

County "Quit Tobacco" Employee Cessation Classes Help Employees Quit for Good

Maricopa County Employee

Advantage

September 2012

Olympic Connection

*County Employees
Bring Connection to
Olympics Past and
Present*

Extreme Makeover

**COUNTY LEADERSHIP
TAKES ON NEW LOOK**

Home School

*Award-Winning Parks
Program Provides Services
to Underserved Children*

No Lost Pets

*Innovative Program Keeps
Lost Pets Out of Shelters*

Up Close With County Government

*Maricopa County Teen Leadership
Experience Provides Unique
Civics Lessons*





LAUNCHED, JULY 1ST!

Through a Wellness Provider Partnership, between the Valley of the Sun YMCA and Maricopa County, eligible employees and their families have an opportunity to take advantage of the many services the Valley of the Sun YMCA offers.

ELIGIBILITY:

County employees who are enrolled in a County-sponsored medical plan (Cigna) are eligible for the membership savings.

BENEFITS:

Benefits include significantly reduced Facility Membership rates that can be used at all 17 Valley of the Sun YMCA branch locations. The benefit also includes: an extra 15% off all child care costs (including Pre-school & Summer Day Camp, etc.) In addition, the \$100 joining fee will be waived for all County employees.

HOW TO ENROLL:

You may enroll at any of the YMCA branches. The following items are needed at the time of enrollment:

- County ID Badge
- Cigna Medical ID Card for yourself and your spouse, if signing up for Family II Membership
- Employee ID Number
- Method of payment to pay the equivalent of one payroll deduction fee

THE PROCESS:

Membership fees will be handled through payroll deductions. Program / child care fees will be paid directly to the branch. To be eligible for the reduced rates for child care, an employee must purchase a membership and become a Facility Member first.

YMCA MEMBERSHIP INCLUDES:

- Access to **ALL** 17 Branch Locations
- **FREE** SMART START Appointment
- Dozens of **FREE** Fitness Classes
- **FREE** Water Fitness Classes
- **FREE** Child Watch while you work out (for Family I and II Memberships) for age 3 months to 12 years
- **FREE** Senior Programs and more!

MORE DETAILS:

Look for more information on the County Intranet (EBC) and on the Employee Benefits Home Page.

Contact the YMCA at 602-257-5135. **SMART START**
HEALTHY LIVING WITH THE YMCA



ADVANTAGE®

**A PUBLICATION OF
THE OFFICE OF THE
DEPUTY COUNTY
MANAGER**

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Home School

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Questions about retirement?

HRM-028AZ-MC (08/12)

Upcoming Workshops for the Maricopa County Deferred Compensation Plan offered by Nationwide Retirement Solutions (NRS)

Date	Name of Workshop	Location	Time
9/20/12	Approaching Retirement	301 W. Jefferson St. Test Room	9 a.m.
9/20/12	Approaching Retirement	JUV Courts, 1810 S. Lewis, Saguaro Room	1 p.m.
10/10/12	Don't Guess - Get the Facts!	301 W. Jefferson St. 2nd Floor	1 p.m.
10/18/12	Investment Strategies for Managing Risk	301 W. Jefferson, Test Room	9 a.m.
10/18/12	Investment Strategies for Managing Risk	Flood, 2801 Durango Buckhorn	1 p.m.

For more information contact:

**Linda Pond at PondL@Nationwide.com or
William Dettmers at Dettmew@Nationwide.com**

To register on line for a workshop, go to the EBC home page and click on the On Line Learning Center Home Page. Enroll for workshops by clicking on Schedule of Upcoming Classes.

Information from Retirement Specialists is for educational purposes only and not intended as investment advice.

Nationwide Retirement Solutions, Inc. and Nationwide Life Insurance Company have endorsement relationships with the National Association of Counties, The United States Conference of Mayors, and the International Association of Firefighters-Financial Corporation. More information about the endorsement relationships may be found online at NRSof.com.

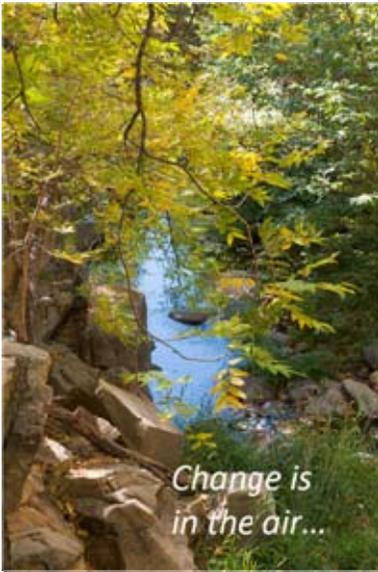
Information provided by retirement specialists is for educational purposes only and is not intended as investment advice. Retirement specialists are Registered Representatives of Nationwide Investment Services Corporation, Member FINRA, in MI only, Nationwide Investment Svc. Corporation.

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From the Publisher



It seems that change is in the air. As the days get shorter and the weather dips below 100 degrees, you can feel that change is coming, and autumn is around the corner. Labor Day has come and gone and our kids are back to school. Change has also come to Maricopa County. Our new County Manager, Tom Manos, is bringing new ideas, new leaders and new programs to our great county. In this edition of Advantage Magazine, you will get a closer look at the senior management team of Maricopa County. Several of us, Joy Rich, Dr. Rodrigo Silva and me have been in this role for some time. Our responsibilities have changed, and so we will be given opportunities to expand our knowledge and meet new challenges. Shelby Scharbach and MaryEllen Sheppard are new to the executive team. In this edition, you will meet them and understand why they have been asked by Mr. Manos to join the executive management team. They are both exceptionally gifted professionals. I am blessed to be a part of this talented management team.

In addition, this edition introduces several new exciting programs and continues to provide us a better understanding of Maricopa County. There is more information on employee benefits, including the new fitness initiative with the YMCA. A Quit Smoking Program brought to us by Public Health and Employee Benefits is outlined in this edition.

Animal Care and Control has an article on a new program designed to ensure that lost pets are returned to their homes. Parks and Recreation shares information on an award winning program that outlines a partnership with Arizona Science Center to provide under-served children with a diverse scientific experience for home-schooled kids. The Maricopa County Teen Leadership Experience (MCLE) is highlighted in this edition. This program provides teens with a hands on look at county government, encouraging teens to consider a career in public service. Finally, there is an unexpected look at Maricopa County's connection to the Olympics. This edition will review the profile of three Olympians.

I hope that you enjoy this addition of Advantage Magazine as we continue to tell the story of our positive influence on the community. Our contributions to the community would not be possible without the commitment of our employees. Thank you for your continued commitment and contributions to our region.

Sandi Wilson
Deputy County Manager
Maricopa County

"To improve is to change; to be perfect is to change often." – *Winston Churchill*

Are you Ready to Quit Tobacco?

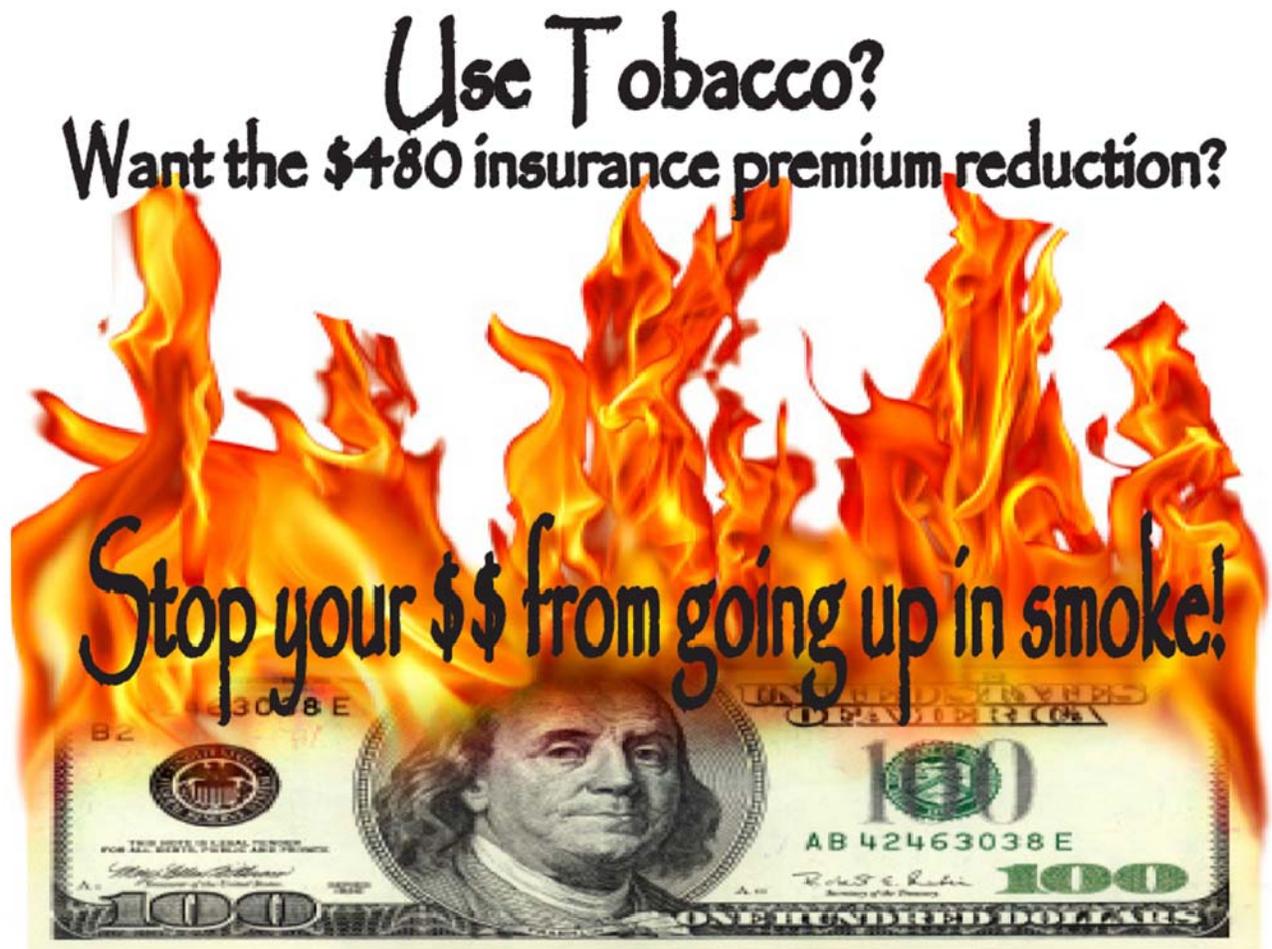
Maricopa County Quit Tobacco (QT) Employee Cessation Classes Can Help

The Maricopa County Department of Public Health Office of Tobacco and Chronic Disease Prevention, in partnership with the Maricopa County Employee Benefits Division, offers **free Quit Tobacco** classes to employees and their covered dependents enrolled in a County-sponsored medical plan. These classes are offered at different worksites throughout Maricopa County.

This six-week program is provided in a group class setting and facilitated by a County Tobacco Cessation Specialist. Along with support from other employees, registrants receive tips on how to manage weight gain, stress, and withdrawal symptoms. Individuals who participate also re-

ceive up to a maximum of \$500 worth of tobacco cessation medications per plan year.

As an added incentive, employees who enroll in the Quit Tobacco classes may also be eligible to reduce the cost of their medical premiums by receiving the non-tobacco user premium reduction. Enrollees in the program need to attest that they've quit smoking and that dependents covered under their medical plan have also been tobacco-free for six consecutive months. Employees will continue to receive the premium reduction if they complete the Quit Tobacco classes, remain tobacco-free, and if six months later, when required to take the saliva test for the detection of



Employee Benefits can help you quit tobacco use and put the \$\$ back in your pocket!

Benefits of quitting smoking

Our body's ability to mend is beauty to behold ...

Within ...

20 minutes	Your blood pressure, pulse rate, and the temperature of your hands and feet will all return to normal.
8 hours	Remaining nicotine in your bloodstream will have fallen to 6.25% of normal peak daily levels, a 93.25% reduction.
12 hours	Your blood oxygen level will have increased to normal and carbon monoxide levels will have dropped to normal.
24 hours	Anxieties peak in intensity and within two weeks should return to near pre-cessation levels.
48 hours	Damaged nerve endings have started to regrow and your sense of smell and taste are beginning to return to normal. Cessation anger and irritability peaks.

Want to see more? Go to http://whyquit.com/whyquit/a_benefits_time_table.html

nicotine presence, the results still show that they are tobacco-free.

The quit rate for employees who finish the six-week Quit Tobacco class has been **83%** on the last day of class. If you are interested in quitting cigarettes or smokeless tobacco call 602 372-7272 or email quitclass@mail.maricopa.gov for the next class. 📖

Dearest Marlboro Lights,

This letter is to inform you that you and I no longer can be friends. I know this makes you very sad, but it makes me very happy. I no longer will allow you to control what I do. You have ravaged my wallet and my body and I cannot let you do this any longer. You have allowed me to make you a priority in my life and honestly you aren't that important to me anymore. I will no longer allow you to be in control of my mind and body. I have better things to do with my time and money. You think I need you, but in reality you need me.

I know you are wondering why we can't be friends anymore and I have many reasons. For starters you are taking time away from my daughter. She is the most important thing to me in my life. You have me sitting out in the heat, cold, rain and wind trying to enjoy our time together, but I just can't do that anymore. My boyfriend doesn't like you one bit. He actually HATES you. He says you make my hair and clothes stink and doesn't like to give me kisses all the time. Now that I have decided to not be your friend anymore, I get LOTS AND LOTS of kisses ALL THE TIME. You have been my crutch for a long time, and sorry to say it, I can walk now and don't need a crutch. You have made me afraid to do things without bringing you with me. I always had to make sure you and your lighter girlfriend were in my purse before I went anywhere.

I know you have been there for me in good times and more often in the bad times. You have been there in my stressful times and celebratory times. You honestly are a time waster. Our relationship seemed to be strongest when I am at work. I have found other things to do to help me when I am at work. You and I have had an off and on again relationship for a while. I would stop being your friend for a month or so, but you ALWAYS would pull me back. NOT THIS TIME BUDDY!!!

You have enabled me to make crappy decisions about my life and health. You honestly aren't worth it and I know this hurts your feelings. I know you will move on to someone else and I am okay with that. Rather them than me.

My daughter and boyfriend are so proud that I have stood up to you. I may have a little help in it (Chantix), but I am standing up to you. I know there are going to be days that I wish you were still here, but I will deal with that when it comes. I am going to take this day by day. I want you to know that since I have severed ties with you, I have saved enough money to buy my scrubs for my schooling. By not smoking for two weeks has allowed me to save \$80 to do this. You are an expensive friend that I can no longer compete with. You have taken important people from me by killing them. Friends aren't supposed to kill friends.

So this letter is to say GOOD-BYE now and forever.

Amanda

Letter written by
Amanda Varner Maricopa County Juvenile Probation
Amanda quit smoking through the employee quit classes





No Lost Pets Maricopa program reunites pets and owners

No Lost Pets

Maricopa County Animal Care and Control Launches Innovative Strategy to Help Keep Lost Pets Out of Shelters

Maricopa County Animal Care and Control (MCACC) launched a new test strategy to help keep lost pets out of the animal shelters. This new innovative approach was entitled, "No Lost Pets Maricopa."

During the week of June 10 – 16, 2012, No Lost Pets Maricopa (NLPM) began live Twitter feeds sending out information on lost pets coming to the shelter. These Twitter feeds featured photos of the animal and an animal profile complete with age and description.

The success of these Twitter feeds helped Diego and Dora become reunited with Saul from Gilbert, Arizona. Saul clicked on as a follower at @NoLostPetsMC on Twitter and noticed the animal profile of both his dogs. He was able to positively identify them when they were brought into the East Valley Animal Care Center. The NLPM Twitter feeds have exceeded over 12,000 tweets.

In addition to the Twitter feeds, MCACC field officers placed yellow signs in the neighborhood areas where lost pets were found in hopes of the owner finding the signs and contacting MCACC before their pet were taken to the shelters. The MCACC yellow signs helped Michelle, a Mesa resident; find her Pit Bull Boxer mix name "Molly." When Michelle was aware of Molly's disappearance she asked her neighbor and noticed the yellow sign placed by one of our MCACC field officers. Michelle was notified of Molly's location and immediately went to the East Valley Animal Care Center to take Molly back home.



MCACC extended normal business hours during the week of No Lost Pets Maricopa offering a low cost adoption special for all adoptable pets. In total, 540 shelter pets found new homes. In addition, the MCACC Community Outreach held two microchip clinics. Ninety pets were microchipped for the low cost of \$10 per chip. Microchipping is a good investment for a pet to increase its chances of finding its owner and returning back home.

MCACC Volunteers helped staff during the extended business hours and with the placement of the Yellow Lost Pet signs throughout the neighborhoods. In total, over 500 hours of volunteer work was recorded during the No Lost Pets Maricopa week. These on-going efforts by MCACC continue to help towards the safety and overall success rates of returning lost pets home. MCACC is committed to building a network of partners dedicated to savings more lives. 📖



Michelle and Molly together again.



MCACC volunteers assist with many programs. Interested in becoming a volunteer? Call 602-506-PETS for more information.



Olympic Connections

County Employees Bring Connection to Olympics Past and Present

In the summer Olympics of 2012, 19 Arizona athletes represented the United States, eight of which brought home medals. Will Claye was one of those athletes, part of a dominant U.S. track and field team, picking up the bronze medal in the long jump and the silver medal in the triple jump. Claye, was the first man to win medals in both the long and triple jumps at the same Olympics since 1936.

His mother Saffie Tunis was in the Olympic stadium to cheer him on. She was joined by Claye's brother James Smith and other relatives who live in London including his grandmother and two aunts.

Claye grew up in Phoenix and is very close to his mother. Tunis, a native of Sierra Leone in West Africa, has been a nutritionist with the Maricopa County Public Health Department for most of Will's life. She is currently a supervisor for the WIC program.

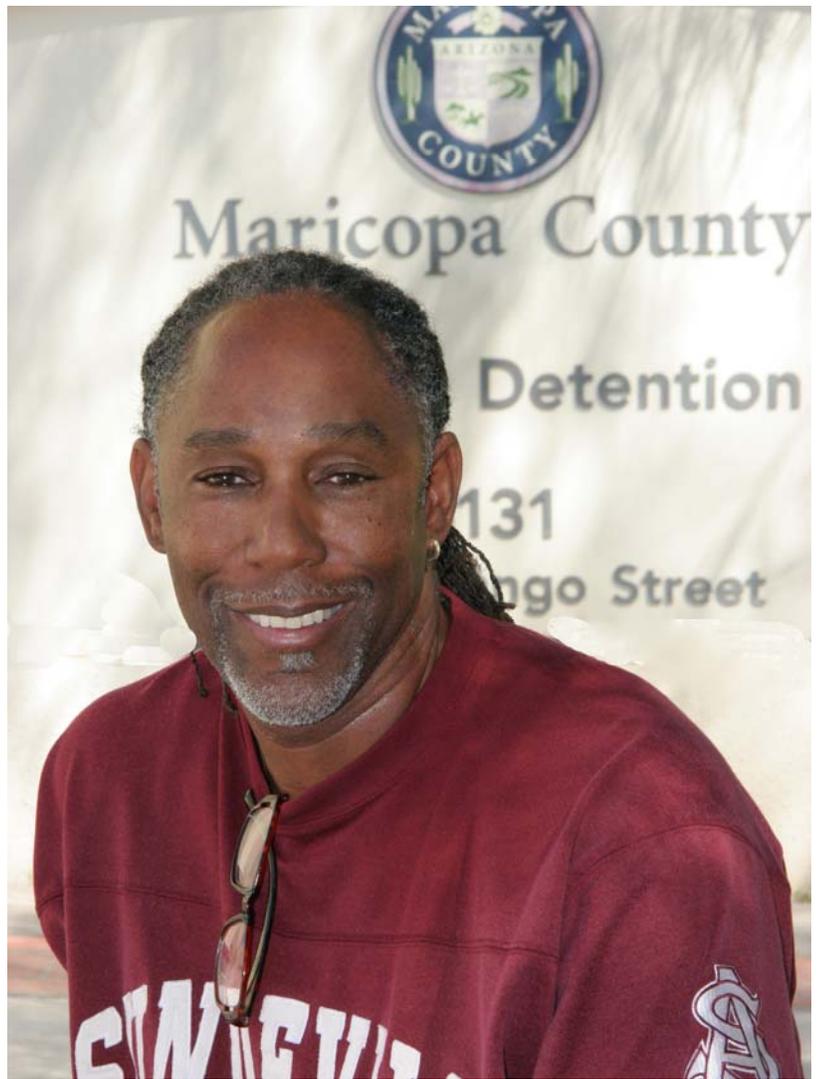
He credits his mother, Saffie, for his success. "We were in the trenches together," Claye said. "I was the youngest, and my parents were divorced, so it was just me and her. I used to cry because she couldn't afford to buy me Nikes."

Today, Claye is sponsored by Nike.

“Always an Olympian”

Dwayne Evans started with probation August 1985 and has been a Juvenile Probation Officer since 1990. For the past 5yrs Dwayne has been assigned to the Juvenile Detention Assessment Center (JDAC).

Dwayne competed for the United States when he was just 17 years old in the 1976 Summer Olympics held in Montreal, Canada. Dwayne won the Olympic bronze medal in Track and Field for the 200 meter event. Dwayne’s other athletic accomplishments include the 1979 national 200m champion, 1981 NCAA 200m champion & 1985 World Cup 4*100m relay champion.



Lynda Tolbert-Goode has been Probation Officer for 13 years with Maricopa County Juvenile Probation.

Lynda’s athletic accomplishments include earning a full Track & Field Scholarship to Arizona State University in 1985. She was a 6-Time Collegiate All American in Track & Field, four-Time NCAA Track & Field Champion in 55 Meter Hurdles & 100 Meter Hurdles, and the 4x100 Meter Relay. She was inducted into ASU’s Hall of Fame in 2001.

Goode is a two-time Olympian, achieving 4th Place in the 100 Meter Hurdles at the 1992 Olympics in Barcelona, Spain. Her second Olympic performance was in the 1996 Olympics in Atlanta, Georgia where she achieved 7th Place.

Lynda was born and raised in Washington D.C. and is married to Jerald Goode, Middle son of City Councilman for 22 years, Calvin C. Goode. Linda has a son and a daughter. Lynda graduated from ASU with her Bachelor degree in Social Work. 

Home School

Parks Program Provides
Services to
Underserved
Children

Maricopa County
Parks Secures NACo
Best in Category
Award for Unique
Partnership Program

This year, the Maricopa County Parks and Recreation Department focused on providing home-schooled children with outdoor science and educational experiences. For this, Parks was selected as a top national winner and one of the 33 Maricopa County excellence awards by the National Association of Counties (NACo).

How did this program come about? In 2008, Maricopa County's Usery Mountain Regional Park staff began to notice a surge of families with younger children staying in the campground.

They arrived in their RV's, pop-up trailers and sometimes tents to enjoy a 14-day stay before they transitioned to either another site or park.

During their visit, they'd participate in interpretive programs, enjoy picnics in the park and venture out onto the trails before they'd disappear for a couple of weeks. After a couple of months, staff began to notice a trend; a lot of the same families were returning to the park for additional stays.

Since the park is relatively small, staff was able to interact with the park visitors and would ask them about their travels.

Time and time again, they were met with the same response – the customer had faced some type of hardship (i.e., foreclosure, loss of job, etc.) and they were home schooling their children until the family could get back on their feet.

To better service this client base, staff began to research the possibility of offering home-school programs at the park.

Online research and networking opportunities kept directing the staff to the Arizona Science Center for pointers and best practices.

Eager to learn more, the park researched the home school program being offered by the Arizona Science Center and contacted the program coordinator to arrange a meeting to discuss the needs of this demographic and the agencies best practices.

When the two agencies met in the spring of 2009, it quickly became apparent to the staff from Usery Park that they didn't have the manpower it would take to launch a full-fledged home school program.

However, what they did have was a location and outdoor recreation component that the Arizona Science Center programs were missing.

The Arizona Science Center, which is located in downtown Phoenix, had been receiving requests from the home school attendees to offer programs in the east valley and provide a selection of courses that take place outdoors so the youth could learn in a traditional classroom setting and then either explore or apply their knowledge in an outdoor setting.

By the end of the meeting, both agencies were in agreement that a partnership focusing on the needs of the home schooling community would be best for all parties involved.

The next couple of months were spent fleshing out classes that would meet the needs of youth between the ages of six and 10-years-of-age. The 2009 fall schedule included courses such as:

- **Super Survivors.** How do desert plants survive and thrive in our harsh desert?
- **Crafty Critters.** Explore how an animal's unique body structure and characteristics make survival possible.
- **H2O Merry Go Round.** Travel through the water cycle as a drop of water while learning about its states, global distribution and cycle.

The schedule was slated to run through the spring; however, due to limited staffing, the schedule was cut short.

In 2010, staff reassessed the schedule and decided to branch out to include afternoon sessions to accommodate additional families. New classes were also offered to entice repeat visits:

- **Water Cycle.** You can't live without water and it covers most of the Earth! Become a drop of water and move through the cycle.
- **Bats Incredible!** They fly at night and eat thousands of insects. Join us in the study of these unique creatures.
- **Owl Pellets.** The wise old owl leaves clues about its meals. As you study the evidence, you will determine what an owl eats.
- **Cat-a-pults.** In this very active, hands-on workshop, you will learn the basics of our crafty cat-a-pults; then you will participate in a "cat" challenge.
- **The Eyes Have It!** Dissect a real cow eye and compare it to your eyes.



Project team accepts award at the Board of Supervisors meeting.

In FY11-12, the agencies decided to change the focus of the home-school science to dissection labs, chemistry, physics, etc. Classes offered in the park included:

- **Rockin Rock Cycle.** See what happens to rocks when they are exposed to different geological events!
- **Ahoy There Mateys!** Dress like a pirate and hop aboard to explore the science and technology of pirates who traversed the seas.
- **Grandmother’s Smile.** Learn how you acquired the various traits from your family members.
- **Energy on the Move!** Explore potential and kinetic energy through hands-on experiences that not only teaches what energy is but how to use it and how to make it work for you.
- **I See and I Hear.** Explore and learn how your eyes and ears work while investigating instruments and optical illusions.
- **Beautiful Butterflies.** Make a butterfly habitat and learn about the life cycle of the Painted Lady butterfly.
- **What Will Happen If.** Become a scientist and use a method of inquiry that even the smartest scien-

tists use. Learn how to manipulate your investigation to find how to make toys work well and how to surprise even your mom and dad with challenges you can try at home.

“We’ve been fortunate to partner with the Arizona Science Center and offer the program at Utery Mountain Regional Park for three years. Each year, attendance numbers have grown. This fall, we hope to roll the program out to additional parks around the system,” said R.J. Cardin, Maricopa County Parks and Recreation Department Director.

ATENDANCE NUMBERS	
2009	
<u>New</u>	<u>Repeats</u>
33	N/A
2010	
<u>New</u>	<u>Repeats</u>
229	152
2011	
<u>New</u>	<u>Repeats</u>
253	192



The Maricopa County Board of Supervisors and I are proud to announce that Maricopa County is the recipient of 33 National Association of Counties Achievement Awards. I am extremely pleased to see that Maricopa County is home to an increasingly wide range of creative people and innovative programs. Please join me in congratulating all our NACo 2012 winners!

Tom Manos, Maricopa County Manager

209 West Jackson Street-Integrated Supportive House, Human Services
Bell Road Intelligent Transportation System, MCDOT
Budgeting for Results Budget Balancing Initiative, Office of Management & Budget
C2C (Court-2-Court), Justice Courts
CASA Peer Coordinator Program, Superior Court
CASA Website, Superior Court
Cities and Towns Acquisition Assistance Program, Flood Control District
ECR Online (Remote Party Access), Justice Courts
Field Probation Officer Performance Evaluation, Adult Probation
Flood Control District Employee Enhancement Program, Flood Control District
GIS Geospatial Allocation System, Elections
GIS/Public Redistricting Interface, Elections
Global Postcard Exchange for Kids & Teens, Library District
In-House Restoration Education Program, Superior Court
Inmate Organ Donor Program, Human Services
Innovation & Collaboration Program, County Manager's Office
Mandatory eFiling, Justice Courts
Maricopa County Teen Leadership Experience Program, Human Services
Notes from the Underground Teen Band Program, Library District
Office of the Public Fiduciary, Exploitation of Vulnerable Adults Investigation, Public Fiduciary
Office Sustainability Empowerment Tool (OffSET), County Manager's Office
Pavement Management Program of Maricopa County DOT, Transportation
Project SAFE: Improving Outcomes of Transferred Juveniles on Adult Probation, Adult Probation
Pushbutton Landscape Inventory and Analysis, Flood Control District
Rapid Response Notification System, Air Quality
Regional Access Point Program, Human Services
Santa Fe Freight Depot Adaptive Reuse, Facilities Management
Training the Best Environmental Health Specialists, Environmental Services
"Setting the PACE" for Measuring Diversity Management, County Manager's Office
Steering Clear of Steers, Transportation
The Legacy Project: A Collaborative Approach to Reducing Recidivism, Adult Probation
Vendor Registration Program, Procurement Office



Best of Category Award,

Usery Mountain Home School
Programs
Parks and Recreation

Marisol Federal Credit Union

Another Option for Personal Loans

County's little known secret offers employees big financial solutions.

Surely you have heard the name, "MariSol" tossed among County employees, but many still don't know exactly what MariSol can do as far as financial services. In 1954, MariSol formerly known as Maricopa County Employees Federal Credit Union, was established to be the official credit union for Maricopa County. From small beginnings, MariSol grew from just offering savings and small loan products, to offering checking accounts, mortgage loans and recently Small Business Services. Even though MariSol's financial products have evolved over the years, the small or family-owned mentality has not changed. MariSol staff pride

themselves in treating members as individuals, not numbers.

County employee, Amy Gherardini, is one of the many County employees, who discovered these benefits of MariSol membership shortly after starting at the County. "Through County emails I had learned of a signature loan with low APR & simple payroll deduction for payments." Amy admits, as many people have felt, she was a little nervous applying for a loan. "I didn't have perfect credit." Amy was pleasantly surprised that she not only qualified for a Signature Loan, MariSol lending staff was very helpful. "When I

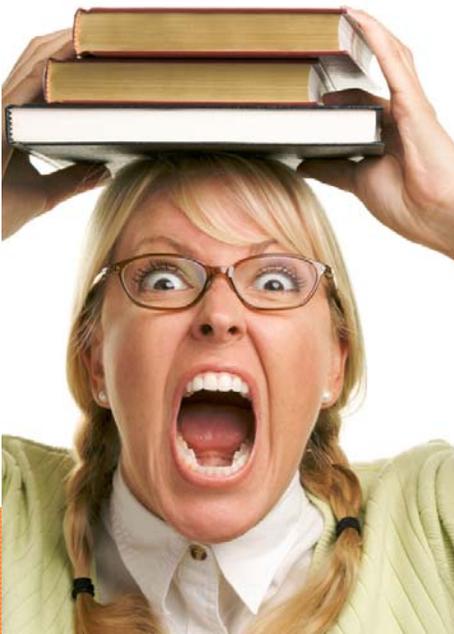


came in to sign the loan paperwork, staff suggested that I apply for an auto refinance loan, as their loan terms were better than the current loan I was paying on my car. She wasn't kidding! Not only did my interest rate go down, but once again the application and payments of payroll deductions made it such a breeze". After Amy's first experience with MariSol, she soon used MariSol to purchase a home, remodel their home and received a low rate MasterCard.

MariSol Federal Credit Union is committed to serving Maricopa County employees. 

Need some help paying for school?

MariSol Federal Credit Union has two solutions to help Maricopa County employees finance school.



Solution # 1: Quick Loan – a no credit qualification loan for \$500. Loan is set for biweekly payments and pays off in 4 months. Just in time to get your tuition reimbursement check. Perfect for community college classes! All you need is to be employed for the last six months and have direct deposit of at least \$100 with MariSol. There is a non-refundable \$50.00 application fee. This loan takes a quick 20 minutes from start to finish! Use it to pay for class, books or whatever!

Solution # 2: Maricopa County Education Loan – up to \$2,500 for up to 12 months at a great rate of 6% APR (annual percentage rate). This rate and loan is only offered to Maricopa County Employees! Loan approval is based on credit worthiness and proof of school expenses. So bring in your tuition bills. This loan is great for those taking more than the occasional community college classes.

Want more information? Call MariSol at 602-252-6831 or visit any branch or click online at www.marisolcu.org.


MariSol
Federal Credit Union
Savings, Solutions & Service
PO Box 20525, Phoenix, AZ 85036
602-252-6831
www.marisolcu.org



We're sharpening our pencils on
Back-to-School Loans!

Rate at 8.00%*
no matter your credit score!

A new school year means new expenses... whether it's computers, clothing or college supplies, our Back-to-School Loans can help! Or use it to get a new iPad, TV or new carpet! You choose!

Borrow \$3,000 Rate of 8.00%*
Term of 36 months
Payment of only \$94.06 per month

Offer ends 9/30/2012

*APR = Annual Percentage Rate. **Applicant must qualify for the loan.** Payment for \$3,000 for 36 months is \$94.06 per month. If applicant qualifies, the 8.00% APR will be given no matter the credit score.

**Marisol**
Federal Credit Union
Savings, Solutions & Service

Phone: (602) 252-6831

(866) 239-8310

Fax: (602) 383-1201

www.marisolcu.org

Equal
Opportunity
LENDER

The service hereby covered is a credit extension
provided by a U.S. member of the National Credit Union Administration
NCUA
National Credit Union Administration • U.S. Government Agency

Extreme Makeover

County Leadership Takes on New Look

When Tom Manos assumed his new role of County Manager, one of his first orders of business was to announce a reorganization of County departments. This announcement came with the appointment of 2 new Assistant County Managers and one new Deputy County Manager. We sat down with all of the Assistant/Deputy County Managers to learn more about each of them and what benefits and challenges they see with the new organization alignment.



JOY RICH, AICP

Joy Rich is a Deputy County Manager with Maricopa County. Her areas of responsibility include the Air Quality, Environmental Services, Emergency Management, Facilities Management, Planning & Development, Waste Re-

sources, and Transportation departments and the Flood Control District. Ms. Rich also serves as Director of the Planning & Development Department, which provides land use planning, zoning, building permit, and code enforcement services to unincorporated Maricopa County. Before joining Maricopa County, she previously worked for both the cities of Phoenix and Glendale.

Ms. Rich holds Bachelor of Science in Geography and Master of Public Administration degrees from Arizona State University. She is a member of the American Institute of Certified Planners, the American Planning Association, the Arizona City/County Management Association and Valley Partnership's City/County Committee.

"Most of the departments that I have include some sort of regulatory component. County Manager Tom Manos and Board Chairman Max Wilson's

focus is to open up our processes and allow more opportunity for public comment and stakeholder input. This alignment will have departments that have those facets grouped together. Implementing Mr. Manos' direction on involving citizens, this will make it easier. We are working on a new process for regulatory transparency that will roll out by the Board of Supervisors in the coming months." Rich expects this to allow much more public input on regulations concerning ordinance changes, rule-making process and rule changing. "There will be extra opportunities for stakeholder input and comments that the Board will have access to in an unfiltered manner prior to making decisions."

Technology will be a big cornerstone of the new processes (web focus, register for participation, track on a calendar, choose their areas of interest, etc.) This will allow participation early in the process so citizens won't feel that staff have done a lot of work and come up with Board recommendations without the benefit of their input.

The departments in Rich's new organization have already worked together to find a way to implement this. Rich believes her staff will welcome this because they do not want to put forward recommendations that the public does not support. The alignment of these departments corresponds with their inclusion in this new transparency tool, plus the One Stop Shop that has already been established. "We want to make it easy for customers, so they do not have to come downtown during the weekday."



Left to right: Sandi Wilson, Deputy County Manager; Joy Rich, Deputy County Manager; Shelby Scharbach, Assistant County Manager; MaryEllen Sheppard, Assistant County Manager; Rodrigo Silva, Assistant County Manager



Dr. Rodrigo Silva

Rodrigo Silva, Assistant County Manager since April 2008, provides oversight to four Maricopa County departments including Equipment Services, Library District, Parks and Recreation, Sustainability and Animal Care & Control.

Dr. Silva came to Maricopa County as Director of Maricopa County Animal Care & Control (MCACC), a position that he has held since September 2004. He continues his duties as MCACC Director in addition to his duties as Assistant County Manager.

Dr. Silva has a degree in veterinary medicine and a master's degree in public health. He has 30 years experience working in public administration, public health and animal control programs, developing and administering government and non-profit organizations and programs at the local, national and international levels.

Nonetheless, some of Dr. Silva's most cherished times are those spent in some of the poorest areas of Mexico, as a young public health veterinarian working with the campesinos (small farm owners), treating and vaccinating their livestock and working animals, improving the sanitation infrastructure of the villages and providing education on the best use of food animals for some of the families living in the most remote and underserved areas of that country.

Prior to moving to Phoenix, Dr. Silva worked as the Manager at the Pima Animal Care Center in Tucson, Arizona. By applying public health principles and practices, Dr. Silva led the Pima Animal Care Center staff through many successes benefiting the public and the animals. Among other achievements, the community experienced a significant reduction in dangerous dog cases and animal bites. His love for animals was not unnoticed; the Pima Animal Care Center eliminated the euthanasia of adoptable pets in December 2002. Similarly, MCACC has not euthanized a pet for space since October 2005. In addition, under the leadership of Dr. Silva, Maricopa County has experienced a downward trend in animal bites and an increase in licensing sales and compliance rates.

Dr. Silva serves on various non-profit boards and is the Chairman of the Arizona Companion Animal Spay and

Neuter Committee. An avid outdoorsman, he spends his free time hiking and camping. He enjoys charcoal drawing, painting with pastel and oil, and woodcarving.

Dr. Silva's work on elementary school curriculum materials focusing on public health and animals obtained the Arizona Public Health Association Hemmy Award in 1999. He was inducted into the Alpha Nu Chapter of the Delta Omega National Public Health Honorary Society in 2004. Dr. Silva is a family man who loves to spend time with his wife Dana, their children Jessica and Rodrigo, their son in law Leo, and their four grandchildren: Alyssa, Tyler, Mya and Alex. Animals could not fail to be in his life, Dr. Silva and his wife share their home with five dogs "Winston", "Farah", "Ilo", "Koko" and "Tilly".

"Helping the animals is a way to help the community." Silva reflects on the role of MCACC. "Rabies from pets has been eliminated from the U.S. Laws on the books were created when this was an issue." Now agencies such as his are expected to do a completely different job that communities expect without those laws changing. "We have to be able to step back and look at what we do and be willing to say this program works or doesn't work." Silva reflected that there is not a path that has been set to change for these new expectations. "There is no academia out there to study or look at this industry."

When looking at his role beyond MCACC, Silva reflects "There are many possible synergies with this new structure. Having Equipment Services, The Office of Sustainability, Parks, Libraries, Animal Care & Control. We can impact other departments as well – to save money and reduce our environmental footprint." Silva notes these synergies with all of his departments. "Animal Care & Control is also a big customer of Equipment Services. Parks is a big player in the environmental area in bringing the outdoors back to the residents."

Dr. Silva looks forward to the working with the ACM/DCM team on some projects together. One is looking at some current policies and redrafting them for the County Manager. "I so respect my fellow Assistant and Deputy County Managers. It is a pleasure to work with them to improve services for all of our customers."



Deputy County Manager
Sandi Wilson

Sandi Wilson joined Maricopa County as the Budget Manager in February 1993. She has held positions of Budget Director, Chief Resource Officer and her current position of Deputy County Manager, a position she has held since 1998.

Wilson was instrumental in identifying and solving the fiscal crisis which emerged during her initial years with the County. Other substantial accomplishments include the implementation of Managing for Results, the transition of Maricopa Integrated Health System to the Special Health Care District, project manager for the Government Performance Project, and obtaining fiscal stability and integrity. She also served as the Acting County Manager from December 2008 – March 2009.

In more recent years, Ms. Wilson was responsible for Human Resource Management and is the Budget Director for Maricopa County. Sandi was responsible for the transition of the payroll system to a private vendor in June of 2011, thereby saving the county millions of dollars over the life of the contract. She has also provided fiscal leadership during the current recessionary period, ensuring structural balance for the \$2.3 billion county budget and continuing the cash capital philosophy by building a \$341 million court tower without bonding and through cash savings.

Prior to her employment at Maricopa County, Wilson worked for a major corporation for 15 years and left as a Financial Services Director. She has a Masters of Business Administration from the University of Phoenix, and a Bachelor of Science in Business from Arizona State University. She is a native Phoenixian. She is married and has three wonderful children.

Wilson has held responsibility for many of the County departments over her 18 years with the County. Ms. Wilson's fiscal leadership has provided Maricopa County a successful path through very difficult economic times. As Deputy County Manager, Wilson is responsible for the Office of Management and Budget, Policy & Compliance and Project Management, Correctional Health, Public Health, Medical Examiner, Justice Systems (Contract Counsel, Legal Defender, Legal Advocate, Public Defender, Public Advocate and Public Fiduciary) plus Research and Reporting.

In her role as Director of Maricopa County's Office of Management and Budget, Wilson noted that she had to know the business of every department, but looks forward to learning even more with her new departments. "I am excited about having all of the Health departments back. I had Public Health for a while and am glad to be working with them again." The Medical Examiner is a new department to Wilson. "This is an area that is extremely complex. It is connected to both the Health and Justice systems." Wilson has begun the process of tours and meetings with staff at OME and all of her new departments to become familiar with their issues.

"Even though they are new to me, I have always had a lot of contact with the Justice System because the Justice system makes up 50% of our budget." Wilson explains that they have a lot of complex issues because of volume, Dependencies, and Capital Cases. The Public Fiduciary continues to have volume issues and have added staff. "It is exciting and interesting to have direct responsibility for the Health and Justice areas." Wilson plans to look for opportunities and efficiencies between all of these areas, as well as between Public Health and Correctional Health.

Wilson also looks forward to working with her new project management team to implement some of new projects that will strengthen County services and save money. This team has already been collaboratively working with department teams to implement additional phases to the ADP implementation. Wilson emphatically proclaimed that collaboration is a key focus for her as she works with the other Assistant County Managers (ACM) and Deputy County Manager. "We have to look at how we can do business without silos." She has already begun working with the newly appointed ACMs to provide a smooth hand-off of responsibility. Wilson seemed delighted as she explained the transition of departments to the new Assistant County Managers. "We are working together to create new ways to blend responsibilities to save the County money."



Shelby L. Scharbach,
CPA, CGFM

Shelby Scharbach joined Maricopa County in 1993 after auditing Maricopa County and other local governments during her tenure with the Arizona State Office of the Auditor General. She served as the Deputy Finance Director from 2000 to 2009, served as the Chief Financial Officer from 2009 to 2012, and was recently appointed Assistant County Manager-Chief Financial Officer in June 2012. Ms. Scharbach holds a Master of Public Administration degree and is a Certified Public Accountant and a Certified Government Financial Manager.

As Assistant County Manager, Ms. Scharbach oversees Maricopa County's Department of Finance, Real Estate Division, Office of Enterprise Technology, and the Maricopa County Stadium District. Ms. Scharbach is responsible for the management and oversight of the departments in their efforts to plan, direct, implement, and attain department strategic goals and objectives towards the achievement of the Board of Supervisors' overall strategic priorities and goals.

Ms. Scharbach serves as Executive Director of The Industrial Development Authority (IDA) of the County of Maricopa, serves on the National Association of Counties (NACo) Financial Services Center Advisory Committee (FSCAC), Chairs the Maricopa County Deferred Compensation Committee, serves as President of the Maricopa County Public Finance Corporation, serves on the Board of Directors for the International Genomics Consortium, and is an advocate for the Human Services Campus.

Even though she holds a new title, Scharbach prides herself as being the Chief Financial Officer for the County. She has a keen interest in the financial aspects of all of her departments. "One of the new areas to me is the Industrial Development Authority. The IDA is really interesting with a focus on economic development. Learning the business and transitioning into this new role takes a lot of my time, but is so worth it to the community." The IDA has recently launched a Business Loan Program as well as

a down payment assistance program for homebuyers in collaboration with the City of Phoenix IDA. Both programs are focused on the IDA's goal of spurring economic development in the valley. She explained that the Stadium District has the bonds and financing, so there is also a close relationship with Finance. "We worked closely with the Stadium District to refinance some existing, outstanding debt last month. It was great timing to take advantage of the attractive interest rates we are seeing right now. And, we saved over \$2 million dollars."

A new area of responsibility for Scharbach is the County's technology systems. She understands that the technology department is a backbone for many departments. Finance is a big customer of OET with a new Financial System coming in. "Technology has huge impact on the County and potential. There is opportunity for branding, mobile apps, 21st Century technology... we've done a good job trying to get the infrastructure in place, now it is time to take it to another step." Scharbach recognizes there are many outreach opportunities where technology is required. "We are in the process of going out and talking to departments. Opening lines of communication to understand the customer requirements is the first step."

Scharbach scans the organization chart as she looks for the opportunities this new organization alignment brings. "OET and Real Estate are both part of the new radio system coming in. Properties are needed for radio towers - they have to acquire the dirt first in some cases, and easements or right of ways in others." Scharbach noted that collaboration with other organizations are critical. "We also have to address space needs and sometimes excess real estate and this means Finance needs to spend a lot of time working with OMB. There are a lot of working relationships there that have to be worked."

Assistant County Manager
MaryEllen Sheppard



MaryEllen Sheppard was also appointed by Tom Manos as a new Assistant County Manager in the recent reorganization. In the new organizational structure, Sheppard has responsibility for Human Resources (including Diversity), Protective Services, Business Strategies and Health Care Programs, Human Services, Innovation and Collaboration, Justice Systems Planning and Special Projects and Community Outreach.

Sheppard has a long record of County service that began with the Superior Court Pretrial Services Agency in 1981. As a Deputy Chief in the Maricopa County Sheriff's Office she served in the Administration Management Bureau, Criminal Justice Services Bureau and Custody Bureaus where she has had Bureau level oversight of the Human Resources Division, Legal Compliance Division, OSHA and Fire Safety Division, Detention Standards and Compliance Division, Custody Support (Inmate Programs) Division, Institutional Services Division and the Medical Services and Lower Buckeye Jail facilities. Her work has earned numerous awards for innovation and results. Sheppard is a member of the Seriously Mentally Ill Commission of Maricopa County. She has worked as a consultant and trainer for the Department of Justice, National Institute of Corrections, specializing in Inmate Classification, women offenders, high-risk inmate management, and system approaches to managing offenders.

Sheppard has her Bachelor's Degree in Criminal Justice and Masters Degree in Organizational Management. She is a Certified Jail Manager and a Certified Public Manager. Sheppard has been an adjunct faculty member at Phoenix Community College. Sheppard has also been an active volunteer at both a local and national level. She has served on various executive Boards and has conducted leadership training for a national non-profit philanthropic organization focused on building strong mother-daughter relationships and developing confident, well-rounded and socially aware contributors to our communities

The opportunities for collaboration between departments energizes Sheppard in her new role. She sees a natural fit between Human Resources, Compensation, Payroll, and Benefits. Sheppard is looking forward to seeing how her other departments fit in and provide opportunities for collaboration. One example is Human Services' Workforce Development. "How does this fit in with our recruiting. We should let them know what skills we need, competencies for County jobs. Human Services may be able

to provide services by focusing on gaps." Sheppard wants to look for opportunities for these departments to interact with each other. "I am always looking at the fact we have limited resources. Let's not duplicate services. We should have it done where it makes sense and people can do best. The importance of collaboration comes in to solve problems of who should do what. We come up with shared standards and measures. Then determine how to hand off so it is not duplicated. What is our goal, who is best to achieve that?" This collaborative model is already working outside of her immediate organization. Sheppard is also working closely with Sandi Wilson's groups because of the connection between Human Services, Correctional Health, Public Health and Justice Systems.

Sheppard's work in the criminal justice field afforded her the opportunity to work with a wide variety of people in many different settings. This experience has shaped her understanding of human relationships and the challenges and opportunity that comes with that diversity. "When we talk about Diversity, we need to have groups reach out to each other, rather than just focus on supporting people that are the same as us." Sheppard continued, "From a business perspective, diversity matters. The challenge is how do we tie the Diversity initiative to the business results? It is not just about inclusion. That is what the Board expects."

Sheppard's vision of a supportive, consultative organization pulls in and capitalizes on strengths that are out in departments and fills in what is needed. She believes problems can be solved by getting the right people at the table. "It is just saying here is a direction, do you have a part that you are willing to play? Then be willing to say, such and such department seems to have the expertise in this so let them take the lead." Sheppard believes if this is done right, there are more resources available and it doesn't go away when one person leaves. "We recognize what departments do best and capitalize on that. This gives us the ability to identify the high risk areas and concentrate our limited resources there. We need to identify what our core responsibilities are and be the very best in delivering those."

Because of working in an elected department for so many years, Sheppard recognizes the autonomy that departments have in our decentralized structure. Now, working in a Central Service agency she knows that it will also require respectfully pushing them in a direction in order to achieve results. "Historically, Human Resources departments are seen as obstacles", Sheppard said central service agencies should not be about telling people they can't do it this way because of the rules. "We have to move from there to helping departments solve the problems – that is game changing. We have to find ways to say yes." 



Up Close With County Government

Nearly 200 teen participants took part in a unique hands-on opportunity to learn about civics and more during the 2012 Maricopa County Teen Leadership Experience summer program.

Over the past four years of shrinking public budgets and reduced staff sizes, you don't expect local governments to create or expand new programs for new constituencies. Least of all, the fiscally cautious Maricopa County.

But a 2010 task force led by Assistant County Manager Dr. Rodrigo Silva determined that county government ought to reach out to Valley youth with educational and training opportunities. The efforts would promote the county's five year strategic plan goals in educational achievement and career-readiness for youth

It was no easy assignment. This is an age group, after all, that describes practically all adult-supervised activities as "B-O-R-I-N-G." 15-year-olds seem to dare you to do something that will interest and engage them. But the Maricopa County Teen Leadership Experience

Program (MCLE) has exceeded the most wildly optimistic expectations, growing exponentially in three years, from 30 participants in 2010 to nearly 200 this summer. And the students seem to enjoy the experiences, which include tours, field testing at Environmental Services, workshops, ride-alongs with sheriff deputies, nighttime scorpion hunts, sitting in at Teen Court and taking personality assessment tests. They even got to quiz Supervisor Max Wilson for an hour. It's equal parts civics, education, community building and career counseling. And for the county employees, a rare chance to share their public duties with a captive audience.

"The students have a bird's eye view of our departments that most county employees and citizens never get to see," raves Victoria Sanchez, the program's high octane coordinator for the past two years. "It's been a revelation, to them

and to me.” As such, it’s a potential recruitment tool for the county as well, giving the young people a sense of the challenging and rewarding public service careers they never knew about. Given the looming retirements of the older Baby Boomers, MCLE might help to attract a new and innovative generation to public service.

MCLE is a self-directed, self-paced program that supports youths in their academic and social development. But it is work. For them *and* their parents, who have to rouse the kids out of bed in the morning in the summer. Between late May and August, participants attend six activities of varying duration offered by county departments, perform at least ten hours of volunteer services and read three age-appropriate books offered by the Maricopa County Library District’s Summer Reading Program. They keep track of their completed activities in an individual “Passport,” distributed at the opening orientation.

And other than the students supplying their own transportation, the program is free to the students, part of the county’s outreach to citizens, a low-cost, high-benefit program for education and public information.

Sanchez says the students seem to be uniformly high achievers, many steered to MCLE by school guidance counselors. “They are hungry to learn and learn why,” she

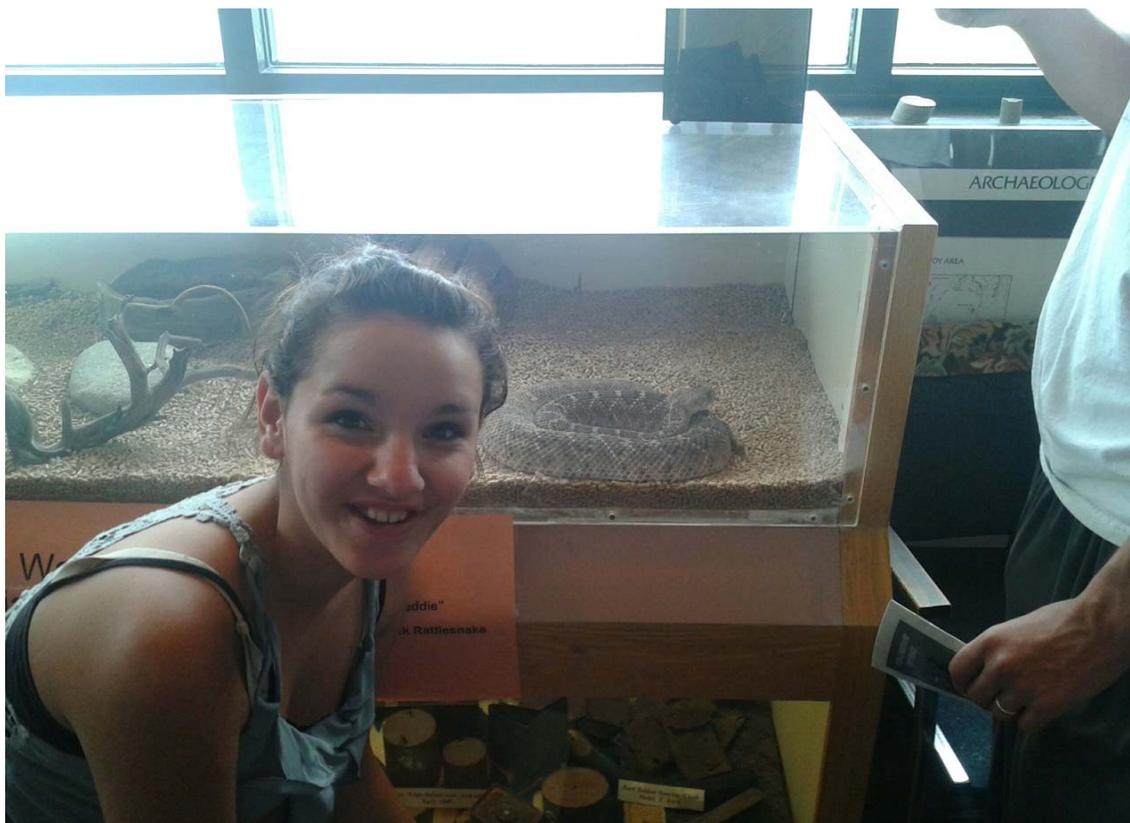
said. Many are the sons and daughters of county employees.

Crime Prevention Specialist Donna McHenry is a believer. Not only does MCLE complement academic goals, but encourages the young people to develop caring relationships, meaningful participation while maintaining high expectations. McHenry has also been impressed with Sanchez’s contagious energy. “Her passion and drive are exactly what parents and our colleagues need to help our youth,” she said.

Parents echo that enthusiasm – and not simply because the program offers an alternative to long summers of video games, texting with friends and eating. Lisa Bayne, of Tempe, has 12-year-old son Brevik and 13-year-old daughter Berkeley involved. “They’ve fallen in love with it. And it provides structure for the summer. It’s something they look forward to,” Ms. Bayne said.

For Ann Becker, of New River, MCLE provides valuable, hands-on instruction about government and civics that has been pushed from the classroom curricula. An education consultant, Becker said: “I’m frustrated our kids know so little about government and society. I want them to be productive members of society.”

Learning about desert wildlife with the Parks and Recreation Department was just one of many opportunities for youth in the the MCLE program .





Chairman Max Wilson answers questions from participants of the Maricopa County Teen Leadership Experience

What’s more, Becker likes the diverse MCLE student population “They get to know kids they wouldn’t get to meet at school,” she said.

None of the program’s early success could be possible without the embrace of so many departments, from the sign shop to the park district. The inspiration was former County Manager David Smith’s, captured in the current five-year strategic plan. The issue: How could the county help more young people achieve academic success? The specific idea was formulated by Dr. Silva’s task force. But according to Sanchez, the key to success has been the response from county employees who take the time out for MCLE activities. County employees inform citizens about government services and how they protect the public. They also get to teach young people about science, health, law enforcement and nature.

Interestingly, Sanchez is on contract for MCLE. She didn’t know that many county employees personally. Upon taking the assignment, she merely borrowed a county organizational chart and started making calls. John Hauskins at MCDOT, R.J. Cardin at parks and Caris O’Malley at the library district are among her heroes, along with her colleagues at the Workforce Development Division and the Human Services Department, where the program is housed.

Today, her contact list had grown to several dozens of county employees willing to help put individual programs together for MCLE. This summer, 188 participated and 110 of them completed all the assignments.

Thanks to MCLE, hundreds of students, still in high school, have a far greater understanding of county government and a hands-on appreciation of public employ-

ees and their work. Civics is not just a word. County government is more than a set of buildings.

In fact, some believe MCLE provides a blueprint, a model, for county government to reach out to Maricopa County residents, explaining its mission to citizens at a time when public confidence in government continues to erode.

It sure beats spending the summer on the couch complaining about the heat. Just ask the young graduates of MCLE. 📖



MCLE students check for water in gasoline sample.



Bob Dyer explains calibration of monitoring equipment to MCLE participants.

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An insurance specialist will provide you with free, no-obligation, premium quotes. If you choose to switch, the specialist may help you apply for insurance while you're on the phone.....Remember, that it is helpful to have your current insurance policy(ies) with you when you call. Retirees remain eligible for the group savings. 

*Some discounts apply to certain coverages



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Diane Cox, PhD, MSN, RN
Dept. of Public Health Services

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Mary Rose Wilcox
Board of Supervisors

2012 Achievement Awards
National Association of Counties (NACo)

Maricopa County
33 Winners

NACo Best of Category Award 2012
Usery Mountain Home School Programs

Maricopa County
Parks and Recreation

BIG PICTURE CHALLENGE

The Idea Factory Update

BIG PICTURE CHALLENGE – The County strategic plan is linked to the Idea Factory through the Big Picture Challenge, which can be accessed, from the Idea Factory home page and the main menu bar. Each month, a different Strategic Priority is featured.

Employees can contribute ideas that make the County more efficient and customer focused. Through active participation in the Idea Factory, employees can make a difference!

Currently, over 12,000 employees are entered into the Idea Factory and 25% (3,000) are actively engaged and submitting or responding to ideas being suggested. You can track the stages of ideas by scrolling to the right of the Vote & Comment page to Idea Stages.

Idea Stages as of August 2012:
Collaboration - active discussion (56)
Assessment - under review (1)
Development - team review (43)
Implementation (5)

In less than a year, 17 ideas were fully implemented.



SUCCESS STORY: Employee Annual Park Passes

The Employee Annual Park Pass idea was implemented in time for spring! Thanks to the Board of Supervisors, RJ Cardin, the Parks and Payroll teams for making this happen! Spring hours expanded as of May 1.

Here is the link to obtain an employee Annual Park Pass through payroll deduction: <http://www.maricopa.gov/parks/employeeedis.aspx>

Voting on the Idea Factory is very important. A number of interesting ideas have expired after six-months because they have not had enough combined votes (up and down) to graduate to the Assessment Stage. As of today 96 ideas have expired! If you are the author of an idea or you like an idea and want to move it forward use the "Tell a Friend" feature to help market this idea. You can go to Closed/Parked Ideas to find out more. 



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