

Remembering the Holocaust – County Library Program Provides Lessons from Survivors

Maricopa County Employee

Advantage

Feb. 2012

Ready for Business

Opening of the New South
Court Tower

Behind Bars

Meeting Healthcare
Challenges in a
Correctional Setting

Recovery Yet?

Economy to
Affect Budgets
in FY 2013

In the Line of Duty

County Mourns Loss of Deputy

MCSO Deputy Sheriff William "Bill" Coleman

Countdown to
Open Enrollment
*Plans Simplified,
Increases Contained*

Maricopa County Congratulates Correctional Health Services Employees

Seventy-one CHS employees passed their Certified Correctional Health Professional (CCHP) exam in May 2011. These 71 employees join the 12 previously certified CHS staff. Becoming a CCHP certified is a step toward increased knowledge, greater professional recognition, and identification as a leader in the complex and ever-changing field of correctional health care. The CCHP designation identifies one who has demonstrated mastery of national standards and the knowledge expected of leaders working in the field of correctional health care.

Congratulations and thanks for your dedication to Correctional Health Care!

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Cover Story

County mourns loss of MCSO Deputy. William "Bill" Coleman lost his life in the line of duty on Jan. 8, 2012.

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Ready for Business

The modern new South Court Tower Grand Opening is on Centennial Day, Feb. 14th.

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Behind Bars

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John Hauskins, Ed Guerrero, Patty Huling, Lynne Hilliard

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You take education seriously. So do we.



If you're not saving for retirement today, your financial future may not be as secure as you think.

Did you know your pension may provide only about half of the retirement income you'll need? And to make matters worse, a recent study revealed that 67% of workers age 45-59 have less retirement savings now than before the crash of 2008. As a result, 40% intend to work longer than previously expected.*

The good news is it's not too late to do something about it. Your employer's deferred compensation program offers a simpler way to begin investing for retirement. By investing a portion of each paycheck in a tax-deferred account, you can work toward bridging the income gap left by what your pension may not provide.

Advantages of deferred compensation:

- Pre-tax contributions lower your taxable income (subject to ordinary income tax upon withdrawal)
- Automatic payroll deductions make it easy to contribute
- Transfer in other eligible retirement plan assets
- Variety of investment options for more choice
- Convenient account access: local Nationwide Representative, Customer Service Representatives, voice response system and web site.

Take control of your financial future today. It's easy! We'll help you enroll — and continue to help you throughout your working career and retirement.

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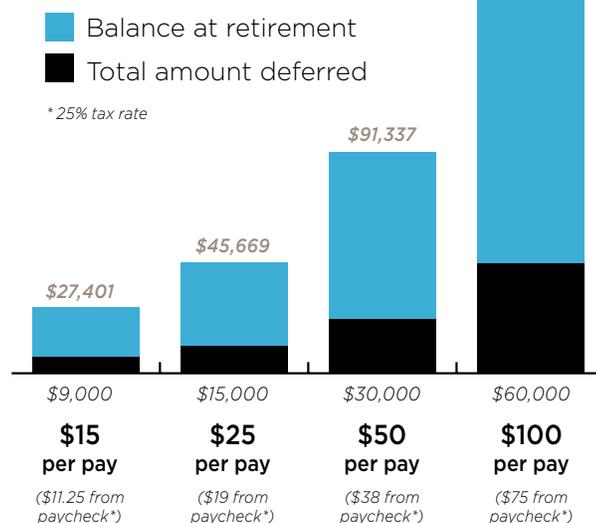
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**Source: The Center for Retirement Research at Boston College, www.bc.edu/centers/crr/, Feb. 2010 NRM-7298AO.1 (05/11)*

Take advantage of the power of time

After 25 years:



What is the power of time?

To give you an idea, we have provided the hypothetical illustration above to show how much different deferral amounts per semi-monthly paycheck for 25 years could accumulate, given an 8% annual rate of return for an investor. The black sections show how much is actually deferred in, and the blue shows how much could be earned on top of those deferrals in that 25-year period.

This example is not a yield projection for any specific investment. If fees, taxes, and expenses were reflected, the return would be less.

Investments involve market risk, including possible loss of principal. Withdrawals are taxed as ordinary income.

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On Your Side®



From the Publisher



With the second issue of *Advantage*, we hope to bring you more interesting facts and information about what makes Maricopa County such a great place to live, work and play.

Our cover story is about Deputy Bill Coleman, who lost his life on January 8, 2012 in the line of duty. He was serving the citizens of Maricopa County, as he had for over 20 years. His life is an example of the great work that is done every day by employees of Maricopa County. Many, like Deputy Coleman, put their lives on the line for us daily. I want to take this opportunity to thank all the Sheriff's Deputies and Detention Officers for their service and dedication to making Maricopa County a safe place to live. I also want to thank all of those in our Justice and Law Enforcement field in the Sheriff's Office, County Attorney's Office, the Judicial Branch, Public Defense Services, Correctional Health and all others. Thank you for making our county safe and secure.

The public service that we provide for our citizenry is important and vital to the community. As public servants, we have an obligation to provide high quality services at the lowest cost. We must serve with honor, dignity and with the highest ethical standards. As

you know, this past quarter, we had an internal investigation uncover some unethical behavior by a handful of employees. It was dealt with swiftly and a new gift policy was distributed and can be found on our intranet website at <http://ebc.maricopa.gov/pp/admin/pdf/a1515.pdf>.

Please take the time to read and acknowledge this policy. A senior management team is meeting to further clarify our ethical policies and procedures and to develop new policies as well. Ethics training sessions will be held to provide even further clarification. You will hear more about this in the coming months. As a general rule, follow the "Pass the Headline Test" guideline. Remember, if you wouldn't want your neighbor to read about your behavior in the newspaper, then it is something you shouldn't engage in.

Finally, thank you for your continued service to Maricopa County over the past quarter. I appreciate all you do and I know that the citizens you serve do as well. I hope you enjoy this edition of *Advantage*.

Sandi Wilson
Deputy County Manager
Maricopa County

"Nothing is at last sacred but the integrity of your own mind. "

Ralph Waldo Emerson

Open Enrollment at a Glance

Biometric Screening | March 5 - April 21, 2012

Open Enrollment | April 16 at 8:00 am - May 4 at 5:00 pm

GET READY . . .

February 1

Make sure your home address is current in ADP by **March 1, 2012**. Open Enrollment Worksheets will be mailed to your home address in early April.

1. Log into ADP the same way you do to enter/approve your time:
<https://portal.adp.com>.
1. Select the "Personal Information" tab at the top of the page and then "Addresses" from the menu.
2. If you need to change your address, click on the "Edit" button on the bottom left corner. Make your changes and then select "Save."

It is your responsibility to update your address to make sure you receive information about your benefits.

SET . . . UP YOUR BIOMETRIC SCREENING

February 13 Screenings are March 5 - April 21

Maricopa County offers benefits-eligible employees up to a **\$720 annual reduction in their medical insurance premium** by participating in the Biometric Screening, taking a Health Assessment, and being a non-tobacco user.

Completing the Biometric Screening can not only save you up to \$120 annually, it provides a wealth of valuable information that can help you live a healthier life.

The Biometric Screening schedule is located here:
<http://www.maricopa.gov/benefits/pdf/2012/BIOSCHEDULE2012.pdf>.

Beginning February 13th you can go to:
<http://www.cignascreenings.com/maricopa>
to sign up for your screening through Cigna. **Sign up early for this valuable screening!**

AND . . . RESEARCH THE LATEST BENEFITS OFFERINGS

First week of April

There are significant changes to the health plans for FY 12/13. For example, medical plans have been consolidated to three. They are:

- Cigna Medical Group Plan (CMG or HMO)
- Open Access Plus Plan (OAP or PPO)
- Choice Fund with Health Savings Account Plan (HSA or HDHP)

To learn more about the upcoming benefits changes visit the Employee Benefits website at <http://www.maricopa.gov/benefits> and click on the "Open Enrollment" tab.

GO . . . ENROLL!

April 16 - May 4

Log into ADP at <https://portal.adp.com>.

1. Select the "Benefits" tab at the top right hand side of the menu bar and "Welcome" from the menu.
2. Under the Benefits section on the left hand side of the page, click on "Benefit Enrollment System" and follow the prompts to make your benefits elections.
3. Once your elections are completed, click on the "Submit" button and wait for confirmation that your elections were recorded.

All elections must be completed by May 4, 2012, and your new plans go into effect July 1, 2012.

County Adopts Benefits Package that Contains Increases and Simplifies Choices

Maricopa County adopted a benefits package for the 2013 fiscal year that will continue to provide rich benefits at the lowest possible cost. Next year's benefit plans will be streamlined and easier to understand.

In a presentation to the Board of Supervisors, Business Strategies and Health Care Programs Director, Christopher Bradley, outlined a solid, streamlined plan design that mitigates significant increases in medical and pharmacy costs. Maricopa County will experience an overall premium increase on the employer contributions of \$3.0 million. Overall employee premium reductions could be as much as \$1.3 million, depending on which plans they choose. Bradley reported that 38% of employees could actually see a reduction in combined medical and pharmacy premiums and 42% will see increases of only \$10 or less per month. Employees who might see an increase could still reduce their premiums by choosing less expensive plans.

Meg Blankenship, County Benefits Manager, is excited about the changes to the plans and the advantages it will have to County employees. "If we had kept the plans the same as last year, everyone would have experienced significant increases in premiums."

One of the biggest changes is the reduction in the number of medical plans. Blankenship observed that in previous years, employees were often confused by the number of plans. "We are going from six medical plans to three, an HMO, PPO and an HSA (High Deductible Health Plan with a Health Savings Account). We are only going to have one pharmacy plan (with the exception of the HSA - it will continue to have a separate pharmacy plan)."

Another piece of good news for employees is that if in the past year they completed the saliva test for nicotine presence, they will not be required to retake the test provided their tobacco status has not changed. The nicotine test will be required every three years. Smokers who commit to quit will be able to immediately take advantage of non-smoking incentives, and keep them if they stay off tobacco products.

With Open Enrollment beginning in April, employees will have the next couple of months to learn about the details of the plan changes. Business Strategies and Healthcare Programs will be offering independent counseling through a benefits contractor to help employees make more informed choices. "This year we want every employee to take an active role during the Open Enrollment process." Blankenship reiterated "With all of the changes to the plans, every employee needs to check their selections carefully." ☐

COUNTDOWN TO
**OPEN**
ENROLLMENT
APRIL 16 - MAY 4

Maricopa County was named as the Outstanding Public Employer at the 24th annual Clean Air Campaign awards luncheon.

The county was recognized for its efforts to promote a healthy environment by reducing traffic congestion and commuter related emissions. Over 34 percent of the workforce, about 4,000 employees, participate in employer-supported programs including public transit, carpooling, vanpooling, and bicycle commuting.

In addition to the first place award, other county departments were recognized. These include: Public Health-Tobacco Use Prevention teleworking program and commuters Bill Sandberg, Public Defender's Office; Dawn Parker, Medical Examiner's Office; and Mariah Silk and Mara DeLuca, Public Health.



**Maricopa County Named
Top Public Employer
for Trip Reduction**

Better Bites? You Betcha!



Everywhere you turn, employees are talking about Wellness. From “Biometric Screenings”; “Virtual” Challenges; to Zumba Classes. The new buzz words you may be hearing around the county will be “Better Bites” and “Better Gulps”.

What are “Better Bites” “Better Gulps”? Why are they important? Where do you get them?

“Better Bites” “Better Gulps” is just a “better way” to advertise our new vending machine program at the County. What the new vending machine program does is replace 50% of the snacks offered with items that meet nutrient based criteria such as 35% or less total calories from fat (excluding nuts and seeds), zero trans-fat, and adds more fruit juices and reduced calorie drinks to the beverage machine. The “Better Bites” “Better Gulps” campaign was designed to help employees associate the vending machine with healthy snacks by including more nutritious snacks. The specially marked vending machines offer many of the same types of snacks plus some healthier counterparts. For example, adding baked chips as an alternative to fried chips; adding energy bars and fruit snacks as an alternative to a candy bar.

According to the taste tests conducted on September 13 & 14, employees like the baked chip alternatives as well as the energy bars and other snack bars. In fact, only one item tested received mediocre reviews, the rest were overwhelming favorable. Overall, the majority of people who attended the event were very pleased with the potential of healthier vending machine options.



Volunteers offered free samples at multiple locations.

With the implementation of the “Better Bites” “Better Gulps” program employees will be able to snack a little healthier more regularly, and on occasion, still be able to enjoy their favorite traditional snacks.

“Better Bites” Better Gulps” is now available at the downtown campus as of January 2012 at the following locations; 201. W. Jefferson, 301 W. Jefferson, 401 W. Jefferson, 620 W. Jackson, 701 W. Jefferson and 1 W. Madison. Look for selected vending machines that display the Better Bites, Better Gulps logos! 📍

Why Choose Better Bites?



Traditional Snack

- Serving Size: 1oz
- Calories: 160
- Cal from fat: 90
- Total Fat: 10g
- Sodium: 170mg

Equivalent to 2.5 pats of butter!





Better Bites Option

- Serving Size: 1oz
- Calories: 120
- Cal from fat: 20
- Total Fat: 2g
- Sodium: 135mg

Equivalent to ONLY ½ pat of butter.




REMEMBERING

Lessons, Impact of the Holocaust Must Live on to Avoid Repeat of Despicable History

There are still lessons to be learned from survivors of the Holocaust. Just ask the 900 teens and adults who recently attended a special three-day program at the Maricopa County Northwest Regional Library (NWRL) in Surprise.

Preventing Indifference: Portraits of Immutable Strength, Unfailing Persistence, and Enduring Love Despite the Penetrating Evil of the Holocaust, presented the harrowing stories of two Holocaust survivors and a propaganda film, *A Film Unfinished*, that inexplicably depicted the Warsaw Ghetto as a Jewish repose.

Each of the three nights, the intergenerational audience of 100 teens and 200 adults listened transfixed and got a sense of how families were separated and lives were extinguished during the reign of terror under the Hitler regime of World War II.

George Kalman, who was born in Hungary, told his story of survival when he and his family were deported to the Austrian work camp, Neudorf. From his village, 81 people were loaded into a

train car meant for six cows with no food, no water, no bathroom facilities, and little fresh air. Kalman spoke of life in a decimated Europe after World War II.

In his work as a Holocaust educator, Kalman extemporaneously shared his storehouse of knowledge as he challenged the audience to investigate thoroughly everything they see and hear about the events of the time.

Natalie Gold described her family's plight when, at 18-months-old, her father left her on a Warsaw doorstep to preserve her life. Leon Weinstein, now 101-years-old, was not sure that he and his wife would survive the systematic extermination of Jews, although he was cautiously optimistic that his fair-haired daughter had a chance.

Weinstein's wife perished, but he found his daughter in a convent after six months of searching following the war. Natalie described how her father parlayed his contempt for the Nazis by serving as one of the leaders of the Warsaw Ghetto Uprising during which tens of thousands of Jews lost their lives.

"The topic is extremely challenging—intellectually and emotionally," said Linda Barzilai, coordinator of the program. "My goal is for the audience to be eminently qualified to bear witness to the penetrating evil of the systematic murder of 11-million people by Adolph Hitler and the Third Reich. The single, most important lesson anyone can take away from studying the Holocaust is to assure this type of history will never be repeated," she emphasized.

Barzilai calls the library the hub of the community and a natural,



Linda Barzilai, NWRL, Library Paraprofessional & George Kalman, Holocaust Survivor

communal place that is the center for life-long learning, where neighbors and colleagues can and should explore difficult topics and engage historical lessons for all generations.

“NWRL partnered with Dysart high schools, teachers and students for this program. Students must have a rich reserve of information, a proper framework to place the information in context, and the desire to teach it to someone else in their life,” added Barzilai.

“With the support of the Maricopa County Library District and our intergenerational community of learners, we hope to bring other significant programs about the Holocaust and similar topics to Northwest Regional. However, we might have to find a larger venue to host the crowds,” Barzilai beamed.

“More and more Holocaust survivors are passing away, but their stories remind us that we must continue to educate about the Holocaust’s dire impacts so we will never face such genocidal slaughter again,” she concluded. 📖

Article courtesy of Nelson Mitchell
Maricopa County Library District



Natalie Gold, Holocaust Survivor

Visit www.mclldaz.org
to learn about other programs at the
17 MCLD libraries.



Quit Tobacco Program

Are you a smoker, and not currently receiving the \$480 medical insurance premium reduction? If you are ready to quit, the County is ready to help! When you enroll and participate in the six-week Quit Tobacco Program you will be eligible for the Non-Tobacco User Premium Reduction when you begin the classes, provided you quit smoking and your covered dependents have been tobacco-free for six consecutive months.

Six months after completing the program, you will be required to take the saliva test. If the results of the test show you are tobacco-free, you will continue to receive the premium reduction. If you do not complete the Quit Tobacco Program or you resume using tobacco products, you will no longer be eligible for, and will not receive the premium reduction.

The Quit Tobacco Program is a six-week program provided in a group class setting at worksite locations. Following your first class, the Tobacco Cessation Specialist will notify Employee Benefits to authorize a one-month supply of the tobacco cessation product, if you choose to use a product, and you are enrolled in a Catalyst Rx Pharmacy plan. If you are enrolled in the Choice Fund medical plan, you will need to pay full price for your cessation products and then submit a receipt for reimbursement.

After you complete three classes, the Tobacco Cessation Specialist will notify Employee Benefits to authorize tobacco cessation products for the remainder of the plan year (July 1 – June 30) until you reach your \$500 cap. Contact Employee Benefits for more information at 506-1010. 📖

The Feral Fix

Trap, Neuter & Release Program

Gail Chimel works in the county's Human Services Department. After work each night, she heads over to the State Department of Transportation to care for a colony of feral cats that she has been feeding for over 5 ½ years. Gail is one of several County employees that want to get the word out on Trap, Neuter & Release (TNR) programs.



Prior to Gail feeding and trapping the strays, they fed off of local birds and hand-outs from State employees. "The reason I am trying to emphasize TNR is because of the sheer numbers of animals that many volunteers like me try to help. With a central feeding area for the cat group, it allows colony "managers" to see who is new to the area and then try to trap them. There are organizations in the area that contract with veterinarians for very low or no fees, provide special traps and only charge the TNR volunteer a minimal donation. The cat is trapped, taken to this veterinarian for surgery and then returned to its "home" area by the volunteer to live out its life."

Maricopa County Animal Care and Control (MCACC) has developed innovative programs to help control the burdening cat population. MCACC began its proactive approach to cats on September 18, 2002, when the Board of Supervisors signed into effect a Resolution approving Trap-Neuter-Return (TNR) as the most effective, humane method of controlling free-roaming and feral cat populations in Maricopa County. MCACC's TNR program, known as Operation FELIX, was a huge step toward bettering the cat community and the residents served. MCACC held feral cat spay days along with monthly spay events until 2006.

In 2006, MCACC introduced the Uno por Uno Program and the Spay and Neuter Assistance Program (SNAP), replacing the outdated Operation FELIX project. These donation based programs have had significant response from the public, benefiting not only the animals and the public, but the shelters that receive unwanted, homeless animals every day. Since then, MCACC has partnered with the Animal Defense League of Arizona who manages a popular, effective TNR program for Maricopa County.

To compliment the ongoing SNAP and Uno por Uno Programs, MCACC dedicated 2010 to cats, naming it Year of the Cat. The entire year focused on finding new homes for unwanted cats in the shelters, in special spay/neuter events for owned and feral cats, and issued cat sterilization vouchers for the owned cats that could not be served at the special events.

Year of the Cat proved to be a huge success! Special Uno por Uno spay and neuter clinics were held each month at convenient locations throughout Maricopa County, sterilizing 986 of the community's owned and feral cats. With the burgeoning influx of nearly 10,400 cats into the shelter during 2010, there was little space to hold cats for weeks and sometimes months while they waited to be adopted. MCACC promoted Year of the Cat with zero to low-cost adoption specials to help find homes for 9,740 shelter cats. Year of the Cat was so successful that MCACC extended it through March 2011 with an additional 164 surgeries and 822 adoptions.

MCACC continues to promote the humane treatment of cats in Maricopa County. Uno por Uno clinics and SNAP vouchers are made available to residents that might not otherwise be able to spay or neuter their cats. Promotional adoption specials are run several times a year to assist in finding homes for sheltered cats.

MCACC's partnership with the Animal Defense League of Arizona provides TNR for neighborhood caregivers needing assistance to trap, sterilize, and return free-roaming or feral cats to their localized environments in a humane and caring way.

For more information on MCACC's programs, visit or call (602) 506-7387 for all upcoming events, including Uno por Uno and vaccination clinics.

For more information on TNR or to contact Animal Defense League of Arizona, visit www.adlaz.org or call the Spay/Neuter Hotline at (602) 265-7729.



The Trap, Neuter and Return (TNR) of feral cats is a proven, humane method of feral cat population control. Through TNR, cats are humanely trapped, sterilized and released back into the environment in which they were living. Cats that have been sterilized are ear tipped (one centimeter is removed from the tip of the left ear) to identify that they are part of a managed colony.



Recovery Yet?

Economy will affect budgets in FY 2013.

Maricopa County’s economy is recovering. It is growing -- but at anemic pace. And that slow, sluggish growth is likely to linger for a while.

“There is a boom for Arizona out there somewhere,” economist Elliott D. Pollack stated. “But not in 2011, 2012 or 2013.”

Appearing before the Maricopa County Board of Supervisors in November, Pollack said a robust economy cannot return to Arizona until the inventory of empty housing units is depleted – and that probably won’t occur before 2015. Pollack said the current excess supply of housing units in the Valley is about 50,000 units, down from 80,000 units, but still too high to get construction started again. “And there is no strong recovery without a recovery in construction,” Pollack said.

Still, over the last 12 months, the Valley’s economy expanded by 38,700 jobs. That is a weak recovery by historic standards, but since the County has shed nearly 250,000 jobs in the

previous three years, it is a positive sign. “The recovery has already started,” Pollack told the board. “It’s just relatively weak.”

With this economic news as a backdrop, the budget season officially kicked off on December 12th when the Board of Supervisor adopted the FY 2013 Budget Guidelines and Priorities. These will be the guiding principles used to develop the recommended budget for the new year. Property values are anticipated to decline for the 3rd straight year which will result in a loss of \$45 million in General Fund tax revenue at the current tax rate. While sales tax revenue is picking up, it won’t be enough to offset this large decrease in property taxes. The guidelines do not include funding for new programs or pay increases, but they don’t call for any reductions either. There may be reductions requested in the future, depending on changes to the economic situation or actions taken by the state.



The Real Problem:

- **Too many vacant homes**
(but amount of excess is declining).
- **Not enough new households**
(but this will change as jobs increase).



Maricopa County “Opens Books”; Launches Transparency Website

Taxpayers, citizens “one-click away” from spending, revenues, tax information

With a single click of a mouse, Valley residents can see a breakdown of Maricopa County government spending, revenues, tax bills, bond ratings and other key information with the November 2011 launch of the County’s “OpenBooks” transparency site. The site, produced in-house by County staff – and not outside consultants or web developers -- is online today at <http://www.maricopa.gov/openbooks/>.

The creation of an easily-accessible online presence for detailed financial information has been a priority for County Manager David Smith and Supervisor Andy Kunasek, prior chairman of the Maricopa County Board of Supervisors. It was one of the recommendations of a County staff committee on Public Trust and the subject of legislation approved in 2010 which requires a transparency website for local governments in Arizona by 2013.

“I am proud that this new website greatly improves the access to Maricopa County’s financial information,” Kunasek said. “We have to be accountable to taxpayers and this new website provides quick and easy access to County financial records. We wanted that one-click accessibility, which is what we have.”

Smith said that most, if not all, of the County’s financial information has been online for years, but scattered throughout individual websites of various departments and within separate reports. “This new site organizes that information onto one single webpage that links to specific information. It goes a long way toward improving user-friendly transparency,” he said.

Information available on Maricopa OpenBooks includes financial reports, budgets, audits, strategic plans and re-

sults-based reporting. In addition, the site includes a detailed explanation of property tax bills and links to allow homeowners to look up their assessed valuations and other specific information.

The initial version includes information on the County’s bond rating (AAA) because of the national attention on the federal government’s bond rating downgrade earlier this year by Moody’s.

The home page includes a contact e-mail address, openbooks@mail.maricopa.gov, for suggestions and questions from users, according to Shelby Scharbach, the County’s chief financial officer who headed the County task force that created OpenBooks. “We see this as evolving, changing and improving over time,” Scharbach said.



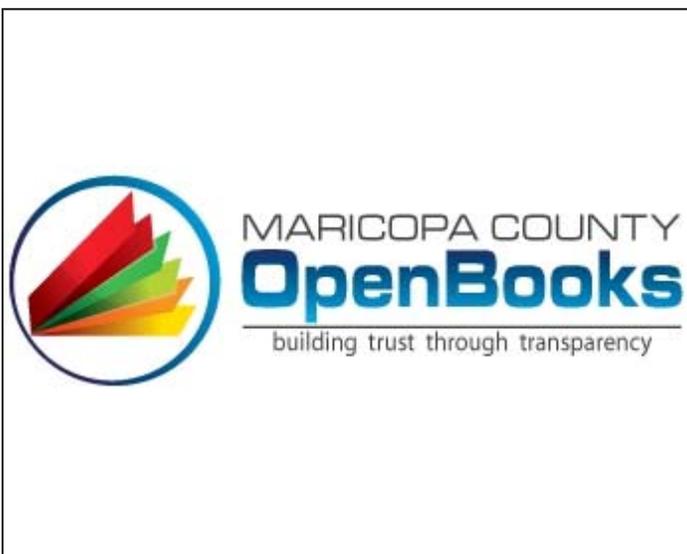
*Shelby Scharbach
Chief Financial Officer*

“We can hone in on what taxpayers want to know,” Scharbach said. A “Frequently Asked Questions” element will be expanded based on users’ responses.

Maricopa County is the first county in Arizona to have a specific website dedicated to transparency and linked to the state website. The County’s version is designed both to link and conform to the ‘Arizona Open Books’ website, which has been given high ratings by both PIRG (Public Interest Research Group) and Sunshine Review, a non-profit that collaborates with individuals and organizations across America to promote state and local transparency.

The second phase of the site will include a searchable database of detailed revenue and expenditures. Maricopa County will partner with the State of Arizona to provide this data through the state’s transparency site. Through this partnership, taxpayers will be able to access revenue and expenditure information from the two largest governmental agencies in Arizona from one site.

Kunasek said he had hoped that a transparency site could be created during his year as chairman. “Once again, we’re on time and under budget.”



Meet the Coach



Heather Lehman, Cigna Health Coach

Heather Lehman has a BS in Kinesiology and a MS in Exercise Science. Her background involves athletics, rehabilitation, teaching, fitness and wellness. A long-time entrepreneur, Heather owned a personal training studio and wellness consulting business. She helped

clients by incorporating nutrition, stress management, lifestyle enhancements and the fitness aspects into a comprehensive program. She has taken her bag of tricks to Cigna to help Maricopa County employees improve their overall health and wellness.

Heather combines her varied experience for a well-rounded approach to creating wellness in the workplace. Through education and motivation, she empowers individuals to make healthier decisions, find balance and maintain resilience through wellness chal-

lenges. Her philosophy focuses on making small changes and getting back on the wellness wagon when we fall off.

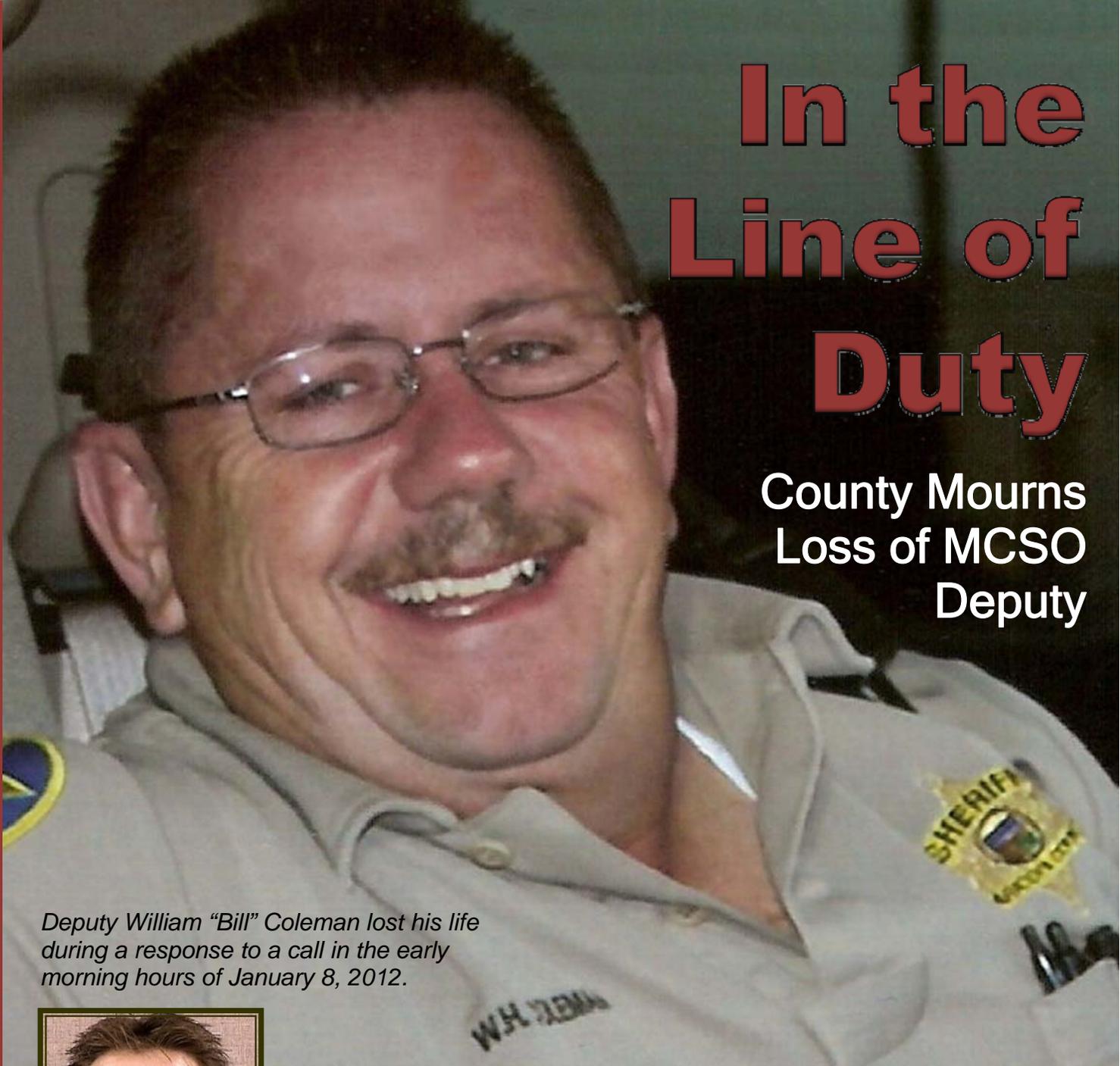
Through Heather, you can participate in **free** health coaching to help you reach an individual goal or be educated on a specific health condition. You can also have your height, weight, body composition or blood pressure checked. All conversations are confidential and not shared with Maricopa County. The sessions are designed to help you successfully improve your overall health and wellness. Monthly themes will be offered, as well as ongoing programs that provide health education and may include some friendly competition! 📧

"I made an appointment with Heather to see what the program was about, looking for help with weight loss and, more importantly, feeling healthier. Heather helped me develop attainable goals and determine the most important factors that will keep me on track. She has also provided me with helpful nutrition and exercise information that is easy to understand and incorporate into my life. The most important facet for me is that the program opens up an avenue for accountability in my venture to find something more than just the typical diet and exercise routine. Several of us from the Judicial Payroll department now meet with her and have restarted and amped up our walking/stair climbing routine."

Tracy Randall Superior Court

In the Line of Duty

County Mourns Loss of MCSO Deputy



Deputy William "Bill" Coleman lost his life during a response to a call in the early morning hours of January 8, 2012.



One look at the MCSO photo of Deputy William "Bill" Coleman and it is not hard to see what a tough lawman that he was. A veteran law enforcement professional - he knew

numerous aspects of the job over his many years with the Maricopa County Sheriff's Office. As a long-time County employee, Bill mentored others and also was not one to hold back on expressing his opinions of the job. He was proud of completing 20 years of service and was considering the possi-

bility of retirement. Bill was looking forward to going back to the day shift the following week, so he could spend more time with his friends and family.

Those plans for Bill and his family changed suddenly at 4:15 am on January 8th, when Deputy Coleman was shot and killed as he responded to a burglary call in Anthem.

Bill was hired as a Deputy Cadet in 1991 and was assigned to Security and Transport. He was promoted to Deputy Sheriff in 1992. His roles in the Sheriff's Office included Lake Patrol and Mountain Patrol, Security and Transport (later named Criminal Court Services), Central Detectives Division, and several District As-



Pictured: Bill Coleman, wife Beth Coleman, and son Connor

signments. He served as the Search and Rescue Coordinator at times while working the Mountain Patrol Division. According to Beth Coleman, wife of the fallen officer, “He liked some jobs more than others.” Beth explained that Bill was a long-haul trucker for many years before joining MCSO. “His passion was working on the inspections for motor vehicles. Next was his time with Mountain Patrol”

In contrast to the tough lawman persona, Bill was a family man with a tender heart and a love for people. Beth commented that Bill loved helping people. “Helping citizens was the core of his work. It was all about educating people – the good, the bad, and the ugly.”

At the memorial erected at the site of Officer Coleman’s death, a teenage girl left a letter of apology for her rude behavior to Bill during an encounter she had with him

concerning underage drinking. The teen expressed remorse for her belligerent actions and expressed how Bill made an impact on her and that she would never be involved in drinking and driving again. Reflecting on the work of Sheriff officers, Beth noted “They don’t always see the good that comes from everyday contacts – they have an effect.”

Beth Coleman understands what it means to be a public servant. She has worked for 18 years at the City of Phoenix, and has served as a social worker for 9 years in their Human Service’s Head Start Program. Bill knew that danger could come unexpectedly in the service to the public. “He used to tell me that he didn’t like me doing home visits and having to go into families homes,” Beth reflected, “I felt the same way about him working nights on patrol.”

The Law Enforcement community has overwhelmed the family with an outpouring of support. Beth says the family feels well-loved and taken care of. “MCSO Lt. Rich Burden has been right by my shoulder since this happened. Bill would be smiling to see how they are taking care of us.” She says that the family is taking it day-by-day and “hanging in there.” Beth is going back to work part-time this week, anxious to get on with life as she and the family get used to the “new normal.”

William Coleman is survived by his wife Beth, daughter Kaylee (4), son Connor (7), and two grown children, daughter Jenarae, and stepson Joseph.

Deputy Coleman will be remembered for his dedication, professionalism, and passion to serving the public. He served well and will not be forgotten by a grateful family, community, and all employees of Maricopa County. 📌



“They Served Well” bronze sculpture in front of the Board of Supervisors auditorium is dedicated to those in the Maricopa County Sheriff’s Office who have sacrificed their lives in service to the people.

Basics of Investing

How to Decide What to Invest Where

By Nationwide Retirement Solutions



When you enrolled in the Deferred Compensation Plan, you decided how your contributions each payday would be invested. This is called *asset allocation*.

Time has a way of changing things. For example, your account may have grown – thanks to earnings and compounding. However, some funds may have fared better than others over time, meaning the assets in your account today may not be spread out as you originally intended. And your tolerance for risk, plans for retirement and other factors that led to your original strategy may have changed.

So it may be time to re-allocate investments according to your asset allocation strategy. As you do this, you should consider:

- How soon you plan to retire
- How much you will depend on your investments for retirement income
- How long you plan to live in retirement
- What estate you plan to leave for future generations

Your Nationwide Retirement Specialist can help you find the answers to these questions. Then, you can decide how much of each contribution should be put among the various asset classes available through the Plan.

Investing involves market risks, including possible loss of principal. Strategies such as asset allocation, dollar-cost averaging and diversification may help manage market risk, but they cannot guarantee profit nor assure you against loss.

There is no guarantee that any fund's investment objective(s) will be achieved. Also, some mutual funds may impose a short-term trade fee. Read the prospectus carefully for this information.

Fund prospectuses can be obtained by calling 1-800-598-4457. Before investing, carefully consider the fund's investment objectives, risks, and charges and expenses. The fund prospectus contains this and other important information about the investment company. Read the prospectuses carefully before investing.

Ask your Nationwide representative for assistance

Our Nationwide representatives, Linda or William, can help you with an annual plan review at any time. Call today at **602-266-2733**. They are ready to assist you.

The use of diversification and asset allocation as part of an overall investment strategy does not assure a profit or protect against loss in a declining market.

Neither the company nor its representatives give legal or tax advice. Please consult your attorney or tax advisor for answers to specific questions. Information provided by Retirement Specialists is for educational purposes only and is not intended as investment advice.

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THE FIRST DUTY

New South Court Tower Ready for Business

Grand Opening Scheduled for Arizona Centennial Day
February 14, 2012

It's been almost ten years since the Board of Supervisors authorized funding for the development of the Court's Master Plan. After a two-year study, findings were presented to the Board of Supervisors in October of 2005. In spring of 2006, the Board adopted a resolution on the Court's Master Plan which included the provision of 69 new courtrooms, co-location of court facilities and the consolidation of all criminal felony trial divisions downtown. Programming for the design and development of a new criminal court tower began later that year. Finally, as a part of the FY2008 budget, the Court Tower project was created and funded. The decision was made to tear down the old Madison Street Parking garage and place the court tower at 175 W. Madison, to create a centralized Superior Court Complex.

On February 14, 2012, both Valentine's Day and the Arizona Statehood Centennial, the County and Superior Court will be celebrating the grand opening of what is now called the "South Court Tower." This facility is a 16-story (underground parking



level, underground detention level and 14 stories above-ground), 695,000 sf. facility, full of innovative design and technology. It will accommodate the call of 800 jurors and open with 22 new courtrooms. It has electronic kiosks for way-finding and for court information. There is security and separation for judicial staff, victims and witnesses, gaining recognition throughout the country among victim-rights advocates. It even includes a small extension of the Change of Venue to provide food service within the secure screening area. The project is anticipated to finish within the adopted budget of \$335 million and was paid for without the issuance of public bonds, saving the taxpayers of this county over \$190 million in interest.

The Regional Consolidated Courts (RCC) and Expedited Disposition Courts (EDC) will start business on February 21st and the remaining courts will be open for business the following Monday, February 27th. If you haven't taken a stroll along Madison, between First and Third Avenues lately, come see how the pedestrian plaza has been developed.



FY 2013 Retirement Rate Changes

Increased Rates May Be Offset by Proposed Legislation

The major retirement plans advised their tentative FY 2013 Employee and Employer Contribution Rates. See the table at the right for the changes.

On February 3, 2012, the Maricopa County Superior Court ruled that the action taken last year to change the ASRS contribution rates from a 50/50 split to a 53% employee/47% employer split was unconstitutional. Correspondence from ASRS indicates:

FY 2013 Retirement Plan Information at January 19, 2012

Retirement Plan	FY 2012 Employee	FY 2013 Employee	Change to Employee	FY 2012 Employer	FY 2013 Employer	Change to Employer
Arizona State Retirement System (including long term disability)	11.39%	11.81%	0.42%	10.10%	10.48%	0.38%
Public Safety Retirement System	8.65%	9.55%	0.90%	25.13%	30.43%	5.30%
Correction Officers Retirement Plan	8.41%	8.41%	0.00%	8.49%	10.84%	2.35%
Probation Officers Retirement Plan	8.41%	8.41%	0.00%	13.13%	13.12%	-0.01%
Elected Official Retirement Plan	10.00%	11.50%	1.50%	17.96%	20.87%	2.91%
Investigator's Retirement Plan	8.65%	9.55%	0.90%	38.99%	49.45%	10.46%

"However, this does not automatically mean the rate will revert now to 50/50. The State of Arizona has the option to appeal, and no direction has been given to ASRS to revert back to the 50/50 split at this time. We are awaiting further direction regarding the final Judgment and appeal decisions. Once the ASRS has received direction on how to proceed, we will notify our employers and provide direction on any changes." We are awaiting that direction.

In addition, we have heard that the Legislature is also thinking about reversing the action it took in FY 2012 to change the ASRS cost share. Their action would also return the cost share to a 50/50 split between employees and the County. This will benefit employees by contributing less of each paycheck into the retirement system. Instead of the tentative 11.81% of pay, it would drop to 11.145%. We are watching this and will be updating our records when a final decision is reached.



Estrella Out Patient Clinic – The Estrella Jail houses the female inmate population. A peak inside this clinic shows a clean, bright facility where women receive quality healthcare.

Behind Bars

Meeting Healthcare Challenges in a Correctional Setting

The newspaper headline presented the news in a tentative, hesitant way: “Maricopa County jails receive conditional accreditation. Correctional Health Services (CHS) is working to fix discrepancies.” But to the healthcare staffers at CHS, the headline didn’t tell a fraction of the story.

Maricopa County Correctional Health Services lost its accreditation more than three years ago amid wide pub-

licity. The recent decision of the National Commission on Correctional Health Care (NCCHC) was a welcome affirmation of the commitment, professionalism and progress that CHS has made.

Back in September, CHS staff opened their clinics and work stations to the eight member survey team. After a week of scrutiny, the NCCHC team met with CHS and Maricopa County Sheriff Office (MCSO) Leadership

Recent decision by the National Commission on Correctional Health Care was a welcome affirmation of the commitment, professionalism and progress that CHS has made.

describing what they had found. Overall, they had favorable comments about the work processes and staff. They also called attention to a few areas that needed improvement. They acknowledged that CHS and MCSO have done a fine job working together and making improvements within the system as evidenced by the NCCHC team members' comments.

- "Truly an extraordinary process (intake); identifying medical needs upfront and quickly."
- "Mental health (care) in CHS system is exceptional."
- "Relationship with detention staff is good."
- "We interviewed inmates – they thought you were doing a good job."
- "We didn't interview any disgruntled patients, even though we tried to find one!"

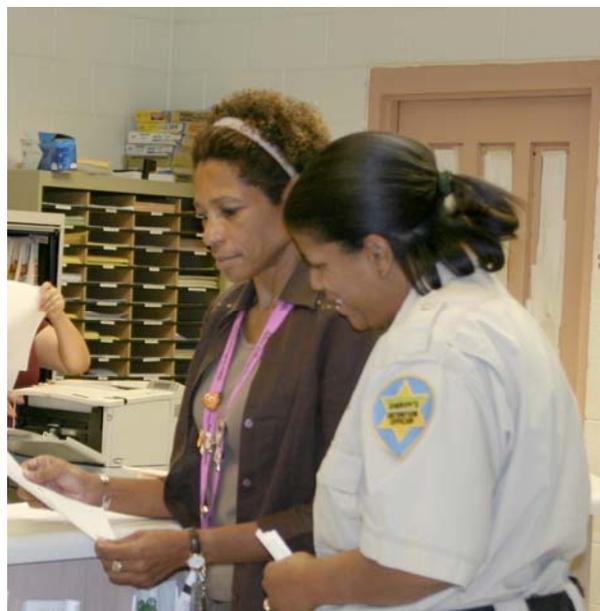
To Tom Tegeler, Director of CHS, the outcome was no surprise. Tegeler boasted that "the staff of CHS is outstanding. Their commitment to our patients came shining through to the NCCHC surveyors and was a key component to our overall success."

Truth be told, despite the public controversy, the issue had never been about patient care or the dedication of Correctional Health Services. In practically every national survey, nurses, physicians and pharmacists are the most admired professions in America. These health care practitioners are admired for their honesty and ethics. And these are the ones who make up the County's CHS.

Nowhere is that more visible than in the intake and pre-booking process. Correctional Health provides initial health assessments to all persons brought to the jails by arresting officers from dozens of law enforcement agencies.

Every individual must have a pre-booking health screening and receive medical approval for the booking process to begin. If an individual has a significant or life-threatening injury, that person will be sent to a hospital.

It's a mammoth undertaking. On any given day, 7500 individuals are in Maricopa County jails. More than 110,000 were booked this year – that's 300 a day typically booked and released. During Fiscal Year 2011, CHS staff made more than a quarter million face-to-face patient visits.



MCSO Detention Officer Perry and LBJ Out Patient Nurse Supervisor Kathleen Harris review the scheduled sick call appointments for the day.



Towers Out Patient Clinic – CHS Nurse Supervisor Howard Wilkinson, BA, RN, CCHP reviews a patient’s medical record and prepares to schedule follow-up care.

What’s more, correctional health involves the most stressful and perplexing patient care outside an emergency room. It serves a particularly difficult population. Typical CHS patients do not visit doctors for wellness visits or annual physicals. They might not have been to a dentist in years. They might have substance abuse issues. They might have serious, untreated, mental health problems. Some present themselves to MCSO and CHS staff under the influence of illegal substances in an antagonistic manner. Of additional concern: One in ten of the women in County jail are pregnant.

Dr. Dawn Noggle, the Director of Mental Health Services for CHS said, “due to state funding cuts and the decline of mental health services in the community, CHS is seeing more people with untreated needs and who are repeatedly incarcerated due to lack of adequate community services.”

Cindy Peterson, the Nursing Supervisor for Central Intake said “Correctional Health Nursing is currently one of the most challenging of the nursing specialties. I feel we are providing exceptional care to a very complex patient population.”

And yet, by the rigid standards imposed by the NCCHC - and demanded by CHS itself – the

agency is performing well. According to CHS performance measurements, 90 percent of the inmates’ health requests are responded to and analyzed within 24 hours. And 93 percent of the patients receive a comprehensive health assessment (a physical examination, lab work and immunizations) within 14 days of admission. And currently over 80 CHS employees are certified as Correctional Health Professionals (CCHP). The voluntary CCHP designation identifies those who have demonstrated mastery of national standards and the knowledge expected of leaders working in the field of correctional health care.

Tegeler believes that 2012 will be a good year for CHS. He said “one of the top priorities of CHS is to work with the Office of Enterprise Technology and the Office of Procurement Services to complete the process of selecting an Electronic Medical Record (EMR) vendor. Once that is accomplished, we can move forward with implementation. We are also committed to being a national leader in large scale county correctional health facilities and the EMR will assist in that endeavor.”

That kind of determination, that kind of performance well exceeds “tentative accreditation.”





Correctional Health Technician Rosa Hinzman uses the centrifuge to process patient labs.



Nursing, Medical, Mental Health, and MCSO team at Estrella Women's Out Patient clinic achieved "clinic of the month" in early 2011.



The Nursing, Medical, and Mental Health team of the Lower Buckeye Out Patient gather for a picture with the "clinic of the month" trophy they received in 2011.

What is National Commission on Correctional Health Care Accreditation?

Accreditation by the National Commission on Correctional Health Care (NCCHC) is a process of external peer review in which NCCHC, an independent organization dedicated to supporting and improving correctional health care, grants public recognition to detention and correctional institutions that meet its nationally recognized *Standards for Health Services*.

Through accreditation, NCCHC renders a professional judgment on the effectiveness of a correctional facility's health services delivery system and assists in its continued improvement in this area.

NCCHC accreditation confers many benefits. It promotes an efficient and well-managed health care delivery system. It adds to the prestige of the facility, increases staff morale, aids recruiting efforts, helps to obtain community support and provides additional justification for budgetary requests. Accreditation also can help protect a facility's assets by minimizing the occurrence of adverse events. In many instances, accreditation can help reduce liability premiums and protect facilities from lawsuits related to health care.

In addition, accreditation benefits the health of the public, staff, and inmates by assuring that those incarcerated receive adequate and appropriate health care as recommended by the leading authorities in the country.

Quoted from 2008 Standards for Health Services in Jail, Appendix J, NCCHC

Correctional Health Employees Make the Difference



Maria Cafereli, LPN prepares her medication cart for distribution of prescription medications to the patients at their housing units in the Towers jail.



Medical Records Tech Miranda Tometich is responsible for the patient records at the Lower Buckeye (LBJ) Out Patient Clinic

Mission

The mission of the Correctional Health Services Department is to provide cost effective, medically necessary, integrated health care services to patients in the County jails so they can proceed through the judicial system.

Vision

CHS will be a nationally recognized leader in providing correctional health services in a work environment that fosters employee pride and dedication.

Our Patients

On any given day, approximately 7500 individuals are housed in the County jails; however, more than 110,000 were booked this year, with an average of more than 300 booked and released daily. The average length of stay was 24 days in FY11, although 50% of those booked left within the first 72 hours.

**Jail Population data provided by Maricopa County Sheriff's Office*

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About 3 times this much...



Building Trikes, Building Teams

Fun Activities Can Promote Morale and Increase Skills

The employees of Business Strategies and Health Care Programs (BHCP) wanted to create an activity to build their team and also to donate to a non-profit agency for the holiday.

The employees pooled their donations to purchase 5 unassembled tricycles for Toys-for-Tots (the chosen charity). For the team-building activity, they had a race to see which team could finish assembling the tricycle first. After the competition was over, the trikes were delivered so needy kids could enjoy them for the holiday.

What's all the Laughing About?

Team-building exercises consist of a variety of tasks designed to develop group members and their ability to work together effectively. Team building activities build soft skills such as communication, negotiation, leadership, and motivation. The purpose of team building exercises is to assist teams in becoming cohesive units of individuals that can effectively work together, thus making them more productive.

Fun team building activities, such as the tricycle building event at BHCP, can assist employees to improve communication, problem-solving, decision-making, trust-building, and bonding. As Mike Rubino from BHCP said, "This was a great team-building event that was fun and we were able to brighten up the holidays for underprivileged children."



The winning team got bragging rights for finishing first.



Real-Time Time Collection

Three Options for Time Collection Available

By Rebekah Francis, Policy & Compliance

The ADP project is rolling on into Phase II. A big “thank you” to all! Without department and employee help, Phase I could not be as successful as it was.

A significant portion of Phase II is the migration of all hourly (non-exempt) employees to real-time time collection. What is real-time time collection? It is the collection of in and out punches on a real time basis through a device. Three different devices (or combination of devices) are available for employees to use for this real-time time collection. The available devices are: 1) time stamp (available through the ADP portal); 2) time clocks; and 3) eTime Phone (a 1-800 # employees call into to log in).

3 Time Collection Devices Available

- Time Clocks
- Time Stamp
(on your computer)
- eTime Phone

Once hourly employees are placed on one (or more) of the devices, they will no longer be required to manually enter the time punches, as they do now. Time punches will be done through devices – and reported on the time card automatically. Ex-

ception time (e.g., vacation, sick) will be entered the same way it is entered now. Employees will not, however, have an ability to alter an in or out punch.

Departments and agencies are making the determination of which combinations of devices are best for their employees. Several departments are in the process of installing time clocks while others already have time stamp turned on. Others are moving in a phased approach. We anticipate that this project will be complete within eighteen (18) months from now.

This change is one of the many “best practices” being implemented through the ADP project. Again, we will rely on departments and all hourly employees to help make this new transition as successful as Phase I.



Designated as Public Works Leadership Fellow

John Hauskins,

MCDOT Director

Arizona’s Diversity Champion by AZ SHRM

Ed Guerrero

County Diversity Director

NACo Award 2011

SNACK Program

Maricopa County Public Health

(omitted from last publication)

Certified Fraud Examiner of the Year by AZ
Assn. of Certified Fraud Examiners

Patty Huling

Procurement Office

American Public Works Assn. Award of Merit
for 2011

Lynne Hilliard

MCDOT

Healthy Employer by Phx. Business Journal +
Vending Challenge Winner by Arizona in Action

Maricopa County

Business Strategies &
Health Care Programs

Biometric Screening: March 5 – April 21.
Registration will be online or by phone (CIGNA registration system) beginning February 13.
The “at work” schedule includes the CIGNA Medical Group Saturday locations. Appointments are required for all as work locations.

The only walk-in site is the CIGNA Care Today location at 102 N. Central, Phoenix.
Employees will need their 811 employee ID number, their CIGNA medical card and a picture ID.

Employees who completed the saliva test last year will not need to take the test this year. New employees or existing employees who have been tobacco free for six consecutive months (including covered dependents) can choose to take the saliva test at the same time as they complete their biometric screening.

Most important: SCHEDULE AND COMPLETE YOUR SCREENING EARLY. DO NOT WAIT UNTIL THE LAST WEEK OR TWO. APPOINTMENTS WILL FILL UP AND WALK-INS WILL NOT BE ACCEPTED. CIGNA CARE TODAY FACILITIES ARE NO LONGER OPEN EXCEPT FOR THE DOWNTOWN LOCATION.

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SCREENING**

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My Retirement Planning To Do List

- Review the *On Your Side Interactive Retirement PlannerSM* on my plan website
- Consider increasing my deferral amount
- Learn about consolidating multiple retirement accounts with Nationwide
- Make sure my beneficiary designation is up-to-date
- Attend a deferred comp workshop

Call me to schedule a checkup.

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Investing involves risk, including possible loss of principal.

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