

*Supervisor Hickman Visits Counties as President of County Supervisors Association*

Maricopa County Employee

# Advantage

Spring 2015

## **Innovation**

**County Programs  
Selected for Conference**

**Adult  
Probation  
Officer Wins  
National  
Award**

## **Chairman Chucri**

**Speech Highlights  
Vision and Priorities  
for 2015**

## **Fosters Wanted**

**Animal  
Care and  
Control  
Seeks  
Foster  
Families**

**Supervisor  
Gallardo  
Creates  
New  
Advisory  
Committee**

# The Clerk's Office

A Hub of County Government



# MOVE WITH THE YMCA

**Join Now, Use Your YMCA Benefit and Get Reduced Rates!**



Georgiana Rodriguezcrespo, YMCA member since 2011

Maricopa County and the Valley of the Sun YMCA are Wellness Partners.

Because of this partnership all County employees and their families have access to significantly reduced valley-wide membership rates.

In addition the \$100 joining fee will be waived.

The benefit also includes: reduced rates for all child care costs, e.g. Day Camp, After-School Care, etc.

Visit one of the 16 YMCA branches today and sign up. Bring your County Employee ID badge, employee ID number and a method of payment.

Membership Type	Bi-Weekly Deduction	Includes
Adult	<b>\$12</b>	Employee Only
Couple	<b>\$20</b>	Employee + Adult living in same household
Family I	<b>\$22</b>	Employee + Children age 18 & under living in same household
Family II	<b>\$25.50</b>	Employee + Adult + Children age 18 & under living in same household

# ADVANTAGE®

A PUBLICATION OF  
THE OFFICE OF THE  
DEPUTY COUNTY  
MANAGER

**PUBLISHER**  
Sandi Wilson

**Editor-in-Chief**  
Deb Stone

**Editor**  
Brian Hushek

## CONTRIBUTING DEPARTMENTS AND AGENCIES

Office of the  
Clerk of the Board

Office of Communications

Employee Benefits

Animal Care and Control

Human Resources

Board of Supervisors

Risk Management  
Safety Office

Office of the  
County Manager

Correctional Health Services

Adult Probation

### SPECIAL THANK YOU TO:

Richard de Uriarte  
Office of Communications

Barbra Hart  
Photographer

Martin Camacho  
Photographer



© 2015 Advantage

### Cover

The Clerk's Office -  
the Hub of County  
Government. Fran  
McCarroll, Clerk of  
the Board,

4



### Fosters Wanted

Animal Care &  
Control Searching  
for Volunteer  
Foster Families

12



### Chairman Chucri

Speech Highlights,  
Vision and Priorities  
for 2015

16



Employees Receive Service Awards - Page 11  
MCLEAPS Internship Program - Page 15  
SafeStart Program - Page 21  
OSHA Electric Safety Program - Page 25  
Achievements - Page 31

At left:  
Vincent Gales Correctional Health Poster Presentation - Page 24



3	From the Publisher's Desk
22	Supervisor Hickman Visits Counties
26	Innovative Programs Selected for Conference
28	Supervisor Gallardo Creates New Advisory Council
29	Adult Probation Officer Wins National Award
30	Rewarding Ideas Award Winners Get \$2500

# 5 Things To Know About Open Enrollment

- 1 Starts:** April 13, 2015 @ 8:00 am  
**Ends:** May 8, 2015 @ 5:00 pm
- 2 Active Enrollment**  
If you don't take action to elect benefits or waive coverage you will automatically be enrolled in employee-only coverage in the Cigna HMO.
- 3** Make elections on ADP portal: <https://portal.adp.com>.
- 4** Go to [www.maricopa.gov/benefits](http://www.maricopa.gov/benefits) or [ebc.maricopa.gov/benefits](http://ebc.maricopa.gov/benefits) for benefits information.
- 5** Make benefit decisions carefully. Elections cannot be changed until July 1, 2016, unless there is a Qualifying Event.



Healthcare coverage is crucial for several reasons. It minimizes your financial risk, gives you peace of mind, but more importantly it gives you access to care, including free preventive services aimed at helping you protect your most valuable asset - your health. With the County's affordable benefit plans it makes sense to get covered so that you have the health insurance that is right for you and your family.

Open Enrollment is the one time a year that you can sign up for, or make changes to, your health coverage.\* For Maricopa County employees, Open Enrollment for Plan Year 2015-16 starts Monday, April 13 at 8:00 am and ends on Friday, May 8 at 5:00 pm.

This year, Open Enrollment is ACTIVE, meaning that if you do not go into the ADP Benefit Enrollment System and actively choose your benefits or waive coverage, you will automatically be enrolled in employee-only coverage in the Cigna HMO. Your benefit elections become effective July 1, 2015 and you will not be able to make any changes until the next Open Enrollment period.\* Social Security Numbers are required for all covered members, employees and dependents.

You may continue to choose between three distinct medical plans: an HMO, administered by Cigna; a PPO, administered by UnitedHealthcare; and a high deductible health plan (HDHP) with a health savings account also administered by UnitedHealthcare.

StayWell is our new wellness vendor, and will be conducting Biometric and Tobacco Use Screening clinics between July 7 - August 28 at various County worksites.

Take advantage of the many resources available to you to research and review your benefit options. Our website, [www.maricopa.gov/benefits](http://www.maricopa.gov/benefits) provides information about the various plans, rate comparison charts, and our "What's New" booklet gives an overview of the changes to the benefit plans for the upcoming Plan Year.

*\*Unless you experience a Qualifying Event.*



# From the Publisher



Dear Advantage Reader:

It's hard to believe that Spring has sprung and it's already April. When Spring arrives I'm surprised that it got here so fast. Before you know it will be Memorial Day then the 4<sup>th</sup> of July and Labor Day and on and on. Open Enrollment will be starting soon (Monday, April 13<sup>th</sup> – Friday, May 8<sup>th</sup>) and the annual Bike to Work day is just around the corner (Thursday, April 23<sup>rd</sup>). Where does the time go?



This edition of the Advantage Magazine is packed full of great articles, information, highlights and awards. The cover story in this issue gives you a look into the “central nervous system of Maricopa County,” the Clerk’s Office. The story gives you an overview of the office and the staff that work there. You can also read “In her own words – Thoughts from the Clerk” by Fran McCarroll herself.

Chairman Steve Chucuri was sworn in as Chairman of the Board of Supervisor in January. If you missed Chairman Chucuri’s acceptance speech, you will find his speech highlights, vision and priorities for 2015 inside this edition as well.

Discover how to become a volunteer foster family for Animal Care and Control, OSHA Electrical Safe Work Practices and SAF-ESTART which are just a few other stories that might be of interest. I encourage you to read the story Supervisor Hickman told about when he was 17. He also discusses his visits to all 15 Arizona counties as the President of the County Supervisors Association. Another article overviews Supervisor Gallardo’s Latino – LGBTQ Advisory Council that he created. Supervisor Gallardo is our newest member of the Board of Supervisors who took office on Tuesday, January 13<sup>th</sup>, 2015.

Correctional Health participated at the National Commission on Correctional Health (NCCHC) Conference. As a result, staff may be presenting at the American Correc-

tional Association (ACA) Conference. The Alliance for Innovation is hosting the Transforming Local Government (TLG) Conference in Phoenix this month. Three County departments were selected to present at that conference and are receiving international recognition. Learn about these programs: Air Quality’s Rapid Response Program, Adult Probation’s Empathy and Understanding Project and Library District’s Great Reading Adventure.

Maricopa County is fortunate to have so many dedicated employees and volunteers that help make a difference in our communities and those that we serve. Review the list of employees that received awards for 30, 35 and 40 years of service. Other interesting article includes Chairman Chucuri’s visit to Cave Creek Park as he honors 20 civilian volunteers. Adult Probation Officer, Kirsten R. Lewis, won a distinguished national award from the American Probation and Parole Association. You can read more about it on page 29. Ryan McDivett from the Records Office and Frances Stephenson from Risk Management are recent Rewarding Ideas winners. Their ideas saved the County thousands of dollars. Also, Head Start, Public Health and Education Service Agency received grant expansions and a grant extension.

Maricopa County employees continue to provide great service. Time passes by and before you know it our days turn into weeks and weeks turn into months. Our service award recipients understand that months turn into years. Within this edition, you will find many examples of employees just like you doing great work each and every day. Thank you for all the great work you do. We all can be proud of who we are as a County, Citizens serving Citizens.

**Sandi Wilson**  
*Deputy County Manager*  
*Maricopa County*



“3 things you cannot recover in life: the WORD after it’s said, the MOMENT after it’s missed, and the TIME after it’s gone.”  
Anonymous



Fran McCarroll, Clerk of the Board

# The Clerk's Office: A Hub of County Government

It's the central nervous system of Maricopa County government, a "hub" where statutorily required records of past and present policies, contracts, regulations, ordinances, appointments or other matters of the Board of Supervisors, their Special Districts and their boards and commissions come together. The Clerk's Office organizes and publishes each agenda for the Board of Supervisors, then takes and prepares the Minutes that memorialize all Board actions. This is no small task when one considers that the County government encompasses more than 60 offices and departments along with the 92 special districts and 46 advisory boards and commissions the Clerk's Office assists or monitors. Moreover, the Clerk is charged with the legal duty to protect and maintain these records in perpetuity.

In addition, the office must research and respond to inquiries related to those records and to the daily citizen calls requesting assistance with some County function (and often some non-county function) or record. Among the vast number of records, the Clerk's Office processes permits for liquor, bingo and fireworks events. It's a lot of work.

In other words, it's not a place for a "close-enough-for-government-work" attitude. If you're in the Clerk's Office, you're hard-working, focused, detailed-oriented and accurate. It is a "must."

So you'd figure this is a high-stress, un-fun place to work.

And you would be wrong.

"We work hard ... but we have a daily laugh or two," financial analyst and executive assistant Amy Gabaldon explains. "And we're together here longer than we are with family, why not enjoy it?"

"We even text jokes to each other at night," according to systems analyst and technology guru Christine Theis, "We actually all get along great with each other," adds Kristina Kidd, a young staff member who handles a number of special projects that come along.

The staff is surely not all alike. They come from different generations, states, ethnic backgrounds and varied personal histories. Their cohesiveness stems from a similar work ethic. "It's amazing that we all get along," says Anita Gavin, the Office's Records Supervisor. "For work, we keep our noses to the grindstone, but then, we can change hats and let off steam."

"You'll get no argument on that," says Scott Isham, Chief of Staff to Supervisor Clint Hickman and to former Supervisor Max Wilson before that. "They are well organized and professional. If I have a question about a previous vote, they are right there with the answer." "But then again, they always have great food in the break room, which I appreciate. And they host food-themed days and lunchtime get-togethers."

During the opening days of every session of the Arizona Legislature, an extraordinarily long bill is intro-

duced. The annual “technical corrections bill,” rewrites the errors made in laws passed by the previous legislature. It is usually the wordiest enactment of the year; chock full of revisions to imprecise language, inaccurate citations, legal conflicts and statutory mistakes.

The Board of Supervisors doesn’t need a similar “corrections” action. Potential inconsistencies or errors are weeded out well in advance – by the twelve eagle-eyed members of the Clerk’s Office.

At the center is Clerk of the Board, Fran McCarroll. She was born for this job. Fran regularly consults the Arizona Revised Statutes. A complete set is behind her desk. She is meticulous. Her overarching goal is accuracy. As a former English teacher, she is a careful grammarian. She was raised among dairy farmers in Colton, California, a close-knit community. Deeply civic-minded, she believes strongly in transparent and equitable governmental processes. Protective of the Board members, the meetings run smoothly under her watch. She takes seriously the admonition: “Failing to prepare is preparing to fail.”

Deputy Clerk Connie Copeland strikes a similar figure. Having served at the highest levels of state and local government, Copeland understands both the big pic-

ture and the myriad individual tasks that produce a polished, finished product. Connie walks at a purposeful pace from work station to work station, offering guidance and assistance to staff. More importantly, she has a keen instinct for how each employee can fit and be most productive.

And yet, in an instant, both McCarroll and Copeland can enliven the place.

In addition to combined birthday luncheons once a month, they will plan and celebrate holidays together – the Super Bowl, for example, or St. Patrick’s Day – and always an elaborate April Fools’ Day prank (usually on McCarroll). There is an esprit de corps which fosters sharing and caring, and a mutual respect for the talents of others resulting in consistent high quality work.

When the County conducts customer satisfaction surveys, the Clerk’s Office always rated at or near the top.

“I deal with the Office and with Fran quite a bit,” says Deputy Budget Director Brian Hushek. “We have to have the right information, whether it is for the next Board meeting or some action that was taken years ago. We often have questions that date back before any of us were around. They invariably come up with the information.”



*Connie Copeland,  
Deputy Clerk*

And just who are they? A brief overview of the Clerk's staff:

**Juanita Garza**, born and raised in the Texas border town of Del Rio; in Arizona for 15 years; joined the Clerk's Office in 2005 and later promoted to Meeting Management Supervisor. Juanita oversees complete



agenda development, monitoring items with the various departments and consulting with Supervisors' Offices. "My goal is to have no surprises, no hard feelings, with everyone getting the same information. Here I am a witness to history."

**Anita Gavin**, a lifelong resident of Arizona, born in Safford but has also lived in Flagstaff, Holbrook and Kingman as a part of a railroad family. Anita joined the Clerk's Office in 2012 where as Records Supervisor she is in charge of records maintenance, scanning documents and filing them in "electronic cabinets." Regularly called upon for research projects, she can find minutes from 1871 board meetings, when Arizona was still a territory. Copeland describes Gavin as a person "who respects history and government process."



**Christine Theis**, had been working with the County for four years as a private technology and business consultant before becoming a full-time employee this year with the Office she most admires. Theis is from a private sector background, specializing in industrial automation for Intel and other companies. She grew up in Albuquerque and followed her family here in the mid 2000s. She's valued for programming skills and keeping essential systems running smoothly and meeting deadlines. She functions as the Clerk's on-site help desk.



**Maria Armstrong**, born and raised in Iowa with a United Nations ethnic background – part Filipino, Hawaiian, Norwegian, Irish and German. She had worked in city, county and state governments in Iowa. Resourceful, cheerful and versatile, she works on minutes, annexations, franchises and duplicate warrants and/or wherever help is needed. She likes government work. "You feel like you're making a difference."



**Lori Medaris**, originally from Houston, she came to Arizona five years ago to be close to family. Now with three years at the Clerk's Office, she monitors 92 special districts. "She's on the phone a lot assisting these small boards," says Armstrong, from the adjoining cubicle. Medaris helps the fire, water irrigation, and a variety of other special taxing districts with the administrative requirements of governance: holding elections, budgets, annual reports, notices, etc. Like her colleagues, "I enjoy public service."



**Amy Gabaldon**, McCarroll's executive assistant and business analyst is praised by Board staff for handling their travel, payroll, and other office expenses. Her desk lies at the intersection of almost constant activity among Clerk management, Board offices, the Communications Office and Government Affairs. Admired for a cheerful disposition and a dutiful work ethic, Amy admits to "being a little intimidated" by the prospect of working on the 10<sup>th</sup> floor of the Administration Building. She almost didn't apply four years ago for that reason. Now, she's the chief activity planner. Still, she says, "These ladies do all the hard work."



## *In her own words - Thoughts from the Clerk*

If you can say “I love my job” then that’s what I would say.

I do love my job. Even after almost 24 years, there is something new almost every day.

I remember years ago a phone call about where to post a notice that a horse was to be sold for lack of paying boarding fees. There’s a statute for that.

Just this week there was a call about the possible need to get county permits for a 4-day carnival. There’s a statute for that. Who knew I would be asked so many divergent questions?

Ed Wolfe, the first Deputy Clerk that I worked with encouraged me to make my signature short and sweet, not the full name and middle initial as I was accustomed to doing on formal or legal documents. He said, “You’ll be signing your name a lot.” He was right! After each Board meeting most documents have to be signed in triplicate. There seems to be no end to the pile that grows in my signature in-box.

Counting the current Board members, I have worked for 19 different “bosses” over my almost 24 years of service at the County. What a privilege it is to work with these leaders who work so diligently to direct County government, keeping us on solid financial footing and making changes to both policy and procedures to keep county government services relevant to the needs of our community.

Some days are more hectic than others. The Open Meeting Law is a constant taskmaster with an unrelenting clock that some days seems to tick down to that 24-hour deadline at an unrelenting pace. One agenda is finished, the Board meeting held, and the next draft agenda is ready for review. Then comes the race to the finish – a mere two weeks to pull together agenda items from the county’s almost 60 departments – compile, correct, polish and format another 20 to 30 page agenda sent to print, complete with often 1000 pages of backup documents. Oh, and don’t forget...at the same time we are processing all of the IGAs, contracts, agreements and assortment of other documents from the previous meeting. As you can see, this is not the work of one superhuman, it is the work of a dedicated team, each contributing their expertise to produce the finished products.



I am married to Dean Wolcott, a former Deputy County Attorney. Yes, I often come home and talk about work. I slip in a legal question from time to time and add his sage advice to all the pieces of Board action, legal advice and statutory references that rattle around in my head every day. It is amazing how those little facts can be pulled from the file cabinet in my mind when research questions are posed. Sometimes historical knowledge is better than a search engine.

In addition to all of the tasks and responsibilities related to compiling and producing Board agendas the Clerk’s Office also memorializes all that happens in the next set of Board minutes. Trust me, it takes hours to produce a set of minutes! There are first drafts and 2<sup>nd</sup> drafts and final polishing before placing them on another agenda for Board approval. Then comes the archiving of those minutes like the Clerks before me all the way back to 1871. The fragile minute books filled with calligraphy-like handwriting are still kept in the Office. Digital copies have been made for most research work, but from time to time we still pull down one of those treasures from the shelves, open the pages wearing cotton gloves, and read the text of a meeting when there were only three Board members. They are records of history from the times of dusty streets, adobe buildings and even some Old West shoot-outs before Arizona was even a state. At the time those Clerks wrote the history – we are writing it now.

**Kristina Kidd**, assists with agenda management for Board meetings, making sure the agenda language matches the backup documents, and then monitors the approval process. She is also the lead in responding to thousands of property classification appeals – an additional responsibility added to the Clerk’s Office in the last three years. This is her first job in government, after working in retail for five years. “She is bright, questions everything, and can handle the new technology at the presentation desk during Board meetings,” Copeland says.



**Lane Organ**, “eats up every assignment,” according to Copeland. Organ worked in constituent service for Gov. Jan Brewer and presently monitors and assists 46 separate County boards and commissions. In addition, Organ develops Board minutes. Copeland comments, “She is someone who can organize a lot of information and summarize it in formal, written style.” Organ reflects, “This is where policy starts, so your job forces you to learn what’s going on.”

The staff includes two newcomers, Laurinda Cook and Nadia Rodriguez, who have adapted smoothly to the serious work ethic and high expectations. Long-time staffer, now part-timer Betty Colwell, retired but invariably can be called upon for special projects. Colwell’s pleasant demeanor also makes a warm and competent first impression to the public.



Nadia Rodriguez



Laurinda Cook



Betty Colwell

“County government can be a complicated place, confusing to people,” McCarroll says. “There is not one central information spot or records center. The Clerk’s Office is often the place where people are directed.” For example, when a citizen calls saying, “I’ve got an infestation of bees. Where do I go?” The Clerk’s Office usually has the answer.

There are challenges, besides the heavy workload and shifting demands. As the statutory agent for the Board, Clerk of the Board McCarroll is named in every lawsuit filed against the County. “The first time it happened, it scared my socks off,” she remembers. “I had only been here two weeks, not long enough to do anything wrong.” She also adds

that turnover in her staff is generally low but when someone leaves, it is “usually due to retirement or because the next employer or County department recognizes a valuable resource and I am out-recruited.”

By all accounts, the Clerk’s Office is a great place to be. “How can you not be proud of a group of people who take their jobs seriously and do such excellent work?” McCarroll said.

Good question. A nice bonus for County government and the people it serves.



*Congratulations*  
Maricopa County 30, 35 & 40 Year  
Award Recipients

**40 Years of Service**

Frank Harrison  
Judith O'Neill  
William Lawlor  
Judith Schroeder



**35 Years of Service**

Charlene Arnold  
Ofelia Cano  
Armando Chavez  
Steven Gibbs  
Scott Loos  
Herb Quezada  
Ruben Ramirez  
Diana Shepherd  
Minnie Uribe

**30 Years of Service**

Julie Ahlquist  
Jose Arenas  
Monica Armstrong  
Debra Austin  
Todd Bates  
Placido Berumen, Jr.  
Hazel Blain  
Leslie Calderon  
Timothy Campbell  
Silvia Chavez-Benton  
N. Victor Cook  
Sheila Copalman  
Sandra DeFrese  
Laura Eng  
Yolanda Escajeda  
Ruben Garcia  
Cathleen Harrington  
Cindy Harris  
Ginger Hopper  
Derrick Knott  
Terry Lehman  
Lilia Linn  
Mike McBride

Ricky McKaig  
Lydia Navarro  
Frank Nutter  
Geraldine Okun  
Del Phillips  
Christine Pinuelas  
Cherie Proffer  
Olivia Ramirez  
John Ramsay  
Sheilamae Smalls  
Diane Smith  
Kristine Smith  
Patricia Soria  
Laura Summers  
Jack Swiger  
William Trowbridge  
Frank Valencia  
Debra Wall  
Russell Walton  
Sharon Wilson

# Fosters Wanted

**Animal Care & Control  
Searching for Volunteer  
Foster Families**

*Four-week-old "Apollo"  
in need of foster family .*



Four-week-old “Apollo” was found in a home with more than 80 cats. “Prickly Pear” and “Thorny” were abandoned at Maricopa County Animal Care & Control’s (MCACC) West Valley Animal Care Center in Phoenix. Chihuahua puppy “Bonnie” was surrendered to the shelter when she was just a few days old.

These are just some examples of the types of animals that MCACC receives on a regular basis. Most of these puppies and kittens are simply too young to be put up for adoption. That’s why MCACC needs YOUR help. The agency is searching for foster families who are willing to open their hearts and homes to animals in need.

While the issue exists year-round, the spring months typically mark the start of puppy and kitten season. It’s not uncommon for up to 100 kittens to be surrendered to MCACC shelters in one day. Litter upon litter of underage kittens; some so young they lack the ability to eat solid food. Unfortunately, the agency does not have the resources to care for these tiny creatures. But rather than euthanize, MCACC is looking for foster families who are willing to step in and care for the animals until they are ready for adoption.

The length of time a foster animal stays in a foster home depends on each individual dog or cat and their particular situation. Typically, underage puppies and kittens are ready to come back to the shelter when they are at least two pounds and approximately eight weeks of age. Dogs and cats recovering from upper respiratory infections may require one or two months in foster care, while animals recuperating from surgery to repair fractures might require more time.

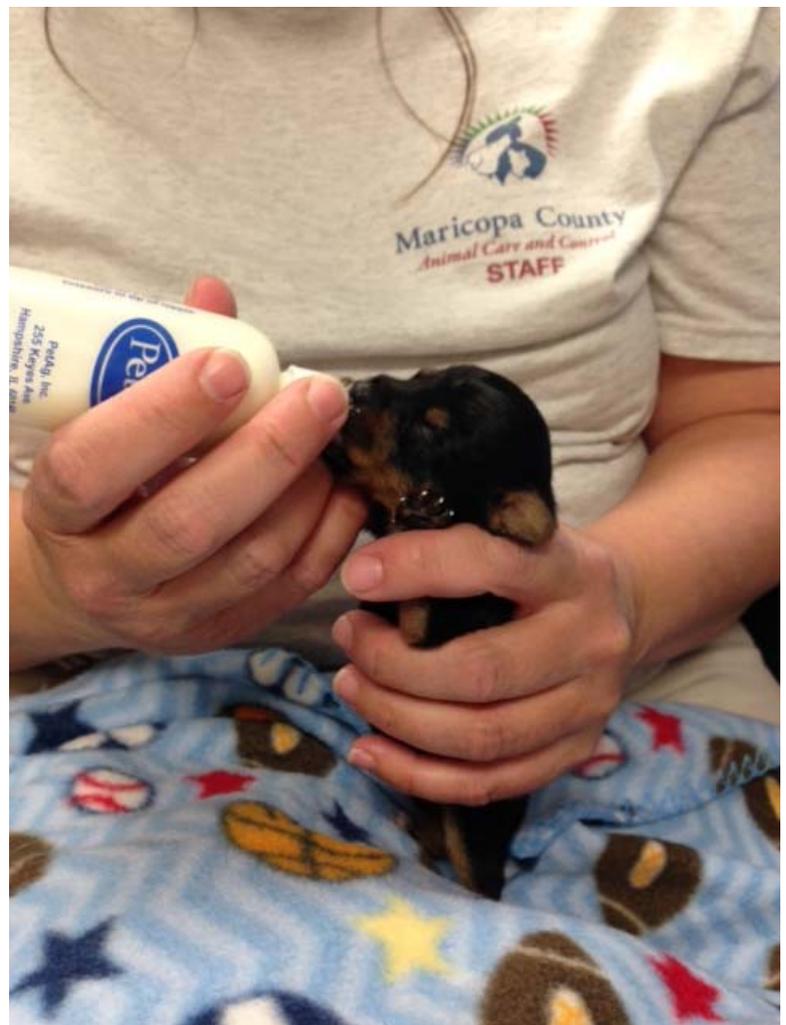
Those who agree to foster underage puppies and kittens must also be willing to spend time playing, training and socializing the animals

so that they grow into well adjusted (and easily adopted) dogs and cats. Fostering these babies can be a messy job and foster volunteers must be patient, ready, and willing to take on the challenges surrounding potty training.

Although it's hard work, fostering a homeless dog or cat is extremely rewarding. Just ask MCACC foster mom Karen E., "Apollo was taken from a cat hoarding situation in Gilbert. He was living with dozens of other cats and was not socialized. He had no idea what it meant to be a kitten. He didn't know how to play. He was afraid of people and strange situations."

"Initially, we kept Apollo away from the other animals at home just to make sure he was healthy. We didn't want to expose him or our resident pets to any contagious diseases. When it was time to meet the other animals, he bonded quickly with our cats and slowly learned to like the dogs. It wasn't long before he was cuddling in bed next to us every night. Although it was tough to take him back to the shelter, we sent him off with a goodie bag of his favorite toys and a brief write up with his likes, dislikes, etc. He was adopted by a kind woman from Ahwatukee within one hour of being at the shelter's PetSmart Charities Everyday Adoption Center."

To become a MCACC foster family is simple! The agency hosts monthly foster volunteer orientations at its West Valley Animal Care Center (2500 S. 27<sup>th</sup> Avenue, Phoenix). The orientation provides potential foster families with a brief overview of the shelter's needs and what is required from foster families. Foster families must agree to cover the food and supply costs of caring for the animals. However, MCACC's veterinary team provides medical care and medicine to those foster animals requiring medical attention. For more information, visit [www.maricopa.gov/pets](http://www.maricopa.gov/pets) and click on "How You Can Help."



*Chihuahua puppy "Bonnie" needs to be bottle fed to survive.*

# maricopa county internship program fall 2015



leadership and education advancing public service

**your college. your county. your career.**

**find opportunities for fall 2015 internships:**

- Justice System Planning and Information
- Facilities Management Department
- Maricopa County Treasurer's Office
- Air Quality Department
- Maricopa County Education Service Agency (MCESA)
- Maricopa County Attorney, Investigations Division
- Maricopa County Attorney, Victim Services Division
- Public Fiduciary
- Flood Control District of Maricopa County
- Adult Probation
- Department of Transportation, Communications
- Office of Enterprise Technology, Project Management Office

Administered by the College of Public Service and Community Solutions  
Open to all ASU students

**ASU** college of **public service & community solutions**  
ARIZONA STATE UNIVERSITY

**learn more:**  
[publicservice.asu.edu/mcleaps](http://publicservice.asu.edu/mcleaps)

**as an intern, you'll earn:**

- waiver of ASU tuition and fees (you will still be responsible for any fees associated with your specific degree program)
- stipend of \$4,700 paid for project work performed
- academic credit toward your degree (depending on your major and degree requirements)
- career-relevant work experience
- opportunity to build a network of professional connections for career advancement

**learn more at our information sessions:**

**Thursday, February 19, 4 – 6 p.m.**

Polytechnic campus

Career Preparation Center, Room 110

\*\* following ASU Polytechnic campus Career and Internship Fair

**Tuesday, March 24, 4 – 6 p.m.**

West campus

CLCC Building, Room 113

\*\* following ASU West campus Career and Internship Fair

**Wednesday, March 25, 2 – 4 p.m.**

Downtown Phoenix campus

University Center, 279

\*\* following ASU Phoenix campus Career and Internship Fair



Steve Chucrl

District 2

Chairman

# Chairman Chucrl

Speech Highlights Vision and Priorities  
for 2015

I consider myself a very lucky man. I have a beautiful and supportive family, my wonderful wife, Christine, who is a devoted mother to our two great sons, Grant and Will, and the honor to represent one of the largest and best-run counties in the nation in one of its most distinctive and gorgeous states.

In fact, I have two of the best jobs imaginable, tending to a restaurant industry I love and a government big enough to get the job done, yet small enough to care.

My vision is a government that listens; a government that understands we may not reach perfection, but if we keep working trying, we will make amazing progress.

A year ago, on this very occasion, Supervisor Denny Barney challenged us to care more than others think is wise, risk more than others think is safe, dream more than others think is practical and expect more than others think is possible.

Led by his example and guided by the leadership of Tom Manos, we have done exactly that. And we have accomplished far more than we had expected, precisely because we have cared more, risked more, dreamed more and expected more.

Together, we crafted and are implementing a countywide strategic plan.

We, the collective we, have initiated sweeping regulatory reforms with the intent of more customer service and less red tape. We have adopted zero-based budgeting across several departments. And we have won 36 NACo awards for excellence.

Yet, more challenges await.

As Supervisor Andy Kunasek once said: "At Maricopa County, we don't go around looking for new things to do, new programs to fund. But what we do, we want to do very well." And we want to deliver more at a lower cost. And constantly strive to get better.

Our vision, our mission, is a government that listens, that best serves its people.

That resolves the problems that individual citizens cannot solve on their own and addresses those issues that recognize no city boundaries, like crime, disease, air quality, transportation and flooding.

And in doing so, we take a collaborative approach, expanding our resources by partnering with other jurisdic-

tions, the private sector and non-profit organizations.

Citizens serving citizens.

A government as nimble and innovative as our people, willing to break precedents, but not promises. A government that listens.

Because ...at its core ... Democracy is a conversation.

Before any government can initiate a reform, implement a policy, or take positive action, it must have the credibility, confidence and trust of the public. We must be open, we must explain why we do things, why we make certain decisions, especially the hard ones.

This is not something we put on and take off of a shelf, because, in these times, public trust is not a given. It must be earned.

I'm proud to say we have taken a few good steps to win that confidence.

Our fiscal transparency website, OpenBooks, is a good one, perhaps a model for others to emulate. Under Supervisor Barney, we began archiving our board meetings.

Today, for the first time, we are broadcasting live; streaming these proceedings online for the public to follow at this very moment. Our fellow citizens shouldn't have to travel downtown to follow our discussions. And from this day forward, they won't.

And in this day of advanced technology, the time has come to better deliver county services in a convenient manner.

This is not new. Supervisor Hickman asked the question: How can we provide our constituents access to information about services offered to veterans? And because of his leadership today, we have a portal for our veterans' to help them find what they need.

But we won't stop there.

Through the use of social media and technology outreach, Maricopa County will work to convert our current dialogue with the public into an instantaneous, two-way, real-time conversation. We can increase citizens' access to information on evolving issues.

And we can provide them with an up-to-the moment and comprehensive public forum so we can listen more directly to their concerns, a virtual town hall for Maricopa County government and its citizens, giving our residents and tax-

*Chairman Steve Chucuri was sworn in as Chairman of the Board of Supervisors on January 7, 2015. His acceptance speech is shown above.*

payers a stronger voice as we forge solutions.

I have often spoken about making Maricopa County “best in class,” and “cutting edge.” This is another step that will move us toward that goal. And so, we will take it.

Of course, all these ambitious plans depend on having a professional and committed Work Force. The public has come to expect this high quality service and we must do all we can to keep delivering it, even improving it.

However, as the 4th largest county in the nation, we face some serious challenges and we must address them. Many departments, including some of our largest and most critical, see employee turnover as a worrisome drain on our resources, a needless flight of talent to other jurisdictions.

And so the time is right to expand our focus beyond just what we do and examine more closely those who actually do the work.

To ask the question: Can our efforts to achieve ex-

emplary customary service and lean, efficient operations be enhanced by giving greater attention to our employees, our personnel rules, policies and practices?

This effort cannot and should not be grounded in anecdotal evidence or negative stereotypes about government workers. They’re neither justified or needed.

Colleagues, ours is a complex business with more than 50 separate lines of service, operating in a fiercely competitive market. We must find a way to capitalize on the knowledge and skills of our experienced Work Force while we attract the next wave of skilled, motivated and engaged professionals into public service.

And frankly, I don’t think we can do that with out-of-date personnel and compensation practices and a decades-old merit systems designed for a different time.

Did you know?:

Currently, at least 50 percent of those applying for a County job must be interviewed? Even though, some applicants may not be the most qualified. This contributes to delays and the loss of qualified candidates to other employers.

There is nothing magical about probationary periods of six months. This is not an adequate measure for new hires to demonstrate proficiency in the job or for managers to assess them.

And finally, we have to concede that our compensation system is presently weighted toward years of service and not performance. And that erodes our ability to keep our most productive employees.

We need a county personnel system as productive as our most outstanding employees here; a system that will attract, hire and reward a great workforce, employees in the mold of:

- Valerie Beckett, the Ombudsman for Planning & Development;
- Alva Tovar, the Adopt a Highway Coordinator for Transportation; and
- Steven Goode, former Deputy Director and now Director of Environmental Services.

Each of these employees takes the notion of public service to heart.

Like the dozens of employees whose suggestions through the rewarding ideas program have saved



County taxpayers more than \$2.6 million, just in the past five years.

And heroic, courageous deputies from the Sheriff's Office like Sgt. Wes Kueffer, pilot Mike White and deputy Joe Scudella, who last August, at tremendous risk to their own safety, waded into fast moving flood waters to pull an elderly woman out of a stranded minivan.

Folks, it's who we are as a County. It's what we do, day in and day out.

I ask you: Where do we find people like this and our many other shining stars for the County?

My view, my goal, is to reach out and recruit professionals who share our passion for engagement, our willingness to think in imaginative new ways, and seek only to serve the public better and at a lower cost.

There is another major challenge. Our 2016 budget deliberations.

It is said that Maricopa County is successful because we don't wear rose colored glasses when we're projecting revenues. And many in this room are the ones who designed and implemented that impressive fiscal legacy.

But as you all know, we in county government are not always the masters of our own destiny. We are an arm of state government. This year promises to be an uphill climb as the state considers its budget goals. There will no doubt be more problems than solutions.

However, we should all remain confident in having two influential allies at the Capitol this session with Doug Ducey as Governor and Supervisor Hickman at the helm of the County Supervisors Association, two individuals who understand the partnership of state and local government.

With the great recession taking a toll on both our fiscal capacity and our public infrastructure, we need to plan our next steps with wise policy and sound management decisions.

We have just completed master plans for our jails and courts that outline the infrastructure needs of our growing County. As our population increases – and it does – and our facilities age – and they do – we have to invest in capital assets, new jails, new court buildings. And when we build new facilities, we must have the funding to operate them. There is

no other option.

And this is a task we must address in the not-too-distant future.

This past fall, two unprecedented 1000-year floods battered parts of the valley. Some residents, especially in parts of Laveen, New River and Mesa are still reeling from the effects of the storms. They won't soon forget.

We can explain, too often after the fact, various levels of flood protection, and their relative cost. Realistically, no one can protect every structure in a flood plain against every flood, much less a catastrophic event. But we can explain to residents about the potential dangers. And we can plan with other jurisdictions to address the most pressing needs. We can collaborate on projects that will balance needs, costs and local participation.

I hope that we do. As the public will know we have listened.

And, Supervisor Rogers, I hope that you know, as we move forward in this new year of 2015, we will remember your steady yet subtle passion for issues and look to your example as we face these challenges I mentioned. Thank you.

This is not a light agenda. And it doesn't even cover the full plate of tasks that each of us elected officials, public servants of Maricopa County and everyone here, must undertake.

We are here to do the people's work. They are the ones who elected us and put us here. They are the ones who get up every morning, meet their own responsibilities, while paying the taxes that finance the work we do and more importantly, that they expect us to do.

It is to them we owe our best effort, the best of our abilities.

President Reagan once said ... "History is like a ribbon, always unfurling. History is a journey." We continue that journey today.

Proud of our rugged frontier history, diverse heritage, independent, enterprising culture and forward-looking optimism. We will indeed dream more, risk more, expect more. And in doing so, we will accomplish more.



**Maricopa County Supervisor Steve Chucri, Chairman of the Board for 2015, visited Cave Creek Regional Park in March to take in the first glimpses of Wildflower season and to honor 20 civilian volunteers for three of Maricopa County's regional parks. According to Parks Director R. J. Cardin, parks volunteers contribute 99,000 hours of work annually to the County's ten regional parks.**

**It was Chucri's first visit to Cave Creek Park as Board Chairman. He was moved by the beauty of the desert landscape and the efforts of the volunteers. "From my office in downtown Phoenix, I look out over at a four-story parking garage and solar panels," he said. "I envy your views out here. God's fingerprints are all over this place, but so are yours. You make it possible for the County to be cutting edge in efficient government and good service."**





## Comes to Maricopa County

Maricopa County Risk Management Safety Office began teaching  to the Department of Transportation and the Flood Control District in 2013. They were recently joined by the Waste Resource and Reclamation Department.

What is  about?

It is about unintentional behavior and habitual behavior. Or to be more specific, it is only about how to prevent the mistakes and errors that you never wanted to make in the first place, like missing a stop sign or losing your balance.

 does not take the place of any safety plan or Federal/State regulation you currently adhere to, but adds another dimension to your personal safety.

 helps people teach people to be safe. Using a states to error method that identifies when you are more at risk to have an accident. There is also a critical error reduction technique to reduce accidents. This includes your entire family, it includes take home safety training for small children, pre-teenagers, and teenage drivers.

 an additional way to think about Safety.

For more information about  go to their web site <http://www.safestart.com/> or call the Safety Office at 602-723-7061 or 602-723-7067.



# Hickman Visits Counties as President of County Supervisors Association

Supervisor Clint Hickman smiled as he turned his white van from I-10 on to Highway 387 on his way to Florence and the Pinal County Board of Supervisors meeting.

“This is my old egg route,” he exclaimed to his two passengers. “I was 17, just gotten my chauffer’s license and our company had just gotten the contract to supply the prison. My brother gave me the route. I was to drop off pallets of eggs to the prison, then check on groceries and restaurants to see if they wanted to buy eggs from us.”

He told the story with delight. Hickman, barely into his second year as a supervisor, was elected President of the County Supervisors Association (CSA) and en route to meet with Pinal County supervisors, both as a courtesy and an update. He knew the top CSA legislative priorities and a scheduled meeting and lunch with the Pinal County colleagues would help build the rapport the CSA needs to speak with one voice on those issues.

So he continued his story as chief of staff Scott Isham checked the upcoming Pinal County agenda.

“I entered the prison in my truck. I was unescorted. I told them where I was going with my eggs. So the guard gave me directions and opened the security portal. I just proceeded as best I could. Down a little ways, take a right, then a left, then a right and so on.”

“I went through what I thought was the last gate when this guard comes rushing up with his hands raised and a shotgun aimed. ‘What are you doing?’ he shouted. I guess he figured it was a jailbreak, me in my truck with Hickman Eggs on the side. I told him where I was going. He said: ‘The warehouse is that way. This is the max yard!’ I got out of there quick.”

It’s that same self-deprecating humor and easy one-of-the-guys attitude that enabled Hickman to get the CSA presidency so quickly into his public service career.

“Supervisor Hickman is smart, a quick study and he’s going to look out for the rural counties,” Pinal County Supervisor and former longtime legislator Pete Rios said. “He’s had a very quick rise. He was appointed to the position, ran in the election last year and he’s already been elected CSA President as a redshirt freshman supervisor.”

Hickman had just delivered brief but reassuring remarks to the Pinal County officials. He pledged that he would visit all 15 Arizona counties during his one year term as CSA president. And he didn’t need an entourage of CSA staffers to be with him. Indeed, CSA Director Craig Sullivan was busy at the State Capitol as lawmakers were hammering out the FY 2016 state budget.

Hickman echoed a key legislative priority. “We want to make sure the governor and lawmakers understand that cost shifts are not the same as tax cuts,” he said. “And many of these cost shifts will hurt the counties and the people we represent. All county officials are talking about the same things.”

Pinal County Board chairman Cheryl Chase told Hickman the legislature is the top priority for local officials and they appreciate both the advocacy of CSA and Hickman’s efforts to reach out to all counties.

“We need these heads up so we can contact our own legislators,” she said. “As fast as legislation moves and as these bills (change), we appreciate your work.”

*From left to right: Pinal County Supervisors Pete Rios, Todd House and Cheryl Chase, Maricopa County District 5 Supervisor Clint Hickman and Pinal County Supervisor Anthony Smith.*

That same camaraderie continued over gyros and three-egg omelets at a popular Florence restaurant. Hickman was generally pleased with the reception and the personal inroads he had made with both Democrats and Republicans. He had toured the historic Pinal County Courthouse, just remodeled in 2012, where county administration offices are located and board meetings are held.

It was time to get back on the road, up Highway 79 toward Chandler and the Superstition Highway.

“Did I ever tell you the story when I was delivering eggs to Scottsdale Airpark and I took a wrong turn and was on the taxiway staring down a private plane?”



# Correctional Health Conducts Poster Presentation at National Conference

## Opt-Out HIV Screening Among Persons Incarcerated in a Large County Jail 2012 – 2013

Vincent Gales, CHS Infection Control Coordinator, participated in a poster session on CHS' Opt-Out HIV Screening Program at the National Commission on Correctional Healthcare (NCCHC) Conference in Las Vegas on October 19, 2014.

Correctional facilities nationwide were provided the opportunity to learn about CHS' enhanced HIV Surveillance program, a program that identifies individuals who are either unaware of their HIV positive status or have fallen out of care while incarcerated at the Maricopa County facilities. The program also links these individuals to care inside the jail and upon release.

Vincent spoke with several clinical staff and program leaders who commented as follows on the CHS' program:

“This is a great program”

“Wish that we had the funding to do this at our facility”

“The linkage to care facilitated by a case manager was outstanding”

In addition, Dr. Anne Spaulding, a renowned HIV researcher from Emory University, stated that “it was great to see someone else doing Opt-Out HIV screening in the jails.”

**Opt-Out HIV Screening Among Persons Incarcerated in a Large County Jail, 2012-2013**  
 Vincent Gales, RN, BSN, CCHP; Jane Wixted, RN, MSN, MHSA; Jeffrey Alvarez, MD, CCHP; Victor Gan, MD, CCHP; Erin Nelson, MD(C)  
 Maricopa County Correctional Health Services - Ryan White Part A Program – Maricopa County Public Health Laboratory – Arizona Department of Health Services  
 Phoenix, Arizona, United States

**BACKGROUND**  
 HIV infection is more likely among the prison and jail populations due to the increased risk factors prevalent in the incarcerated population. In 2011, Maricopa County began an Opt-Out HIV Screening Program for patients during their Initial Health Assessment.

**GOAL**  
 Identify HIV positive individuals, while in the care of Maricopa County Correctional Health Services, who are unaware of their status or who have fallen out of care and link them to care both in the jail and upon release.

**PROPOSED SOLUTION**

- 1) Create an expanded HIV surveillance program to identify patients who may be unaware of their HIV infection. Then, provide treatment and care to them while incarcerated thereby reducing the risk of transmission of the illness.
- 2) Combine syphilis testing with an Opt-out HIV Screening Program at the Initial Health Assessment.
- 3) Provide linkage to care post-release for the client in order to provide care, reduce recidivism, and improve social support for the HIV-diagnosed individual.

**THE RATIONALE FOR HIV SCREENING IN THE INCARCERATED POPULATION**  
 The National HIV/AIDS strategy recommends treatment as prevention for HIV. Recommendations were based on the 2011 landmark study that demonstrated a 96% reduction in HIV transmission by a treatment adherent, infected person.

By aligning with the national strategy, it is likely that the risk of infectious transmission and the cost of care is reduced. There is also a hypothesis, with data still being gathered, that the linkage to care reduces recidivism.

**CREATING A SUSTAINABLE PROGRAM BY ESTABLISHING PROCESSES**

**REQUIRED COUNSELING AND EDUCATION OF NEWLY DIAGNOSED PATIENTS**  
 A critical component of HIV testing is the counseling that occurs after a person tests HIV positive. Receiving a positive HIV test often generates concern and panic not only because of the perception of HIV as a terminal illness but also because of the stigma associated with the illness. The education associated with the treatment regimen, health issues and risks, and advisable behavioral changes is critical.

**RN CASE MANAGER**  
 The RN Case Manager, funded by Ryan White Part A, provides chronic condition, health maintenance, anti-retroviral and treatment adherence counseling to patients with linkage to community based HIV care and services upon release.

**INFECTION CONTROL COORDINATOR**  
 The Infection Control Coordinator provides coordination between Correctional Health Services, Arizona Department of Health Services and Maricopa County Department of Public Health for HIV screening protocols, reporting of HIV test results and staff education.

**RESULTS OF THE SCREENING STUDY\***

**LINKAGE TO CARE**  
 Identifying an individual as HIV positive is the beginning of a lifetime of complex medical treatment and care. For the individual to be healthy and be less infectious, a comprehensive model of care needs to be established, and linkage to care (LTC) started and education provided. The HIV Screening Program began in 2012 and has since linked individuals to care for the HIV positive individuals.

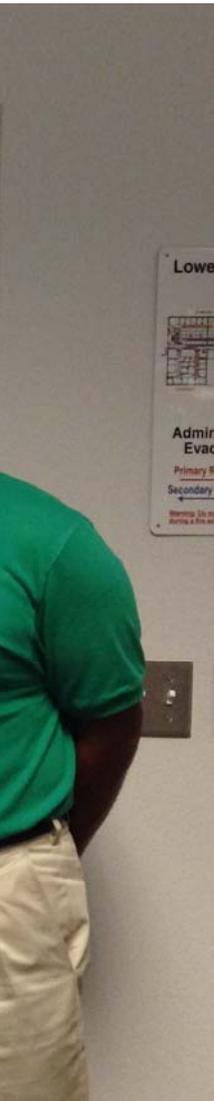
**CONCLUSION**  
 During the two year period, the HIV positive individuals who were identified in the community and linked to care through the Opt-out HIV Screening Program were identified and linked to care.

**ACKNOWLEDGEMENTS**  
 University of Arizona Center, University of Arizona Maricopa County Health Services, Maricopa County Department of Public Health, and the Arizona Department of Health Services, US Department of Health and Human Services.

**CONTACT:** Vincent Gales or Jane Wixted, RN

The poster presentation piqued the interest of the Center for Disease Control (CDC) Division of HIV/AIDS Prevention Office of Health Equity, a subdivision of the National Center for HIV/AIDS, Viral Hepatitis, STD and TB Prevention. As a result, Vincent could present this topic at an upcoming American Correctional Association (ACA) Conference.

The poster is available for viewing in the CHS LBJ Admin Suite at the Lower Buckeye Jail.



# WHAT YOU DON'T KNOW CAN HURT YOU

## OSHA Electrical Safe Work Practices

Electrical hazards cause more than 300 deaths and 4,000 injuries in the workplace every year. While electrical hazards are not the leading cause of workplace injuries and accidents, they are disproportionately fatal and costly.

Arc Flash Events reaching 35,000 F, occur 5 to 10 times a day, in the USA. The resulting injuries not only disrupt the lives of the workers and their families, but also impact the productivity of employers.

OSHA's electrical standards are designed to protect employees exposed to dangers such as electric shock, electrocution, burns, fires, explosions and falls.

Because of the language, interpreting and applying these standards can be difficult, leaving many workers unaware of the potential electrical hazard present in their work environment. This makes them more vulnerable to the danger of electrocution.

A thorough understanding of OSHA electrical safety requirements, as they apply to your facility, is essential for minimizing electrical accidents and ensuring compliance.

The Risk Management Safety Office's has partnered with Electrical Safety Consultant Ray Enama for an electrical safety class scheduled for April 14 & 15.

This 2 day course is intended to provide current electrical safety information to County personnel supervising or working with electrical equipment operating at 50 volts or more. Currently employees from Facilities Management, Equipment Services and Parks and Recreation Departments are enrolled.

For more information about this class or electrical safety in general, please contact Tom Carroll at (602) 723-7061 (tomcarroll@mail.maricopa.gov).



# Innovative Programs

## County Departments Selected to Present at Phoenix Conference

The Alliance for Innovation is hosting the Transforming Local Government (TLG) Conference in Phoenix, April 13-15, 2015. TLG attracts local government professionals from across the world who are seeking new and innovative ways to meet challenges and provide high quality service to the communities they serve. TLG provides dynamic content that encourages freethinking and fosters unprecedented ideas. Attendees hear presentations directly from the teams that have created some of the most innovative programs and projects in local government.

The Alliance selected three of Maricopa County's case studies for presentation at the upcoming conference:

- **Air Quality Rapid Response Program** submitted by Dennis Dickerson, Air Quality
- **Empathy and Understanding Project** submitted by Therese Wagner, Adult Probation
- **The Great Reading Adventure** submitted by Caris O'Malley, Library District

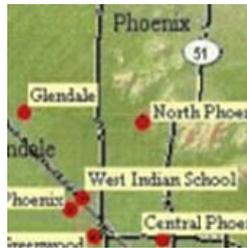
Congratulations to these departments and their staff for their hard work and dedication to providing outstanding services! These programs will be receiving international recognition as emerging best practices in local government.

### **Air Quality Rapid Response Program**

As Maricopa County strives to meet federal health limits for dust pollution, the awareness and actions of every individual can go a long way toward clean air. Failing to meet the federal health standard for dust pollution threatens public health. You can help to maintain compliance with air quality stan-



dards by signing up for notification of a Rapid Response event. When dust pollution levels begin to rise, the Maricopa County Air Quality Department sends a message notifying you where the pollution hot spot is and what steps you can take to help prevent an exceedance of the health standard.



When a Rapid Response notification is broadcast, the department asks air quality permit holders with dust generating activities to inspect their site and employ best available control measures to stabilize all disturbed soils to reduce blowing dust. Air Quality Department inspectors canvass the area to ensure compliance with its dust control standards.

**Empathy and Understanding Project**  
 The Empathy and Understanding Project (E&U) utilizes the Appreciative Inquiry (AI) method to increase management’s understanding of problems faced by staff. AI is a style of asking questions that is focused on the future and values people.

In 2008 and 2009, the Adult Probation Department (APD) participated in organizational assessments to measure staff perspective of the current work environment compared to their ideal work environment. Results assisted APD in establishing five strategic priorities for an Evidence Based Practices Organization. One of these was practicing empathy and understanding. APD was willing to explore innovative ways to have a dialogue with staff to seek understanding. In 2011, the AI method was piloted and staff was asked, “In a perfect world, what would it look like if management was empathetic and understanding of the problems faced by staff?”

Through this process, a significant volume of feedback was obtained. As an innovative approach to manage this, a technical assistance grant from the National Institute of Corrections was obtained to receive training on the Achieving Performance Excellence Process change process. APD used this strategic approach to address numerous objectives from the AI sessions. Employees at all levels have become actively engaged in projects to create the changes they envisioned.



## The Great Reading Adventure



In 2013, the Maricopa County Library District (MCLD) built an open source software application called The Great Reading Adventure, for managing its summer

reading program.

The software was built in response to Arizona's "Move On When Reading" legislation, which restricts children reading far below level from being promoted to third grade.

The idea first came about in early 2012 and gradually gained momentum and support from key organizations until 2013, when MCLD received a grant to build it. With support from other libraries in local municipalities and the Arizona State Library, Archives and Public Records, MCLD was awarded a Library Services and Technology Act grant from the Institute of Museum and Library Services.

The software provides libraries and other education institutions with a means of tracking a participant's reading and delivers content directly to the user. The software uses elements of gaming, digital incentives, and community engagement to deliver a holistic literacy experience, making summer learning more enjoyable for at-risk children. Since it is an open source project, MCLD gives the software away to anyone who wants to use it, free of charge.



## Gallardo creates Latino- LGBTQ Advisory Council

Maricopa County Supervisor Steve Gallardo has created a Latino-LGBTQ Advisory Council to discuss ways to enhance the quality of life and address problems facing the gay, lesbian, bisexual and transgender populations, particularly in the Latino community.

"The LGBTQ Latino community is facing serious issues: discrimination, access to affordable healthcare, homelessness, language barrier, bullying and employment," explained Gallardo, the first openly gay supervisor who represents West Valley District 5. "The Hispanic voice has been muted on these issues. We need to educate and advocate within and outside our LGBTQ community."

The advisory council members includes several longtime community activists from public, private and community organizations, including Promise Arizona and Chicanos Por La Causa. But Gallardo said the meetings would be open to the public.

"It is time that Latinos have a say in the LGBTQ movement," said Dagoberto Bailon, who advocates for the gay undocumented community. "This is a great opportunity to highlight the issues that we LGBTQ Latinos face."

Gallardo said that education and advocacy will be high on his agenda. "Through leadership, courage and progressive action, our council is helping facilitate the dialogue on LGBTQ and Latino issues."

Gallardo is a member of the Ryan White Council, a community group appointed by the Maricopa County Board of Supervisors to plan the organization and delivery of HIV services funded by Part A of the Ryan White HIV/AIDS Treatment Modernization Act.

Please visit [www.maricopa.gov/bos](http://www.maricopa.gov/bos) for information about each member of the Board of Supervisors.





# Adult Probation Officer Wins National Award

A Maricopa County Adult Probation Officer, Kirsten R. Lewis, has won a distinguished national award from the American Probation and Parole Association for her research on secondary traumatic stress among probation officers working with criminal offenders. This award honors a practitioner who has published an article in a national or regional journal concerning probation, parole or community corrections issues. Ms. Lewis was recognized for her achievement by the Maricopa Board of Supervisors.

The 2014 Sam Houston Award came to Ms. Lewis for “groundbreaking” research on stress management and wellness issues among probation, parole and community corrections officers. She has been a probation officer since 1997 and is a member of the Staff Development team at APD. She created the County’s Stress Management Program for Employees Exposed to Vicarious Trauma, a 2013 NACo (National Association of Counties) Award winning program for innovation. She has also helped to develop strategies to reduce job stress among officers.

Ms. Lewis’ research, “Surviving the Trenches: The Personal Impact of the Job on Probation Officers,” was published in the *American Journal of Criminal*

*Justice* in 2013. Her work has also appeared in the APPA’s Winter 2013 *Perspectives* journal.

“Ours is a noble profession, one that impacts lives every day and contributes to public safety in a major way,” Lewis said. “But the profession is dependent on a healthy workforce, one that recognizes the trauma and stress inherent in the work we do. I am very honored to receive this award, but the recognition belongs to all of the probation officers who sacrifice so much to serve their communities. I hope my work has helped these valuable public servants.”

Maricopa County Chief Probation Officer Barbara Broderick praised the contributions Ms. Lewis has made to train managers to recognize stress among the workforce and how to handle it. “Kirsten is extremely deserving of this award. She has made substantial contributions to our profession,” Chief Broderick said.

The County Adult Probation Department is a multiple national award winner, recognized in recent years by both the American probation and Parole Association and The National Association of Probation Executives.



# Rewarding Ideas Winners

## Awarded \$2500 for Tangible Savings

Ryan McDivett from the Maricopa County Recorder's Office proposed a change to the way that the recorder's data entry department handled updates for common indexing errors in the recorder's grantee/grantor name index.



The Recorder's Office imports and reviews a high volume of name data from vendors for both current records and historic records dating back to 1871. While the records in question were previously selected and edited one at a time during the review process, the proposed query was able to update nearly six million records at once (5,974,374) by searching for, and updating, records containing specific unnecessary indexing suffix information.

Automation of these common corrections resulted in eliminating one office assistant position with an annual tangible savings \$27,872.

Frances Stephenson from Risk Management proposed the purchase of an "online" safety training product that is customizable in order to reference Maricopa County internal policies and procedures, provide all of the mandatory regulatory components, as well as meet all of the safety department's customer's needs. Further, the proposed purchase eliminated the previous annual membership fees.

The new online training product required a "one-time" fee of \$500. This purchase resulted in an on-going annual tangible savings of \$15,600. Additionally, switching to the online training program generated an intangible annual savings of \$44,000 in labor hours.



For their suggestions, Ryan and Frances each received a reward check of \$2,500, and a certificate of appreciation at an award ceremony.



Prepare

# BIOMETRIC SCREENING

It's all about ME!

JULY 7 - AUGUST 28, 2015

## Ask the Nutritionist Hotline



Free Nutrition and Food Information from an Expert!

Call (602) 506-FOOD  
(3663)

nutrition@mail.maricopa.gov



The information provided is intended for general information only. It is not intended as medical advice. Health information changes frequently as research constantly evolves. You should not rely on any information gathered here as a substitute for consultation with medical professional. Information may not be reproduced without permission from Maricopa County Office of Nutrition and Physical Activity.

Celebrate Earth Day



April 15-29

Join the MCDOT Adopt a Highway Program

Contact:  
Alva Tovar  
(602) 506-4068  
aat@mail.maricopa.gov

Celebrate Earth Day Cleanup 2015



EMPLOYEE BENEFITS  
**OPEN ENROLLMENT**  
APRIL 13 - MAY 8, 2015

ARE YOU COVERED?

**OPEN ENROLLMENT FOR PLAN YEAR 2015-16 IS ACTIVE!**

Benefits-eligible employees must access the ADP Benefit Enrollment System to elect benefits for Plan Year 2015-16 or to waive coverage. If no action is taken, employees will be automatically enrolled in employee-only coverage in the Cigna HMO.



\$2.5 Million Grant Expansion  
**Head Start Program**  
Maricopa County Human Services Department

5 Year Grant Expansion  
**Healthy Start Program**  
Maricopa County Department of Public Health

One Year Grant Extension  
**AZ Innovates Educator Development Program**  
Maricopa County Education Service Agency



**MARICOPA COUNTY  
AND THE  
CITY OF PHOENIX  
PRESENT**

# **BIKE TO WORK DAY**

**THURSDAY  
APRIL 23**



PARK CENTRAL CHECK-IN @ 7 AM--RIDE @ 7:30 AM  
FREE DOWNTOWN BREAKFAST AT CITYSCAPE @ 8 AM  
PRE-REGISTER AT [WWW.MARICOPA.GOV/BTW](http://WWW.MARICOPA.GOV/BTW)



City of Phoenix



Maricopa County



#PHXBTWD15



FITPHIX

**WELLNESS**

Balancing Assessing Moving Eating  
Work/Life Health More Healthier

**WORKS**



Phoenix Spokes People