

AGENCY SUMMARY
ATTORNEY GENERAL - DEPARTMENT OF LAW

Janet Napolitano, Attorney General AGA
 Contact: Constance E. Kohl, Chief Director of
 Administrative Operations
 (602) 542-8046

Agency Mission:

To provide comprehensive legal protection to the citizens of Arizona and quality legal services to the agencies of the State of Arizona.

Agency Description:

The Office of the Attorney General was created by Article V, Section I of the Arizona constitution. The Attorney General is an elected position and holds office for a four-year term. Powers of the Attorney General are conferred by the Arizona constitution or by statute. The fundamental obligation of the Attorney General is to act as legal advisor to all state agencies except those few exempted by law. Additionally, primary responsibilities include prosecuting and defending proceedings in which the state has an interest and to render written opinions upon questions of law.

To accomplish these responsibilities, the Attorney General has reorganized the Department of Law into seven divisions. These divisions are the Agency Counsel Division, the Child and Family Protection Division, the Civil Division, the Civil Rights and Public Advocacy Division, the Criminal Division, the Administrative Operations Division, and Administration. Each division is further organized into sections, which specialize in a particular area of practice.

Agency Summary:

	(\$ Thousands)		
	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
➤ AGENCY COUNSEL DIVISION	6,816.7	8,044.5	8,025.9
➤ CHILD AND FAMILY PROTECTION DIVISION	1,324.1	3,217.7	1,728.5
➤ CIVIL DIVISION	9,792.1	11,115.9	11,478.5
➤ CIVIL RIGHTS AND PUBLIC ADVOCACY DIVISION	12,794.3	10,431.8	10,239.5
➤ CRIMINAL DIVISION	20,673.0	17,762.9	17,660.5
➤ CENTRAL ADMINISTRATION	10,968.3	14,080.3	13,902.0
Capital Funds	0.0	0.0	0.0
Agency Total	<u>62,368.5</u>	<u>64,653.1</u>	<u>63,034.9</u>

Funding and FTE Summary:

	(\$ Thousands)		
	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	24,717.7	25,409.5	25,902.8
Other Appropriated Funds	17,670.7	22,596.1	22,845.1
Other Non Appropriated Funds	15,619.8	9,391.2	9,001.0
Federal Funds	4,360.3	7,256.3	5,286.0
Operating Funds Subtotal	<u>62,368.5</u>	<u>64,653.1</u>	<u>63,034.9</u>
Capital Funds	0.0	0.0	0.0
Agency Total	<u>62,368.5</u>	<u>64,653.1</u>	<u>63,034.9</u>
FTE Positions	<u>774.1</u>	<u>806.9</u>	<u>806.9</u>

Agency Goals and Key Performance Measures:

- ◆ Goal 1 To provide an incentive to hire and retain attorneys by offering a salary comparable to other major public law firms.

Key Performance Measures	FY 1998	FY 1999	FY 2000	FY 2001
● Percentage of average Arizona Attorney General salaries below market as compared to largest Arizona public law firms	NA	10.5	10.5	< 3

- ◆ Goal 2 To apply information technology to establish a system necessary to provide adequate information regarding personnel productivity and future requirements while improving the efficiency and effectiveness of the Office.

Key Performance Measures	FY 1998	FY 1999	FY 2000	FY 2001
● Percent of current data base applications transferred onto Y2K compliant system	NA	80	100	NA
● Percent of personal computers updated to operate Y2K compliant applications	20	80	100	NA

AGA.1 PROGRAM SUMMARY
AGENCY COUNSEL DIVISION
Agency Counsel Division
 Contact: Gale Garriott, Division Chief Counsel
 Phone: (602) 542-8351
 A.R.S. 41-191

Program Mission:

To provide the best possible legal counsel to the State of Arizona, including a variety of agencies, boards, commissions, and committees.

Program Description:

The Agency Counsel Division is responsible for providing day-to-day legal services in specific areas of civil law for over 125 state entities. These services include, among other things, representation before administrative and judicial tribunals, negotiating disputed matters, reviewing and drafting legal documents, writing opinions, and providing legal advice upon request.

Funding and FTE Amounts:	(\$ Thousands)		
	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	3,883.4	4,077.1	4,158.4
Other Appropriated Funds	2,933.3	3,942.3	3,867.5
Other Non Appropriated Funds	0.0	25.1	0.0
Federal Funds	0.0	0.0	0.0
Program Total	<u>6,816.7</u>	<u>8,044.5</u>	<u>8,025.9</u>
FTE Positions	<u>123.5</u>	<u>132.5</u>	<u>132.5</u>

This Program Contains the Following Subprograms:

- ▶ Administrative Law
- ▶ Bankruptcy and Collection Enforcement
- ▶ Education and Health
- ▶ Natural Resources
- ▶ Tax

AGA.1.1 SUBPROGRAM SUMMARY
ADMINISTRATIVE LAW
 Contact: Tom McClory, Section Chief Counsel
 Phone: (602) 542-8320
 A.R.S. 41-191

Subprogram Mission:

To provide general legal services to over 75 state agencies in order to assist them in accomplishing their missions by advising and counseling; drafting and reviewing legislation, contracts, leases, rules, and opinions; and litigating lawsuits and administrative matters.

Subprogram Description:

This Section consists of units of attorneys whose principal assignments focus on specific areas of law. In addition, the Section provides day-to-day legal services to a number of the departments, boards and commissions. The general day-to-day services include advising and counseling; writing opinions; representation in lawsuits, administrative hearings and other contested matters; drafting and reviewing legislation, contracts, leases, bonds, and other miscellaneous legal documents; and reviewing for certification rules promulgated by client agencies. Its major areas of expertise are administrative law, employment law, and procurement law. The Section is divided into three units: Procurement and Contracts Unit, Employment Unit, and a Tucson Unit. In addition, lawyers within the Section may be assigned special projects, including rule review, Inter-Agency Service review, campaign finance enforcement, and lobbyist report enforcement.

Funding and FTE Amounts:	(\$ Thousands)		
	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	1,463.6	1,538.0	1,568.7
Other Appropriated Funds	672.7	732.1	745.8
Other Non Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0
Program Total	<u>2,136.3</u>	<u>2,270.1</u>	<u>2,314.5</u>
FTE Positions	<u>34.2</u>	<u>35.2</u>	<u>35.2</u>

Subprogram Goals and Performance Measures:

◆ Goal 1 To improve agency client satisfaction by increasing communication between the Section and the client agency.

Performance Measures	FY 1998	FY 1999	FY 2000	FY 2001
	Actual	Actual	Expected	Expected
● Client planning meetings	20	20	20	20
● Informational meetings	60	60	60	60

◆ Goal 2 To meet increasing client demands for representation at regulatory hearings.

Performance Measures	FY 1998	FY 1999	FY 2000	FY 2001
	Actual	Actual	Expected	Expected
● Training sessions	4	5	4	4

◆ Goal 3 To timely review increasing numbers of contracts submitted by client agencies.

Performance Measures	FY 1998	FY 1999	FY 2000	FY 2001
	Actual	Actual	Expected	Expected
● Standard form contracts	1	1	1	1
● Contracts reviewed	1,574	737	750	750

◆ Goal 4 To increase efforts in performing Attorney General program duties.

Performance Measures	FY 1998	FY 1999	FY 2000	FY 2001
	Actual	Actual	Expected	Expected
● Lobbyist actions initiated	0	0	10	10
● Campaign finance actions initiated	55	127	75	125

AGA.1.2 SUBPROGRAM SUMMARY
BANKRUPTCY AND COLLECTION ENFORCEMENT
 Contact: Tracy Essig, Section Chief Counsel
 Phone: (602) 542-8382
 A.R.S. 41-191.03

Subprogram Mission:

To collect all debts, both in-state and nationally, owed to the State of Arizona.

Subprogram Description:

The Section represents approximately 41 different state agencies, boards, and councils in the collection of debts owed to them. The Section is funded from a statutory percentage of its collections and operations are limited to a spending cap set by the Legislature.

During the last six years, the Section's real cost of collection has ranged from 16% - 23% of every dollar collected. The costs of such collections in the private sector would be 33% - 58%. There are approximately 2,000 open bankruptcy files, plus scores of state court collection cases.

Funding and FTE Amounts:	(\$ Thousands)		
	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	0.0	0.0	0.0
Other Appropriated Funds	1,401.9	2,042.4	1,930.6
Other Non Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0
Program Total	<u>1,401.9</u>	<u>2,042.4</u>	<u>1,930.6</u>
FTE Positions	<u>27.0</u>	<u>35.0</u>	<u>35.0</u>

Subprogram Goals and Performance Measures:

2000 - 2001 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

- ◆ Goal 1 To collect funds sufficient to pay Section operations, fund the Model Court program, and revert excess funds to the State general fund.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Dollars collected (in thousands)	9,052.8	11,670.9	11,500	11,500
● Cases opened	NA	1,991	2,000	2,000
● Dollars transferred to Model Court program (in thousands)	NA	1,264.1	2,000	1,668.5

- ◆ Goal 2 To maintain and enhance the reputation of the Section by participating in national and local seminars and conventions, and maintain an active presence in local and national courts.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Seminars attended	NA	6	8	10

- ◆ Goal 3 To increase the number of client agencies represented by the Section.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Number of client agencies	35	36	38	40

- ◆ Goal 4 To reduce caseload on attorneys and collectors.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Cases per person (attorneys and collectors)	NA	181	143	143

AGA.1.3 SUBPROGRAM SUMMARY
EDUCATION AND HEALTH
 Contact: Lynne Adams, Section Chief Counsel
 Phone: (602) 542-8323
 A.R.S. 41-191

Subprogram Mission:

To provide high quality, low cost legal services to our client agencies and their officers to assist them in accomplishing their responsibilities and objectives.

Subprogram Description:

The Section was formed in FY1999 and is comprised of two units: Education Unit and Health Services Unit. The attorneys and staff in each unit provide day-to-day legal services to the Department of Health Services and its numerous divisions and bureaus (including the Arizona State Hospital, the Division of Behavioral Health Services, and the Bureau of Emergency Medical Services), the Department of Education and its divisions, the School Facilities Board, and the Charter School Board. Those legal services include advising and counseling; representation in lawsuits, administrative hearings and other contested matters; drafting and reviewing legislation, contracts and other legal documents; and reviewing for certification rules promulgated by client agencies.

Funding and FTE Amounts:

(\$ Thousands)

	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	368.7	386.0	393.7
Other Appropriated Funds	547.9	845.6	862.5
Other Non Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0
Program Total	916.6	1,231.6	1,256.2
FTE Positions	19.9	19.9	19.9

Subprogram Goals and Performance Measures:

- ◆ Goal 1 To improve agency client satisfaction by increasing communication between the Section and client agencies and providing additional training to client agencies on legal topics.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Legal training sessions conducted	NA	10	15	15

- ◆ Goal 2 To review in a timely fashion the increasing number of contracts submitted by client agencies.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Contracts reviewed	NA	505	550	550

- ◆ Goal 3 To continue to provide legal representation in an increasing number of lawsuits, administrative hearings, contested hearings, and other matters involving the client agencies.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Lawsuits, administrative hearings, contested hearings, and other agency matters handled	NA	478	500	525

- ◆ Goal 4 To work with client agencies in developing legislation that meets the needs of the agencies.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Legislative matters developed or overseen	NA	50	55	55

AGA.1.4 SUBPROGRAM SUMMARY
NATURAL RESOURCES
 Contact: Diane Hienton, Section Chief Counsel
 Phone: (602) 542-1401
 A.R.S. 41-191

Subprogram Mission:

To provide quality, timely, and effective legal services to our client agencies in furtherance of their goals in a manner consistent with the legal responsibilities of the Office of the Attorney General and the highest standards of our profession.

Subprogram Description:

The Section provides a full range of legal services to state agencies and boards and commissions involved with the sale, leasing and management of state trust lands and with the management of state parks and recreation programs. Services provided include representation in litigation cases, legal assistance in urban land disposition projects, negotiation and documentation of land acquisitions, determination of applicability of environmental

regulations to state lands, and day-to-day advice and counsel. Because services provided are in support and of defense of large dollar cases, the Section consistently earns and saves the State substantial sums of money in conjunction with its client agencies.

Funding and FTE Amounts: (\$ Thousands)

	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	986.9	1,034.4	1,055.0
Other Appropriated Funds	194.4	201.4	205.4
Other Non Appropriated Funds	0.0	25.1	0.0
Federal Funds	0.0	0.0	0.0
Program Total	1,181.3	1,260.9	1,260.4
FTE Positions	21.0	21.0	21.0

Subprogram Goals and Performance Measures:

- ◆ Goal 1 To provide quality, timely and effective legal services to our client agencies in furtherance of their goals.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Monies recovered, generated and/or saved (in millions)	39.2	17.0	17.0	17.0
● Satisfaction rating on client survey	100	100	80	80

AGA.1.5 SUBPROGRAM SUMMARY
TAX
Contact: Patrick Irvine, Section Chief Counsel
Phone: (602) 542-8384
A.R.S. 41-191

Subprogram Mission:

To provide effective legal services to state agencies regarding their authority and duty to impose a wide variety of state taxes.

Subprogram Description:

While the Arizona Department of Revenue is considered the Section's major client, other state agencies with tax collection responsibilities such as the Department of Transportation are represented as well. The Section is composed of four units: sales tax, income tax, property tax, and motor carrier and fuel tax. The Section's monetary results are based upon the successful litigation of tax cases, some of which involve extremely large dollar amounts. The disposition of these large dollar cases can cause the savings to the State to vary significantly from year to year.

Funding and FTE Amounts: (\$ Thousands)

	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	1,064.2	1,118.7	1,141.0
Other Appropriated Funds	116.4	120.8	123.2
Other Non Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0
Program Total	1,180.6	1,239.5	1,264.2
FTE Positions	21.4	21.4	21.4

Subprogram Goals and Performance Measures:

- ◆ Goal 1 To provide effective legal services to our client agencies.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
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- Monies recovered and/or saved to various sources of State funding (in thousands) 9,000 7,500 8,000 8,000

AGA.2 PROGRAM SUMMARY
CHILD AND FAMILY PROTECTION DIVISION
Child and Family Protection Division
Contact: Noreen Sharp, Division Chief Counsel
Phone: (602) 542-1645
A.R.S. 41-191

Program Mission:

To provide the Department of Economic Security (DES) with high quality and timely legal advice on all matters affecting the welfare of children and families.

Program Description:

The Division is responsible for providing all legal services to the Department of Economic Security (DES). These legal services are provided in the areas of aging and community services, benefits and medical eligibility, child abuse and neglect, child support, developmental disabilities, employment and rehabilitation services, and general counsel.

The Department of Economic Security is predominantly responsible for the budget of this Division.

Funding and FTE Amounts: (\$ Thousands)

	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	20.5	0.0	0.0
Other Appropriated Funds	1,302.2	15.0	0.0
Other Non Appropriated Funds	0.0	0.0	0.0
Federal Funds	1.4	3,202.7	1,728.5
Program Total	1,324.1	3,217.7	1,728.5
FTE Positions	26.0	30.0	30.0

This Program Contains the Following Subprograms:

- ▶ Child Support Enforcement
- ▶ Des General Counsel
- ▶ Des Hearings, Trials and Personnel
- ▶ Protective Services

AGA.2.1 SUBPROGRAM SUMMARY
CHILD SUPPORT ENFORCEMENT
Contact: Kim Gillespie, Section Chief Counsel
Phone: (602) 542-9670
A.R.S. 41-191

Subprogram Mission:

To provide quality legal services to the Division of Child Support Enforcement, which is a division within the Department of Economic Security, in support of its mission to provide effective and fair child support services to the families of Arizona.

Subprogram Description:

Section attorneys represent the Division of Child Support Enforcement (DCSE) within the Department of Economic Security (DES). DCSE has over 700 employees and over 260,000 child support cases. The Section attorneys and staff are located in nine different offices across Maricopa County and across the state. Most of these employees are in the Operations Unit and are co-located with DCSE staff in various local offices. This Unit receives a high volume of litigation case referrals from DCSE and is actually integrated into the child support enforcement case production line. The two agencies have a unique and close working relationship.

The remaining Section attorneys and staff are assigned to the Policy and Procedure Unit, which provides general policy advice and training to DCSE, as well as legal advice and representation in appeals, bankruptcy cases, and complex cases.

The Department of Economic Security is responsible for the budget of this Section.

Funding and FTE Amounts: (\$ Thousands)

	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	0.0	0.0	0.0
Other Appropriated Funds	0.0	0.0	0.0
Other Non Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0
Program Total	0.0	0.0	0.0
FTE Positions	0.0	0.0	0.0

Subprogram Goals and Performance Measures:

- ◆ Goal 1 To increase the number of child support orders established on cases referred by DCSE.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Number of child support orders required	5,067	5,787	6,200	6,500
● Number of new child support orders established	5,067	5,787	6,200	6,500

AGA.2.2 SUBPROGRAM SUMMARY
DES GENERAL COUNSEL
 Contact: Lisa Glow, Section Chief Counsel
 Phone: (602) 542-1645
 A.R.S. 41-191

Subprogram Mission:

To assist the Department of Economic Security (DES) in establishing and standardizing policy throughout that agency.

Subprogram Description:

The Section provides overall legal representation to DES in the general areas of legislation, federal waiver applications, rules and procedures, privatization, procurement and major litigation (including class actions). DES is the sole recipient of these legal services.

The Department of Economic Security is responsible for the budget of this Section.

Funding and FTE Amounts: (\$ Thousands)

	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	0.0	0.0	0.0
Other Appropriated Funds	0.0	0.0	0.0
Other Non Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0
Program Total	0.0	0.0	0.0
FTE Positions	0.0	0.0	0.0

Subprogram Goals and Performance Measures:

- ◆ Goal 1 To provide advice on procurement matters.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Procurement matters received	NA	NA	75	100
● Procurement matters resolved	NA	NA	75	100

- ◆ Goal 2 To measure the number of non-procurement matters opened and closed annually.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Matters received	NA	NA	200	400
● Matters resolved	NA	NA	170	320

AGA.2.3 SUBPROGRAM SUMMARY
DES HEARINGS, TRIALS AND PERSONNEL
 Contact: Rene Rebillot, Section Chief Counsel
 Phone: (602) 542-1645
 A.R.S. 41-191

Subprogram Mission:

To provide effective legal representation for the Department of Economic Security (DES) in litigation and personnel matters and deter fraud by prosecuting persons who attempt to defraud the State of Arizona in DES programs.

Subprogram Description:

The Section is comprised of the Civil Unit and the Criminal Unit. The Civil Unit represents DES in court and administrative proceedings and provides legal representation in civil collection litigation to collect debts owed to DES; administrative and court appeals from DES decisions and all employee personnel matters which include hearings, appeals and legal advice. The Criminal Unit prosecutes individuals, contractors and entities who attempt to defraud the State of Arizona in all DES programs.

The Department of Economic Security is responsible for the budget of this Section.

Funding and FTE Amounts: (\$ Thousands)

	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	0.0	0.0	0.0
Other Appropriated Funds	0.0	0.0	0.0
Other Non Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0
Program Total	0.0	0.0	0.0
FTE Positions	0.0	0.0	0.0

Subprogram Goals and Performance Measures:

◆ Goal 1 To provide quality legal representation to DES in administrative decision matters.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Administrative decision matters received	NA	578	600	600
● Administrative decision matters resolved	245	531	560	560

◆ Goal 2 To improve statewide prosecution of fraud committed against DES in order to deter fraud in DES programs.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Fraud cases filed	462	457	470	470
● Cases filed outside Maricopa County	111	158	160	160

AGA.2.4 SUBPROGRAM SUMMARY
PROTECTIVE SERVICES
 Contact: Tracy Wareing, Section Chief Counsel
 Phone: (602) 542-1645
 A.R.S. 41-191

Subprogram Mission:

To assist in the public goal of achieving permanency for children by providing effective, efficient, and timely legal representation to the Department of Economic Security (DES) in support of Child Protective Services.

Subprogram Description:

The Section represents the DES in all aspects of Child Protective Services, including dependency, guardianship, and termination of parental rights cases. Laws 1998, Chapter 276 made changes to the judicial hearing process in order to move children out of foster care faster. The new law requires a preliminary protective hearing process that was studied in a pilot project in Pima County called the Model Court Project. The hearings must be held within five to seven working days after the child is removed from the home by DES. The Model Court process also requires interested parties to meet before that preliminary protective hearing to see if agreement can be reached on placement and care of a child.

The Department of Economic Security is predominantly responsible for the budget of this Section.

Funding and FTE Amounts: (\$ Thousands)

	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	20.5	0.0	0.0
Other Appropriated Funds	1,302.2	15.0	0.0
Other Non Appropriated Funds	0.0	0.0	0.0
Federal Funds	1.4	3,202.7	1,728.5
Program Total	1,324.1	3,217.7	1,728.5
FTE Positions	26.0	30.0	30.0

Subprogram Goals and Performance Measures:

◆ Goal 1 To assist DES in protecting children from abuse and neglect by providing legal services and representation compliant with the timeframes established in "Model Court" statutes.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
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● Number of preliminary protective hearings within five to seven days of taking custody	NA	NA	445	480
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◆ Goal 2 To assist DES in establishing permanent living situations for children by providing legal services and representation in all stages of judicial proceedings and that comply with "Model Court" time frames for new cases.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Number of dependencies established	NA	NA	2,600	2,800
● Number of reunifications achieved	NA	NA	936	1,008
● Number of guardianships achieved	NA	NA	442	476
● Number of adoptions achieved	NA	NA	520	560
● Number of terminations achieved	NA	NA	312	336

AGA.3 PROGRAM SUMMARY
CIVIL DIVISION
Civil Division
 Contact: Tom Prose, Division Chief Counsel
 Phone: (602) 542-7667
 A.R.S. 41-191

Program Mission:

To provide high-quality legal representation at the lowest price to the State of Arizona, its agencies, officers, and employees when acting within the scope of their employment.

Program Description:

The Civil Division consists of attorneys and support staff whose principal assignments focus them on specific areas of civil law. In addition, the program provides day-to-day legal services to a number of the departments, boards, and commissions of the State of Arizona.

Funding and FTE Amounts: (\$ Thousands)

	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	1,003.0	1,052.1	1,073.1
Other Appropriated Funds	8,789.1	10,063.8	10,405.4
Other Non Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0
Program Total	9,792.1	11,115.9	11,478.5
FTE Positions	167.0	172.0	175.0

This Program Contains the Following Subprograms:

- ▶ Licensing and Enforcement
- ▶ Liability Management
- ▶ Transportation

AGA.3.1 SUBPROGRAM SUMMARY
LICENSING AND ENFORCEMENT
 Contact: Montgomery Lee, Section Chief Counsel
 Phone: (602) 542-1610
 A.R.S. 41-191

Subprogram Mission:

To protect the citizens of Arizona by providing quality, timely and efficient legal service to client regulatory agencies.

Subprogram Description:

The Section represents a multitude of regulatory agencies. The attorneys in this Section represent, advise, and practice before agencies such as the Accountancy Board, Chiropractic Board, Dental Board, Medical Examiners Board, Department of Liquor Licenses and Control, Registrar of Contractors, and other agencies which license professions, occupations, or businesses. The legal services provided by this Section include: advising and counseling; writing legal opinions; initiating and defending lawsuits and appeals; conducting administrative hearings and other contested matters; drafting and reviewing bonds, contracts, forms, and other legal documents; and assisting client agencies in drafting rules, policies, and procedures.

Funding and FTE Amounts: (\$ Thousands)

	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	1,003.0	1,052.1	1,073.1
Other Appropriated Funds	804.4	994.9	1,153.5
Other Non Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0
Program Total	1,807.4	2,047.0	2,226.6
FTE Positions	34.0	34.0	37.0

Subprogram Goals and Performance Measures:

- ◆ Goal 1 To provide quality, timely, and efficient legal services to client regulatory agencies.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Client agencies served	38	39	40	40
● Board, commission, and department meetings attended	478	500	510	510

- ◆ Goal 2 To provide quality litigation services to client regulatory agencies.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Administrative hearings conducted	456	500	550	600
● Briefs, motions, pleadings, and other legal documents filed	780	800	825	850

AGA.3.2 SUBPROGRAM SUMMARY
LIABILITY MANAGEMENT
 Contact: Deborah Spinner, Section Chief Counsel
 Phone: (602) 542-4951
 A.R.S. 41-191

Subprogram Mission:

To provide quality, timely, and efficient representation of the State by defending liability lawsuits and meeting the State Risk Managers need for related legal services.

Subprogram Description:

Pursuant to State law, the Attorney General's Office, with funds appropriated to the Department of Administration, provides for the defense of lawsuits against the State either through the office or by the appointment of outside legal counsel. The Insurance Defense Section represents the State of Arizona against charges of negligence involving personal injuries, property damage and

constitutional law violations. In addition, this Section defends the State against civil rights charges brought by prisoners and employees' wrongful discharge lawsuits.

Funding and FTE Amounts: (\$ Thousands)

	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	0.0	0.0	0.0
Other Appropriated Funds	6,080.8	6,711.0	6,848.5
Other Non Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0
Program Total	6,080.8	6,711.0	6,848.5
FTE Positions	106.0	106.0	106.0

Subprogram Goals and Performance Measures:

- ◆ Goal 1 To provide quality legal services that are more efficient and less costly than outside legal counsel (AAG = Attorney General's Office and OSC = Outside Counsel).

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Average months in suit: - per tort lawsuit-AAG	15	16	15	15
● Average months in suit: - per tort lawsuit-OSC	31	27	30	30
● Average billable hours: - per tort lawsuit-AAG	151	140	150	160
● Average billable hours: - per tort lawsuit-OSC	840	1,479	800	800
● Average billable hourly: - rate per tort lawsuit-AAG	66	67	65	65
● Average billable hourly: - rate per tort lawsuit-OSC	100	105	105	105

AGA.3.3 SUBPROGRAM SUMMARY
TRANSPORTATION
 Contact: Richard Rice, Section Chief Counsel
 Phone: (602) 542-1680
 A.R.S. 41-191

Subprogram Mission:

To assist Arizonans in obtaining efficient and safe transportation by providing prompt and quality legal services to the Arizona Department of Transportation, and to protect Arizonans by providing prompt and quality legal services to the Arizona Department of Public Safety.

Subprogram Description:

The Transportation Section provides a variety of legal services to the Arizona Department of Transportation (ADOT) involving condemnation actions and construction contracts to expand state highways, procurement contracts, personnel matters, and other ADOT litigation matters and day to day advice on various legal matters. The Section also represents the Motor Vehicle Division (MVD) of ADOT in licensing appeals (admin per se, implied consent, etc.) and advises MVD on matters concerning driver's licenses, registrations, titles, motor carrier inspections, audits and enforcement, and various other day to day legal matters. The section also advises and represents the Arizona Department of Public Safety in criminal issues, licensing matters, contract and personnel issues, record requests, and day to day legal advice.

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Funding and FTE Amounts:	(\$ Thousands)		
	FY 1999	FY 2000	FY 2001
	Actual	Estimate	Estimate
General Funds	0.0	0.0	0.0
Other Appropriated Funds	1,903.9	2,357.9	2,403.4
Other Non Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0
Program Total	1,903.9	2,357.9	2,403.4
FTE Positions	27.0	32.0	32.0

Subprogram Goals and Performance Measures:

◆ Goal 1 To provide timely legal services to clients.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Number of days to review contracts and intergovernmental agreements	1-4	2	1-2	1

◆ Goal 2 To have earlier involvement on ADOT projects and programs to avoid claims and suits.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Projects identified as needing early involvement	22	30	38	45

◆ Goal 3 To accelerate property acquisition for highway expansion by resolution of cases prior to filing complaint.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Cases settled prior to complaint filed	0	8	15	20

<p>AGA.4 PROGRAM SUMMARY</p> <p>CIVIL RIGHTS AND PUBLIC ADVOCACY DIVISION</p> <p>Civil Rights and Public Advocacy Division</p> <p>Contact: Lee Stein, Division Chief Counsel Phone: (602) 542-3881 A.R.S. 41-191</p>
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Program Mission:

To use the discretionary power of the Office of the Attorney General in both the civil and criminal arenas to pursue those who prey upon the public and threaten the economic and environmental well-being of all Arizonans.

Program Description:

The Division's major duties are to enforce the civil rights, environmental, consumer protection and antitrust laws in a largely pro-active manner. The Division has administrative, civil and criminal functions. While most of the work of the Division involves using the Attorney General's independent authority to pursue wrongdoing, the Division does have some client representation duties, including representing the Arizona Department of Environmental Quality, Arizona Game and Fish, the Department of Agriculture, the Department of Real Estate, the Securities Division of the Arizona Corporation Commission, the Arizona Department of Insurance, and the Department of Banking.

Funding and FTE Amounts:	(\$ Thousands)		
	FY 1999	FY 2000	FY 2001
	Actual	Estimate	Estimate
General Funds	4,879.3	5,129.1	5,231.4
Other Appropriated Funds	1,974.5	4,001.7	4,070.7
Other Non Appropriated Funds	4,251.6	122.3	0.0
Federal Funds	1,688.9	1,178.7	937.4
Program Total	12,794.3	10,431.8	10,239.5
FTE Positions	182.8	182.8	182.8

This Program Contains the Following Subprograms:

- ▶ Civil Rights and Conflict Resolution
- ▶ Consumer Protection and Advocacy
- ▶ Economic Competition Unit
- ▶ Environmental Enforcement

<p>AGA.4.1 SUBPROGRAM SUMMARY</p> <p>CIVIL RIGHTS AND CONFLICT RESOLUTION</p> <p>Contact: Bruna Pedrini, Section Chief Counsel Phone: (602) 542-4192 A.R.S. 41-191, 41-1401</p>
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Subprogram Mission:

To enforce civil rights laws and provide dispute resolution services for the people of Arizona.

Subprogram Description:

The Section has the jurisdiction to enforce state and federal statutes that prohibit discrimination in employment, voting, public accommodations, and housing. The Section investigates, litigates, and resolves civil rights complaints pursuant to its mandate under the Arizona Civil Rights Act, A.R.S. section 41-1401 et. seq., and through cooperative work sharing agreements with the Equal Employment Opportunity Commission, the Department of Housing and Urban Development, and the Department of Education Office of Civil Rights. The Section also conducts surveys and inquiries and publishes reports to highlight civil rights issues in the State of Arizona. The Section brings about voluntary compliance with civil rights laws through the timely, appropriate resolution of complaints and through public education and outreach programs. In addition, working with the Arizona Civil Rights Advisory Board, the Section provides policy guidance and assistance by holding public hearings and forums to address matters affecting the civil rights of Arizonans, producing periodic reports, and reviewing and/or proposing legislation affecting civil rights.

The Section provides conflict resolution services statewide, including mediation, facilitation, conciliation, facilitated rulemaking, fact-finding conferences, and training. The Section's mediation programs include child welfare, civil rights, youth/gang, truancy, victim-offender, and other court and agency programs. The Section also has comprehensive school violence prevention and intervention programs and services. In addition, the Section provides education and outreach in the areas of conflict resolution, hate crimes, and diversity.

The civil rights staff of the Section is composed of lawyers, compliance officers, support personnel, and interns. The conflict resolution staff of the Section is composed of lawyers, program

coordinators, support personnel, volunteer mediators, and interns. The Section has offices in Phoenix, Tucson, and Yuma.

Funding and FTE Amounts: (\$ Thousands)

	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	1,625.3	1,707.0	1,741.0
Other Appropriated Funds	129.4	134.2	136.9
Other Non Appropriated Funds	25.2	0.0	0.0
Federal Funds	1,049.5	566.4	475.6
Program Total	2,829.4	2,407.6	2,353.5
FTE Positions	51.0	51.0	51.0

Subprogram Goals and Performance Measures:

- ◆ Goal 1 To increase compliance with anti-discrimination laws through timely and effective investigation and enforcement.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Percent of aged cases	21	16.3	13	10
● Number of cases resolved	782	777	816	857
● Average number of days to resolve cases	368	240	220	200
● Appropriated enforcement activity (in percent)	NA	NA	+10	+10
● Percent of voluntary settlement agreements	28	22	24	27

- ◆ Goal 2 To increase public awareness of anti-discrimination laws through education and outreach.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Number of people reached through presentations and trainings	2,000	2,700	2,835	2,977
● Number of cities/towns reached through intake, presentations, and trainings	14	21	23	25

- ◆ Goal 3 To provide the people of Arizona and its governmental entities timely and effective dispute resolution services.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Number of mediations held	1,325	1,381	1,409	1,437
● Percent of participant satisfaction	94	90	>80	>80
● Agreement percent after one year	92	92	>90	>90

- ◆ Goal 4 To increase public and agency awareness of mediation and other alternative dispute resolution services.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Number of people reached through presentations and trainings	2,200	2,350	2,468	2,591
● Number of cities/towns reached through presentations and trainings	25	21	23	25

AGA.4.2 SUBPROGRAM SUMMARY
CONSUMER PROTECTION AND ADVOCACY

Contact: Sydney Davis, Section Chief Counsel
Phone: (602) 542-7701
A.R.S. 41-191

Subprogram Mission:

To engage in civil enforcement of financial and consumer fraud cases, advocacy, and public education on consumer protection issues with an emphasis on fraud and abuse concerns of the elderly, as well as to provide representation in judicial and administrative cases, legal advice and assistance in legislative and rule-making matters to client state agencies.

Subprogram Description:

The Section enforces laws relating to consumer fraud and civil racketeering and represents state agencies that regulate real estate, insurance, banking, and securities. The Consumer Fraud Unit enforces the Arizona Consumer Fraud Act. The Agency Unit provides legal representation to the Banking, Insurance, and Real Estate Departments and the Securities Division of the Corporation Commission in judicial administrative cases and provides those agencies with legal advice in matters related to their regulatory authority. The Section also includes an Elder Affairs Program, which provides education and advocacy to protect elderly citizens from fraud and abuse. The Section provides consumer information to the general public and processes consumer complaints.

Funding and FTE Amounts: (\$ Thousands)

	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	1,758.6	1,850.5	1,887.4
Other Appropriated Funds	133.7	1,773.9	1,803.9
Other Non Appropriated Funds	4,062.1	122.3	0.0
Federal Funds	23.0	41.4	44.6
Program Total	5,977.4	3,788.1	3,735.9
FTE Positions	69.8	69.8	69.8

Subprogram Goals and Performance Measures:

- ◆ Goal 1 To be responsive to public concerns about consumer fraud.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● CIC complaints opened	16,102	13,836	15,000	15,750
● CIC complaints closed	22,969	15,781	19,000	22,800
● CIC telephone calls received	88,678	77,939	82,000	82,500

- ◆ Goal 2 To protect the public from consumer fraud.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Civil cases opened	208	207	215	230
● Judgments	63	72	72	72

- ◆ Goal 3 To provide quality legal representation to state agencies, assisting them to regulate the real estate, banking, securities, and insurance industries.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Administrative cases filed	195	159	180	200
● Administrative orders obtained	129	92	100	105

- ◆ Goal 4 To educate the public and increase public awareness of consumer protection and elder abuse issues.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Speaking engagements/public presentations	263	349	375	400

- Newsletters, brochures, and informational packets disseminated to the public NA 32,000 35,000 38,000

AGA.4.3 SUBPROGRAM SUMMARY
ECONOMIC COMPETITION UNIT
 Contact: Suzanne Dallimore, Unit Chief Counsel
 Phone: (602) 542-7752
 A.R.S. 41-192.01

Subprogram Mission:

To engage in civil and criminal enforcement of antitrust and competition laws, to educate state and local governments and the public on competition law, to advocate free market policy, and to provide technical antitrust expertise to governmental entities and the legislature.

Subprogram Description:

The Unit is charged with enforcement of the Arizona Uniform Antitrust Act, the purpose of which is to protect free markets. The Unit investigates complaints by undertaking market studies and evaluating voluminous economic data. After careful analysis, the Unit brings civil and criminal cases in state and federal courts, often taking many years to resolve. The Unit participates with other states in antitrust cases involving national anti-competitive economic activities. The Unit also assists in enforcement of other state competition statutes relating to competitive bidding processes. Court cases are typically litigated against large law firms and require external and internal document management and economic expertise, often on a contract basis. The Unit also provides technical expertise and education to state, local, and municipal government agencies; to businesses and consumers; and to the legislature on antitrust law and competition issues.

Funding and FTE Amounts: (\$ Thousands)

	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	156.0	163.7	167.0
Other Appropriated Funds	462.4	734.7	743.8
Other Non Appropriated Funds	164.3	0.0	0.0
Federal Funds	0.0	0.0	0.0
Program Total	782.7	898.4	910.8
FTE Positions	11.0	11.0	11.0

Subprogram Goals and Performance Measures:

- ◆ Goal 1 To increase the number of complaints investigated to the point of resolution or civil litigation.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Complaints received	81	353	126	132
● Informal investigations	76	38	101	107
● Informal resolutions	66	67	69	72
● Formal investigations	13	7	16	17
● Civil cases filed	1	5	5	3
● Criminal cases filed	2	2	2	2

- ◆ Goal 2 To prosecute violations of the Arizona Uniform Antitrust Act to successful judgments or settlements.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Pleas/verdicts	5	1	7	8

- ◆ Goal 3 To educate public and private sectors on antitrust law and competition policy.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Requests for information	142	200	210	220
● Speaking engagements	7	5	6	7

AGA.4.4 SUBPROGRAM SUMMARY
ENVIRONMENTAL ENFORCEMENT
 Contact: Edward Truman, Section Chief Counsel
 Phone: (602) 542-8537
 A.R.S. 41-191

Subprogram Mission:

To provide the highest quality legal advice and representation to client agencies in order to fairly enforce civil environmental and natural resources law and to assist law enforcement agencies in order to fairly enforce criminal environmental law while upholding the professional and legal standards of the Office of the Arizona Attorney General.

Subprogram Description:

The Section engages in a variety of advice, enforcement, and representation activities related to state and federal environmental and natural resources law. To carry out its mission, the Section is divided into three components: the Civil Unit, the Environmental Crimes Unit, and the Western States Project. The Civil Unit advises, represents, and litigates on behalf of the Arizona Department of Environmental Quality, the Department of Agriculture, the Game and Fish Commission and Department, and other state agencies and boards. The Criminal Unit prosecutes persons accused of violating criminal laws involving issues affecting our environment, including criminal acts involving damage to natural resources, environmental pollution, and related public health issues. The Western States Project, a regional association established in 1987 with a grant from the U.S. Environmental Protection Agency, provides training, networking opportunities, and information support to environmental enforcement agencies throughout the western United States and Canada.

Funding and FTE Amounts: (\$ Thousands)

	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	1,339.4	1,407.9	1,436.0
Other Appropriated Funds	1,249.0	1,358.9	1,386.1
Other Non Appropriated Funds	0.0	0.0	0.0
Federal Funds	616.4	570.9	417.2
Program Total	3,204.8	3,337.7	3,239.3
FTE Positions	51.0	51.0	51.0

Subprogram Goals and Performance Measures:

- ◆ Goal 1 To provide the highest quality legal advice and representation to the Department of Environmental Quality, the Department of Agriculture, and the Game and Fish Commission and Department.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Civil advice and litigation files open	696	804	831	831
● Files resolved within the year	351	179	243	330

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● Hours spent on matters reviewed but not opened	5,911	6,008	6,008	6,008
● Administrative hearings set	101	197	197	197
● Summary and trial judgments	28	15	28	31

- ◆ Goal 2 To achieve fair and consistent enforcement of the criminal environmental laws of Arizona thereby deterring future violations and enhancing protection of public health and the environment.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Investigative files open	167	146	161	177
● Matters reviewed but not opened	58	38	42	46
● Files resolved within the year	62	47	52	57

AGA.5 PROGRAM SUMMARY

CRIMINAL DIVISION

Criminal Division

Contact: Michael Cudahy, Division Chief Counsel
A.R.S. 41-191

Program Mission:

To investigate and prosecute cases involving criminal violations on behalf of the citizens of Arizona.

Program Description:

The Criminal Division consists of attorneys, investigators, and support staff whose principal assignments focus them on investigating and litigating specific areas of criminal law. All sections of the Criminal Division work in close cooperation with many federal, state, and local law enforcement agencies to accomplish the mission.

Funding and FTE Amounts:

	(\$ Thousands)		
	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	8,111.8	7,965.1	8,110.4
Other Appropriated Funds	2,503.7	3,033.1	3,061.5
Other Non Appropriated Funds	7,858.7	4,587.0	4,270.2
Federal Funds	2,198.8	2,177.7	2,218.4
Program Total	<u>20,673.0</u>	<u>17,762.9</u>	<u>17,660.5</u>
FTE Positions	<u>167.7</u>	<u>177.7</u>	<u>177.7</u>

This Program Contains the Following Subprograms:

- ▶ Criminal Appeals
- ▶ Drug Enforcement and Violent Crimes
- ▶ Fraud and Public Corruption
- ▶ Victim Services Office
- ▶ Special Investigations

AGA.5.1 SUBPROGRAM SUMMARY

CRIMINAL APPEALS

Contact: Paul McMurdie, Section Chief Counsel
Phone: (602) 542-4686
A.R.S. 41-191

Subprogram Mission:

To effectively represent the State of Arizona in appeals filed by convicted felons.

Subprogram Description:

The Section's primary function is defending the State of Arizona against appeals generated by convicted felons. Functions of this Section also include representing the State of Arizona in federal court cases arising out of state court convictions where the defendant is incarcerated by the Arizona Department of Corrections, providing trial and research assistance at the request of the county attorneys, and defending the State of Arizona in petitions for post-conviction relief filed in death penalty cases.

Funding and FTE Amounts:

	(\$ Thousands)		
	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	2,813.4	2,952.7	3,011.3
Other Appropriated Funds	0.0	0.0	0.0
Other Non Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0
Program Total	<u>2,813.4</u>	<u>2,952.7</u>	<u>3,011.3</u>
FTE Positions	<u>43.0</u>	<u>47.0</u>	<u>47.0</u>

Subprogram Goals and Performance Measures:

- ◆ Goal 1 To ensure death penalty sentences are carried out justly in order to preserve the victim's rights.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Death penalty cases open	130	130	130	130
● Death sentences carried out	4	6	4	6

- ◆ Goal 2 To increase efficiency in defending the State of Arizona in appeal cases.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Appellate files opened	1,828	1,833	2,016	2,218
● Responses filed	1,519	1,755	1,931	2,124
● Extensions filed	28	37	25	15
● Percent of extensions filed to files opened	1.5	2	1.2	1

- ◆ Goal 3 To provide high quality legal instruction and advice to the 15 county attorneys and various city prosecutors in Arizona.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Advice and training hours	125	150	165	180

AGA.5.2 SUBPROGRAM SUMMARY

DRUG ENFORCEMENT AND VIOLENT CRIMES

Contact: Billie A. Rosen, Section Chief Counsel
Phone: (602) 542-3881
A.R.S. 41-191

Subprogram Mission:

To successfully investigate and prosecute drug traffickers, trafficking organizations, and money launderers, and to deprive drug traffickers of profits that give them the incentive to continue operations and capitalize their drug enterprises. To assist in the reduction of violent criminal behavior in Arizona through

aggressive prosecution of gang-related and other violent offenses.

Subprogram Description:

The Section is organized into two units that focus on the investigation and prosecution of drug-related, gang-related, and violent crimes. The Drug and Violent Crimes Unit aggressively investigates and criminally prosecutes individuals and organizations involved in drug trafficking, money laundering, and violent crimes. The Financial Remedies Unit combats the impact of the illegal drug industry on legitimate commerce in Arizona by using civil remedies against drug traffickers and their enterprises. The Financial Remedies Unit supports statewide efforts to deprive drug traffickers, through forfeiture and civil racketeering actions, of the profits that give them the incentive to continue operations and materials that allow them to operate their drug enterprises. A large portion of the Section's funding is related to Anti-racketeering and is therefore non-discretionary.

Funding and FTE Amounts: (\$ Thousands)

	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	649.8	683.8	697.4
Other Appropriated Funds	0.0	0.0	0.0
Other Non Appropriated Funds	174.3	174.3	174.3
Federal Funds	1,535.7	1,525.9	1,548.3
Program Total	<u>2,359.8</u>	<u>2,384.0</u>	<u>2,420.0</u>
FTE Positions	<u>35.5</u>	<u>37.0</u>	<u>37.0</u>

Subprogram Goals and Performance Measures:

- ◆ Goal 1 To aggressively investigate and prosecute drug and money laundering offenses and gang related and other violent crimes that occur in Arizona.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Cases open	632	776	776	776
● Cases closed	295	292	292	292
● Defendants charged	2,192	1,780	1,780	1,780

- ◆ Goal 2 To support statewide prosecution and forfeiture efforts through training, research, and investigative assistance.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Financial inquiries	1,755	988	988	988
● Law enforcement training seminars	60	54	54	54

AGA.5.3 SUBPROGRAM SUMMARY
FRAUD AND PUBLIC CORRUPTION
 Contact: Sherry K. Stephens, Section Chief Counsel
 Phone: (602) 542-3881
 A.R.S. 41-191

Subprogram Mission:

To promote and facilitate justice for Arizonans who have been victimized by sophisticated, complex financial and high technology crimes.

Subprogram Description:

The Section investigates and prosecutes white collar and organized criminal activity including but not limited to, high technology crimes; securities fraud; computer fraud; health care fraud;

telemarketing fraud; charity fraud; tax fraud; public corruption; insurance fraud; banking fraud; home improvement fraud; real estate fraud; employee embezzlements; and other types of financial crimes that fall within the purview of the fraudulent schemes, theft, racketeering and conspiracy statutes. The Section also resolves some matters using the civil remedies set forth in the Racketeering Influenced Corrupt Organization section of the Arizona Criminal Code. Section attorneys also prosecute cases referred by other prosecutorial offices throughout the state because that office had a conflict of interest. Section attorneys work closely with the Arizona State Grand Jury.

Funding and FTE Amounts: (\$ Thousands)

	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	1,772.0	1,857.2	1,891.1
Other Appropriated Funds	246.3	255.9	261.1
Other Non Appropriated Funds	7,663.1	4,359.2	4,042.4
Federal Funds	607.6	599.2	612.0
Program Total	<u>10,289.0</u>	<u>7,071.5</u>	<u>6,806.6</u>
FTE Positions	<u>49.8</u>	<u>49.8</u>	<u>49.8</u>

Subprogram Goals and Performance Measures:

- ◆ Goal 1 To investigate and prosecute complex financial and high technology crimes that other prosecution offices cannot because of limitations of manpower, experience, and resources.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Cases open	967	1,058	1,111	1,166
● Cases resolved	310	460	483	507
● Matters reviewed but not opened	3,355	1,734	1,821	1,912
● Total victim losses (in million of dollars)	294.7	262.9	276	290
● Total number of victims	17,157	50,775	53,314	55,979
● Restitution ordered by the courts (in millions of dollars)	27.8	42.3	44	46
● High technology criminal matters	NA	NA	100	120

- ◆ Goal 2 To investigate and prosecute crimes involving governmental entities and employees.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Crimes involving governmental entities and employees	NA	NA	40	45

AGA.5.4 SUBPROGRAM SUMMARY
VICTIM SERVICES OFFICE
 Contact: Teena Olszewski, Director
 Phone: (520) 628-6454
 A.R.S. 41-191

Subprogram Mission:

To promote and facilitate justice and healing for Arizona's crime victims, and support criminal and juvenile justice system entities statewide in the administration of victims' rights laws.

Subprogram Description:

The Office of Victim Services (OVS) is a service-oriented Section within the Criminal Division of the Attorney General's Office whose programs are established for both the direct benefit of crime victims, and the many state and local governmental entities in Arizona

servicing them.

The Section provides statutorily-mandated services to victims of myriad types of crimes prosecuted by the Attorney General. The Section also provides more than twenty types of services (non-mandated) to address the needs of crime victims and witnesses recovering from the personal and social effects of victimization.

Additionally, the Section supports state, county, and municipal law enforcement, custodial, prosecutorial and correctional agencies, and courts, having duties established and defined by victims' rights laws. These entities benefit from the Section's annual funding program and other forms of assistance that further uniformity, efficiency, and victims' rights compliance. Finally, the Section employs a full-time Auditor/Ombudsman whose duties encompass enforcement of victims' rights laws and resolution of victim complaints.

	(\$ Thousands)		
	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	1,114.4	619.8	622.1
Other Appropriated Funds	2,093.3	2,604.4	2,624.1
Other Non Appropriated Funds	21.3	53.5	53.5
Federal Funds	57.2	58.1	58.1
Program Total	<u>3,286.2</u>	<u>3,335.8</u>	<u>3,357.8</u>
FTE Positions	<u>8.4</u>	<u>12.9</u>	<u>12.9</u>

Subprogram Goals and Performance Measures:

- ◆ Goal 1 To improve the treatment of crime victims in Arizona by exhibiting leadership; promoting public policy reforms where needed; and increasing attention paid to, and quality of, victim services.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Number of individuals and organizations publicly recognized for exemplary service	7	7	5-8	5-8
● Number of victim service network events participated in	NA	67	70	70
● Number of trainings and presentations and number of attendees	NA	NA	6/500	6/500

- ◆ Goal 2 To foster victims' recovery from the traumatic, short and long-term effects of victimization; to prepare victims to cope with the impact of criminal justice system involvement; and to provide for the efficient and effective delivery of quality services to victims during all stages of criminal prosecutions.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Number of victims served	7,693	8,831	8,500	8,500
● Number of mandated services provided	42,120	44,920	42,000	42,000
● Number of non-mandated services provided	83,814	74,656	75,000	75,000
● Average quarterly victim rating	4.6	4.6	4.5	4.5
● Volunteer cost savings (in thousands)	67.8	87.1	83	83

- ◆ Goal 3 To advance the ability of governmental entities to comply with victims' rights laws by establishing and administering a plan for financial support to entities.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Total Victims' Rights funds disbursed (in thousands)	2,663.2	2,678.3	2,734.3	2,734.3
● Number of entities undergoing funding reviews	66	64	64	64
● Number of forms distributed (in thousands)	464.9	310.4	400	400
● Number of day to day services	6,837	13,082	7,000	7,000

- ◆ Goal 4 To enforce Arizona's victims' rights laws by conducting performance and financial audits of Victims' Rights program (VRP) participants and by facilitating resolutions to allegations of victims' rights violations.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Number of allegations received and responded to	12	8	20	20
● Number of agencies receiving "Guidelines"	75	84	97	100
● Sessions, visits, and audits conducted	35	24	24	24

AGA.5.5 SUBPROGRAM SUMMARY
SPECIAL INVESTIGATIONS

Contact: Lee Rappleyea, Section Chief
Phone: (602) 542-4853
A.R.S. 41-191

Subprogram Mission:

To provide a high quality of investigative support to the attorney sections of the Attorney General's Office as well as law enforcement agencies throughout the State.

Subprogram Description:

The Section is a portion of the Attorney General's Office which consists of special agents, analysts, and auditors with specialized areas of expertise unavailable from other law enforcement agencies. The section is organized into eleven investigative units which function primarily within the following agency sections: Consumer Protection and Advocacy, Fraud and Public Corruption, Drug and Violent Crimes, and Environmental Enforcement. Investigative assistance is provided in the complex areas of abuse of the vulnerable, consumer fraud, drug trafficking, environmental crimes, gangs and violence, medical fraud, money laundering, white collar crimes, and prosecution of crimes which occur in Arizona but the perpetrator has fled to the Republic of Mexico.

	(\$ Thousands)		
	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	1,762.2	1,851.6	1,888.5
Other Appropriated Funds	164.1	172.8	176.3
Other Non Appropriated Funds	0.0	0.0	0.0
Federal Funds	-1.7	-5.5	0.0
Program Total	<u>1,924.6</u>	<u>2,018.9</u>	<u>2,064.8</u>
FTE Positions	<u>31.0</u>	<u>31.0</u>	<u>31.0</u>

Subprogram Goals and Performance Measures:

- ◆ Goal 1 To provide competent and timely investigative

assistance to address the increasing case demands of the agency.

Performance Measures	FY 1998	FY 1999	FY 2000	FY 2001
	Actual	Actual	Expected	Expected
● Open cases	792	872	895	910
● Matters reviewed but not opened	572	569	575	635
● Financial investigative assists	969	988	995	1000

◆ Goal 2 To augment the effectiveness of the section by increasing case resolutions.

Performance Measures	FY 1998	FY 1999	FY 2000	FY 2001
	Actual	Actual	Expected	Expected
● Cases resolved	770	697	770	780

AGA.6 PROGRAM SUMMARY

CENTRAL ADMINISTRATION

Contact: Tim Delaney, Chief Deputy Attorney General
 Phone: (602) 542-4266
 A.R.S. 41-191

Program Mission:

To provide overall support and direction for the Department of Law.

Program Description:

The Attorney General and her executive staff are responsible for providing and/or facilitating legal advice to state officials, legislators, county attorneys, and client state agencies as well as certifying rules promulgated by state agencies. This program also responds to general inquiries from the public, state legislators, staff, and the media. In addition, the program is responsible for providing administrative support to the entire staff of the Office of the Attorney General.

Funding and FTE Amounts: (\$ Thousands)

	FY 1999	FY 2000	FY 2001
	Actual	Estimate	Estimate
General Funds	6,819.7	7,186.1	7,329.5
Other Appropriated Funds	167.9	1,540.2	1,440.0
Other Non Appropriated Funds	3,509.5	4,656.8	4,730.8
Federal Funds	471.2	697.2	401.7
Program Total	<u>10,968.3</u>	<u>14,080.3</u>	<u>13,902.0</u>
FTE Positions	<u>107.1</u>	<u>111.9</u>	<u>108.9</u>

This Program Contains the Following Subprograms:

- ▶ Attorney General
- ▶ Administrative Operations Division
- ▶ Solicitor General

AGA.6.1 SUBPROGRAM SUMMARY

ATTORNEY GENERAL

Contact: Tim Delaney, Chief Deputy Attorney General
 Phone: (602) 542-4266
 A.R.S. 41-191

Subprogram Mission:

To provide administrative and policy support and direction for the Department of Law.

Subprogram Description:

The subprogram is composed of three areas: Attorney General and executive staff, Special Counsel, and External Affairs. The Attorney General, Chief Deputy, and Special Assistant provide administrative and policy direction to the entire Office. The Special Counsel provide policy support in the specific areas of civil rights, legislation, ethics and training, technology crimes, and the Tucson Office. The External Affairs personnel provide support in the areas of communications, media relations, law enforcement relations, intergovernmental affairs, and constituency services.

Funding and FTE Amounts: (\$ Thousands)

	FY 1999	FY 2000	FY 2001
	Actual	Estimate	Estimate
General Funds	1,270.3	1,334.4	1,361.0
Other Appropriated Funds	0.0	0.0	0.0
Other Non Appropriated Funds	0.1	5.6	0.0
Federal Funds	0.0	0.0	0.0
Program Total	<u>1,270.4</u>	<u>1,340.0</u>	<u>1,361.0</u>
FTE Positions	<u>18.0</u>	<u>18.0</u>	<u>18.0</u>

AGA.6.2 SUBPROGRAM SUMMARY

ADMINISTRATIVE OPERATIONS DIVISION

Contact: Constance E. Kohl, Chief Director
 Phone: (602) 542-8046
 A.R.S. 41-191

Subprogram Mission:

To ensure human and fiscal resources are allocated and utilized in a manner consistent with law, agency mission, and customer needs.

Subprogram Description:

The Division provides administrative support to the Office of the Attorney General in the areas of facilities management; financial, budget, and procurement services; human resources; information services; and library and research.

Funding and FTE Amounts: (\$ Thousands)

	FY 1999	FY 2000	FY 2001
	Actual	Estimate	Estimate
General Funds	4,912.2	5,184.1	5,287.6
Other Appropriated Funds	167.9	1,540.2	1,440.0
Other Non Appropriated Funds	3,509.4	4,651.2	4,730.8
Federal Funds	471.2	697.2	401.7
Program Total	<u>9,060.7</u>	<u>12,072.7</u>	<u>11,860.1</u>
FTE Positions	<u>81.1</u>	<u>83.9</u>	<u>80.9</u>

Subprogram Goals and Performance Measures:

- ◆ Goal 1 To ensure timely and accurate processing and tracking of payment of all program and administrative vendors, while maximizing cash management through realizing discounts, investments, and timely payment of administrative claims.

Performance Measures	FY 1998	FY 1999	FY 2000	FY 2001
	Actual	Actual	Expected	Expected
● Claims received and processed	42,859	38,808	40,000	45,000

- ◆ Goal 2 To enhance the Attorney General's staff automation knowledge and productivity by providing specialized on-site user assistance.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Help desk services requests responded to	5,311	7,852	8,700	8,700

- ◆ Goal 3 To respond promptly and accurately to attorney and paralegal requests for information, case law updates, specialized publications and reference materials, in accordance with agency needs.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Research requests	1,350	1,362	1,490	1,560

- ◆ Goal 4 To promptly and accurately process personnel action requests.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Number of Personnel Action Requests (PARs)	1,273	1,256	1,400	1,300

AGA.6.3 SUBPROGRAM SUMMARY
SOLICITOR GENERAL
 Contact: Scott Bales, Solicitor General
 Phone: (602) 542-3333
 A.R.S. 41-191

Subprogram Mission:

To ensure consistent positions and promote high quality presentations by the State in civil appeals and significant criminal appeals, oversee the production of accurate and timely Attorney General Opinions, provide quality independent advice to state agencies, represent four state entities, and assist lawyers throughout the Office on special projects.

Subprogram Description:

The Section's responsibilities include: (1) manage the State's civil appellate matters by advising on appellate issues including the advisability of further appeals, revising and editing briefs, conducting moot courts for related oral arguments, and overseeing the State's amicus curiae appearances; (2) oversee significant criminal appeals by advising on issues, editing briefs, and participating in moot courts; (3) supervise the production of formal Attorney General Opinions; (4) provide independent advice to state agencies and boards in administrative proceedings in which other assistant attorneys general appear as advocates; (5) represent the Governor's Regulatory Review Council and three appellate boards; and (6) serve as a clearinghouse for lawyers throughout the Office on a variety of special projects, including advice on requests for attorney's fees and public records.

Funding and FTE Amounts:

	(\$ Thousands)		
	FY 1999 Actual	FY 2000 Estimate	FY 2001 Estimate
General Funds	637.2	667.6	680.9
Other Appropriated Funds	0.0	0.0	0.0
Other Non Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0
Program Total	637.2	667.6	680.9
FTE Positions	8.0	10.0	10.0

Subprogram Goals and Performance Measures:

- ◆ Goal 1 To improve the State's presentations in civil appeals.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Appellate matters handled	425	425	450	475

- ◆ Goal 2 To decrease the time it takes to issue formal legal opinions.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Number of days to respond to a request for legal opinion	71	80	80	80

- ◆ Goal 3 To provide quality legal advice to State entities needing independence.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Agency hearings and advice	1,399	1,400	1,400	1,400

- ◆ Goal 4 To increase education and enforcement efforts of select Attorney General program duties to prevent violations of law.

Performance Measures	FY 1998 Actual	FY 1999 Actual	FY 2000 Expected	FY 2001 Expected
● Public service orientation contacts	6	6	2	1
● Open meeting law enforcement team contacts	227	125	125	125

