

Smoking Cessation Classes Helps Employees Kick Tobacco

Maricopa County Employee

Advantage

April 2013

Social Justice

*Homeless Court Helps
Remove Roadblocks to
Productive Life*

Upwardly Mobile

*Career Planning Program
Help Employees Realize
Long-Term Goals*

Arrested Development

**Constables Warrant
Program Recovers Millions
in Unpaid Fines**

*Steps to
Successful
Behavior
Change*

Revolutionizing the Child Welfare System

**Cradles to Crayons Program Expedites
Case Processing for Infants and Toddlers**

ARE YOU APPROACHING RETIREMENT?



As you get closer to retirement age, it's more important than ever to make sure your plans are in order. Come learn more about several key retirement planning considerations.

NRM-8417AO.1 (06/11)

Managing Finances
May 16, 2013
9 a.m. - 10 a.m.
222 N. Central 1A

Managing Finances
May 16, 2013
1 p.m. - 2 p.m.
2500 S. 27th Ave

Approaching Retirement
June 20, 2013
9 a.m. - 10 a.m.
301 W. Jefferson, Rm. A & B

Approaching Retirement
June 20, 2013
1 p.m. - 2 p.m.
2801 W. Durango

Questions? Contact us at 602-266-2733

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ADVANTAGE®

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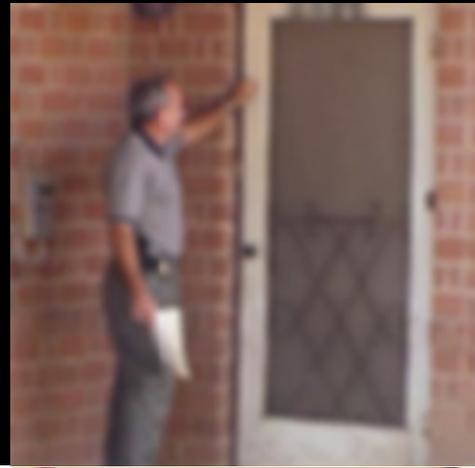
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GOING TO AN OUT-OF-NETWORK LAB COULD COST YOU.

If you need lab work done, stick with one of Cigna's network labs. Not only will you get quality care, but you'll also save more money. That's because you will usually be charged a much lower rate when you use an in-network lab, rather than a lab that's not part of the Cigna network.

The importance of lab tests

Your doctor may order tests to help find out more about your health – like to see if you have diabetes, or to find out if your thyroid medicine is working. For these tests and others, your doctor will need a sample of your blood, urine or tissue, which is then sent to a lab for analysis.

Save money on lab tests

Save money by having those lab tests done at a Cigna network lab. Here's how to make it happen:

- Find network labs by going to myCigna.com or calling the number on your Cigna ID card.
- Tell your doctor you want to use a Cigna network lab.
- If your doctor takes a sample in the office, ask for it to be sent to a Cigna network lab.
- Make sure the lab is an in-network lab. Just because a lab accepts your Cigna ID card doesn't necessarily mean it's part of the Cigna network.

Going out of network could cost you

If you use a lab that's not in the Cigna network, you'll be responsible for paying the out-of-network rate. You may even have to pay the full cost of the service with no discount at all. This could end up costing you a lot more than what you'd pay at an in-network lab.

Save even more

If you go to a national lab such as Quest Diagnostics® or Laboratory Corporation of America® (LabCorp), you can get even bigger savings. Even though other labs may be part of the Cigna network, you can save up to 75% when you choose a national lab. And with hundreds of locations nationwide, it's easy to get quality services at a lower cost.

Find an in-network lab near you on myCigna.com.

GO YOUSM



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From the Publisher



Welcome to picturesque springtime in Maricopa County. We are so blessed to have such a beautiful desert environment, delightful springtime weather, and a County in which we can be proud. This edition of the Advantage Magazine highlights many new and innovative projects and programs within Maricopa County that are making a difference in our citizens' lives. A big thank you to the County departments showcased in this issue. Your contribution to our community is immeasurable.

This edition has three articles about our justice system. The cover story discusses the Constable Warrant Program. This program has brought in over \$1 million since its inception in 2010. This is a great program which outlines what a couple of dedicated people with a badge can do to improve our financial position. Another inspirational program that was expanded this fiscal year is the Maricopa County Regional Homeless Court (MCRHC). This court is a therapeutic court that is located at the Human Services Campus and helps to resolve outstanding, minor misdemeanors for homeless individuals.

Finally, there is a profile on the Cradles to Crayons Program in the Juvenile

Court. This program is encouraging reunification and has revolutionized the child welfare system for infants and toddlers, with an emphasis on the best outcome for the children.

Other stories profiled includes: Eating Right, Retirement Planning, Avoiding Workplace Injuries, and Tobacco Cessation Classes. These articles are meant to provide vital and important information to our employees.

Please let us know if there are any additional employee topics that you would like covered in a future edition of Advantage Magazine.

Thank you to all the readers who take the time to review the great programs within Maricopa County each quarter. If you have a project or program that you think should be considered for a future edition, please let us know. I am proud of the great services that Maricopa County provides to our community. As Mark Twain states in the quote below, let's make sure that we deserve our citizens' respect by providing cost effective programs that make Maricopa County a better place to live.

Sandi Wilson
Deputy County Manager
Maricopa County

"Patriotism is supporting your country all the time,
and your government when it deserves it."

- Mark Twain.

I QUIT!

Smoking Cessation Classes Helps Employees Kick Tobacco

When Lindsay Mansfield tucked her kids into bed each night, she worried that her 7-year-old daughter would be able to smell cigarette smoke on her clothes, her hair and her breath. “And that was it. I realized I was making a choice between having a cigarette at night and kissing my daughter at bedtime,” she said. “I thought - this is crazy,” and she decided to do something about it.

Mansfield, a clerk in the Maricopa County Assessor’s Office, decided to enroll in the County’s free QT Smoking Cessation Class where she and a group of other County employees learned step-by-step quitting advice and tips for managing weight, stress and withdrawal symptoms.

Although she had smoked on and off for 15 years, Mansfield said she didn’t really realize the effects of smoking on her body. “Sure we hear about tar and chemicals, but who really pays attention,” she said. “The class was a real eye opener. I couldn’t believe how far I let it go.” Mansfield is now among the dozens of employees who have quit smoking through the QUIT classes in the last year alone.

Gary Taylor, who works as a planning support specialist in Public Health’s Office of Preparedness and Response, had been smoking for more than 30 years when he decided to quit last year.

“To be honest, I took the class to get the discount on my employee benefits,” Taylor said. He estimates that he was spending more than \$150 per month on cigarettes. “At six or seven dollars a pack and smoking about a pack a day – that’s a lot of money when you start to add it up,” he said.

Taught by Tami Freed, a longtime smoking cessation specialist with the Office of Tobacco and Chronic Disease Prevention, the six-week classes are held at County worksite locations. County employees become eligible for the Non-tobacco User Premium Reduction when they begin the classes provided they quit smoking and their covered dependents have been tobacco-free for six consecutive months. In a year, they will save \$240 on their premium. Plus, employees who are enrolled in a county-sponsored medical plan receive up to \$500 per plan year for tobacco cessation products.

“I would most definitely recommend people take the class,” Taylor said. “It opens your eyes to things you would never have thought of – more than just the health aspects and the damage you are doing to your body. Smoking impacts so many different realms of your life, your relationships, everything.”

QUIT classes are currently underway at multiple locations. The next QUIT Classes will be coming in July. For information or to register, call 602-372-7272 or email QuitClass@mail.maricopa.gov.



Tami Freed, Smoking Cessation Specialist teaches the QUIT classes. Tami is showing Mr. Grossmouth, an educational tool that shows the oral manifestations of tobacco use.

GIANT MR. GROSS MOUTH™
 Chewing tobacco and small cigars oral cancer. Quitting, however, can reduce the risk of oral cancer. Mr. Grossmouth is a model of the oral cavity. The model is made of plastic and is designed to show the oral cavity. The model is used to show the oral cavity. The model is used to show the oral cavity. The model is used to show the oral cavity.

POISON
 A cigarette is a poison. It contains nicotine and tar, which are highly addictive and can cause serious health problems. Regular tobacco use is highly addictive and can lead to addiction. The nicotine in cigarettes is a powerful drug that affects the brain. It makes you feel good, but it also makes you feel like you need more. This is called addiction. Addiction is a disease that can be hard to overcome. If you are addicted to nicotine, you may have trouble quitting on your own. You may need help from a doctor or a counselor. Quitting now can save your life. For more information, call 1-800-QUIT-NOW.

Personal Consequences
 If you smoke, you're more likely to:
 • Have lower self-esteem.
 • Experience depression and anxiety.
 • Regular tobacco use is highly addictive and can lead to addiction.

Social Consequences
 If you smoke, you put the health of others at risk. Secondhand smoke is a proven health hazard. It can cause heart disease, lung disease, and asthma. It can also irritate the eyes, nose, and throat. If you are a smoker, you should avoid smoking around children and pregnant women. For more information, call 1-800-QUIT-NOW.



Social Justice

Homeless Court Helps Remove Roadblocks to Productive Life

Judge MaryAnne Majestic, Tempe Municipal Court Presiding Judge and Presiding Judge of the Homeless Court Governing Council.

For many homeless individuals, unresolved legal issues are the biggest roadblock to employment and self-sufficiency.

To aid the homeless population in becoming productive citizens, Maricopa County is pleased to announce the expansion and relocation of its Homeless Court to the Lodestar Day Resource Center in Phoenix. The Court is designed to help homeless individuals resolve any outstanding low level, victimless offenses on their record.

In 2006, Phoenix, Glendale and Tempe Municipal Courts began a Regional Homeless Court to resolve outstanding, minor misdemeanor, victimless offenses and warrants for homeless individuals who demonstrated a commitment to end their homelessness.

The program has been so successful that it's

now expanding to hear cases in all limited jurisdiction courts throughout Maricopa County, including 23 Municipal Courts and 26 Justice of the Peace Courts.

The (newly renamed) Maricopa County Regional Homeless Court (MCRHC) is a therapeutic, problem-solving court located on the Human Services Campus at Lodestar Day Resource Center, 1125 W. Jackson St., Phoenix. Court is held the third Tuesday of every month at 1:30 p.m.

MCRHC's goal has stayed the same: to resolve outstanding, minor misdemeanor, victimless offenses and warrants for homeless individuals who demonstrate a commitment to end their homelessness. MCRHC combines punishment with treatment and services in supervised rehabilitation programs.

Tempe Municipal Court Presiding Judge and MCRHC Presiding Judge MaryAnne Majestic said, “Regional Homeless Court provides an opportunity for participants to resolve court matters by not only engaging in services that give back to the community but also provide participants the opportunity to resolve their pending court matters. It is an honor to participate in this collaborative effort among courts, criminal justice partners, and service providers in an effort to help people help themselves out of their state of homelessness.”

MCRHC clears tickets such as: traffic infractions, jaywalking, riding the metro without a fare, sleeping in public places, illegal use of shopping carts, etc., as well as warrants that arise from these offenses.

Applicants enter into Homeless Court through one of twenty qualified community providers. The typical sentence imposed is community restitution. One hour of community restitution is equivalent to \$10; if someone owes \$200 in parking tickets, they complete 20 hours of community restitution. Their case manager monitors their restitution hours and case plan, which generally includes education, employment, sobriety, and self-improvement hours; all aiding their ascent out of homelessness. Everything is completed before court, which they then attend with the case manager and report on their achievements and restitution hours. The Judge then quashes any relevant warrants, applies completed hours in exchange for fines, therefore closing cases and removing legal barriers.

Distinctions between Traditional Court and Homeless Court

Obstacles to serving the homeless population in a traditional court setting include:

- Lack of mailing address
- Lack of transportation
- Intimidating court environment
- Lack of appropriate attire
- Threat of incarceration
- Not understanding court processes

To address these factors, MCRHC is a therapeutic, problem-solving court that creates a level of trust and comfort with participants. Because court is held on the homeless campus in a less formal court setting, it has proven more welcoming to the homeless population and gains the trust of participants. It is otherwise indistinguishable from a traditional court in the sense that there is legal representation and the same laws and judicial procedures apply.

The attorneys and the court support an alternative, non-adversarial, and conference-like setting; thus encouraging participation. The typical sentence in MCRHC is credit applied towards a participant’s program participation in exchange for paying fines.



Dignitaries at the Opening Ribbon Cutting Celebration on February 19th 2013 at the Lodestar Day Resource Center.

About the Regional Homeless Court

In 2006 the Phoenix, Tempe, and Glendale Municipal Courts developed the Regional Homeless Court (RHC). With the support of the Maricopa County Board of Supervisors, Superior Court, Municipal and Justice of the Peace Courts and many defense attorneys and prosecutors, legislation was passed by the State Legislature and signed by the Governor in 2012 to expand RHC. Now known as the Maricopa County Regional Homeless Court (MCRHC), all 26 Justice Courts and 23 Municipal Courts in Maricopa County participate. ***The goal of MCHRC is to resolve victimless misdemeanor charges and warrants for homeless individuals who demonstrate a commitment to end their homelessness.***

MCRHC removes the legal barriers people face while ascending out of homelessness. Defendants perform community restitution hours in exchange for financial penalties. These hours, performed within programs that focus on alleviating homelessness and providing housing, are the tool used in exchange for paying fines and fees. The Municipal and Justice of Peace Courts (where the cases originate) approve each of their cases for disposition in homeless court. MCRHC grants defendants a new legal freedom as a result of participation in their programs. The time they spend improving their lives within this structure generally exceeds the penalty they would have faced with monetary reimbursement.



Eating Right

WIC Makes Good Nutrition Accessible



The Arizona Women, Infants and Children (WIC) program is a nutrition program that helps the whole family learn about nutrition, eating well and staying healthy.

WIC provides checks for nutritious foods, nutrition consultation, breastfeeding support, referrals to health care and other social services.

WIC is for infants, children up to five years of age, and pregnant, breastfeeding and postpartum women.

Moms, dads, aunts, uncles, and even grandparents who care for children under the age of five years old can get services from WIC.

Many working families are eligible for and participate in the WIC program. This is especially helpful for families who experienced unemployment, reduced income from being out on medical leave or going back to school.

Many people are surprised of the liberal income guidelines. For example, a family of five can earn almost \$50,000!

Participants are promised a new experience at Maricopa County WIC. Under the direction of new administration, new policies and new patient centered procedures, the program focuses on the family.

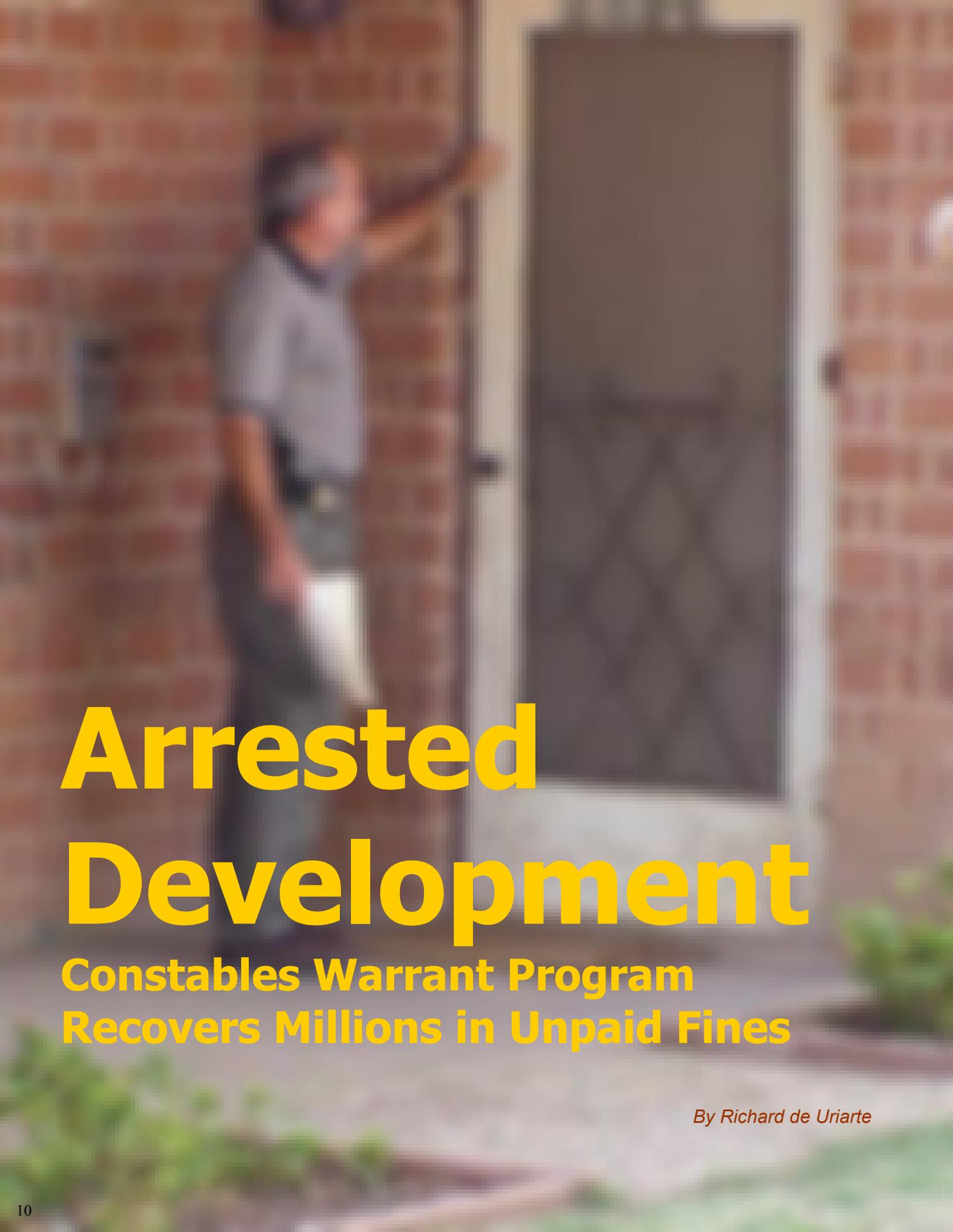
The Arizona Department of Health Services WIC has recently implemented a customer service program for all WIC providers called “Getting to the Heart of the Matter” letting families identify their health and nutrition goals.

New WIC Manager Donna Beedle encourages “families with young children to come and experience the new patient centered program in Maricopa County.” 

WIC Eligibility is based on your gross Income. This chart can help determine your Eligibility.		
Number of family members	Income:	
	Every 2 weeks	Annual Income
*2	\$1,077	\$27,991
3	\$1,359	\$35,317
4	\$1,641	\$42,643
5	\$1,922	\$49,969
6	\$2,204	\$57,295
7	\$2,486	\$64,621
8	\$2,768	\$71,947
<i>Each additional add</i>	\$282	\$7,326
*A pregnant woman is considered a family of 2		



Maricopa County has 17 conveniently located offices around the valley. Simply call 602-506-9333 or visit www.maricopawic.com.



Arrested Development

**Constables Warrant Program
Recovers Millions in Unpaid Fines**

By Richard de Uriarte

When two burly cops, Deputy Constables Arnold Kohl and Brent McCleve, knock at your door, you can bet they're not selling Girl Scout cookies.

In fact, if they come to your house, your day is about to get expensive, or worse, because Kohl and McCleve only make house calls on people who have skipped out on their court-imposed fines. And these deputies can take you to jail.

That makes them pretty persuasive fellows. So much so that with the addition of a few more East Valley courts, they're bringing in \$9,000 a week in unpaid fines. And in February, they collected \$54,000. In March, another \$54,800. Recently, after a short 20-minute drive to an Arrowhead Ranch apartment complex, they convinced one man to pay \$1,432 in his wife's penalties on the spot. The conversation lasted about four minutes.

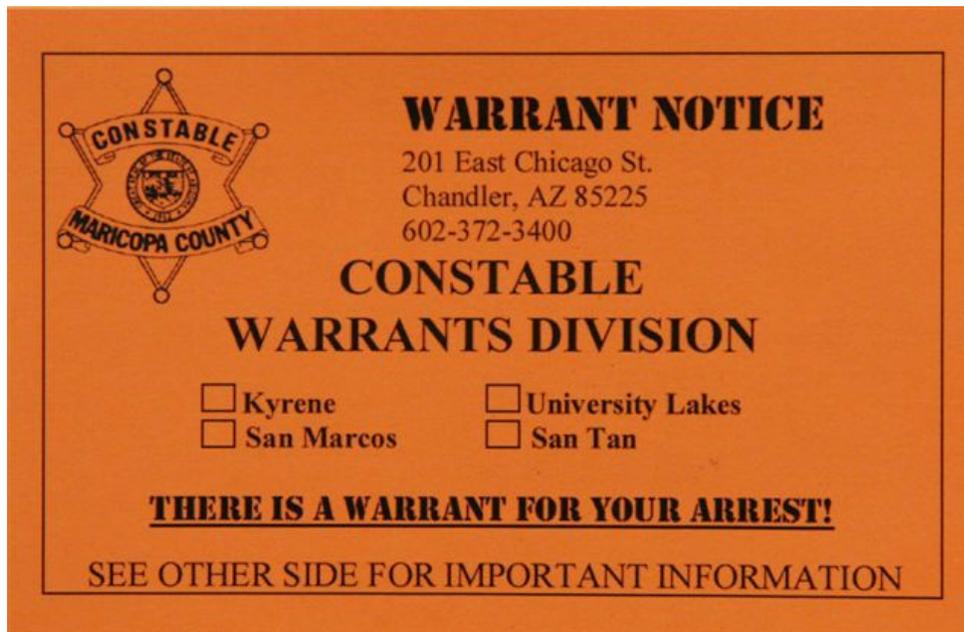
"People aren't afraid of a collection agency, but they are afraid of a guy with a badge," quipped North Valley Constable Phil Hazlett, one of three Maricopa County constables who jump started the constables' warrants program in 2010. "We're not out there to throw you in jail or take your last dime, but this is money already owed to Maricopa County. They owe it. They should pay it."

More and more people are doing exactly that. The warrants program has brought in more than \$1 million since it began as a pilot in January 2010 even though it was not fully staffed until the following October. That's less than three years and an approximate return on investment of 2 ½ to 1. The steady expansion of the local economy and the prospect of April tax refunds augur well for this year's revenues to rise even more.

Fellow County employees take note: All the money goes back into the general fund! For the County, it's like winning the lottery. And although the recovery operation carries the threat of jail, the constables say it's a rare occurrence. Of some 2800 warrants served so far, no more than six persons were incarcerated, according to the constables' figures. First of all, the intent is to bring in more revenue, not add to the County costs. Secondly, the County is not interested in reinstating a local debtor's prison. People who truly cannot pay can appear before a judge and petition for a new repayment schedule or community service. "Payments are as low as \$10 a month," Hazlett said.

Some of the absconders are surprised when confronted. Others are supportive. Myers has been told: "You mean somebody actually goes after you if you don't pay? Man,





I'm glad you're doing that."

McCleve sees the program as a fitting final piece of an equitable justice system. "You gotta have something like this, dedicated to the total enforcement of the law enforcement system and collecting the legitimate fines people owe."

"We're clearing up warrants that had been sitting there for years," Hazlett adds.

The question arises, why didn't somebody think of this before?

Actually, the program has deep roots. The plan was hatched in 2009 when Hazlett, Arrowhead Constable Ron Myers and San Marcos Constable Kevin Jones were discussing the backlog of warrants and fines owed to Maricopa County, which by then had mounted to \$99 million. But the warrants program has been around since the 1990s, when Jones' father, former Chandler Constable Jim Jones, had been part of a state judicial program. But back then, it was funded by a series of grants, and when the grants ran out, the program was disbanded. It lacked political and administrative support. But the younger Jones says he always did some collec-

tions work from the time he was a deputy constable in the 1990s and after he replaced his father as constable in 1998. "I always wanted to get the program started up, we had been kicking the idea around for years," Jones said in an interview.

If necessity is the mother of invention, then the 2008 recession, now considered the worst economic collapse in 70 years, got the constables thinking of specific ways to increase County revenues at a time when sales and property tax revenues plummeted.

Sen. Linda Gray helped the constables with legislation that officially added "warrants" to the constables list of duties. The warrants are overwhelmingly traffic citations, driving with a suspended license, for example.

The operation follows a familiar, set routine. A letter and a warrant notice go out to the last known address of the warrantee. The bright orange calling card, proclaiming in big black lettering, "**THERE IS A WARRANT FOR YOUR ARREST**", delivers the message with impact. But if it doesn't, administrators Dawn Bailey and Gail Nichols develop a "case package", a file folder with current and former addresses, booking slips, crimi-

Deputy Constables Arnold Kohl and Brent McCleve review warrants files with Administrator Gail Nichols. The constables' warrants program has recovered more than \$1 million in unpaid fines.

nal history, personal background, photos, names of relatives, employers, any information the deputies need to develop some leads.

Myers and Hazlett remember the first day they devoted to the warrants. They left one card with the sister of one person and warned another fellow, “They would be back” if he didn’t soon make good on the fine.

“By the time we got back to the office,” Myers recalled, “both had already come in to the justice court in the afternoon. That’s when we knew this was going to work.”

There’s a lot of old-fashioned police detective work involved. The warrants are old. No driver’s licenses. People move. Give phony addresses. “It’s often a challenge,” Kohl says. The officers first send a letter or phone, sometimes leaving a message. Again, that threat looms larger when the constables know where you live and are willing to visit you at work, or at home, for all your neighbors to see.

Kohl and McCleve are both experienced law officers. Not a lot gets by them. They are deft in conversation, alternating their demeanor between tough guy and friendly confidante with ease. Kohl spent 33 years with the Phoenix Police on lots of assignments and as a detective on property crimes. McCleve was 25 years with the Maricopa County Sheriff’s Office on patrol, SWAT, undercover warrants and as an instructor. The elected constables, Myers, Hazlett and Jones, proud of their hires, confident of their professionalism, leave them alone. The deputies appreciate the support. “The constables developed the program. They check in on us once in a while, but we feel the program is ours,” McCleve says proudly.

Sometimes, the officers need some uncanny luck. One time, they were told the fee jumper had left the state – but in a few weeks would return to Arizona for a wedding and be spending a week at the home of the honeymooners. That tip earned the county \$800 -- from a New Yorker.



The program is still in its beginning stages. The warrants are processed through only a few precincts in the Northwest and Southeast Valleys, and Kohl and McCleve divide their time between the two locations. Yet they serve the warrants countywide. "If we had few more courts involved and another set of deputies and an administrator, it would be phenomenal," Jones said.

They don't go on wild goose chases to Wickenburg or Gila Bend. "But if we get a hot lead on a \$3000 warrant, we'll drive to Black Canyon City," McCleve says. Their official black Crown Victoria has run up 83,500 miles in two and a half years.

Of course, it's a long way to \$99 million. 



Constable Ron Myers
Arrowhead Justice Precinct



Constable Phil Hazlett
North Valley Justice Precinct

Constable Facts

Constables have been a part of our Justice System since Territorial Days

There are 23 Justice Precincts in Maricopa County

Constables duties include but are not limited to the following:

- **Execute and return writs of possession or restitution (evictions)**
- **Serve orders of protection and orders prohibiting harassment**
- **Summon Jurors**
- **Serve criminal and civil summons and subpoenas**
- **Judicial security**
- **Levy and return writs of execution (seize property to satisfy judgments)**
- **Store personal property levied**
- **Conduct Constable sales of property levied on to satisfy judgments**



Constable Kevin Jones
San Marcos Justice Precinct

Make an Appointment With your Future

By Nationwide Retirement Solutions

Some occasions roll around only once a year, like birthdays, anniversaries and the Fourth of July. And regardless of how busy we are, we find time to organize and observe these special events. Yet, why isn't this the case with planning for retirement?

For many of us, retirement will only happen once in a lifetime, and it's one of the most significant milestones in our lives. It will change how, and perhaps where, we'll spend our everyday lives. Making sure that you're investing enough money in your deferred comp plan today is important, because that income has to support you for the remainder of your lifetime.

Make a date.

Just like celebrating an anniversary or observing a holiday, your deferred comp account needs special attention at least once a year. Setting aside time annually to review your retirement account can help keep your post work-life plans on track.

Make it a priority to meet with your Nationwide representative and review your

retirement account. Select a date, make an appointment and treat it as your countdown to retirement day.

Follow a set agenda

1. *Review your investment objectives.* As our lives evolve, our priorities may shift. During your annual review, revisit your retirement goals. Take into consideration any changes in your current life that could impact your future.

2. *Make sure you remain diversified.* If you've made adjustments to your goals, take the asset allocation questionnaire. You will want to account for changes in your timing and your ability and willingness to take risk.

3. *Rebalance your assets.* Once you've reviewed your retirement account and taken the asset allocation questionnaire, be sure to rebalance your assets. Even if your retirement goals and asset allocation remain the same, your assets can shift, depending on market performance. When you rebalance your assets, you're realign-



ing your investments to match your current investment objective.

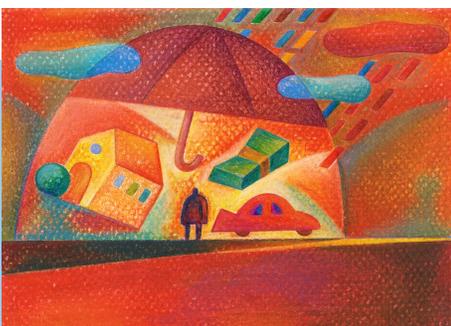
Wrap Up with a Call to Nationwide. Contact your Nationwide representative at **602-266-2733** to conduct an account review.

Investing involves market risk including possible loss of principle.

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.

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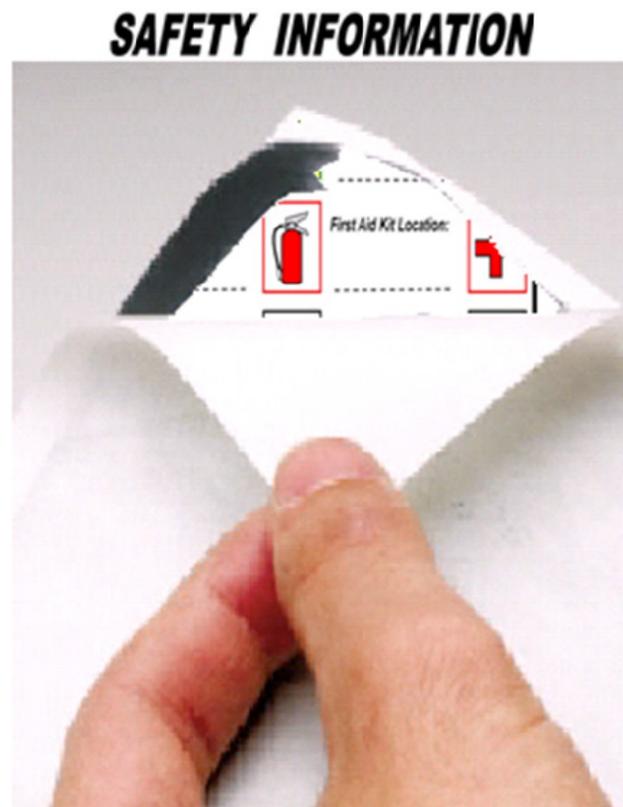
For more information on Nationwide Deferred Compensation go to www.maricopadc.com

Peeling Away the Layers of Workplace Injury

By James Tonda
Safety Manager

Advances in workplace safety can be attributed to pro-active Safety professionals and programs, supervisor participation, improvements in equipment (PPE), policies, processes, and training. However, even though organizations have utilized quality, statistical, and project-management tools to address safety issues, these tools frequently fail due to challenges that are cultural in nature or exist unacknowledged.

As mentioned above, most work related injuries are not from a lack of safety training, poor equipment, policies, nor processes. Quite often, injuries have nothing to do with ignorance of a situation or inattention to hazards.



The How and Why behind most workplace injuries is SILENCE!

Organizational Choices That Derail Workplace Safety

1. Unsafe practices that are justified by deadlines. *“We have to get this project done no matter what corners need to be cut”.*
2. Unsafe practices that stem from skill/training deficits that are ignored. *“We don’t have the time or budget for proper training”.*
3. Unsafe practices that are justified as exceptions to the rule. *“This isn’t the right tool for the job, but it will work for now”.*
4. Unsafe practices that bypass precautions considered excessive. *“I’ve done this job a thousand times and have never been hurt. I don’t need all that safety equipment”.*
5. Unsafe practices that are justified for the good of the company, or customer. *“Hurry up, the customer is waiting and we don’t have time to inspect every little detail”.*



A true change in safety culture cannot come to fruition without a change in people’s perspective and choice to report safety deficiencies. Active participation in Safety programs will keep both employees and their specific department’s safer, thus positively impacting production and efficiency in the workplace.

If you are aware of a safety issue/s and are not comfortable presenting them directly to your supervisor, please call 602-723-7069 where you can leave an anonymous (if you choose) message regarding your safety observation. 📖

Upwardly Mobile

Career Planning Program Help Employees Realize Long-Term Goals

With support from Tom Manos, County Manager and MaryEllen Sheppard, Assistant County Manager/Human Resources Director, the Human Resources (HR) Department recently completed a pilot career planning program for County employees.

The program was designed to directly support Maricopa County’s *Quality Workforce* Strategic Priority, which focuses on the County’s ability to “*maintain a quality, diverse, and innovative workforce and equip County employees with tools and technology they need to do their jobs safely and well.*”

The goal of the program is to ensure that our employees have the resources and information necessary to realize their full potential

and achieve their long-term career goals within Maricopa County. In turn, Maricopa County will retain a highly qualified workforce with broad skill-sets needed to innovate and provide quality programs and services to our citizens.

In order to ensure that the program was meaningful to employees, the HR Department conducted a series of focus groups in mid-2011 with over 100 County employees to gain recommendations and feedback on what a career planning program should entail. Based on the feedback provided during the focus groups, the HR Department was able to create a pilot program that consisted of 4 separate sessions covering the following topics:

<p>Session 1</p> <p><i>Defining Career Planning</i> <i>Exploring Types of Careers</i> <i>Personal Inventory/Self Assessment</i></p>	<p>Session 2</p> <p><i>Creating a Professional Development Plan</i> <i>Identifying Current Available Resources</i></p>
<p>Session 3</p> <p><i>Compensation (Salary) Philosophy & Overview</i> <i>Overview of Market Range Titles</i> <i>Hiring Policies & Merit Rules</i> <i>Interpreting Job Announcements</i> <i>How to Complete a County Employment Application</i></p>	<p>Session 4</p> <p><i>Networking</i> <i>Job Interviewing Strategies & Role Playing</i> (provided by Maricopa Workforce Connections)</p>

A total of 13 employees successfully completed the pilot program in October and the feedback received from participants was highly positive. Below are just a few of the comments received:

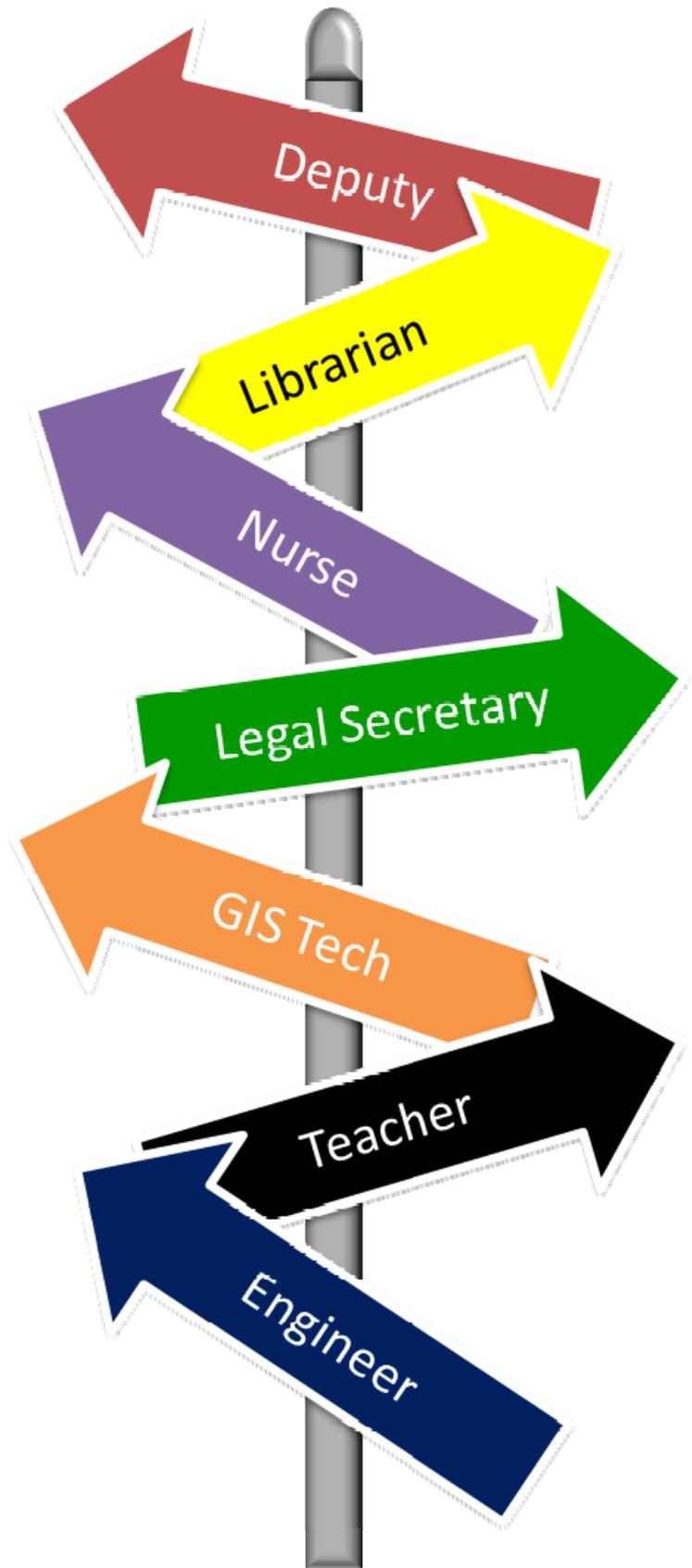
“The class allowed me to take a good look at myself professionally and think about where I really want to be in the next five to ten years.”

“The class overall, makes me think about what I need to in order to advance.”

“I would recommend this program to other County Employees because some employees have been with the County for so long they assume that they know and understand how to get to the next level in their careers and this class will help them get there and give them the tools they need to succeed.”

“Overall, this program was great. I learned some valuable information that will help in my career development.”

Given the success of the pilot program, the HR Department will be offering the career planning program on a quarterly basis. Please check the training listings in Pathlore regularly if you are interested in participating! 





Inside a courtroom at the Cradles to Crayons facility

Revolutionizing the Child Welfare System

**Cradles to Crayons Program Expedites Case
Processing for Infants and Toddlers**

In less than two years, the juvenile court, with the aid of its partner, Maricopa County, has revolutionized the treatment of infants and toddlers in the child welfare system.

Former Presiding Juvenile Court Judge Eddward Ballinger said, “Not long ago, young ones could spend years in a number of different homes, have their emotional mental health needs go untreated, and be denied the opportunity to achieve the parental bonding that is crucial to early childhood development. Today, we put in place a growing number of judges dedicated to meeting the needs of this innocent and vulnerable population. These jurists, and the caseworkers and providers who work with them, have created a system that expedites infant/toddler case processing and mandates that each child’s needs are assessed and treated.”

Judge Ballinger was one of the original developers of the program in Maricopa County. “Cradles to Crayons is the part of this revolution that addresses the need to improve parent/child interaction. It supplies those involved with the juvenile court the opportunity to improve their chances of reunifying with their children. At the same time C2C provides judges with valuable information that aids in the court’s ultimate goal: quickly placing each child in a permanent, supportive, safe and loving environment,” Judge Ballinger said.

The C2C Child Welfare Center is the result of a collaborative effort of many public and private partners in Maricopa County. The goal of C2C is to provide infants and young children with stable, nurturing and forever families.



Courtyard of the Child Welfare Center
Home to Cradles to Crayons Program

The various programs provided by C2C include Judicial Leadership, Expedited Court Oversight and Direction, Community Coordinators assigned to C2C judges, Community Services Resource Coordination, Early Childhood Preschool Readiness, Mental Health Service Coordination including Child/Parent Psychotherapy and Supervised Family Time Coaching, and a Dependency Treatment Court.

In an effort to improve capacity and expertise in this area, internship opportunities have been developed utilizing graduate students from several local universities to provide them the unique opportunity to work with this population of children and families.

"Experts have known for years that infants and toddlers have languished in foster care longer than they should," said Judge Aimee Anderson. "Research has also shown that these young children are at higher risk of developing mental health issues, developmental issues and chronic illnesses. These little ones are also at great risk of having significant relationship problems later in life. Our focus at C2C - not just our new Child Welfare Center - but the Court itself - is to



address the significant needs of these young children and their families, in addition to getting them the permanency that they need and deserve. It is an exciting program to be involved with, as it is a result of a community coming together to help these babies."

"The parents of young children who are in foster care face many challenges including substance abuse, domestic violence and economic instability. Many of these parents did not have good role models for parenting," Juvenile Presiding Judge Colleen McNally said. "At the C2C Child Welfare Center, well-trained professional staff work with these families supervising visits, coaching parents on taking care of their little ones and addressing the trauma that they have

suffered. It is really great to see these parents interacting with their little ones in a whole new way. The Child Welfare Center is a pleasant, inviting environment located just down the street from the Durango Courthouse."

Select Superior Court Judges preside over C2C cases at both juvenile court facilities in Maricopa County. The cases assigned to these judges are exclusively limited to families where at least one child is under the age of three. These judges receive specialized training in areas of infant mental health, abuse, maltreatment and neglect. These judges provide expedited oversight to these cases, so that permanency can be achieved sooner than has been in the past.



The Cradle to Crayons program is a collaboration across Maricopa County interests; especially in partnership with Juvenile Intensive Program Supervision (JIPS).

TOP 5

Things to Know About Open Enrollment

1. Starts on April 15 and ends on May 10, 2013.
2. Passive Enrollment - Open Enrollment for 2013-2014 will be “Passive,” meaning most current benefit elections will automatically roll over to the new Plan Year if employees take no action. There are exceptions.
3. Make elections on ADP portal: <https://portal.adp.com>.
4. Go to www.maricopa.gov/benefits or ebc.maricopa.gov/ehi for benefits information.
5. Make election decisions carefully. They cannot be changed until July 1, 2014, unless there is a Qualifying Event.



Steps to Successful Behavior Change

by Julie Garcia, Maricopa County Wellness Supervisor

As the Maricopa County onsite Biometric Screening campaign has come to a close, County employees may want to make lifestyle changes that could help improve their health status. Some may choose to implement more physical activity

into their life, while others will choose to eat more nutritiously. Some may even choose to do both. These behavior changes are important to leading a healthier lifestyle; however, it is vital to your success to approach these changes purposefully.

Two simple approaches that have proven helpful in making a behavior change are:

1. Assess the actual behavior you are wanting to change, and
2. Create a specific personal goal based on your assessment.

Assessment is a vital first step in creating a behavior change because it provides you with the information on those behaviors you want to change. Many people indicate they want to be more active; however, if they begin to change a behavior and integrate too much activity, they most likely will not meet their behavior goal. A great assessment tool is the United States Department of Agriculture's (USDA) *Choose My Plate* SuperTracker which can be found at www.ChooseMyPlate.gov. The SuperTracker can help you plan, analyze, and track your diet and physical activity.

Goal setting (both short-term and long-term) is the second important step in creating a behavior change. With our busy lives, goal setting helps us focus on those behavior changes we want to achieve. It gives the behavior change a higher value and purpose. As you think about creating your behavior change goals, they should always be S-M-A-R-T —Specific, Measurable, Attainable, Relevant, and Time-Based. Examples of S.M.A.R.T. goals may include:

- I will eat two cups of fruits and vegetables with lunch and dinner 5 out of 7 days for the next week.
- I will engage in physical activity by walking the recommended time of 150 minutes per week for the next four weeks.

Within the concept of SMART goals are other variables that help with success. As we create our goals, we should also think about those activities within our goals that allow us to be successful. Referring back to the physical activity goal above, we should think strategically about *how* we will integrate 150 minutes of walking. Will we walk 30 minutes each day? Will we walk at home or at work or a combination of both? Will we invite a friend? The activities are just as important as the actual goal, as they break down your goal into manageable steps.

Lastly, it is important that you reward yourself for achieving your goals. As you achieve your goals, having an item associated with that success often helps keep us motivated. Examples of rewards are going to the movies, purchasing an item, going on a vacation, etc. By incentivizing your achievements, you have given yourself two gifts – the achievement of the behavior change and the reward you have linked to that success.

It's important to not set ourselves up to fail by having an all-or-nothing mind-set. There will be times when you will not be successful in your journey. The important thing is that you get back up and keep trying. Behavior changes are not easy; however, with time, determination, and by following these simple guidelines, you should find success in changing your behavior.



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**Maricopa County Education
Service Agency (MCESA) in
collaboration with the Office of
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