

AzCAnections

A QUARTERLY NEWSLETTER FOR THE EMPLOYEES
OF ARIZONA'S CHILDREN ASSOCIATION
AND ITS FAMILY OF AGENCIES

Connecting to AzCA

Over the past year in AzCAnections we have examined the long-term vision and strategy for Arizona's Children Association and how our work every day helps to move us toward accomplishing our long-term goals. In this issue of AzCAnections we examine the final two strategies:

#9 Continuing to focus on good employee recruitment and retention, and continuing to manage controllable turnover to below 10%;

#10 Expansion of the training area for ongoing support and enhancement of the human resources within the agency. (continued inside)

The Clear Connection

In this issue of the "Clear Connection," we celebrate those employees whose dedication, knowledge, enthusiasm and experience have a direct impact on our continued success. Congratulations to our 2007 Employees of the Year:

Colleagues of **Anna Loebe**, Employee of the Year in the Southern Region say that she is a "dedicated, caring professional... big smile...represents the highest standard in cooperation and collaboration."


Chris LeBlanc, Employee of the Year in the Corporate Office has worked in the development/marketing department for four years. Chris' colleagues say he's "hard working...creative...very much a team players...totally supportive of AzCA and our mission....and tells great jokes. Chris is cognizant that any dollars we save or make will go towards kids and families."

Mary Joanna Contreras, senior family specialist, is the Mid-Central Employee of the Year. Joanna was chosen due to her "outstanding ability to work as a team player....does not hesitate when a challenge is set before her....shows genuine

concern for our client's needs and never lets them down.... established positive working relationships with DES and motivates families towards success. In addition to her dedication to AzCA, she is working towards a master's degree."

Jodi Oen is the Northern Region Employee of the Year. Those who work with her have described her as "steady and supportive...highly reliable and responsible....loyal...great team player with a good sense of humor."

Alma Chavez is the Western Region Employee of the Year. She has "positive relationships with all Yuma employees ...she never seems to have a bad day... stays late and comes in early to complete tasks that need immediate attention."

Congratulations to **Sarah Chavez**, Central Region Employee of the Year. Sarah is "a team player in the truest sense of the word....she is so proud to be a part of Golden Gate and proud to be working with the community, and she inspires all of us to feel the same way. Sarah is always willing to work even when she is beyond busy." 



Dear AzCA Employees:

The focus of this issue of AzCAnections is employee recruitment, retention and training.

Of all of the strategies we work toward to help us achieve our long-term goals, these have the most to do with our continued agency success. Our employees are our most valuable asset. You make the agency run and bring our mission to life. We do our best work on the "outside" when our employees are satisfied by our work on the "inside." By sharing your knowledge, experience, culture and outlook, you make us stronger and better. We want to keep you on board and try to figure out with you how to do that. The annual confidential staff satisfaction survey is one way of doing that. Tracking and measuring turnover is another. At the beginning of each fiscal year, each region is assigned a turnover goal, and throughout the year we all measure ourselves against that goal. We welcome your input and suggestions for making your workplace the most employee-friendly it can be. Thank you for your continued hard work.

Sincerely,

Fred Chaffee, *President and CEO*

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ARIZONA'S CHILDREN
ASSOCIATION

Protecting Children. Preserving Families.
Across Arizona Since 1912.

Would You Believe?

CELEBRATING AzCA
ANNIVERSARIES
SEPT 2007- NOV 2007

20 YEARS

Nan Nelson

15 YEARS

Eli Hyland
Mary Lyman

10 YEARS


David Oliver

5 YEARS

Linda Jean Card
Francisco Jaime
Barbara Austin
Guadalupe Duran
Curtis Bissonette

Connecting to AzCA - part 2

"As a strategy to attract qualified applicants, and particularly bilingual/bicultural applicants, the Human Resources Department has been actively involved in external job and career fairs that provide significant exposure and information about the type of services we provide in the community," said Rebecca Hill, director of Human Resources. "We continually communicate and market our agency and share position vacancy information among community members, minority associations, colleges and universities, as well as current employees." Approximately 35% of successful recruitment results from "word of mouth" about our agency from current employees.

Retaining employees is an equally important endeavor for the Human Resources Department. "We actively develop an organization where employees want to work, and take pride in being part of the agency," said Rebecca. "Our annual employee satisfaction survey indicates an overall morale index of full time staff at or more than 79%. We remain committed to addressing areas where improvement is needed." 


Hiring, and Keeping the Best

Michael Wydra and Andrea Fries exemplify 'developing an organization where employees want to work.' Their supervisor Brenda Tomlin says, "the style of Andrea and Michael is always positive. They're the first ones in the office and the last ones to leave. They are completely involved with supporting their staff. The satisfaction number for the HRSS program is almost 90%."

"When we hire people we look at how they're going to fit in to our group," said Michael. "We support each other every day whether it's work, life or family." The HRSS department shops for lunch food together each week, and eats lunch together every day. Recently a group of employees has signed up for Weight Watchers and they are all helping each other out. Scott Thiel maintains a workout routine for the group and Kristie and Melinda have lost more than 40 pounds!


Sherie Gifford is Connected to the Community

For four years, Sherie Gifford was the AZEIP program coordinator for Arizona's Children Association in Yavapai County. She recently became kinship program coordinator for AzCA. In her former position, Sherie became very involved in a variety of community issues related to early childhood development. She was a founding member of Yavapai Communities for Young Children (YCYC), a consortium of community groups that came together to enhance efforts for early childhood development in Yavapai

County. "There's a direct link between my work for YCYC and my current position," says Sherie. "I have traveled the county and I'm part of many community issues that have to do with early childhood development." As efforts for the new First Things First initiative progress across Arizona, Sherie is 'linked in' to the most current program developments for early childhood education in northern Arizona. That's good for children, good for families and good for AzCA. *Win. Win. Win.* 

Moving Forward with a Well Trained Workforce

"Quality training is vital to our ability to move forward with a strong and well-trained workforce," says Rebecca Hill. As statewide director of Human Resources and Training, Rebecca oversees all training functions and also chairs the Cross Regional HR/Training Committee which identifies training and supervision needs and resources in each of the regions. In addition to Rebecca, the committee includes the two training coordinators and delegated members from each of the Regional Management Teams. Other interested stakeholders are welcome to participate.

All AzCA trainings comply with all licensing and regulatory requirements. Training information and the monthly training newsletter are also posted on the agency-wide server for ongoing review, as needed. Compliance is tracked and reported monthly to supervisors or managers. Non-compliance matters are reported to Regional Directors. Employees are granted specific timeframes to complete training requirements. 


A sincere thank you to all employees who made a contribution to the AzCA employee giving campaign.

At present, we are showing a 363% increase over last year's total!


We appreciate your generosity.

New Employee Orientation (NEO)

New employees are required to complete 48 hours of training during their first year with the agency and 24 hours each year thereafter. Mandated training sessions are offered live at AzCA, RBHAs, and other community organiza-

tions as well as online. The training staff ensures that all AzCA regions and programs receive consistent, quality training that complies with external mandates and satisfies AzCA standards. 


Management Training

The HR/Training Director provides management training and leadership development to all supervisors and managers within the agency. 

In a unique development in the Central Region, training coordinator Phyllis Habib facilitates monthly Supervisor Groups which allow all supervisors in the Region to come together to share experiences and problem-solve. "When our supervisors bring their experience, knowledge and thinking to solve employee issues, everyone benefits," said Phyllis. "Supervision is definitely an area where many minds can be better than one."

On-Going Training

The Training Division ensures that our on-going training meets all licensing and regulatory standards and contract specifications. In addition, they conduct periodic surveys to elicit training priorities from staff. Over the past year a variety of Quarterly Training Forums, taught by staff, for staff,

offered an assortment of educational topics to enhance the skill levels of employees. These Forums are also an important opportunity to spotlight staff members with exceptional experience, scholarship and achievement. 

Linked to Each Other AzCA Programs Of The Year

These AzCA "Program of the Year" winners represent the hard work of their supervisors and employees. Congratulations to our 2007 award winning programs:

Mid-Central Region:

In-Home Services



Michelle Running, program supervisor, has had zero turnover among her eight staff who deliver this high intensity service in the areas of Pinal and Gila Counties.

Northern Region:

Yavapai Foster Care and ICPC

Southern Region:

The KARE Center




The KARE Center Staff

Western Region:

Yuma Foster Care

Central Region:

Foster Care and Adoption Program
Family Builders Program 

Watch Us Grow

Welcome New AzCA employees since
Sept. 1st, 2007 through Nov. 30th, 2007

CENTRAL REGION

Amber Adams	Melissa Lewis
Julie Brunzie	Alexandria Moorer
Edith De Los Rios	Juan Olalde
Erika Escobedo	Marcelino Pagan
Pamela Fortune	Angela Pergola
Sarah Ganyo	Lidia Sanchez
Deanna Hearon	Lisa Shaw
Verilyn Jackson-Downing	Leah Stegman
Melissa Knott	Martha Vergara

MID CENTRAL REGION

Monica Aguilera	Michelle
Mary Bonilla	Rodriquez
Julie Clark	Jessica Strickland
Sara Larson	Rolanda Thomas
Jane Lord	Kamaria Williams

NORTHERN REGION

Matthew Cherry	Julie Spear
Peter Edwards	Angela Stickney
Emeline Phipps	

SOUTHERN REGION

Nora Aguilar	Frederick Lassiter
Karen Ashcraft	Glenda Lundgren
Mary Chadene	Alicha Martinez
Atkins	Graziela Martins
Patricia Baker	Daniel Maxwell
Magaly Bedoya	Maria Nichols
Andrew Benavidez	Joseph Nutini
Stephanie Birchard	Pamela Treiber
Peggy Boren	Opper
Sally Brisbine	Tiffany Pate
Margarita	Michelle See
Dominguez	David Tate
Susan Dudley	Jamie Lynn Thistle
Kristina Fortner	Miguel Velarde
Alycia Gomez	Michelle Walior
Maria Harris	Kerrie Yarnell
Dora Kafkaridou	

WESTERN REGION

Gail Williams



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I Approve This Arwork WITH CORRECTIONS.

Corrections Required. PLEASE SEND NEW PROOF.

Signature _____

Date _____

Connected to You

Who's Who in HR

The Human Resources staff works hard to ensure you have the information and support you need. Here's who to contact with your specific questions:

Rebecca Hill, Director of Human Resources
Personnel Policies, Employee Relations (Discipline/Terms), Legal Issues, Compensation & Classification, Management Training, and over all HR functions
520-622-7611 EXT. 1437 520-204-0540 (Cell)

Lilia Corona, HR Manager, Phoenix
Statewide Recruitment (advertisements and requests to hire) and General HR for CAZ/MCAZ
602-234-3733 EXT. 115

Michelle Machado-Rooney, HR Manager, Tucson
Employment Verifications, Employment References, Employee Certifications and Credentialing, Contractors, FMLA, Workers Compensation, & SAZ new employee (HR) orientation
520-622-7611 EXT. 1406


Elizabeth Hightower, Benefits Specialist, Tucson
Statewide Benefit issues (health, dental, life, disability, voluntary, COBRA, 403B retirement/savings, open enrollment, health fairs, etc.)
520-622-7611 EXT. 1442

Linda Robnett, Records Specialist
Statewide personnel files and HR compliance reports
520-622-7611, EXT. 1335

Diane Dvoskin, SAZ Training Coordinator
520-622-7611, EXT. 1329

Phyllis Habib, CAZ Training Coordinator
602-233-0017 602-403-8338 (Cell)

Flu Season Lasts Longer Than You Think

Many people know influenza season begins in the fall, but do you know when it ends? If you have not been immunized yet, you still have a chance to protect yourself against this serious respiratory disease. In most seasons, influenza virus activity peaks in February or March, so vaccination throughout the entire influenza season is beneficial and recommended. To find an influenza vaccine provider in Arizona, visit www.fluclinic.org, the largest on-line directory of public influenza locators. Adults and children with chronic medical conditions such as asthma, chronic obstructive pulmonary disease (COPD), heart disease and diabetes are at increased risk for complications from influenza and should be immunized every year. People 50 years of age or older, pregnant women and children ages six months to five years, as well as household contacts of persons at high risk should also be vaccinated to help prevent influenza-related complications and the spread of this dangerous disease. 

Editor's Note: We hope you enjoyed this issue of AzCAnections. If you would like to give us feedback or submit an article, please email us at AzCAnections@arizonaschildren.org or fax to AzCAnections 602.248.8150.

Arizona's Children Association is committed to multicultural diversity and is an Equal Opportunity/Affirmative action employer. Women, minorities and other protected classes are encouraged to apply.

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