



Arizona Health Care Association

Certificate of Attendance

This is to document that

Terri Lima

Attended

Customer Service Extraordinaire

2.5 hours on February 18th, 2016 ♦ Abrams Public Health Center , Tucson, AZ

NCIA Approval #: NCA-FY16-AHCA

Signature of Sponsor: _____

David A. Voepel, Executive Director