborhood Conservation Department

Margaret Kish, Director

Jane Krosen, Outside Agency Program Coordinator

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

CDNC website: [www.pima.gov/CED/CDNC/index.html](http://www.pima.gov/CED/CDNC/index.html)

OA Website: [www.pima.gov/CED/CDNC/CRD/outsideAg.html](http://www.pima.gov/CED/CDNC/CRD/outsideAg.html)