

# RECORD TIMES

June  
2017

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

## Award-Winning Teamwork – Family Support Services



C.A.S.E. Teamwork Award winners from Family Support Services are (front row, left to right) Catherine Gray, Soila Garcia, Karina Tarango-Solis, Muhammad Azam, Deborah Johnson, Darlene Pierson, and Linda Valdez. (Back row, left to right) Scott Buckman, Jessica Quintanilla, Lisa Bonilla, Dominique Moreno, and David Shuell. Not pictured: Elisa McGrath.

## Who won a CASE?

More than 40 employees honored this month through Office's Employee Recognition Program

Who won “the case” may be a question heard daily in Court, but who won “a C.A.S.E.” is only heard once a year in the Clerk of the Court's Office. The reason being is C.A.S.E., which stands for Celebrating And Saluting Employees, is a recognition program that is only held once a year to recognize the outstanding efforts of staff. The C.A.S.E. Awards are presented at each office location and the Northeast (NE) and Downtown (DT) Office areas were the final locations to have the event this year. Like the other Office areas, NE and DT staff were recognized for their performance in teamwork, customer service, leadership, and overall excellence. Photos of the recent winners are on [pages 5 - 7](#).

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## Victim Locate Program's success recognized



In 2010, the Clerk of the Court's Office launched a program called Victim Locate (VL) to find the victims of crime who had not received their court-ordered restitution. To date through VL, the Office has issued a total of **6,619 checks** and placed **\$1,707,704** into the hands of victims who were owed the restitution.

Recently, one victim was found who was owed \$6,500 from a 1992 case, another victim received more than \$11,000 from a 1994 case, and another person received \$10,661 for a case from 2012.

The VL staff use multiple sources and contacts to locate victims whose information was either missing or outdated.

“I am very proud of our staff's efforts,” Deputy Director Becky Steele said. “They are committed to finding victims who are owed restitution and rightfully proud when their work produces the results represented by these numbers and examples.”

# Michael's Message

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



## It depends how you look at it

At the recent Downtown CASE Awards/Service Pin event, I was sharing with staff how many of the awards presented to employees reflected their positive attitudes. This is such an important quality to have and it is so good to hear that so many of you are striving to demonstrate a positive attitude daily. It reminds me of an anecdote that I shared about 10 years ago on having a positive attitude. Here it is:

A man pulled into a gas station on the outskirts of town. As he filled his tank, he remarked to the attendant, "I've just accepted a job in town. I have never been to this part of the country. What are the people like here?"

"What are the people like where you came from?" the attendant asked.

"Not so nice," the man replied. "In fact, they can be quite rude."

The attendant shook his head. "Well, I'm afraid you will find the people in this town to be the same way."

Just then another car pulled into the station. "Excuse me," the driver called out. "I am just moving to this area. Is it nice here?"

"Was it nice where you came from?" the attendant inquired.

"Oh, yes! I came from a great place. The people were friendly. I hated to leave."

"Well, you will find the same to be true of this town," the attendant said.

"Thanks!" yelled the driver as he pulled away.

"So what is this town really like?" asked the first man, now irritated with the attendant's conflicting reports. The attendant just shrugged his shoulders. "It's all a matter of perception. You will find things to be just the way you think they are."

I appreciate you and thank you for all that you do. I believe this is a great place because there are great people here. I am very positive about that!

**A** ATTITUDE  
**C** CHANGES  
**T** THINGS

Michael's  
Quote  
of the  
Month

**"When you wake up every day, you have two choices. You can either be positive or negative; an optimist or a pessimist. I choose to be an optimist. It is all a matter of perspective." - Harvey Mackay**

### Upcoming Munches With Michael

#### NORTHEAST

Noon - 1 p.m.,  
July 5

Multi-Purpose Room

#### DURANGO JUVENILE

Noon - 1 p.m.,  
July 18

Conference Room

#### DOWNTOWN

Noon - 1 p.m.  
July 27

TANG Conference  
Room, 3rd Fl, ECB

#### SE JUVENILE

Noon - 1 p.m.  
August 1

Cactus Room





# Timely Service

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

## CO-WORKER COMPLIMENTS

**From:** Angelica Mejia

**About:** SEA FC/CV File Counter staff and Craig Gallegos

"I want to take the time to commend the SEA FC/CV File Counter staff. On a regular basis they serve a high volume of customers and process numerous documents while taking in a multitude of payments. From April 2016 - May 2017, they processed 102,369 paid transactions. They are diligent and practice excellent teamwork. Way to go Team! You are awesome!"

"I also want to send a big THANK YOU to Craig Gallegos from ITG. He is prompt to assist with any technical issues at SEA. He makes himself accessible and always has a positive attitude. Thank you Craig!"

**From:** Dave Rosenthal

**About:** ITG PC Technicians

"I want to thank and acknowledge the PC Tech Team (Adrian Roberts, Craig Gallegos, Drew Billups, Gene Parker, Veronica Lama) on their dedication and effort this year. Each year we have the DRP or Desktop Refresh Program to update a certain amount of the office's computers. The numbers aligned this year where there are 1,000 machines that need to be refreshed. Updating this amount is no small task, but the PC Techs have taken it in stride and make the time to perform these updates in between everything else that comes their way on a daily basis. They have done an excellent job communicating, not only with each other, but with all of the necessary parties involved and they have continued to provide

great customer service. Again, thank you and keep up the great work!"

**From:** Laura Nelson

**About:** Chris Driscoll

"I would like to thank Chris Driscoll for his help locating a document. Many of us (including me) are gearing down for the weekend on a Friday afternoon after 4:30 p.m. and he went out of his way to track down the whereabouts of a document for me. His help was greatly appreciated. Thank you very much."



**From:** Leslie Groeneveld

**About:** NE Marriage License & Passport staff

"I would like to put in a thank you for our Marriage License/Passport team over here at Northeast for a job well done getting through the spring break season and into the pre-summer season; our busiest times. Celina Lopez, Caitlyn Troxel, Bory Reth, Trista Shephardson, Nicole Butzbach, myself, and Kristy Kee had phenomenal teamwork and flexibility to get us through such a crazy time. Also, a big thanks to our supervisors, Kelly Sleseman and Sheri Jaffe for coming up with a new check-in system to put the customers more at ease and move them through more efficiently."

# ...*Timely Service* *continued*

**From:** Gaile Raines

**About:** Joan Lewis

"I would like to give special thanks and props to **Joan Lewis**. She can do anything! Not only does she help at the file counter, but she also covers on phones, at the Old Court House, and on the Lower Court Appeals desk. I can't sing her praises enough. Thank you Joan! I hope you know how much we appreciate your go-getter attitude and the style in which you do it."

**From:** Aaron Nash

**About:** Trip Reduction Survey Participants

"Maricopa County recently conducted its annual trip reduction survey. Each county department must have at least 60% participation from each location that has more than 50 employees. The Clerk's Durango and Downtown locations had 76% participation or more and the SEF had 100% participation. Thank you to everyone who participated by completing the survey!"

## CUSTOMER COMPLIMENTS

**About:** Penny Dalton

Judge Bachus sent an email to Courtroom Services Supervisor Kathryn Martin to inform her of the excellent work of Courtroom Clerk **Penny Dalton**. The judge wrote, "Penny is excellent. She has been fantastic to work with in this division. She is timely with her minute entries, which are detailed and accurate. I don't know what we would do without her!"

**About:** Chris Cerrato and Scott Hensel

An employee from an agency, who **Chris Cerrato** and **Scott Hensel** helped set up access to OnBase, sent an email to the Office to thank them for their work. She said, "Chris and Scott were terrific and so patient with the process. I can't express what big a difference this access makes to our attorneys and to the clients we assist. I sincerely appreciate all that the Clerk's staff did to put everything together."

**About:** Lillian Barnett

A representative of a production company sent a thank you card to the office to express her appreciation for the assistance that **Lillian Barnett** provided to her. She wrote, "I can't thank you enough for all of the time and effort you dedicated to helping us with our production. The court is lucky to have a great worker and person like you."

**About:** Liz Ramirez

An attorney sent an email to the Office to compliment the work of Courtroom Clerk **Liz Ramirez**. He said he was impressed by Liz's attention to detail and her immediate response to help resolve an issue. He said, "Please accept my gratitude and best regards for performing your duty so well."



# AND THE AWARD GOES TO...

Photos of recent C.A.S.E Award winners

EXCELLENCE  
AWARD

Trista Shepardson



LEADERSHIP  
AWARD

Marenda Sullivan



LEADERSHIP  
AWARD

Kelly Sleseman



EXCELLENCE  
AWARD

Erika Hailes



CUSTOMER SERVICE  
AWARD

David Gunn



CUSTOMER SERVICE  
AWARD

Catherine Gray



LEADERSHIP  
AWARD

Veronica Morales



LEADERSHIP  
AWARD

Alejandro Fimbres





# AND THE AWARD GOES TO...

More photos of recent C.A.S.E Award winners

## TEAMWORK AWARD

Courtroom Clerks on Specialty Calendars  
(Pictured left to right)  
Theresa Sandoval, Alana Callahan, Mary Cabral, Laura Franco, Elisa Canas, and Julie Bower



Courtroom Clerks on Specialty Calendars  
(Not Pictured)  
Susan Fromm, David Gray, Lorie Stroud, Denise Greer, Kathy Apodaca, Linda Ceja, Chiquita Williamson, Olivia Hernandez, Patty Morquecho-Espinoza, and Rebecca Miller

## TEAMWORK AWARD

Downtown Civil/Probate/Family Court Courtroom Services Supervisors  
(Pictured left to right)  
Linda Berger, Wendy Thompson, Shannon Stulz and Michele Martinez



## EXCELLENCE AWARD

Alejandra Larios (center) received a nice surprise when Chief Deputy Chris Kelly and Clerk of the Court Michael Jeanes presented an award to her at her office in advance of the event due to different availability demands.



**Celebrating And Saluting Employees**





# AND THE AWARD GOES TO...

More photos of recent C.A.S.E Award winners

EXCELLENCE  
AWARD

Jennifer Myers



LEADERSHIP  
AWARD

Elisa McGrath



EXCELLENCE  
AWARD

Yvonne Zych



CUSTOMER SERVICE  
AWARD

Barbara Navarro



35 - YEAR  
SERVICE PIN  
RECIPIENTS

Michael Jeanes made a special presentation at the Downtown event to Mark Jensen and Darlene Pierson, who are the longest-serving employees in the Office. They each received their 35-year service pins.



CUSTOMER SERVICE  
AWARD

Elizabeth Ramirez



Photo Unavailable



# 2017





# CLERK CONNECTION

## LIQUIDy split help with bottled water drive



Maricopa County recently completed its annual Bottled Water Drive and they collected **21,146 bottles**, which surpassed their goal of 20,000. A major contributing factor to their success was due to the efforts of Northeast Courtroom Services Specialist **Kathleen Slabaugh**, who led efforts in 3½ days that resulted in 2,164 donated bottles at the Northeast Court Complex. The county says the water donation drive will provide 5,582 homeless people with water.

The Clerk's Office finished fourth in county department donations during the annual drive. In first place was the County Human Resources Office, who donated 6,000 bottles, and then the County Human Services Department, who donated 4,762, followed by the County Attorney's Office, who donated 4,360 bottles.

## Updated Case History Index available online

Staff at the Customer Service Center recently completed updating the **Case History Index** through 2016. The publication is now available on the Clerk of the Court's [website](#). The publication provides statistical information about court cases, including one fact that reports the total actions filed with the Office from the creation of the Office in 1871 through the end of 2016 (excluding juvenile cases, the Water case, and marriage licenses). As of Dec. 31, 2016, the total number of filings was **4,823,653**.



## Fees the moment

Due to legislative changes, most Superior Court fees will increase on August 9, 2017. Documents submitted for filing that are received by the Clerk's Office (file counter, by mail, or through a filing depository box) on or before August 8 will be subject to the current fees. Documents received on and after August 9 will be subject to the new fees.

For a list of the new fees, you may visit the Office's "Filing Fees" page on the [website](#).

### Service pin statistics

This year, **89 Clerk employees** received a service pin from the Clerk of the Court's Office and/or Maricopa County. They represented **1,080 years of experience**. Three of these employees were 25-year pin recipients, three employees were 30-year pin recipients, and two were 35-year pin recipients. The record amount of 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: **Shannon Branham**



**Title:** Administrator, Document Management Services / **Years with Office:** 3½

**Something You Enjoy About Your Job:** The innovation of the Clerk's Office. We are a forward-thinking organization.

**What Areas Do You Oversee:** CCB/OCH/SCT/LLRC File Counters, Probate Registrar, EDM, Criminal Operations/GJ, and eFile/Docket.

**Your First Job:** Working in an old-fashioned pharmacy/soda fountain shop.

**Hometown:** Paulding, Ohio

**Something Memorable You Have Done:** I once sat on the Kennedy Center deck for hours to catch a glimpse of Marine One flying over the Potomac River. It was totally worth it.

**A Hobby or Favorite Activity:** I started collecting pressed or elongated embossed coins for my kids when we went to special places like Disneyland, and then I realized it was really more for me...they are so cute!

**Best Vacation Spot:** Any place that I can surf.

**Favorite Place to Eat Out:** A great food truck. When I prefer to have a sit-down, I like *Houston's* for dinner and *Joe's Farm and Grill* for lunch.

**Favorite Sports Team or Sport:** The Ohio State Buckeyes football team.

**Someone You Would Like to Meet:** Warren Buffett; more to discuss parenting techniques than wealth strategies.

**Favorite TV Show or Movie:** *The Walking Dead* and *Sense and Sensibility*

**Favorite TV Show When Growing Up:** *The Love Boat* and *Fantasy Island*...you really have to name them together.

**Something You Are Proud Of:** I finished my graduate degree before both of my older brothers...just a sibling rivalry.

**Something On Your Bucket List...**To visit Machu Picchu.

**Nobody Would Believe It If They Knew...**I was a limo driver for extra cash in college. I have some interesting stories.

**Before Working Here, What Was The Most Unusual or Interesting Job You Have Ever Had:** Working on an assembly line at the General Motors plant during the summer terms of college. My father made me and my siblings do this so we would remember what we were in school for.

**What Advice Do You Have For A New Clerk Employee:** Be patient, it will all come together and make sense soon.

**Do You Have A Favorite Quote:** "Be who you are and say what you feel, because those who mind don't matter and those who matter don't mind." - Dr Seuss

**What Do You Like To Do In Your Spare Time:** I'll let you know when the moment I find some...stay tuned.

**What Is An Ability You Wish You Had:** I wish I had a photographic memory that I could summons at will...because some things you just don't want to forget.

**What Is Your Dream Car:** Model X Tesla

**Who Would You Like To See in Concert?** Coldplay.

**Who Has Been The Most Influential Person In Your Life And Why:** My mother. She taught me everything that matters; be kind, be respectful, and always find ways to give back.

**Three Important Business Skills:** Time management, self-reflection, and the ability to effectively communicate.

**Favorite Meal:** Those who know me understand that I just love to eat in general so I have a lot of favorites like grilled trout and wild rice, ribeye steak and asparagus, and cheesy anything just to name a few.

# The Inside Track on Employee News

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2

3

4

## MARRIAGES

- Congratulations to NE Filing Counter’s **Kelsey Petrakis**, who got married on June 2 to Matthew Norton.

## OFFICE ANNIVERSARIES

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

### 30 YEARS

**Michael Jeanes**  
**Aurora Avina**

### 25 YEARS

**Jolie Matlack**

### 10 YEARS

**Donna Kenney**

## NEW EMPLOYEES

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

- Appeals - **Yesenia Black**
- CSC Pre-02 Imaging Project - **Asha Parmar**
- Downtown EDM - **Robert Miranda**
- Durango Juvenile Courtroom Clerk - **Celeste Armbruster**
- Durango Juvenile Operations - **Lucia Avena**
- eFile/Docket - **Shelly Aviles**
- NE Courtroom Clerk - **Cindy Lett**
- NE Filing Counter - **Kelsey Petrakis**
- SEA Docket/EDM - **Adrienne Harvey**

## GRADUATION

- Congratulations to Criminal eFile, Grand Jury, and RCC/EDC Auditor **Richard Gallegos** on earning his bachelor of science degree in business from the University of Phoenix.
- Congratulations to Juvenile Courtroom Clerk **Angela Sotelo**, who earned her master of arts degree in criminal justice from Arizona State University.



## AWARDS

- Congratulations to the following Clerk of the Court employees who were prize winners for participating in Maricopa County’s Trip Reduction Survey.

**Kathleen Apodaca, Tammie Cooley, Sarah Dignard, Deidra Flores, and Korena Tessier.**

Have a safe and enjoyable Independence Day  
holiday on Tuesday, July 4



# Special Features

## Where in the world has the Record Times been?



### A photo of the newsletter and an employee that has real heart

Each month employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, the newsletter was found with an employee who was in front of a sign at NASA in Florida. This month, it is seen with an employee who is behind a sign in a place down from Florida.

Pictured above is ITG's **Ravi Goud**, who was vacationing in Aruba, as seen by the sign.

**You may submit a photo** of yourself with the *Record Times* at any time. 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 to Len Keso with your name, department, and a description of the photo, along with any other interesting details of the photo/vacation.

## For your PINformation

Recent service pin recipients

### 5 YEARS & 20 YEARS



### 5 YEARS



### 10 YEARS



### 15 YEARS



### 20 YEARS



1 - Marena Sullivan and Reta Sneddon; 2 - Gaile Raines, Jamie Eaton, Esmeralda Canez, Alana Callahan, Deralyn Pico, and Anabel Quintana; 3 - (Front, left to right) Christina Flores, Maria King, Jacqueline Francisco, Mike Mejia, Yvonne King (Back row, left - right) Jenela Fierro, Eva Castillo, Sig Perez, Laura Nelson, and Donna Courtemanche; 4 - Cindy Malnar, Anna Valenzuela, and Joseph Sims; 5 - Elisa Canas and Jennifer Escarcega.

## Take

# 5

This month's list of five is ... **the five best American towns** to visit for the 4th of July, according to *Travel & Leisure*:

- 5) Boulder, CO
- 4) Newton, PA
- 3) Lahaina, HW
- 2) Bend, OR
- 1) Flagstaff, AZ



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