

NATIONAL & STATEWIDE AWARDS - County Employees and Projects Take Top Honors

Maricopa County Employee

Advantage

Fall 2011

My Biometric
Screening

*Saved
My Life!*

**An Ounce
of Prevention –**
*The Importance of Annual
Retirement Plan Checkups*

Myth or Truth -
*How Does the
Property Tax Levy
REALLY Affect County
Homeowners?*

**Employee
Compensation
During Bad
Economic
Times**

**The Inside
Story -**
Air Quality
in the Office



Congratulations

2011 NACo Achievement

Award Winners

Maricopa County Winners

"Inside the Box" - Kids' Newspaper
Backlog FARE
CheeREADERS
Community Services Unit
Continuity of Care
Eco-Employee Program
Employing Ex-Offenders to Reduce Recidivism
Fixed Assessts Tracking System
Head Start Zero-Five Program, Para Las Familias
Improving Community Safety through the Apprehension of Drug-related Offenders
Interactive Land Surveying Map Application
Interactive Recording Kiosk
Juvenile Court Guide Program
Kids & Infants Seated Safely (KISS)
Managing for Results Information System
McDowell Mountain Regional Park Pump Track
Nothing but Net - Using the Web as a Mapping Review and Edit Tool
Probation Reentry Initiative: Transitioning Offenders from Prison to the Community
Recorder's Capture of Document's Titles
Remote Interpreter Program
Restitution Court: A Victim Centered Approach to Restitution Collection
Safety, Nutrition, Activity and Care for Kids
Victim Restitution Project
Video Orders Of Protection-Safety For Victims of Domestic Violence
White Tank Library & Nature Center

ADVANTAGE®

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THE OFFICE OF THE
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Cover Story

Biometric Screening is more than an incentive program. County employee Sandra Spoon tells her remarkable story of how the screening saved her life this year.

13



Myth or Truth

The County Tax Levy has made the headlines in recent weeks. Find out the low-down on how the Property Tax Levy *really* affects homeowners.

10



Your Money

A retirement plan checkup can tell you if your nest egg needs some feathering to live the lifestyle you want later on.

15



Employees Win Statewide and National Awards
Karen Osborn, Matt Bauer, Barbara Broderick
Best of Phoenix, Green Projects, Honors

At left: Cindy Kolaczynski, Director of the Maricopa County Library District shows first-place Valley Forward Crescordia Award

- 3 From the Publisher's Desk
- 9 Employee Compensation in Bad Economic Times
- 18 Risk Management Launches SRM Program
- 20 Workman's Compensation Injury Recovery Reality
- 21 The Inside Story - Air Quality in the Office
- 22 Builder's Training Earns College Credits



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10:00 am - 2:00 pm

301 W Jefferson Str.

2nd Floor Lobby Area

October 20, 2011

10:00 - 2:00 pm

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SHAPE UP YOUR PLAN FOR THE FUTURE



From the Publisher

dif-fer-ence

[dif-er-uh ns] a significant change in or effect on a situation:
She makes a difference

trust [truhst]

reliance on the integrity, strength, ability, surety, etc., of a person or thing

service [sur-vis] an

act of helpful activity; help; aid:
to do someone a service, providing

It is a new day for employee communication in Maricopa County. With the debut of Maricopa Magazine we are creating another communication instrument - reaching our county employees and making them aware of all of the interesting and important happenings in Maricopa County. This, along with our new monitors located throughout county buildings, will allow us to better serve our employees and constituents.

With this maiden journey, I am asking for feedback and impressions of the Magazine. Please let us know about the stories you like, those that inspire and lift your heart. We need to know what you didn't like, those stories that put you to sleep or simply didn't provide useful information. The Magazine will be produced quarterly and will evolve as we receive feedback from you. In addition, if you have an interesting story to share, we would love to include it in a future edition. *All stories will be considered.*

Maricopa County services are a reflection of our employees. We count on you to make our citizens' experience positive. This Magazine is a tribute to the employees in Maricopa County. The Magazine is about our experiences, and the services that we provide to citizens and to each other. Let's make this publication interesting by sharing with one another.

This Magazine is for you, the employees of Maricopa County. We know that Maricopa County is a great place to work and we want to share our experiences with each other. Please help us to make this Magazine a success. If you have comments or suggestions, please send them to Deb Stone at dstone@mail.maricopa.gov.

I hope you find time to read this first edition of Maricopa Magazine and enjoy the stories. Thank you for making Maricopa County one of the best run counties in America.

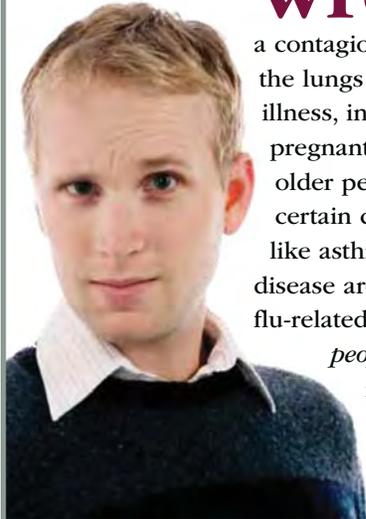
Sandi Wilson
Deputy County Manager
Maricopa County

"I'm a great believer that any tool that enhances communication has profound effects in terms of how people can learn from each other, and how they can achieve the kind of freedoms that they're interested in."

Bill Gates

No More Excuses You Need a Flu Vaccine

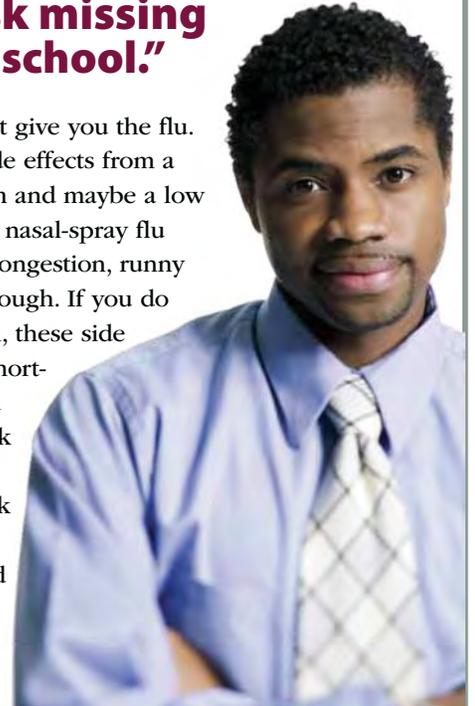
**“Oh, the flu isn’t
so bad...right?”**



Wrong The flu (influenza) is a contagious disease which affects the lungs and can lead to serious illness, including pneumonia. While pregnant women, young children, older people, and people with certain chronic medical conditions like asthma, diabetes and heart disease are at increased risk of serious flu-related complications, *even healthy people* can get sick enough to miss work or school for a significant amount of time or even be hospitalized.

“But what if the flu vaccine makes me sick?”

I can’t risk missing work or school.”



The flu vaccine cannot give you the flu. The most common side effects from a flu shot are a sore arm and maybe a low fever or achiness. The nasal-spray flu vaccine might cause congestion, runny nose, sore throat, or cough. If you do experience them at all, these side effects are mild and short-lived. And that’s much better than getting sick and missing several days of school or work or possibly getting a very severe illness and needing to go to the hospital.

**“I’m Healthy
I don’t need a flu vaccine.”**

Anyone can become sick with the flu and experience serious complications. Older people, young children, pregnant women and people with medical conditions like asthma, diabetes, heart disease, or kidney disease are at especially high risk from the flu, but kids, teens and adults who are active and healthy also can get the flu and become very ill from it. Flu viruses are unpredictable, and every season puts **you** at risk. Besides, you might be around someone who’s at high risk from the flu...a baby...your grandparents, or even a friend. *You don’t want to be the one spreading flu, do you?*



**“Wait a minute
I got a flu vaccine
once and still got sick.”**

Even if you got a flu vaccine, there are still reasons why you might have felt flu-like symptoms:

- You may have been exposed to a *non-flu virus* before or after you got vaccinated. The flu vaccine can only prevent illnesses caused by flu viruses. It cannot protect against non-flu viruses.
- Or you might have been exposed to flu after you got vaccinated but *before the vaccine took effect*. It takes about two weeks after you receive the vaccine for your body to build protection against the flu.
- Or you may have been exposed to an influenza virus that was very different from the viruses included in that year’s vaccine. The flu vaccine protects against the three influenza viruses that research indicates will cause the most disease during the upcoming season, but there can be other flu viruses circulating.



National Center for Immunization and Respiratory Diseases



"It's too late for me to get protection from a flu vaccination this season."

Flu seasons are unpredictable. They can begin early in the fall and last late into the spring. As long as flu season isn't over, it's not too late to get vaccinated, even during the winter. Getting a flu vaccine is the best way to protect yourself and your family. If you miss getting your flu vaccine in the fall, make it a New Year's resolution—flu season doesn't usually peak until January or February and can last until May. The flu vaccine offers protection for you all season long.



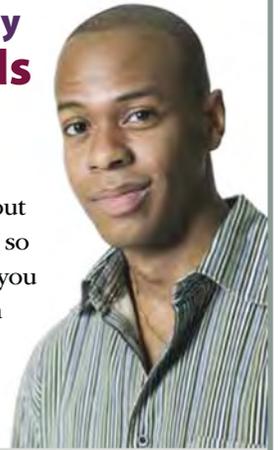
"I got a flu vaccine last year, so I don't need another one."

Your body's level of immunity from a vaccine received last season is expected to have declined. You may not have enough immunity to be protected from getting sick this season. You should get vaccinated again to protect yourself against the three viruses that research suggests are likely to circulate again this season.



"I'll get vaccinated only if my family and friends get sick with flu."

If you wait until people around you get sick from flu, it will probably be too late to protect yourself. It takes about two weeks for the flu vaccine to provide full protection, so the sooner you get vaccinated, the more likely it is that you will be fully protected once the flu begins to circulate in your community. Flu vaccines are easy to find. They are offered in various locations like your doctor's office, chain pharmacies, grocery stores, and health clinics.



"I hate shots."

The very minor pain of a flu shot is nothing compared to the suffering that can be caused by the flu. The flu can make you very sick for several days; send you to the hospital, or worse. For most healthy, non-pregnant people ages 2 through 49 years old, the nasal-spray flu vaccine is a great choice for people who don't like shots. Either way, a shot or spray can prevent you from catching the flu. So, whatever little discomfort you feel from the minor side effects of the flu vaccine is worthwhile to avoid the flu.



"I don't trust that the vaccine is safe."

Flu vaccines have been given for more than 50 years and they have a very good safety track record. Flu vaccines are made the same way each year and their safety is closely monitored by the Centers for Disease Control and Prevention and the Food and Drug Administration. Hundreds of millions of flu vaccines have been given safely.



For more information, visit
<http://www.flu.gov>
<http://www.cdc.gov/flu>
or call
800-CDC-INFO



Intelligent Irrigation

Saves Water, Beautifies the Landscape

It's a significant landscaping project fronting on a major Phoenix roadway, yet it disrupts relatively little traffic during its month-long construction phase.

It's a plan that involves planting more trees and plants, providing more shade and giving a more appealing look to the downtown government corridor. Yet it will save water consumption by nearly half.

It's a program that will rely on an advanced, "intelligent" irrigation system, yet will bring back native vegetation like Rio Bravo Sage, Desert Museum Palo Verde, cactus and aloe that have inhabited the Sonoran Desert for tens of thousands of years.

"We're excited about it," explained Matt Karber, energy analyst at the Maricopa County Facilities Management Department. "If we're successful here, this will serve as a model for new county buildings and even existing buildings, giving the county a more consistent and attractive look. And save water."

The project envelops an entire city block, between Fourth and Fifth Avenues, Jefferson and Madison streets, where the Facilities Management office and a five-story county parking garage share space. It's a busy street, part of the main east-west couplet through the downtown. But it didn't cause much traffic disruption.

Pedestrians and commuters will benefit. The design will enhance the shade and waiting area on the north (Jefferson Street) side of the building, where those who use public transportation catch their afternoon buses.

The irrigation system will have sensor controls measuring soil moisture and weather so it can shut off automatically when it is not needed. Karber, who graduated in environmental sciences, says the system is part of the county's overall Green Government initiative and his department's commitment to conservation and energy savings first outlined in a 2010 study.

He is particularly hopeful about the landscape design formulated by JJR Floor. "We tried to look for trees that would be better suited for the site, which surrounds the building on all four sides. The mesquite trees that we have had there are not native and were not suited to being hemmed in between the sidewalk and the building," he said. "The trees that need more sun will be planted on the south side and the trees that can thrive with more shade will be on the north."

A total of 24 trees will surround the building. The landscaping will be tapered down from the building to the sidewalk, with the trees closer to the building, and the groundcover of lantana closest to the sidewalk.

"We're excited that people will like the new appearance and will imitate it in future county-owned buildings and provide a consistent, pleasant look to our campus," Karber said. [□](#)



Gabe Zimmerman Award Honors Karen Osborne and Matt Bauer

Two Maricopa County employees win first annual public service awards. The two have been selected as winners of the Gabe Zimmerman Award for Public Services. The award was named for U.S. Representative Gabrielle Giffords' aide killed in Tucson shootings.

The award was established by the Center for Arizona's Future, headed by former Arizona State University President Lattie Coor. The award was created in spring 2011 to recognize the role of non-elected public servants as the critical link between citizens and the people elected to represent them.

Osborne was selected in the "Leadership" category, for those with 20 years of more as a public employee. She has been in public service for 42 years, 20 of them with Maricopa County. She also served as elections director for Secretary of State Rose Mofford. In her nomination, she was cited for her "work ethic, integrity, knowledge, good humor and patience." As director of elections, Osborne administers all federal, county and jurisdictional elections.

Osborn supervises early voting, polling sites, cam-

paign finance, voter registration, ballot layout and petitions. She is also responsible for ballot signature verifications and for redrawing lines for voting precincts and districts. Maricopa County is the second largest voting jurisdiction in the United States, with 1.9 million active registered voters.

Bauer, 25, a 2008 graduate of ASU's W.P. Carey School of Business, was honored in the "Innovations" category of the award. Bauer (pictured above, left) implemented a "reverse auction" process at Maricopa County for the purchase of flour for the county jails. His innovations have already saved the county an estimated \$2 million. Bauer was described as a person who meets every challenge with a confident attitude that "Nothing is impossible."

County Manager David Smith said the awards mean a

great deal. “Both Karen and Matt represent the ideal in a true public servant,” he said. “They serve as examples for all of us and for the next generation of public employees. Maricopa County is honored to have two of the three statewide winners.”

Public employees in state government, the 15 counties, the 91 cities and towns, some 240 school districts and in higher education were eligible for this first-ever award.

The third recipient is Giffords’ District Director Ron Barber, selected to receive the 2011 Gabe Zimmerman Public Service Award for Civic Engagement. Barber has been serving the public at state, local and federal offices for more than 30 years. He was director of *Headstart* in Southern Arizona and director of the Arizona Department of Economic Security’s Division of Developmental Disabilities prior to joining Congresswoman Giffords’ staff in January 2007, where he was responsible for building the team during her transition into Congress. Barber was shot in the face and leg in the January 8 Tucson shooting which killed six people and injured 13.



*Director of Elections, Karen Osborne
Recipient of the Gabe Zimmerman Leadership Award*

The Zimmerman honorees were recognized at the National Conference on Citizenship general session on September 23, at the Memorial Union on Arizona State University’s Tempe campus, which featured welcoming remarks by Phoenix Mayor Phil Gordon. This was the first time the National Conference was held outside of Washington, D.C. [u](#)

ABOUT THE NATIONAL CONFERENCE ON CITIZENSHIP (NCoC)

The National Conference on Citizenship (www.ncoc.net) was founded in 1946 and chartered by Congress in 1953. Its mission is to advance the nation's civic life. In addition to the annual National Conference on Citizenship, NCoC produces "America's Civic Health Index," an annual study that measures America's civic habits across a wide range of indicators in an effort to strengthen citizen participation in their communities, states and nation. Arizona was selected as the site for the 66th National Conference on Citizenship, the first time in known history the conference was held outside Washington, D. C.

ABOUT THE CENTER FOR THE FUTURE OF ARIZONA

The Center for the Future of Arizona (www.arizonafuture.org) is an independent 501(c)(3) nonprofit Organization. Its mission is to help Arizonans shape and define the future through an action oriented agenda focused on contemporary issues and topics critical to the state. More than a think tank, the center is an independent “do tank” that combines public-policy research with collaborative partnerships and initiatives that will create new opportunities for all Arizonans.

During the past 20 months, the center has systematically worked to embed the citizens' agenda described in The Arizona We Want into policy planning and public discussions at both state and local levels. In addition to the Five Communities Project, the center launched the Gabe Zimmerman Public Service Awards in June, 2011 to recognize outstanding service among the more than 100,000 professional employees working in all levels of Arizona government. For more information visit www.TheArizonaWeWant.org.

Employee Compensation in Bad Economic Times

By Darrien Ellison, Employee Compensation



One doesn't have to look far to see that Arizona, the United States, and the world are facing difficult economic challenges. These challenging economic times haven't been easy for our citizens, or for Maricopa County's departments and employees who have had to do more with less while facing their own personal economic troubles. Yet, the County's employees continue to provide outstanding and dedicated customer service.

County Management is continually amazed at the commitment and exceptional performance of its employees. Every day, County employees show their character by motivating themselves to continue their high performance even though the County hasn't been able to reward this performance through a merit increase. County Management appreciates how employees and departments continue to make sacrifices in order to meet the County's mandated services. Thanks in great part to the dedication and the sacrifices of its employees, the County has set the standard for efficient, prudent, and fiscal responsibility.

The County continues to be proactive in its approach to deal with the current economic challenges and live within a balanced budget. Because of this proactive approach, the County is able to continue funding competitive benefit and wellness programs along with other employee perks and has been fortunate to have had only limited layoffs.

Unfortunately, the County has not been able to fund merit and market increases for several years. While there hasn't been funding for compensation issues, the County continues to look for ways to improve its compensation philosophy. Some of the recent enhancements to the County's compensation processes and philosophy include:

- Implementation of an occupation specific market range approach, allowing the County to react to changes in the market.
- Development of additional premium pay options to meet departments' needs and enhance employees' total pay.
- Modification of the County's compensation processes and policies to make it easier for departments to pursue changes for their employees when funding becomes available.
- Simplification and improvement of compensation processes and forms resulting in quicker turnaround times.

Some of the improvements to the County's overall compensation philosophy that have been developed for future implementation include:

- Improvements to the County's pay for performance plan so that when funding becomes available, the County can move forward without delay.
- Enhancements in the County's placement in range strategy.
- Movement toward automated processes that will simplify and expedite compensation changes.

County Management is dedicated to recruiting and retaining a talented workforce and looks forward to the day when it can implement many of the remaining improvements to its compensation philosophy. Once again, the County is grateful for its employees, for their patience during these tough times, and their dedication to the citizens of Maricopa County. We recognize that it's our employees who make Maricopa County stand out as a leader in government agencies. 



Myth or Truth?

How Does the Property Tax Levy REALLY Affect County Homeowners?

We saw the headline. The tax rate changed from \$1.2409 to \$1.4679 does that mean that we, and most of the property owners in Maricopa County, will be paying more in property taxes to Maricopa County?

If you read the blogs, there are many opinions out there and a lot of questions surrounding this topic. It is hard to separate the truth from the myths concerning property taxes. So we asked the experts from the Budget Office to explain all of this.



Starting with the Basics - What is the Property Tax?

In Arizona, the property tax is a tax based on the value of real property. Property tax is a primary revenue source for counties, cities, the state, school districts, and other special districts. The money funds schools, pays for public safety and fire protection, maintains roads, and funds other governmental services enjoyed by residents.

County Taxes – Where do the Property Taxes Go?

Of all the property taxes you see on your tax bill, only 14% are for the county's operation. The balance is for cities, towns, school district, the community college and other special districts. The exact percentage varies from property to property because of the varying rates between cities, school districts and special districts.

What Determines the Amount of a Property Tax Bill?

The amount of a particular property's tax bill is determined by two things: the property's taxable assessment and the tax rates of the taxing jurisdictions in which the property is located.

Property Assessed Values

One of the factors used to determine the property tax rate is the assessed value. This is determined by the Assessor's office and is the amount which will be used in the calculation of the tax bill of a property owner. The assessed values have been declining since the economic downturn. Overall assessed values declined over 22% from FY 2011 to FY 2012.



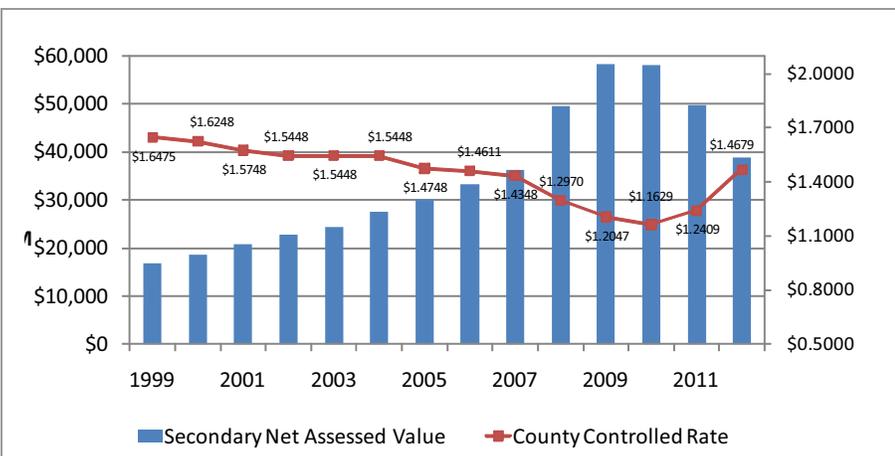
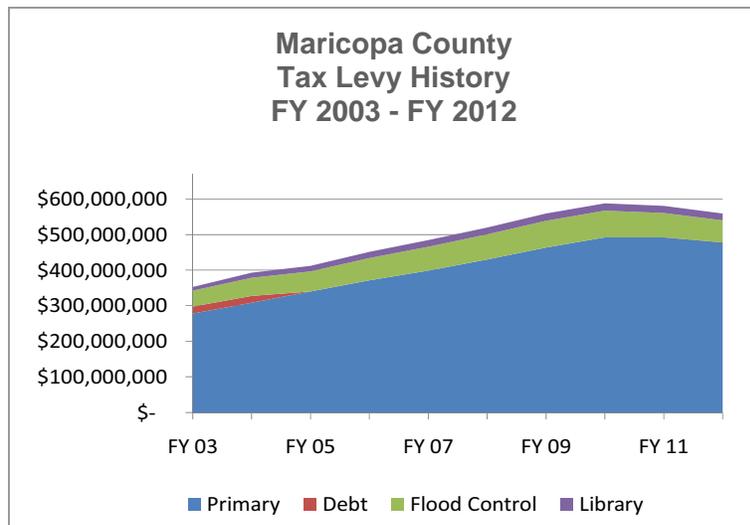


Property Tax Levy

Each year the Board of Supervisors sets the TAX LEVY. This is the total amount that will be billed (and hopefully collected) in property taxes. That tax levy for FY 2012 is almost \$22 million lower than it was in FY 2011. The amount that will be billed to property owners who paid taxes last year is actually \$31 million less. *(Because less is being billed, it is very likely that most property owners will be paying less.)*

Tax Rate

The tax rate which is getting all the press coverage is a function of the tax levy and the assessed values of all property being taxed.

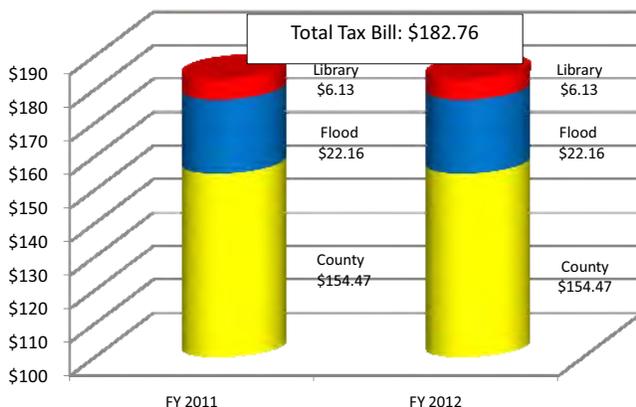


How to determine each property tax payer's share of the levy:

A rate is developed that is the result of dividing the total tax levy by the total assessed value. At this point, it is a math calculation - as the denominator gets smaller the result gets larger.

So when the assessed value goes down, the result is a larger rate. Conversely, when property values were on the rise and new property was being developed, the assessed value number was getting larger and the tax rate declined.

Average Homeowner Property Tax Bill in FY 2012 would remain the same



Residential Average Values (Full Cash): FY 2011: \$148,800 FY 2012: \$124,500

Median Home

The Tax Levy adopted by the Board of Supervisors resulted in a tax rate that keeps the tax bill of a median-valued home flat from FY 2011 to FY 2012. The median home value decreased about 15%, so property owners who experience a decline in their assessed value of greater than 15% will actually pay less tax. Those fortunate few whose property value did not decline more than 15% will likely pay more.

Levy Limit – What Could Have Happened (and Didn't)

An important piece of information is that Arizona law establishes the maximum amount of the county's primary property tax levy. The law prohibits this maximum tax levy to increase more than 2% year-over-year on existing property. The maximum a rate could ever increase is the result of that maximum tax levy amount divided by the assessed value of those same properties in the new year. The Board of Supervisors can chose (and has chosen) to levy an amount lower than the maximum. *(To put this in perspective, the maximum levy which could have been legally assessed in FY 2012 was \$86 million more than what the Board chose to levy. The resulting tax rate would have been \$1.6978.)*

Flat Rate Levy – Drastic Cuts if Adopted

A flat tax rate would have resulted in \$87 million less in the General Fund and \$108 million less overall than in FY 2011. If the Board of Supervisors had taken this action, it would have required additional operational cuts of \$73 million in FY 2012 *(the equivalent of over 1000 county employees)*. This amount is in addition to the cuts that already have been taken. *(The Board of Supervisors has taken almost \$120 million in operational cuts in the General Fund since the economic downturn began in FY 2008.)*



So What is the Bottom Line?

The Board of Supervisors reduced the total tax levy by \$22 million and the county remains structurally balanced. This is good news in that most residents will see a decrease or no change in their taxes *and* will continue to enjoy their current level of county services in the coming year. Maricopa County adopted a tax reduction of \$14 million in the General Fund.



Special thanks goes to Cindy Goelz, Budget Supervisor for Maricopa County, for providing the content of this article.

Online Pledging
has begun!
Have you pledged?



Casual Days



Rock-n-Row
Cardboard Boat Regatta Race
October 22

Wellness Works
Activity Challenge
October 26



Fantastic Fall Festival
October 29



Wii Tournament
October 31 -
November 4



Diversity Motorcycle Ride
Honoring Veterans
November 5



December 8
Golf Tournament
Ocotillo Golf Resort



2011 Combined Charitable Campaign



My Biometric Screening Saved My Life

Like most employees, Sandra Spoon was looking forward to saving some money on her health insurance premiums by completing her annual Biometric Screening, but as it turned out the screening she took this year probably saved her life.



Sandra Spoon usually looks for ways to save money for her family. Before coming to Maricopa County in 2002, she was self-employed and learned the hard way that buying health insurance was too expensive for a family. A serious reaction to medication left her husband paralyzed for 2 years and her family with over \$150,000 in medical bills with the inability to buy more insurance. This experience convinced Sandra that she needed to get a job with good benefits and affordable medical coverage.

Sandra joined Maricopa County with the thought that working for the courts would be interesting. She is a Fines Manager at the South Mountain Justice Court and has also worked in traffic court. Her job entails setting up payment plans for individuals who have fines, issuing warrants for the arrest of those that do not comply, training new people, and working with the judge and the public. Sandra commented during a recent interview “I love the court and like justice.” She thought Maricopa County was a good fit for her interests and for the benefit package she wanted.

Last year, Sandra participated in Biometric Screening and learned she had high cholesterol. She also was a smoker and was encouraged to quit for the sake of her health and to bring down the cost of her medical premiums. Sandra saw her doctor and got her cholesterol under control. She also joined the County Tobacco Cessation program to quit smoking. She took the classes and started the medication Chantix. She was able to smoke for the first week on the medication, but quit smoking after just four days. Sandra was so enthused about her results that she convinced three other employees to quit. “These are people that I used to smoke

with. They’d say – you’re not smoking anymore?” Sandra said that she used to be a doubter, but now believed that if she could do it, anyone could.

After quitting smoking, Sandra was anxious to go back through the screening this year, certain of better results. “I was all happy that since I quit smoking everything would be better. My cholesterol is okay now, too.” With this belief, she was shocked when the screener told her that she had high blood pressure. “When they told me I had high blood pressure, I said “No, I don’t”. I go to the doctor regularly every 8 weeks. I have never had high blood pressure.” The screener urged Sandra to go see her doctor.

Sandra tried to dismiss the news, thinking maybe there was a mistake. She had a physical scheduled in a week or so and thought she could recheck it then. Sandra said “I put the paper (with the results) on my desk and looked at it on and off all day long thinking I just can’t believe it.” Something inside kept nagging her to pay attention and at least have it rechecked.

Sandra was scheduled to go to dinner that night with her daughter Sara and Dalton, Sara’s boyfriend. They planned to eat out then go back to Sandra’s apartment and relax in the Jacuzzi. Sandra decided to stop by Walgreens on her way home to find a machine and retake her blood pressure. They did not have a machine, but they had a Take Care clinic that she had taken her daughter to before.

Sandra stopped in and had her blood pressure rechecked at the clinic. “My blood pressure was 250/150!” She went on “the nurse said ‘Sandy you are a walking stroke, a walking

heart attack'. She told me to go to the emergency room right now." Still unbelieving, Sandra asked her to take it again. When she did, her blood pressure was even higher this time.

The nurse was ready to call 911, but Sandra pleaded with her to allow her to go to the hospital without an ambulance. "She said no, I am calling 911. I told her I wanted to drive myself so she asked which hospital I was going to. She said she would call in 45 minutes and if I wasn't there she would send an ambulance to my house."

Sandra's mother drove her to the emergency room and they gave her medications and admitted her right away. She was in and out of hospitals and went through a slew of tests. Doctors ultimately determined it was a blockage in her right renal artery. She underwent surgery to have a kidney stent put in to correct the 70% blockage. The specialist found that her left kidney also had a 40% blockage and doctors were concerned that it might mean a heart blockage, too. She saw a heart specialist and that checked out okay but her blood pressure was now fluctuating high and low. Further testing showed she had a severely infected gall bladder that also had to be removed.

Today, Sandra feels good and is still amazed because she never knew she was sick. "I thought it was just stress. I went through a divorce, lost my home, had to move, and lost my cat in the move." She described how she would wake up at night with chest pains and thought it was anxiety. "At Biometric Screening I found out it was a medical problem. Had I not gone to Biometric Screening, I would have gone in the Jacuzzi that night. I could have died right there."

Sandra also encourages other employees to take advantage of all of the testing like the mobile mammograms and prostate exams, go to the classes, and attend the wellness activities offered by the county. "If people don't pay attention, there could be bad results. I want to help other people with my story. Get involved. It is free. It only takes a few minutes."

Sandra is now enjoying a more active lifestyle and is exercising more. "My social activities used to be all about eating. Where will we go out for dinner? Now I ask if we can do something different or at least eat something a little more healthy." She even thinks about riding a bike to work, but thinks the ride from Deer Valley Road would be too far.

"My life has changed in that I care more about what is really important."

[Blueprint for Wellness is comprehensive lab screening (30+ tests) and will be available in early December 2011. The next Biometric Screening will begin in March 2012.]



Best Government Customer Service - 2011

Maricopa County Vital Records

Best Place to Find a New Friend - 2011

Maricopa County Animal Care & Control

Best Public Information Officer - 2011

Cari Gerchick

Best Ruins - 2011

Willow Spring Trail

Best Place to Go Quadding - 2011

Harquahala Mountain Summit Road



An Ounce of Prevention

The Importance of Annual Retirement Plan Checkups

By Nationwide Retirement Solutions

There's much truth to that familiar adage by inventor Ben Franklin. It's easier to prevent a problem rather than fix it after the fact. You buy insurance to protect your family, home and cars, and you're encouraged to have a regular policy review to make sure your coverage is just right. The same could be said about your deferred compensation account. You proactively invest today for your financial future, but how often do you review the progress of your account?

Assets may shift over time

Nationwide, your deferred compensation program provider, recommends conducting an annual account checkup, paying particular attention to how asset allocation percentages may shift over time. That's because some investments may grow (or lose) earnings faster than others, causing some classes to be over-represented versus the original investment strategy.

Left uncorrected, the account can take on more risk than you may be comfortable with, or become too

conservative to potentially achieve the anticipated goals over the long term. Regular account reviews can identify these shifts and allow you to bring your portfolio back to its original asset allocation mix — a process known as rebalancing.

Your life may shift over time

Even if your portfolio has remained the same, your personal situation may have changed. Regular checkups also give you a chance to review your investment strategies and adjust for how market conditions or other factors have evolved over time.

Make it easy to remember your annual review

Because so many unexpected events can happen each year, many experts suggest account reviews tied to annual events. While any annual event would do, tax time and during your employer's open enrollment are two timely periods to follow. Not only are you in that "frame of mind", you'll mostly likely have at hand the data necessary to make informed decisions.



Ask your Nationwide representative for assistance

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

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

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

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Maricopa County Projects Among Valley Forward Honorees

White Tank Library & Nature Center, Santa Fe Depot
Earn Prestigious Awards



The White Tank Library & Nature Center

Photo by Bill Timmerman

Two Maricopa County construction projects were among those honored in Valley Forward's 31st annual Environmental Excellence Awards program, among the most prestigious competitions in Arizona.

The conversion of the abandoned 82-year-old Santa Fe Freight Depot in downtown Phoenix to a modern office building won the first-place Crescordia award for Historic Preservation of Public Buildings. Crescordia is a Greek word meaning "to grow in harmony."

A Crescordia was also given to White Tank Library & Nature Center for Environmental Technologies in the public sector. It was one of 19 first-place awards presented during the event. The dual-use facility also won two awards of merit for site development and landscape category and for environmental education in the public sector. Surrounded entirely by desert, the 29,000-square-foot library and nature center is located at the entrance of the White Tank Mountain Regional Park and is only the third library in the United States to earn LEED Platinum certification.

"We are proud and honored to have received this most prestigious award from Valley Forward," said District 4 Supervisor Max Wilson of the Maricopa County Board of Supervisors. "White Tanks is truly a remarkable, family-friendly facility that clearly exemplifies the concept of green technology," he said.



Care was taken to design and construct a building rife with environmental assets including energy efficient lighting and cooling, water conservation, native plant landscaping, solar-generated electricity, net-zero pollution, purchased renewable energy credits, and where appropriate, re-used and recycled building materials.

This is the second high honor the library and nature center has recently earned. In August, the construction of the solar-powered building earned an achievement award by the National Association of Counties. The project was a joint effort by the Parks & Recreation Department, which owned the land, and the Library District, which supplied the funds to construct the facility.

The depot project is also impressive, considering it stood vacant for a nearly a half century. By the time the county supervisors agreed to convert it to office space, it was a dark, dirty and deteriorated warehouse. County officials decided to retrofit the 15,000-square-foot building as an adaptive reuse project, preserving the steel-reinforced, poured concrete structure and its art-deco design flourishes.

The construction also emphasized its railroad connection, including the exterior "Santa Fe" medallion logo and other artifacts.

Diane Brossart, president of Valley Forward, said the awards aim to spotlight the high priority sustainability has in the Phoenix area. "These awards have become powerful vehicles in advocating for the preservation of natural resources – air, water, open space and our unique desert environment," she said.

Valley Forward is a non-profit public interest organization that brings business and civic leaders together to convene thoughtful public dialogue on regional issues and to improve the environment and livability of Valley communities. The organization operates with the belief that business must take a leadership role in solving the complex and sometimes controversial problems that confront growing population centers.

*at left:
Cindy Kolaczynski, Director of the Maricopa County Library District shows first-place Valley Forward Crescordia Award from Valley Forward for the county's White Tank Library & Nature Center.*



Risk Management Launches SRM Program

By Brad Keogh

Risk Management Deputy Director

On January 26, 2011, the Board of Supervisors approved sweeping amendments to the Maricopa County Self-Insured Risk Trust Fund governing document. Chief among these amendments is the creation of a formal Subsequent Remedial Measures (SRM) Program, the brainchild of Risk Management Director, Rocky Armfield, who conceived of creating a formal SRM Program here in Maricopa County based upon his experience as Risk Manager of Los Angeles County, where he witnessed substantial reductions in similarly caused liability events over time.

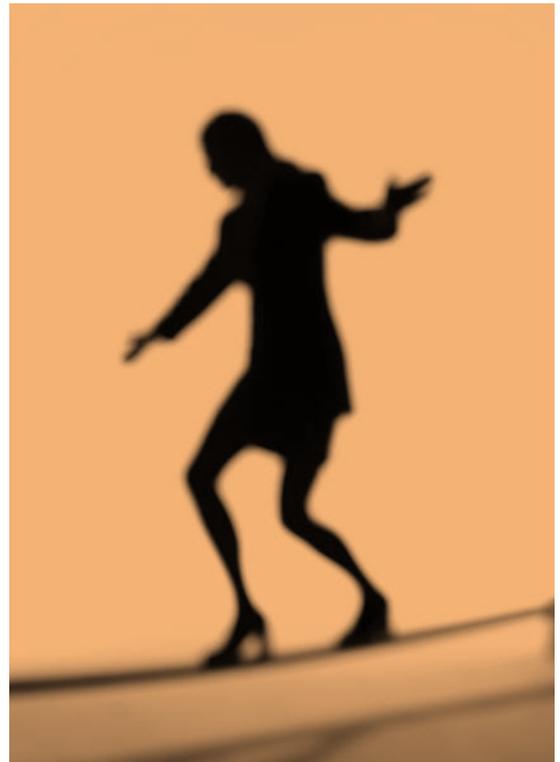
Simply put, the SRM Program is intended to assist all departments in identifying the proximate cause(s) of events which have precipitated a Notice of Claim or lawsuit against Maricopa County and its employees, agents and volunteers, and then in formulating a subsequent remedial measures plan designed to mitigate future claims and lawsuits arising out of the same or substantially similar proximate cause(s).

The Risk Management Department has finished creating the necessary SRM forms and currently is preparing an SRM Guidebook to assist departments to navigate through the SRM process. In March 2011, the Risk Management Department commenced the implementation of the SRM Program and is very pleased to report that the first two SRM plans have been completed flawlessly, due in large part to the full cooperation and eager participation of the departments involved in the events.

The SRM process is triggered by the establishment of an indemnity reserve of \$50,000 or more, whereupon the Risk Management SRM team promptly meets with the department to conduct a preliminary review of the cause(s) of the liability-creating event(s). While the SRM form is a snapshot in time, it remains part of the motion picture of the fluid and ongoing SRM process, such that the preliminary identification of cause(s) and proposed subsequent remedial measures may very well be modified as additional evidence is uncovered and the SRM analysis moves forward. Consequently, the Risk Management SRM team and the department involved will continue to cooperate and work closely in a joint effort to mitigate future similarly caused events originating from that department.

The ultimate success of the SRM Program, and the positive results that await, will require the joint dedication and efforts of the Risk Management Department and each department which participates in the SRM process. Working together, we truly can manage for results by implementing this new best practice designed to reduce liability-causing events throughout Maricopa County.

Please feel free to direct any questions about the new SRM Program to Director Rocky Armfield or Deputy Director Brad Keogh.



Maricopa County's Barbara Broderick Wins National Award For Probation Leadership

Maricopa County Chief Probation Officer Barbara Broderick has been named as the nation's top probation executive by the National Association of Probation Executives for her sustained and distinguished service to the probation profession.

Broderick is the seventh person and first Arizonan to receive this award, named for Dan Richard Beto, from Texas and now of Sam Houston State University, a long-time probation executive and analyst, who served the association in various capacities.

Broderick has been a strong advocate of early intervention and enhanced, evidence-based supervision to handle Maricopa County probationers who are currently released from the Department of Corrections at a rate of 150 a month. Over the past three years, the county system has reduced recidivism significantly and by several measures. Broderick was a key supporter of the state's Safe Communities Act in 2008, passed by the Arizona Legislature, the passage and implementation of which has earned Arizona high marks from institutions like the Pew Center on the States, which analyzed public safety performance of the 50 states.

"Barbara Broderick's work is well known, much appreciated and vital to the public interest," commented County Manager David Smith. "The vast majority of prison inmates will return to the community at some point. If our probation department is strong and effective, then more probationers will make good decisions and avoid crime. This literally saves lives, saves the costs of crime and re-

peated incarceration. This is important to public safety and a better future for everyone."

A special re-entry unit has been established to make pre-release contact with offenders, identifying their critical needs and set individual goals. Re-entry officers see offenders within 72 hours of release and coordinate and address housing, transportation, employment and treatment referrals. They develop a case plan and collaborate with social service agencies, providers, emergency and transitional housing programs.

Following this plan, the county probation department has seen reduced recidivism, fewer absconded probationers, fewer revocations, fewer new arrests, an expanded network of services to assist and support re-entry. According to probation department figures, 1,300 more people successfully completed probation in FY 2011 (July 1, 2010 to June 30, 2011) than in FY 2008 (July 1, 2007 to June 30, 2008). More importantly, 1,600 fewer people were revoked to prison in the last fiscal year than in FY 2008.

Broderick praised her department employees for their success and shared the honor with them. "Thousands of lives have been positively impacted by our work. Public safety has been enhanced. And people are making better decisions for themselves and their families. I share this honor with them."

"This is a very prestigious honor and it is gratifying that others are finding out what we already knew about Barbara

and her quest for excellence in all she does," commented Presiding Superior Court Judge Norman Davis.

Broderick has devoted more than 30 years to the criminal justice system. She became chief probation officer for Maricopa County in December 2000 and from June 2005 to August 2006 also served as Interim Chief Juvenile Probation Officer. Prior to that, she was state director of the Adult Probation Office for the Arizona Supreme Court for five years, assisting local jurisdictions and treatment providers. She is well versed in the theory and practice of community justice, risk assessment, probation performance measures and substance abuse treatment.

Prior to coming to Arizona, Broderick was New York State Director of Probation and Correctional Alternatives. She earned her B.A. from Niagara University and her masters at the School of Criminal Justice at State University of New York at Albany.



MCAPD Crime Reduction Performance Results FY 2008 to FY 2011

Performance Measures	FY 2008 Results	FY 2011 Results	Difference in number of people
Successful completion of probation	66%	80%	+ 1,340
Revoked to Department of Corrections	28%	18%	- 1,601
New Felony Sentencing	8.0%	4.9%	- 885

Workman's Compensation Injury Recovery Reality

By Kathy Badendick.
Risk Management Accountant

BE CAREFUL! Yikes! I am a sixty-four year old woman and can still hear those words echoing in my brain from when I was a child! I also remember repeatedly telling my children to be careful and as a Grandma I now frequently tell my grandkids to be careful! Unfortunately, as the saying goes, "accidents happen."

I'll spare the awkward details, but I fell out of a wheeled computer chair on October 1, 2010 and broke my left shoulder. * The recovery has been uncomfortably, long, painful, and life changing.

When the break occurred I knew I had done something serious **, but I was not in a great deal of pain. After seeing the Workers' Compensation doctor, I was referred to an orthopedic surgeon (thankfully no surgery was necessary as the break was in an area where pins and screws wouldn't do any good.) Initially I was put in an immobilizing contraption – and I mean a contraption! This immobilizer is a very wide belt that wraps around your midsection with a strap that goes over your uninjured shoulder and a wrist band that is velcroed to the front of the wrap to entirely immobilize your shoulder, arm and wrist. Nothing can be moved! About two weeks later I was put into a "regular" sling." Even though my left arm was immobilized, however, I did not miss any work days because of this broken shoulder. *** I was on light duty for several weeks, but that was the only job limitation I had placed on me.

After two months of immobilization, while letting the bone heal, I was sent to physical therapy three times a week. Each session lasted about one and one half hours, where the break was electrically stimulated and massaged, manually stretched to strengthen the area with very large elastic bands, and the therapist physically manipulated and stretched the area to get it moving again. Now, let me tell you, during the therapy is when the real pain occurs—much worse than the actual break.

I have now completed eighteen weeks of therapy, ****, and have been released by my doctor. My shoulder will never be the same as it was before the accident, which causes me some disappointment. However, I am very grateful for the usage I have. In retrospect, even though we all know accidents happen and we should be vigilant about safety, I would like to caution everyone to please...**BE CAREFUL!**

Kathy Badendick is an accountant in Risk Management and a member of the County family for 13 years.



* It is your responsibility to immediately notify your supervisor or department's designee of your work-related injury. Your supervisor or department's designee will complete an Employer's Report of Industrial Injury form (often referred to as a 101 form) and submit it to your department's designee or to Maricopa County Risk Management (MCRM).

** If you require medical treatment, you must use Concentra for your initial treatment, unless extenuating or emergency circumstances prevent you from doing so.

*** If an injured worker misses any full days of work or is placed on light/restricted/modified duty by the attending physician because of the injury, the supervisor or department's designee must fill out an initial Industrial Injury/Industrial Illness OSHA Supplement form. Then submit it to the Safety Office via fax at (602)-506-6496. This form will need to be updated when the worker returns to work or if there is a change in their status.

**** Your claim is officially filed when the Industrial Commission of Arizona receives your 102 form.

NOTE: Complete instructions, along with additional information and forms on Work Comp injuries, see the pamphlet Workers' Compensation, Information You Need to Know, at the Risk Management web site, reached through the EBC Index.

The Inside Story

Air Quality in the Office

By Rita Neill, Risk Management Environmental Programs Manager and Chris McAbee, Environmental/Industrial Hygiene Consultant

Sally Jo rubbed her temples, her head was aching again. It seemed that during the last month, every day that she came to work she was getting a headache. She had mentioned this to Carlos who sits in the next office, and he had told her that in addition to getting headaches, he was experiencing a scratchy throat and just not feeling completely well while at



work. Each felt the symptoms improved after leaving work and thought maybe something in their workspaces or the general air quality of their building was causing these symptoms. Together they went to their supervisor Jamie's office to discuss their concerns. Was it possible that something in the air or within their workplace was causing people to feel sluggish or triggering respiratory issues in the office? Who would these employees contact with such a concern? Is it an internal issue their manager should remedy? Should they call someone to file a complaint? Is it a Facilities Management Department (FMD) issue?

An initial answer could be to call Risk Management's Environmental Division (RMED). RMED has investigated numerous situations such as the one effecting Sally Jo and her co-workers.

RMED is staffed with an industrial hygienist and certified indoor air quality professional who can provide evaluation for this and other types of workplace situations. RMED works directly with FMD on a routine basis while utilizing a variety of in-house equipment and review of existing databases to conduct very cursory to more elaborate investigations and surveys. There will be no charge to the department unless it is necessary to collect and submit samples to an outside laboratory. RMED investigations typically involve the following steps.

1. Talk with the employee(s) to learn more about their issues and identify any obvious

indicators of real or potential concerns.

2. Talk with FMD and review previous reports and surveys to understand the history of the facility, workspace, HVAC and building materials and identify any systemic building issues.
3. Conduct a walk-through of the affected area looking for indoor air quality problem indicators.
4. Conduct simple environmental monitoring to investigate parameters associated with ventilation and fresh air supply including temperature, relative humidity, carbon monoxide, particulates, etc. Reference existing FMD data regarding temperature and fresh air supply in ventilation system serving areas in question. Collect any other building material samples or air samples if so indicated.
5. A report with findings and recommendations will be prepared. If nothing is identified in the survey and after completion of recommendations a problem still exists, RMED can assist the department in procuring an outside Certified Industrial Hygiene consultant to further evaluate the situation.

Remember to first take your issues to your department supervisor. The department's first call for indoor air quality issues should be to RMED. You can contact us at mcabeem@mail.maricopa.gov or call at 602-506-1535.

Chris McAbee is a Risk Management Environmental/Industrial Hygiene Consultant, and a member of the County family since 2006.



Road Builder's Training Earns College Credits

*By Tom Carroll
Risk Management Safety Consultant/Heavy Equipment*

One of the biggest problems any organization has is to find qualified leaders, especially for technical jobs. In April 2003, Maricopa County committed to a program called Road Builder. The goal of this program is to provide college educated, experienced and skilled employees to fill leadership positions in areas that utilize construction, maintenance and warehouse equipment and to provide qualified, professional equipment operators.

Training employees is one way the County fulfills their claim that employees are their most valuable asset. In addition, having highly trained professional employees improves service to residents of the County and protects the investment being made for equipment.

The Road Builder program is offered under an Educational Service Agreement with Gateway College. Employees receive 30 hours of transferable college credit for completing the course. The classes provide technical skills to operate equipment efficiently and professionally, conduct project planning and safety management.

The success of this program is demonstrated by employees who have been promoted into leadership positions. The program

has produced 4 Operations and Maintenance Supervisors, one Field Operations supervisor, one Engineering Maintenance inspector, one Maintenance Crew Leader and 2 blade operators.

In 2006 the Road Builder Program was the recipient of a "Showcase in Excellence Award" from the Arizona Quality Awards Program, and in 2007 the program received an "Achievement Award" from the National Association of Counties. To date fourteen county employees have completed the program.

The training is provided by a collaborative effort between multiple departments and the Safety Division of Risk Management. New classes began in August 2011. Look for regular installments on Road Builder students and their experience with the program.

For more information about the Road Builder Program, please contact Will Judd 602.506.2887 or Tom Carroll 602.506.4835 at the Risk Management Safety Division.



Dozer training - Dan Clements

The following quotes from successful graduates sum up the Road Builder program:

“Classes offered training on how to best layout a job ... and ... the day’s activities, ... how to effectively use the equipment and personnel.”

Roy Arnold, MCDOT Field Supervisor

“The Road Builder program is unique ... and presented in a way that encourages students to look at their jobs in a whole new light.” As a Supervisor now, I look back to the ... program and see a direct link between the Road Builder Program and where I am today.”

David Norton, Flood Control Operations and Maintenance Supervisor



Supervisor Don Stapley, Anna Lopez Gateway College, Road Builder Graduates Albert Hernandez, Laci Conde, Luis Henry.



Backhoe Training - Robert Naud III, Roy Arnold, Karl Freiemnuth (orange vest & hat)



Soils Lab Training - Del Phillips



Did You Know?

Besides improving your cardiovascular fitness level, walking is also a great way to burn calories. Walking at a moderate pace for 30-60 minutes burns stored fat and can build muscle to speed up your metabolism. Walking is also associated with cutting your risk of heart disease, breast cancer, colon cancer, diabetes and stroke.

Calories burned per mile by walking

Speed/Pounds	100 lb	120 lb	140 lb	160 lb	180 lb	200 lb	220 lb	250 lb	275 lb	300 lb
2.0mph	57	68	80	91	102	114	125	142	156	170
2.5mph	55	65	76	87	98	109	120	136	150	164
3.0mph	53	64	74	85	95	106	117	133	146	159
3.5mph	52	62	73	83	94	104	114	130	143	156
4.0mph	57	68	80	91	102	114	125	142	156	170
4.5mph	64	76	89	102	115	127	140	159	175	191
5.0mph	73	87	102	116	131	145	160	182	200	218

The chart of calories burned per mile is based on MET research - metabolic equivalents of various activities.

References: AINSWORTH BE, Haskell WL, Whitt MC, Irwin MI

"Compendium of Physical Activities: An update of activity codes and MET intensities." Med Sci Sports Exerc 2000; 32 (Suppl):S498-S516.



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NRM-8420AO.1 (06/11)

Strategies for Managing Risk

10:00 AM

Oct. 18th- 2801 W Durango St

Oct. 20-10th fl. 301 Jefferson

Know Your Benefits/ ASRS

11:00 AM

Oct. 18th- 2801 W Durango St

Oct. 20-10th fl. 301 Jefferson

Approaching Retirement

1:00 PM

Oct. 18th- 2801 W Durango St

Oct. 20-10th fl. 301 Jefferson

Oct.18-2801 W Durango, Flood Control Bld Dreamy Draw Conf. Rm

Oct.20-10th Floor Conf. Rm, 301 W Jefferson Street

Register on the EBC at the online learning center or
contact Linda/William at 602.266.2733

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