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Notice: This year, in conjunction with the Chairman's Green Initiative, **Newsline** will be published bi-monthly. Additionally, for those of you who really want to 'go green', all past and present editions can be found online at ebc.maricopa.gov/pio



Green today for a better tomorrow.

Call for Entries!

County Manager Seeks to Recognize Innovative Programs

The NACo Achievement Awards seeks to recognize innovative county government programs and gives national recognition to our county accomplishments. Here is your opportunity to be recognized for those amazing ideas that are generated by Maricopa County employees that strive to find ways that make things run more smoothly and efficiently. I strongly believe that your Office or Department has a number of excellent programs and services you provide to the community that could qualify for this award. Therefore, I would like to extend an invitation to each Maricopa County Office or Department to submit an application for those successful programs that have been developed in the wide range of services as described in the NACo Achievement Application Form.

The NACo Achievement Award Program is now accepting applications for 2008. The application process is coordinated through our Office of Communication. (DEADLINE EXTENDED: Submit applications to the

Office of Communication no later than Thursday, January 31st, 2008, at 5 PM.)

To access the NACo Achievement Award 2008 Application, visit www.naco.org, Awards, Achieve-

ment Awards. Posting of the NACo application on EBC will be announced.

Applications must be submitted directly to Nancy Santos, Office of Communication, 301 W. Jefferson, 10th Floor.

If you have any questions about the application process, please call Nancy Santos, at 602-372-4515, or email at nsantos@mail.maricopa.gov.

Your time and efforts are greatly appreciated for helping to promote our quality programs and services. The Board of Supervisors and I are proud of what you do and want you to be recognized for those superior efforts. Maricopa County's own Supervisor Don Stapley will be president of the National Association of Counties (NACo) in July, 2008. This is another reason to be well-represented in our achievements.



David Smith

Constable Safely Diffuses Tense Situation

Deputy Constable Vaughn Green's law enforcement training diffuses a stand-off situation!

On November 15, 2007, Maricopa County Constables Phil Hazlett and Lenny McCloskey along with Deputy Constable Vaughn Green arrived at an apartment complex in Phoenix, to serve a writ of restitution on a tenant. A writ is a court order that calls for the eviction of a tenant. Information was received that the tenant might pose a hazard to Constables as he appeared to be unstable and had stated that he would not leave his apartment.

When the Constables arrived at the apartment to serve the writ, the tenant was in the process of nailing his door shut from the inside. In speaking to the tenant through the door, he refused to open the door and allow entry. The Phoenix Police Department was called and a Lieutenant and Sergeant responded and agreed to position officers on the perimeter but since this was a civil matter, police would not assist in making entry.

The Sheriff's Office was called and deputies responded, but Constables were informed that because of other crime situations, it would be approximately three more hours before their tactical team could be there. During these contacts, Deputy Constable Green continued to talk to the tenant through the front door from behind a nearby

wall for cover. At this point, it was not known if the tenant was armed with a weapon, but precautions were taken not to needlessly expose anyone in that event.



Deputy Green continued his conversations with the tenant for over two hours and finally convinced him to open the door. When the tenant opened the door, Deputy Green seized him and placed him in custody. Deputy Green's fast action and his diligent efforts in talking to the tenant resulted in no one being harmed during this standoff. His actions negated the use of the tactical team and extensive damage to the apartment complex.

The tenant was charged with criminal trespass and booked into the county jail, pending formal charges. The apartment was returned to the control of the landlord.

Deputy Green is a retired Phoenix Police Officer who has been with the Maricopa County Constable's Office as a Deputy Constable for eight years. He has been involved in other similar incidents and has always performed exceptionally. He is diligent in his duties which involve him in performing an average of 200 evictions a month, most of which are done without incident. He is to be commended on his actions in this matter.

Leadership Communications

New Year... New Opportunities



Andy Kunasek

A Message from Chairman Andy Kunasek

The year ahead will challenge us to continue the County's strong performance during a period of extremely limited revenue growth. I am confident that our past practices will help us turn these trying financial times into opportunities for improvement.

As you no doubt know, this past November the Board of Supervisors approved budget balancing guidelines we all will follow to help us sustain a balanced budget as is always our practice.

All managers are finding opportunities for cost savings and revenue enhancement. They are submitting proposals to reduce costs for administrative services in all departments by 5%. This is often being accomplished by better utilizing funds budgeted for all vacant administrative positions and by consolidating resources.

Now, more than ever, we encourage any employee to submit cost savings ideas. The Rewarding Ideas program has been in place and providing effective cost cutting strategies for many years now. Any employee can submit ideas for saving money by increasing efficiency, improving processes and procedures, or reducing waste.

For example, a County Parks & Recreation Department employee received a financial award for proposing to use the SRP aesthetic fund in order to ground electrical service for the San Tan Mountain Regional Park entry station. Implementation of this suggestion resulted in a savings of \$233,200.

Another employee from the Clerk of the Court's Office submitted a proposal to reduce the packet of information sent to more than 28,000 employers annually, which realized a savings of over 50% for postage and mailing supplies--\$13,584.

If you have implemented an idea in your department, look for eligibility guidelines and a submission form on the ebc. Scroll down to PIO Corner in the Index and click on the Rewarding Ideas icon. Feel free to contact program coordinator, Nancy Santos, by e-mail or phone: 372-4515.

The County has been through recessions before. As in the past, I am confident we will persevere and even prosper by learning to be more efficient where we can. Thank you, all, for cooperating as we weather this lean time and continue our excellent service to the citizens of Maricopa County.

Mission Statement

The Mission of Maricopa County is to provide regional leadership and fiscally responsible, necessary public services so that residents can enjoy living in a healthy and safe community.

Strategic Priorities

- Ensure safe communities and a streamlined, integrated justice system.
- Promote and protect the public health of the community.
- Provide regional leadership in critical public policy areas.
- Carefully plan and manage land use in Maricopa County to promote sustainable development and to preserve and strengthen our environment.
- Continue to exercise sound financial management and build the County's fiscal strength while minimizing the property tax burden.
- Maintain a quality workforce and equip County employees with the tools, skills, workspace and resources they need to do their jobs safely and well.
- Continue to improve the County's public image by increasing citizen satisfaction with the quality and cost-effectiveness of services provided by the County.

Family Recipe for Health

By Christine Hicks, RD, Office of Nutrition Services

What has 4 legs, no tail and can make us smarter, stronger, healthier and happier? Answer: A kitchen table. Research shows many benefits of family meals. Besides a lifetime of positive memories, studies show children who eat with their families are also less likely to smoke, drink and use illegal drugs during their teen years. Enjoying meals together also enhances family communication and improves manners, too. According to researchers at Columbia University, children and teens that have frequent family meals have lower levels of tension and stress at home, are more likely to say that their parents are proud of them, are likelier to confide in their parents, have healthier eating habits, get better grades in school, and are at lower risk for thoughts of suicide. All this by doing something as simple as eating together!

Tips for making your Family Meals positive and fun:

- Involve your children in planning and preparing of meals
- Have children help set and clear off table
- Turn off the television, phone, video

- games and the computer
- Talk to your children (for a list of dinner conversation starters visit: www.homebasics.ca/viewarticle.asp?articleid=3558)
- Be a role model by eating healthy yourself.
- Avoid the "Clean Plate Club". Encourage children to try new foods but never force children to eat.



For more information contact Office of Nutrition Services at 602-506-9322.

Adapted from Benefits of Family Meals www.ftgames.com



**MY LIBRARY BOOKSTORE...
NEW
at the Library!!**

- Now buy books, CDs and DVDs on the Library's own Web site!
- Delivered right to your doorstep!
- 2-million titles ranging from best-sellers to hard-to-find titles!
- All readily available and at your fingertips to order!

Unlike any other online retailer, **A PORTION FROM EACH SALE** directly supports the Maricopa County Library District's 15 libraries!

Feel good knowing your purchase benefits your library!

My Library Bookstore - www.mclidaz.org
Click "Buy It Now" in Library's online catalog when looking for a title

Or go to - mclidaz.mylibrarybookstore.com



Supervisor Max Wilson, District 4, would like Northwest Valley County employees to be aware that CIGNA has opened a CIGNA Medical Group (CMG) Convenience Care Clinic in Arrowhead...

For Northwest Valley County employees, CIGNA has opened its third CMG Care Today convenience care clinic in the Arrowhead area at 20165 N. 67th Avenue in Glendale.

The clinic is staffed with nurse practitioners and physician assistants who can provide prompt, unscheduled treatments of common ailments such as colds, earaches, flu, strep throat, lower back pain, bladder infections and pink eye. In addition to treating common care illnesses, the clinic offers child and adult immunizations, pregnancy tests and school and sports physicals.

The clinic is open to the public seven days a week and most holidays. Hours of operation are 9 a.m. to 7 p.m. Monday through Friday and 9 a.m. to 4 p.m. Saturday and Sunday.

Maricopa County members covered by a CIGNA medical plan pay only their office visit co-pay of co-insurance. Prescriptions are written for the patient for use at their regular pharmacy or a patient may get many generic medications for \$10 or \$15, depending on the medication.

CMG Care Today appointments are never necessary and walk-in visits are welcome. For more information, log on to www.cm gaz.com for a list of services provided.

Dog Bite Prevention

Dogs are wonderful. They are toe warmers on a cool night, a happy face to greet us after a long day, givers of unconditional love. Not to mention fetchers of the paper, diggers of holes and sometimes... biters. That's right, biters. All dogs have the potential to bite. As dog owners, we need to learn what to do to lessen the chance that our dogs will bite. Last year in Maricopa County, close to 5,000 dog bites were reported.

First, it's important to understand why dogs bite. We need to remember that they are animals and it's what they sometimes do to communicate. Dogs bite because they are scared. Dogs bite because they are protecting their territory, their owners or their babies. They bite because they are hurt or because they have been startled. They bite because they want to be left alone.

It is your responsibility to help prevent your dog from ever biting. Spay or neuter your dog. It may make him calmer, healthier and less aggressive. It is important to properly train your dog. Use positive training methods – rewards, not punishments. Teach your dog not to jump up. Train your dog to walk on a leash without pulling. Take your dog to obedience classes so you both know how to behave. You will learn basic commands to better control your dog and he will learn how to act. Condition your dog for the world. Socialize him by taking him out into different real world situations. Give your dog plenty of exercise. Do not encourage aggressive behavior. Make sure your dog has a special place he can retreat to where he feels safe. Supervise your dog around chil-



dren at all times. It's not only how your dog acts, it's how a child could act with your dog.

Part of being a responsible pet owner is teaching your children the right way to play with their new best friend. Sit down with your kids and go over the rules. Do not hug or kiss the dog on the face. This is the most common cause of face bites. Dogs prefer to be scratched on the chest

or sides. Do not pull on a dog's ears, tail or fur. Do not wake a dog up while he is sleeping. Do not harass a dog while he is eating. Teach your children the right way to play with dogs – no wrestling or chasing games. Instead, encourage them to play fetch or find hidden objects.

Children should also be taught how to act around other dogs. Always ask a dog's owner permission to pet their dog and then hold your hand out to the dog. Use caution around dogs on leashes. They can feel restricted and cornered while leashed and bite. They also may feel extra protective of their owners.

Teach your children to be a tree if a strange dog approaches. Stand still, keep arms close to your sides, and do not make eye contact. This works for your own dog if he gets too frisky or aggressive as well.

Not all dogs will bite, but all dogs have the potential to bite. Keep your family and your dog safe by being a responsible owner... everyone will be happier for it.

Are You Prepared?

The recent fires in California...Hurricane Katrina...9/11... We have to ask "what if?" While Maricopa County isn't prone to most of the disaster scenarios seen in our neighboring states, being prepared for the unexpected is just as important here.

In line with our mission to secure public safety, Maricopa County announces our new website where you can find out what we are doing to prepare for all residents, as well as what you can do for your family. The professional staffs of our Emergency Management and Public Health Departments do a lot of planning and practicing year round to ensure the County is ready to respond to a variety of disasters, but there is absolutely nothing that can take the place of personal readiness.

Being "ready" means being able to stay or go at a moment's notice. This is easily done, but very few of us actually take the time to do it. A

recent survey of county residents revealed that 40% have done nothing to prepare to shelter themselves in their homes for any length of time and 67% responded that they have done nothing to prepare for an evacuation.

We encourage residents to take three steps:

1. Make a Household Disaster Plan
2. Have an Emergency Supply Kit
3. Make a "Go" Bag

Having a household disaster plan is an easy thing to do and it can make all the difference during an emergency. A good plan will cover what to do, how to find each other, and how to communicate in an emergency. An out-of-state friend or relative that family members can call if separated during a disaster should be designated. This contact can help communicate with others both in and out of the emergency area. All members of the family should have a copy of the plan and emer-

gency contact information to keep in their wallets, purses and backpacks.

To find out how Maricopa County is prepared for a disaster, and to print out a personal emergency preparedness form, please go to our new website: www.maricopa.gov/emerg_mgt

Corrections

From the December Edition

On page 2, "It's Time to Wash Your Hands" was submitted by Sally Bordeaux, Community Nutritionist in the Office of Nutrition Services, and her name did not appear.

On page 6, at the end of "Thanksgiving Effects on Blood Sugar," it asks for nutrition-related questions to be sent to Joy Meador, RD. That should have been submitted with the name of Roger Pena, RD, at rogerpena@mail.maricopa.gov.



Entertainment



CaptionThis!

Every dog has his tail...er... tale, right? If any animal in **CaptionThis!** ever had something to say, it is definitely Deacon. Tell us what's on his mind, and you could win a prize! Submit a caption for the photo above to Kerrilyne Baumann in the Public Information Office by Wednesday, February 6th (winners will be announced in the March 2008 edition).

Congratulations!

Deacon and human
Holly McGuire of Assessor's Office
for submitting the winning photo for this month's CaptionThis contest! Be on the lookout for your prize package!



Congratulations!

Kim Thomas of
Air Quality, Dust Compliance
for submitting the winning caption for this month's CaptionThis contest! Be on the lookout for your prize package!



Sarah Flynn and Charlie Horse

Going Green Makes Sense... Horse Sense

The View From Up Here

by Sarah Flynn, Forensic Science Center
Happy new Year! How time flies when you're having fun!

Like you, I work for Maricopa County. My job as Forensic Technician at The Medical Examiner's Office keeps me pretty busy. When I'm not working, my horse, Charlie Horse, and I like to get out and see the Valley up close and personal. Real personal. In fact, you could say we are doing our part in reducing pollution.

magazine.asp

Good times. This goes to show you there is still a little 'wild west' left in Maricopa County. There's also some pretty creative ways to get around that save gas and are better for the environment.

Now is a perfect time to make a New Year's resolution that includes keeping the environment clean and fit for others. Depending on the mode of travel you choose, it may even help you get in shape in '08.

Charlie Horse is a four year old-Buckskin/Quarter Horse gelding. He is an amazing horse folks! We travel all over Maricopa County. Perhaps you saw us last month during our ride from Tempe to Downtown Phoenix? I don't think you could have missed us. It seems that no matter where we go, we draw a crowd... especially at the coffee shop drive-thru. Those folks are never more surprised than when Charlie pokes his head in the window to say 'Hi'. He's quite the social butterfly.

So not only was I able to enjoy the weather and spend some valuable time with Charlie, but boy did I save fuel that day by riding Charlie Horse to work. In case you missed us, our urban equine adventure was captured by the County's own Office of Communications and will air on Channel 11 periodically. For a listing of the local Channel 11 stations, please visit the EBC at: ebc.maricopa.gov/pio/



Charlie Horse and I like to accomplish both by riding to the store, sporting events and even to pick up my children from school. It is really just another way to transport yourself and have fun while getting terrific exercise. Exploring your environment is just more fun when you are on top of an animal like Charlie Horse.

Every other month, Charlie Horse and I, will write a column in Newsline to give employees some local flavor about what is going on around town. We'll snap some photos of our adventures and also add some colorful insight about "the view from up here".

County Collaborates with GRIC

By *Jacque Gencarelle, Communication Coordinator - MCDOT*

Maricopa County is experiencing a population boom. With cities bumping up to the Gila River Indian Community, one of the major roads used in this area is in need of an upgrade to handle the increased traffic. The 51st Avenue corridor is being inundated by tractor trailers and high traffic, much of which pose problems for many people in this area. Neighborhood residents are noticing an unusual amount of traffic using neighborhood throughways to access major roadways. Also the current streets are ill-equipped with adequate signage for residents in the immediate area. All of these aspects make the need to provide safe roadways in this area critical.

Maricopa County Department of Transportation (MCDOT) and the Gila River Indian Community (GRIC) are joining together to remedy these issues. Both parties have had several meetings in regard to the immediate needs for the area including traffic signals, school zone signage, dedicated turning lanes and street lighting. MCDOT is committed to providing safe roadways for residents within Maricopa County including the four tribal communities that are inside the boundaries. "We have been working with the Gila River Indian Commu-

nity to create a comprehensive improvement plan that will work for all parties involved" said MCDOT Director, John Hauskins.

Residents within the immediate area can expect to see posted signs for; new school zones advance warnings, road curves, speed limits and hazardous materials prohibited. The hazardous materials prohibited signs are to address the high volume of commercial trucks using the local area roads as an access way around I-10 and Central Phoenix. This problem is currently being addressed by Maricopa County, the Arizona Department of Transportation, and Gila River Indian Community with a viable solution expected to be implemented by the new year.

Residents will notice an increase of work trucks and workers donning the orange safety vests in and around the 51st Avenue corridor. In the surrounding streets, residents can expect to see more workers, heavy equipment and on some occasions large trucks passing through. All this increased activity will be in anticipation of the start of the upcoming improvement project for the 51st Avenue corridor.

Things That Make You Go Hmmm

A recent survey by Opinion Research USA asked what the most annoying scenarios for business meetings were. Number 1 on the list, "disorganized, rambling meetings." Number 2 was "people who interrupt and try to dominate the meeting." Number 3 was "cell phone interruptions."

Checking your Blackberry during a meeting is considered not as irritating as not getting a bathroom break or people who fall asleep during a meeting. The lesson here is, if you are going to hold a meeting, make sure it is organized with a printed agenda. Give everyone a chance to speak and don't be afraid to cut someone off if they are hogging all the time. Remind people to turn their phones off or at least put them on vibrate. Schedule a break, which will serve a dual purpose. People can use the restroom and those that are falling asleep will have to wake up.

If you want to make sure a meeting doesn't run long, schedule it before lunch. If you really feel daring, schedule it an hour before quitting time which encourages people to be brief.



Join Estrella Mountain Regional Park on January 26th for a wild and woolly day exploring the true history of the wild, wild west. The festivities will begin at 8 a.m. with an informative Horses 101 session. Learn how to catch, halter and care for a horse. Once you start to think you know everything, think again! There are so many breeds of horses that you'll want to continue your day with the horse breed demonstration. Learn the difference between Andalusians, a Peruvian Paso and the various types of horses you see in the movies.

When your belly starts to feel a little empty, mosey over to the chuck wagon and grab a hot rock (biscuit) and tasty cup-of-joe. Once you're done horsing around, amble over to the rodeo arena where you'll be treated to a show by the fantastic Calendar Cowgirls. The Calendar Girls will tell you about the good ol' days in Arizona while showing off Hollywood style saddles and western wear. Are you still rarin' to go? Cap off the day with the Cowboy Mounted Shooters as they present a wild-west shoot out. This action packed day has something for the whole family!



Maricopa County

Estrella Mountain Regional Park

14805 W. Vineyard Avenue • Goodyear, Arizona 85338
(623) 932-3811 • www.maricopa.gov/parks/estrella

Welcome New Administrator

Judy White to Join Team at Public Health

Judy A. White, R.D.H., M.P.H., demonstrated at an early age that her interest in oral health was greater than most. At the age of four, she was brushing her dolls' teeth.

Judy brings that passion for oral health to her new role as the Maricopa County Department of Public Health's Administrator of the Office of Oral Health.

Many people do not realize that oral health contributes to overall health. Judy explained that recent research suggests a connection between cavities and gum disease, and a variety of health problems, including diabetes, stroke, heart attack, premature births, and low birth weight babies.

The Office of Oral Health exists to provide education and improve the oral health of the residents of Maricopa County. Judy oversees programs such as the Dental Sealant Program, which provides cavity-preventing sealants to 2nd and 6th grade students in eligible schools and the Oral Health Tobacco Program, which teaches dental professionals about the oral effects of tobacco and how to refer their patients to "quit" programs



In her current position with the county, Judy oversees the various programs within the Office of Oral Health. Looking to the future, Judy hopes to strengthen the existing programs, increase collaboration within communities, and continue to promote awareness of good oral health.

Judy is a registered dental hygienist with bachelor's degree in health care management and a master's degree in public health with an emphasis in dental public health. Additionally, she brings a great deal of professional experience to her new role.

Judy said she decided to take this position with Maricopa County because she was interested in working at the county on a broad range of dental public health issues, and because the professional atmosphere at Maricopa County and the commitment of the dental professionals at the Office of Oral Health would make it a great place to work.

Employee Spotlight: The Constables

by Constable Ron Myers, Lake Pleasant Precinct

In Arizona, a Constable is an elected official who serves a four-year term for the Justice Court Precinct he or she resides in. Eligibility requirements to serve as a Constable are you must be a U.S. citizen, 18 years of older, reside in the precinct, not be a convicted felon, and read and write the English language.

Arizona Constables are possibly the only Constables in the United States who have no mandated duty to enforce criminal law. The majority of our work is civil in nature, and we have no law enforcement background requirements to be a Constable.

The Constable represents the executive branch of government. A Constable is not actually a part of the court system as the courts represent the judicial branch of government. The Constable's major responsibility is to serve all orders given to him/her by the Justice of the Peace or other competent authorities. Our work is much like that of the Civil Division of the Sheriff's Office in each county except we serve the Justice Courts while the Sheriff serves the Superior Courts.

A large portion of a Constable's work is serving Writ of Restitution. These are court orders that require a Constable to remove a defendant from a residence in a landlord-tenant dispute, otherwise known as an eviction.

Generally, a Writ of Restitution may be issued on the request of the plaintiff five days after a judgment is obtained in a Justice Court. Statute calls for this writ to be served as expeditiously as possible. In Maricopa County, the 23 elected Constables and 7 Deputy Constables are responsible for serving approximately 1,800 such writs each month. Depending on which precinct the writ is issued in, the Constable may have such a workload that it is not possible to serve each writ right away. Unless the writ is an "Immediate," it has to take its place in line behind those ahead of it. Obviously, there are some parts of the county that have a higher percentage of writs than others, depending primarily on the number of rental units in that Justice Precinct.

Constables are responsible to the voters who elect them and must diligently serve the public in a professional manner. Anyone who believes a Constable has not treated them professionally or who has any complaint regarding service has the option of filing a written complaint with the Constable's Ethics, Standards and Training Board. This board was created by the Legislature to give people a means to attempt to resolve issues with their Constable. The board does not have the power to suspend or remove a Constable from office but can make suggestions for improvement, reprimand a Constable, or forward the complaint to the appropriate

County Attorney if there is an indication of a criminal violation.



While service of Writs of Restitution are probably the largest volume of their work, Constables also serve Writs of Execution to collect judgments or seize property and sell it at auction to satisfy judgments and Writs of Replevin to retrieve rental property among other such orders. Constables also serve civil and criminal summonses that order people into court to face civil or criminal charges and subpoenas that call for witnesses to appear in court. Constables further serve Orders of Protection in domestic violence cases and Injunctions Against Harassment in workplace or neighbor disputes.

Most Constables are members of the Arizona Constables Association, which provides training twice yearly for Constables to meet their training requirements and which also works to help assure that the office of Constable is managed in a professional manner.

For more information about your Arizona Constables, please visit www.arizonacconstables.com or www.maricopa.gov/services/public_safety/constables.

Why is good credit important?

YOU PAY LESS WHEN YOU PAY YOUR BILLS ON TIME!

That is it in a nutshell. People who have good credit scores because they have a good history of paying their bills on time pay less when they borrow money. Really! See the difference in costs:

	Borrower A+	Borrower D
Credit Score	725	590
Loan Amount	\$5,000	\$5,000
Term of loan	4 years	4 years
Rate of interest	8% APR	16% APR
Monthly payments	\$122.06	\$141.70
Total payments	\$5,859.10	\$6,801.67
Difference between Borrower A and D		\$942.57

Borrower D pays \$942.57 more over the life of the loan than Borrower A does. Why? Borrower A has a proven track record of paying bills on time and using credit wisely which gave him a credit score of 725. He is considered less of a risk than Borrower D. Lenders price their products based on risk and most use a credit score to determine the rate of interest that you pay. The range of rates depends of what type of financial institution and where it is chartered. That is why you can see rates like 29% or even 32% on credit cards or even auto loans. MariSol is a federally chartered credit union, by law; our maximum rate is 18%. That is another good reason to use a credit union.

How is your credit score determined? Darts, tea leaves? How? First, when lenders talk about a credit score, they usually mean the FICO score developed by Fair Isaac Corporation. It is the most commonly used scoring system. FICO scores range from 300 to 850. There are several models within FICO, but in general, here is how these scores assess what is on your credit report:

35% Your payment history! Late payments (more than 30 days). Bankruptcies and other negative items hurt your score.

30% How much you owe! FICO looks at the total amount owed, the # of accounts, the available balance of your credit. The more you owe in comparison to your total limits can lower your score.

15% Length of your credit history – A longer credit history will increase your score.

10% New credit – If you have recently applied for or opened new credit accounts, your score will weight this fact against the rest of your credit history. FICO can distinguish between a search for a single loan and a search for many new credit lines. If you are rate shopping, do it within a focused period of time such as 30 days to avoid lowering your score.

10% Other factors - Several minor factors can influence your score. Having a mix of credit types, auto loans, mortgages, credit cards etc is normal for people with longer credit histories and can add slightly to their scores.

At MariSol, we will give you a copy of the credit report that we use for a loan request. At any financial institution, they should be willing to discuss the report with you and advise you how to repair your credit. If not, then consider another place to borrow money.

The Fair and Accurate Credit Transactions Act (FACT Act) enable you to obtain a free copy of your credit report once a year. For detailed information contact the Federal Trade Commission (FTC) at www.ftc.gov or at 1-877-382-4357.

Robin Romano
CEO
MariSol Federal Credit Union

Using the myWHI.com Web Site

QUESTION: How do I get personalized information about my prescription drug plan?

ANSWER: Register at mywhi.com to get personalized, online information about your prescription drug plan at any time. After you register and log in to mywhi.com, you can: check drug coverage/cost; check eligibility; search the formulary; locate a nearby pharmacy; review prescription history; review refill information; and/or print temporary ID card.

Registering is quick and easy. Just be sure to have your prescription ID card handy. Then, visit mywhi.com. Find the "New Member? Register Now" option, and select it. Provide the information requested in the next screen that appears. Then, click on the "submit" button at the bottom of the page. This will complete your registration. Now, you are ready to log in and get the personalized information you need. Walgreens Health Initiatives is committed to securing your personal information. Only you can access your personalized information at mywhi.com.

If you have difficulty registering online, contact the Walgreens Health Initiatives Customer Care Center toll free 24 hours a day, seven days a week, at 800-207-2568.

DISCLAIMER: The information provided is not a substitute for medical advice. Consult your doctor for diagnosis and treatment of your medical condition. Advances in medicine may cause this information to become outdated, invalid or subject to debate. Professional opinions and interpretations of the scientific literature may vary. Walgreens Health Initiatives terms of use and general warranty disclaimer apply to all services provided. If you are in need of immediate medical attention, contact your physician, poison control center or emergency medical professional. If you need to speak with a pharmacist for non-emergency matters, contact your local pharmacist. ©2006 Walgreens Health Initiatives, Inc., a wholly owned subsidiary of Walgreen Co. All rights reserved.

OMB Recognized by Arizona Quality Alliance

The Office of Management and Budget has been selected by the Arizona Quality Alliance (AQA) to receive the 2007 Arizona Showcase in Excellence Award for Capital Improvement Project Funding. This award is bestowed upon organizations that can document a successful program which has sustainable results. Participants must demonstrate continuous improvement as a critical component of their program and the results must be measurable and customer-service oriented.

The Arizona Quality Alliance is an independent external agency that encourages quality improvement and excellence in industry and government. The examiners come from many different organizations and are trained to identify successful programs that are committed to

excellence. This was a labor intensive process.

Deputy County Manager Sandi Wilson said, "I appreciate all of the work that the OMB team put into documenting our processes."

Wilson recognized Chris Bradley, Lee Ann Bohn, Brian Hushek, Kirk Jaeger, Clint Johnson, Neeraj Deshpande, and Ryan Wimmer for their contributions to the application. Special recognition was given to Kirk Jaeger who coordinated the site visit with the examiners.

She added, "Without this team's dedication to fiscal fitness and cost effectiveness, we could not have achieved this distinction."

Noteable Nuggets

Trust the Experts

Next time you have questions about losing weight or fall prey to the latest gimmicks, STOP! Ask the resident experts, Laura Battiston (formerly Kroon) and Tasha Foster. They are Registered Dietitians working in the Maricopa County Department of Public Health's Office of Nutrition Services Community Nutrition Programs who were recently awarded a Certificate of Training in Adult Weight Management by the Commission on Dietetic Registration.

To earn this level of specialty training, individuals must complete an eight to nine hour self-study module and pre-test, participate in a 2 1/2 day live workshop, and successfully pass a post test. Topics covered included: Current Research and Future Possibilities, Clinical Management of Overweight and Obesity, Dietary Supplements, Behavior Modification, Application of Popular Diets and Weight Loss Programs, Formulas for Weight Loss, Medical Complications of Weight Loss, Role of Exercise, Pharmacotherapy, Bariatric Surgery as a Treatment Option, and several Case Studies.

Laura and Tasha have already begun to utilize their newly acquired skills as facilitators in the Women Together for Health Program and the Action Learning Collaborative to research and address the obesity epidemic among women of reproductive age in a targeted area in South Phoenix.

Plan Now for that New Year's Resolution

So you're going to resolve to quit smoking? Maricopa County's Employee Health Initiatives and Public Health departments offer a free Tobacco Cessation program for employees and dependents covered under a county medical plan. Classes are available at some county locations as well as throughout the community. As part of the program, Chantix or Zyban, prescription medications that help you quit tobacco, are available at no cost. Nicotine replacement products, which consist of gum, lozenges and patches, are also available at a reduced cost. For more information or to register, call 602-372-7272. The QT Program brochure is available on the EBC Intranet at <http://ebc.maricopa.gov/ehi/ergowell.asp?link=qt>



IN PERSON

Target Presents:
The Maricopa County
Library District
TARGET. Family Festival

IN PERSON!
Meet
SESAME STREET Puppeteer
FRAN BRILL
and
Special Guest



Emmy Award-winner Fran Brill could be the most famous voice you seldom see! She is a triple-threat performer having successful careers as an actress, voice-over performer, and puppeteer. She was the first female puppeteer hired by Jim Henson for SESAME STREET and has created the iconic characters of Zoe and Prairie Dawn and many other loveable Muppets.

Fran shares SESAME STREET songs and brings an "Anything Muppet" to show how she creates characters simply by changing the clothes and features of the puppet.

Brought to you by Maricopa County Library District exclusively at these locations:



January 4 (Friday)
10am at North Valley Regional Library, Anthem and
3pm at Northwest Regional Library, Surprise

January 5 (Saturday)
2:30pm at Southeast Regional Library, Gilbert
Best for Sesame Street age audience.

2008 Employee Safety Fair & Equipment ROADEO

January 28-30th
MCDOT/FCD/FMD Durango Complex
2901 W. Durango Street, Phoenix, AZ

Please come and participate in our innovative courses offered at this year's Safety Fair!!! Safety Bowl Competition will determine the top Safety Team at Maricopa County!!!

For more information, call Risk Management Safety Division at (602) 506-8601

Safety: It's the way we work!!!

VIDEO GAMES LIVE™ featuring The Phoenix Symphony

The most popular video games of all time are transformed into an immersive concert event featuring The Phoenix Symphony when Video Games Live™ visits the Maricopa County Events Center, Friday, March 7th at 7:30pm.



Video Games Live™ blends the power and emotion of a symphony orchestra with the excitement and energy of a rock concert and the technology and interactivity of a video game — all completely

synchronized to amazing cutting edge video screen visuals, state-of-the-art lighting and special on-stage interactive segments.

More than 50 games are represented including Mario™, Zelda®, Halo®, Final Fantasy®, Warcraft®, Sonic™ and a Classic Arcade Medley featuring more than 20 sentimental favorites from Pong® to Donkey Kong® to Frogger

to Space Invaders. In addition, each show features a pre-show festival with a costume contest, interactive game demos and a meet and greet with video game composers Tommy Tallarico and Jack Wall.

Tickets for Video Games Live™ will be \$29.50, \$39.50 and \$49.50. Special youth and scout pricing is available, as is a family four-pack featuring 4 tickets, 4 small cokes and 4 hot dogs for \$79.

Flood Control District Brightens Holidays for Nearly 300 Preschoolers

By Gant Wegner, Media Specialist, Flood Control District

The Flood Control District of Maricopa County (District) brought holiday cheer to 280 three- to five-year-olds on Dec. 19 as the District participated in its 11th Annual Head Start Holiday Project at Arthur M. Hamilton Elementary School in central Phoenix. Adding to the fun were Baxter the Bobcat from the Arizona Diamondbacks along with Howler and the Pack Dancers from the Phoenix Coyotes.

Backpacks filled with school supplies, toys, educational games and healthy snacks were presented to each child involved in the Murphy School District Head Start program. Teachers and teacher aides also received school supplies and other gifts. Over the past year, the District raised more than \$3,000 to purchase the backpacks, supplies and gifts. Fundraising efforts included fry bread and bake sales, carne asada and hamburger/hot dog cookouts, and the sale of sports team cups and District logo embroidered polo shirts. Other private donations were received as well. Dibble Engineering, a consultant to the District, is a partner in the Head Start fundraising project.

The Head Start program provides free, high-

quality early childhood education to children who would not otherwise have access to such programs. Head Start includes adult literacy and parental skills components in an effort to promote school, learning and life-long success for the entire family.

District management and staff began “adopting” children in the Murphy School District Head Start program in 1996, following County Manager David Smith’s call for agencies to be more involved with the surrounding communities. At that time, the District supported 100 children at one school. During the first year, more than \$400 was raised to buy each child a Nerf soccer ball, fruit and other goodies. By the third year, the District’s support expanded to include the entire school district’s Head Start program, which now supports 280 children.



“This program symbolizes what the holidays are all about. It’s the District’s way of giving something back to the community that it is so proud to be part of. Watching the children’s excitement as they receive their gifts is enough encouragement to continue our efforts every year,” said Tim Phillips, chief engineer and general manager of the District.

If you would like to make a donation to the Murphy Head Start project or have questions about the District’s fundraising efforts, please contact Diane Smith at (602) 506-4440.



**It's a new year!
Guess what makes me happy??
We still have Casual Days
until January 25!**

**There's still time to buy those stickers,
wear casuals to work....
and help coworkers through the E.A.S.E. program
to have a happy 2008!!!**

Only You Can Be a County Hero!!

