

RECORD TIMES

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A monthly newsletter for employees of the Clerk of the Superior Court's Office



Office CASEbook accounts begin opening this month

Winners of the C.A.S.E. (Celebrating And Saluting Employees) Awards begin to be announced and posted to newsletter

Social media has Facebook and the Clerk of the Court's Office has its CASEbook. CASEbook is the place (in the employee newsletter) where employees who have been awarded a C.A.S.E. Award for their excellent service can be found. The Customer Service Center (CSC) staff are the first ones to be enrolled in the 2017 version of CASEbook, but staff from the other Office locations will soon follow in the next several weeks. To view whose service has been LIKED from the CSC, see the photo on the left and photos on [page 4](#).

IN THIS ISSUE:

Page 2 - Michael's Message

Page 3 - Timely Service

Page 4 - Clerk Connection

Page 6 - County Chronicle

Page 7 - Employees of the Quarter

Page 8 - Employee News

Page 9 - Special Spotlight

Page 10 - Special Features

Go Team! - The Distribution Team was the first recipient of the 2017 Teamwork Award as part of the Celebrating and Saluting Employee Recognition Program. Team members from left to right are: **Sushmy Ballachanda**, **Nina Parmar**, **Sophia Yanes**, and **Sarah Dignard**. They were honored at the Customer Service Center event.

Do you know about the RFR project?

by Jeanette Farrison, Business Analyst

In 2015, the Restitution, Fines/Fees and Reimbursement (RFR) Project Team was tasked with designing and developing a replacement for the current RFR System of the Clerk of the Court's Office. The RFR Team consists of the Clerk employees shown in the picture to the right. There are also several contractors contributing to the development of this important system. The purpose of the RFR application is to track and release the monies owed...



The RFR Team! - Pictured (from left to right sitting): Jeanette Farrison, Steve Lauer, Shyamala Nazareth, Oscar Garcia, Don Christoph, Scott Hensel, Brian Herron, Lisa Hebert, and Ron Bitterli. (from left to right standing): Ken Troxel, Lorne Lambries, Appachu Ballachanda, and Gail Totter.

Continued on page 5...
See "[What is the RFR Project](#)"

Michael's Message

by Michael Jeanes
Clerk of the Superior Court
Maricopa County, AZ



County Government Month & county quiz



This month is "National County Government Month." There are **3,069 county governments** in the U.S. and according to the National Association of Counties, there are more than **3.6 million county employees**. I hope you are proud of working for one of the nation's leading county governments – Maricopa County – and serving in THE BEST office in Maricopa County – the Clerk of the Superior Court's Office!

For the past several weeks, I have been highlighting Arizona's counties in my "It's Friday" message. I hope you have found it interesting learning a little more about our 15 Arizona counties. I thought, in recognition of it being National County Government Month, and with my recent Arizona county profiles in mind, I would have a little fun in this month's column by having a short **Arizona County Quiz**. See how well you do. The answers are below:

- 1) What Arizona (AZ) county borders with the most counties?
 - 2) What AZ county borders with the least counties?
 - 3) What AZ county was the subject of being split apart in the 1990s?
 - 4) What are the four oldest AZ counties?
 - 5) What AZ county boasts of having more than 1,000 miles of shoreline?
 - 6) What AZ county is named after a river that flows north to south?
 - 7) What is AZ's newest county?
 - 8) What AZ county is the second largest in the nation geographically?
 - 9) How many AZ counties are named after Native American tribes?
 - 10) Where does AZ rank in the nation in the amount of counties it has?
- A) 50th B) 48th C) 43rd D) 30th E) 15th

ANSWERS: 1) Graham (7); 2) Santa Cruz (2); 3) Maricopa. The newer county was going to be possibly called "Red Mountain;" 4) Yuma, Mohave, Yavapai, Pima; 5) Mohave; 6) Santa Cruz; 7) La Paz; 8) Coconino; 9) 8; 10) C

Upcoming Munches With Michael

SE JUVENILE

Noon - 1 p.m.,
May 3
Cactus Room

NORTHWEST

Noon - 1 p.m.,
May 9
Jury Room 124

SE ADULT

Noon - 1 p.m.,
June 16
Conference Room

DOWNTOWN

Noon - 1 p.m.
June 12
TANG Conference Room, 3rd Fl, ECB



Timely Service

Timely Service - A section of recent email messages, note cards, phone calls, and letters about Clerk employees who provided *timely service*.

SURVEY CARD COMPLIMENTS

Southeast Marriage Licenses and Passports

- **Sena Allen** - "Sena was great! Very helpful."
- **Connie Sinsabaugh** - "Connie did a wonderful job! She was extremely helpful during the passport process."
- **Regina Romero** - "The customer service was excellent. Regina took the time to help me and provided great customer service."

CO-WORKER COMPLIMENTS

About: **SEA Teams, Vanessa Martinez and Leah Lindahl**

From: **Angelica Mejia**

"I would like to send a huge thank you to the SEA COC Teams, Vanessa Martinez and Leah Lindahl for staying focused and working so diligently. They have completed and/or assisted with several cross-training phases within the last eight months which have highlighted their adaptability and willingness to learn. Thank you for all of your hard work and dedication!"

About: **Denise Hill**

Denise Hill at the Southeast Adult facility was recently complimented by one of her co-workers for doing such a great job in cross-training at the File Counter.

About: **Newsletter Submitters**

From: **Len Keso**

"I want to thank everyone who takes time to submit news items, co-worker commendations, and employee news for the newsletter each month. I also want to thank everyone who has taken time to submit a photo of themselves on vacation

for the special newsletter feature each month. Your submissions are greatly appreciated!"

CUSTOMER COMPLIMENTS

About: **Sheila Bullock**

Office Receptionist **Sheila Bullock** received a short but sweet compliment in an email from a customer she recently assisted. The customer wrote, "Thank you for your quick response Sheila! You give GREAT customer service!"



About: **Rene Smyth**

Supervisor Tina Barrett recently received a phone call from a customer that was about **Rene Smyth**, who works in Disposition/Abstracts at the Customer Service Center. The customer wanted to let Tina know how helpful Rene was to him in answering all of his questions and for faxing the information he needed. He was very grateful for how well she took care of him and said that he appreciates the office having people like Rene. He said she was "fantastic."

About: **Sharon Szakacs**

A customer at the SEA Marriage Licenses and Passports Office asked to speak to a supervisor because she wanted to share how pleased she was with the service of **Sharon Szakacs**. The customer said she was very thankful for how helpful and friendly Sharon was while processing her and her fiance's marriage license at the end of the work day.

CLERK CONNECTION

CSC CASEbook award entrants...continued from page 1



PHOTOS

1 - Customer Service Award - Ruben Trejo;
2 - Excellence Award - Brian Herron; **3** -
Excellence Award - Ravi Goud; **4** - Leadership
Award - Ramon Flores; **5** - Teamwork Award (ITG Systems
Administrators and DataBase Administrators Team) from left
to right: Brian Herron, Lisa Hebert, and Steve Lauer. Not pictured
Ruben Trejo and Andy Kish; **6** - Teamwork Award (ReWrite Team)
from left to right: Appachu Ballanchanda, Jeanette Farrison, and
Don Christoph.



CLERK CONNECTION

...continued from page 1 - What is the RFR Project?



...by one party (business, individual or other) to another party (business, individual, other or agency). It also keeps track of the remaining balances due, delinquencies, etc. These financial obligations are usually ordered through the Superior Court or probation officers for both adult and juvenile cases and can stay active until paid in full, which can take decades to occur.

The current RFR system manages over \$2.5 billion in court-ordered assessments. The RFR Project Team is projecting to implement the new RFR system in 2018.

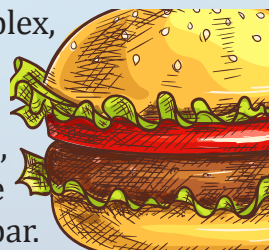
Passport applications are rising

The temperature isn't the only thing going up in Maricopa County – so are passport applications. In the month of March, the Clerk's Office received **9,076 passport applications** at all of its locations. Over the past few years, the average amount of passport applications processed per month has been 4,500. The previous monthly record was 7,414 in March 2016.

In related news, the Customer Service Center opened its doors on two Saturdays this month to help accommodate the increased passport demand. On these Saturdays, staff processed **193 passport applications**, issued **nine marriage licenses**, and processed **650 certified copies** of marriage licenses.

Newly renovated Durango Grill Cafe is open

The Durango Grill Cafe, located at 3341 W Durango St. in Phoenix at the Durango Complex, completed its renovation and is open for business. The Cafe, which is open from 6:30 a.m. to 2 p.m. Monday - Friday, recently made renovations including new paint, floors, furniture, and kitchen equipment. Items vary on the Cafe's menu including burgers, sandwiches, smoothies, vegetarian options, daily specials, and a salad bar is planned to be included in the near future. Breakfast is served all day and there is also an espresso/coffee bar.



The remaining 2017 Service Pin/C.A.S.E. Award events

- May 1 - Durango Juvenile / 12:15 p.m. / Large Conference Rm #1164
- Northeast (to be rescheduled)
- May 15 - Southeast / 12:15 p.m. / Saguaro Room @ SEJ
- May 31 - Northwest / 12:15 p.m. / Jury Room 124
- June 13 - Downtown / 12:15 p.m. / Supervisors' Auditorium



The County Chronicle

News items from Maricopa County

Don't let your opportunity close on Open Enrollment



Here are a few reminders regarding this year's Open Enrollment:

- Open Enrollment ends on **Friday, May 12.**
- Submit your elections at <https://portal.adp.com>.
- If you do not make changes for Plan Year 2017-2018, you will automatically be re-enrolled in the health coverage you had for Plan Year 2016-2017. However, payroll deductions for contributions to your Flexible Spending Account (FSA) and Health Savings Account (HSA) will not carry over.
- You will not need to re-enroll your dependents, as long as they were enrolled in coverage in Plan Year 2016-2017 and they meet eligibility requirements.
- If you waived coverage in Plan Year 2016-2017, your coverage will continue to be waived for Plan Year 2017-2018.
- To obtain more information about Open Enrollment, you may visit the Employee Benefit's website, [here](#).

Wellness Incentive deadline extended to June 30

The deadline to earn your 100 points that qualifies you for the Wellness Incentive where you can save up to \$60 a month has been extended to **June 30**. To find out your current point balance and how you can earn additional points, visit the [StayWell Portal](#).

Employee Health and Fitness Day on May 20

In recognition of National Employee Health and Fitness Month, Maricopa County and the City of Phoenix have joined together to sponsor an **"Employee Health and Fitness Day"** on May 10 that features a morning two-mile group walk. This is the fourth year for the two government entities to host this event that is being held in Downtown Phoenix.

The event begins at 7 a.m. outside of the Board of Supervisors' Auditorium and continues to Chase Field. It includes a bonus lap inside the concourse level of the stadium and then loops back. The estimated walk time is 45 minutes.

The event is a friendly competition between the City and County to see who will have the most employees participate in the walk. The event is on personal, not paid time. If participation will cause you to report to work late, please get your supervisor's approval to attend and use vacation time for any time off required. To register for Fitness Day walks, you may visit the event registration site [here](#). You must register by May 9 to participate.



EMPLOYEES of the QUARTER

The Honorees For January - March 2017

Cyndie Rego / Criminal Financial Obligations Unit

Nomination - During a time when the team was searching for and eventually bringing on a new supervisor, Cyndie took the initiative to establish training classes and schedules for new hires to ensure they were properly trained, while auditing every document they produced. She kept the manager informed along the way on any issues she felt were relevant to the success of the new hires. Additionally, she made herself available to coworkers for questions and ideas on handling difficult issues, all the while maintaining a smile and showing appreciation to her fellow team members. She also developed the procedure for the new Victim Locate project while simultaneously working the process and directly disbursing \$141K in victim restitution. Cyndie is knowledgeable and supported the lead and manager while the new supervisor search was underway. Her willingness to jump in, along with her knowledge and patience through this transition, was vitally important to maintaining the continuity of the team.



MARIA HUITRON / Southeast Adult Marriage Licenses and Passports

Congratulatory Note From Deputy Director - Congratulations on being selected as the Employee of the Quarter for the first quarter of 2017! You were selected because of the multiple customer service compliments you've received in your short tenure with our office. We received an email from a customer who thought so much of the high level of service you provided that he sent his compliment to the Maricopa County Chairman of the Board of Supervisors, another Board of Supervisors member, and the County Manager. He spoke of the helpful, courteous and efficient service you provided to him and his family in processing their passport applications.

In addition, another customer complimented you on your pleasant disposition, positive attitude, and professionalism. This high level of service is what we strive to provide our customers every day and I know your supervisor and manager appreciate your hard work and positive attitude.

Maricopa County honors long-serving employees



On April 26, 12 county employees, two of whom work for the Clerk of the Court's Office, were recognized for their 30 or more years of service to the county by the Board of Supervisors at special ceremony. Pictured to the left (from left to right) are: Chief Deputy **Chris Kelly**, Clerk of Court (COC) Service Honoree **Jan Price** (30 years of service), Deputy Director **Nancy Rodriguez**, COC Service Honoree **Maridel Soileau** (30 years), and Deputy Director **Becky Steele**. Maridel serves in Probate Registrar/Document Management and works at the Old Courthouse and Jan serves in Criminal Financial Obligations and works at the Central Court Building.

The Inside Track

on Employee News

1

2

3

4

OFFICE ANNIVERSARIES

The following Clerk of Court employees celebrate milestone anniversaries with the Office in April:

15 YEARS

Jackie Ortiz

10 YEARS

Tiffany Nosker



NEW EMPLOYEES

The Clerk of the Superior Court's Office welcomes the following new employees:

- **Courier - Christopher Taylor**
- **Courtroom Clerk - LaCresha Bradley, Erica Golden, and Janet Hoskins**
- **CSC Fileroom/Projects - Jeanette Scifers, Linda Wagman, Amanda Tomczak, Joshua Thill, Christy Davis, and Igor Keranovic**
- **CSC Public Records - Andrea Lucas**
- **Downtown Filing Counter - Rebecca Mallard**
- **Exhibits - Charlotte Concholar**
- **Family Support Services - Deidra Flores**
- **Human Resources Analyst - Andrea Constanzer**
- **Juvenile Courtroom Clerk - Rebecca Elvir Calles.**
- **Juvenile Durango Operations - Mayra Salgado**
- **Management Resources - Jannet Ortega**
- **Southcourt Tower RCC/EDC - Diana Muniz**

WELCOME
ABOARD

EMPLOYEE MOVES

- **Kevin Dotson** was promoted from a Court Operations Specialist at Northwest to a Courtroom Clerk at Durango Juvenile.
- Juvenile Courtroom Clerk **Errol Berman** transferred from the Old Courthouse to Southeast Juvenile in Mesa.
- **Akin Matthews** transferred from CSC Support Services to Exhibits.

SERVICE PIN STAT



This year, **89** Clerk of the Court employees are receiving a service pin from the Clerk's Office and/or from Maricopa County. These employees represent a total of **1,180** years of experience. The record amount of service pins distributed occurred six years ago when 135 employees, totalling 1,395 years of experience were recognized.

Special Spotlight

on the Administrator team members

This Month: **Debora Wells-Guevara**



Title: Administrator, Courtroom Services / **Years with Office:** Five in July
Something You Enjoy About Your Job: Most of all, I enjoy knowing that the work done by COC is important and impactful.

What Areas Do You Oversee: Satellite facilities and Juvenile

Your First Job: A waitress at Big Boy...I needed money to buy records.

Hometown: I was born in Indiana; however, I am a "corporate brat" so when I was young we moved frequently. I don't really claim anywhere specifically as "home," other than California where I chose to live after graduating law school, started my career, and lived there the longest before coming to Arizona.

Something Memorable You Have Done: I have visited the U.S. Supreme Court.

A Hobby or Favorite Activity: I love soccer and tennis.

Best Vacation Spot: Cancun, Mexico (or anywhere in the Caribbean).

Favorite Place to Eat Out: Blue Water Seafood Market in San Diego, CA (the best seafood and a must-do whenever in San Diego). **Locally:** Four Peaks Brewery in Tempe.

Favorite Meal: Fresh crab cocktail, fresh shrimp

Favorite Sports Team or Sport: Can't have just one, but love soccer (futbol!)

Who Is Someone You Would Like to Meet: Zenadine Zidane, retired soccer player and coach, Real Madrid.

Your Favorite TV Show or Movie: *The Joy Luck Club*

Your Favorite TV Show When Growing Up: Ed Sullivan

Something You Are Proud Of: Founding partner of my CA law firm, Friedman & Wells-Guevara

If Given A Chance, What Would You Like To Be For A Day: Wonder Woman (I mean come on, look at that outfit!)

Something On Your Bucket List...Travel to Europe

What Is The Most Interesting Job You Have Had: a DJ

Advice For A New Employee: Become a good student as you will never stop learning.

What Do You Like Most About This Office: There are many skilled, smart, talented people working here.

A Favorite Quote: "You always have a choice."

What do you like to do in your spare time: There is no spare time! Who has more time than they can use?

What Is An Ability You Wish You Had: I would like to be like the shapeshifting, Blue Mystique from X-Men and take on the form of anyone. I could go anywhere and be anyone or anything!

What Is Your Dream Car: Mercedes Benz SL convertible

Have You Ever Won Anything? What Was It? Yes. It was a tennis tournament. I won singles, doubles, and mixed doubles all in the same tournament.

What Is Your Favorite Fruit and/or Vegetable and Least Favorite: Favorite - Apple / Least Favorite - Cherries

Who Would You Like to See In Concert: Bruno Mars

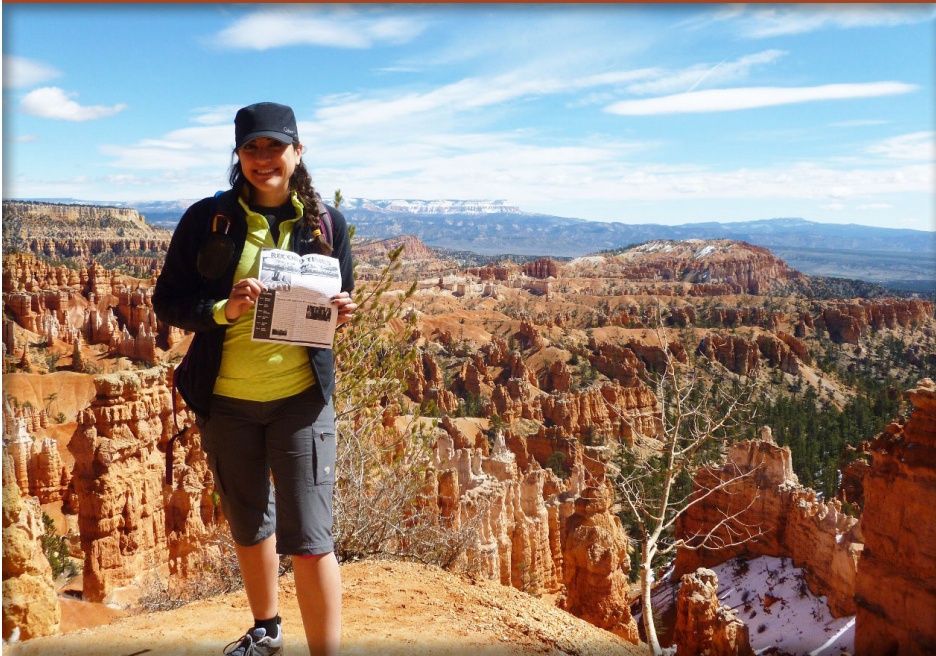
Who Has Been The Most Influential Person In Your Life And Why: My first love, my father, as he taught me that no one was going to give me anything other than a hard time if I did not learn how to work hard.

Three Business Skills You Think Are Important: 1 - Communication 2 - Adaptability 3 - Organization

Best Advice Someone Has Given You: "Do not limit yourself to what is easy or easily available. Dream big, work hard, and believe in yourself."

Special Features

Where in the world has the Record Times been?



Employee takes newsletter to national park

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, it was seen with the Clerk of the Court in the U.S. territory of Puerto Rico. This month, it is found in the territory of a U.S. National Park.

Pictured above is Juvenile Courtroom Clerk **Erica d'Entremont**, who posed with the newsletter at Bryce Canyon National Park in Utah. She was in the state participating in a half-marathon.

You may submit a photo of yourself with the *Record Times* at any time for this feature. To submit a photo: **1)** Print the newsletter front page; **2)** Take a photo(s) with the page during your vacation (horizontal format is preferred); **3)** Email the photo(s) to Len Keso with your name, department, and a photo description, along with any other interesting details of the photo/vacation.



TIMES past

The photos above were taken in 2002 on the last night of the Clerk's **After-Hours Filing Window**. The After-Hours Filing Window closed permanently due to the installation of the 24-Hour Filing Depository Boxes. The Window was open at the Central Court Building from 5 - 7 p.m. Monday - Friday. **Anna Valenzuela** (top photo, right) is still a current employee of the Office.

The Month of April

- A few facts about the month of April:
- It is thought that the name April comes from the Latin word "to open", and is believed to have been used to describe the opening of the trees that happens during springtime.
 - The diamond is the birthstone of April.
 - Sweet Pea is the official flower of April.
 - Noah Webster copyrighted the first edition of his dictionary April 14, 1828.
 - George Washington was inaugurated as the first president of the United States of America on April 30, 1789.
 - April begins on the same day of the week as July each year.
 - The Titanic sank on April 15, 1912.
 - The Revolutionary War began on April 19, 1775.



Take

This month's list of five is ... **the top five botanical gardens in the U.S.**, according to *USA Today's Reader Choice Awards*:

- 1) Minnesota Landscape Arboretum, Chaska, MN
- 2) New York Botanical Garden, Bronx, NY
- 3) Missouri Botanical Garden, St. Louis, MO
- 4) **Desert Botanical Garden, Phoenix, AZ**
- 5) Mendocino Coast Botanical Gardens, Fort Bragg, CA

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Chris Kelly - Chief Deputy / Len Keso - Editor