

RECORD TIMES

MARCH
2017

Vol. 23 / No. 3

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

THE LONG-SERVING "PIN" PALS

35 Years of Service

30 Years of Service



ON LEFT – Darlene Pierson and Mark Jensen are the two longest-serving employees in the Clerk of the Court's Office. They each will receive their 35-year service pins in the near future.

ON RIGHT – Maridel Soileau and Jan Price are ranked number 7 and number 8 as the longest-serving Clerk employees. They each will receive their 30-year service pins this year.

In total, these four employees, who all work downtown, represent 130 years of experience with the Clerk's Office.

Some PINteresting news for employees with milestone office anniversaries

List of service pin recipients provided in this issue

Each year, the Clerk of the Court's Office has a tradition of presenting its employees who reached a milestone of 5, 10, 15, 20, 25, 30 and even 35 years of service with service pins.

Employees receive a pin from the Clerk of the Court's Office as well as one from Maricopa County. The time to present staff the service pins is almost here. During the months of April - June, ceremonies will be held to present the pins at the various office locations. This year, **89 employees** will receive their pins. Find out who they are inside this newsletter.

To learn who is receiving service pins this year, [see pages 5 and 6](#). Below are the dates, times and locations of the Office recognition events when the pins will be presented.

The 2017 Office recognition events

Following are the dates/times/locations that the Service Pins/CASE Award ceremonies will be held at each Office location.

- April 24 - Customer Service Center / 12:15 p.m. / 1st Floor Break Room
- May 1 - Durango Juvenile / 12:15 p.m. / Large Conference Room #1164
- May 11 - Northeast / 12:15 p.m. / Jury Room
- May 15 - Southeast / 12:15 p.m. / Saguaro Room @ SE Juvenile
- May 31 - Northwest / 12:15 p.m. / Office Area behind the File Counter
- June 13 - Downtown / 12:15 p.m. / Supervisors' Auditorium

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Michael's Message

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



It is all a matter of attitude

I saw an article by Harvey Mackay encouraging those in the working world to strive daily to have a positive attitude. He said, "Career success is an ongoing journey, not a destination. You've got to show up every day and concentrate consistently on the activities that lead to achievement. You can keep moving forward from goal to goal, but your job satisfaction and performances will suffer if you don't bring your best attitude to work." He says if you start recognizing some negative traits invading your attitude, take some action before it's too late. "Take control of your attitude before it takes control of you," Mackay said.

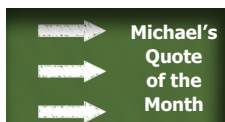
Understanding that the daily routines of work can get monotonous at times, he says to focus on the bright side and think about what you genuinely enjoy about your work and the people you work with. Routines and patterns are a part of work and it is easy to emphasize the process of them, rather than the outcome and results. "Keep your eye on what you want to achieve," he says.



Another area that is important to maintaining a positive attitude is to watch what you are telling yourself. "Change your negative words and thoughts into positive ones," he says. "Understand that some days will be more challenging, but don't fall back into bad habits. Turn negatives into positives.

Don't obsess over obstacles and setbacks."

Author W. Clement Stone wrote, "There is little difference in people, but that little difference makes a big difference. The little difference is attitude. The big difference is whether it is positive or negative."



"Make your attitude one of gladitude, not saditude." – Harvey Mackay

Munch With Michael Update

The second quarter Munches with Michael will be posted to the COCWEB under the "Employee News" headline in the near future. Watch for details and please feel free to attend a Munch when you are able.



Timely Service

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

SURVEY CARD COMPLIMENTS

Northeast

- "This is the best government office ever! Excellent job!"
- "I work in the area of customer service and this office is wonderful. Everyone I come in contact with goes above and beyond."
- "This is the friendliest court I have every visited. Keep up the excellence."
- "The Northeast folks are all wonderful."
- **Nicole Butzbach** - "Very nice professional clerk! Refreshing experience."
- **Trista Shepardson** - "Trista is the best! She was very helpful. You need more people like her. She was excellent and helpful. Great experience today."
- **Kimberley Masawiestewa** - "My first experience with the process and Kimberley was professional and compassionate, which calmed me down."

CO-WORKER COMPLIMENTS

To: Training Team and Office Staff

From: Robin Shearer-Feeling

"I want to thank our **Training and Staff Development** team and the **entire office** for helping me feel so welcome in my new job."

CUSTOMER COMPLIMENTS

About: Samantha Marx and Sue Baldwin

Judge Thomason recently sent an email to Courtroom Services Supervisor Linda Berger about the excellent work of Specialists

Samantha Marx and Sue Baldwin. He wrote, "Linda, the specialists who have been doing our ex partes have done a great job and have really helped us keep the ex partes up-to-date. Thank you very much."



About: Catherine Gray

A customer recently took time to write a detailed email to the Office to express his sincere appreciation for the service of Family Support Services' **Catherine Gray**. After being transferred several times and talking to different people and agencies who gave him different instructions to take care of a matter, he got in touch with Catherine. He said, "Catherine, from the very beginning, assured me that she was there to help in any way she can. I then proceeded to tell her of my experience over the past three hours dealing with representatives and their supervisors; let alone their attitudes." The customer said in a short matter of time Catherine was able to explain exactly what he needed to do. He said, "I was truly amazed that she accomplished all of this in such a timely manner when others were unable. Her patience, professional attitude, and exceptional customer service qualities are a welcome change and are truly appreciated. Her sincere kindness was an unexpected pleasure and truly refreshing. I hope you recognize and commend Catherine for her outstanding skills. She truly deserves it."



CLERK CONNECTION

The upcoming service pin recipients

The following employees are scheduled to receive a Clerk of the Court and/or Maricopa County service pin. **PLEASE NOTE:** The service pins are for employees who reached their Office anniversary **during the calendar year of 2016.**

DOWNTOWN PIN RECIPIENTS

5 YEARS

Alana Callahan
Esmeralda Canez
Devin Con Cholar
Jamie Eaton
Elsa Johnson
Alejandra Larios
Anabel Quintana
Gaile Raines
Ann Sikkema
Deralyn Pico



10 YEARS

Kathleen Apodaca
Anisa Ashburn
Sheila Bullock
Christina Cady
Eva Castillo
Donna Courtemanche
Jenela Fierro
Christina Flores
Jacqueline Francisco
Chris Kilgus
Maria King
Yvonne King
Michael Mejia
Yvette Morales
Laura Nelson
Sig Perez
Elizabeth Ramirez
Micaela Rios



15 YEARS

Arlene Chee
Marian Corriveau
Andi Gonzalez
Jo Harbour
Cindy Malnar
Joseph Sims
Anna Valenzuela



20 YEARS

Elisa Canas
Jennifer Escarcega
Barbara Navarro

25 YEARS

Kelle Dyer
Rebecca Miller



30 YEARS

Jan Price
Maridel Soileau

35 YEARS

Mark Jensen
Darlene Pierson

CUSTOMER SERVICE CENTER PIN RECIPIENTS

10 YEARS

Hector Castaneda
Kathryn Folk
Idella Hamilton
Ken Lindler
Chinue Moore

15 YEARS

Martha Calvillo
Carmen Diaz
Melanie Fay
Scott Hensel
Kathryn Kruse
Veronica Lama
Aaron Sneddon
Edith Witherspoon



20 YEARS

Cynthia Ferriegel
Cheryl Marzella
Angelique Rodriguez
Stella Rodriguez

30 YEARS

Mary Rogers



SOUTHEAST PIN RECIPIENTS

5 YEARS

Kristi Gilmet
Shannon LaSpaluto

10 YEARS

Angelica Mejia
Lisa Nevenhoven
Lisa Popovic
Sharon Szakacs



15 YEARS

Joann Cumming
Jessica Folts
Patti Odell

20 YEARS

Anne Pagel-Spaulding



25 YEARS

Kathy Whittiker

NORTHEAST PIN RECIPIENTS

5 YEARS

Marenda Sullivan

20 YEARS

Reta Sneddon



Durango Juvenile and Northwest service pin recipients are listed on the next page.

CLERK CONNECTION

Continued from page 4 – The service pin recipients

The following employees are scheduled to receive a Clerk of the Court and/or Maricopa County service pin. **PLEASE NOTE:** The service pins are for employees who reached their Office anniversary **during the calendar year of 2016.**

DURANGO JUVENILE PIN RECIPIENTS

5 YEARS

Penny Dalton
Gloria Oviedo
Rosalinda Pulido
Maday Raygoza

10 YEARS

Robert Jordan

15 YEARS

Jenny Black
Michael Lane
Rachel Robles

20 YEARS

Maria Aldaba
Cruzita Minero

NORTHWEST PIN RECIPIENTS

5 YEARS

Meredith Aguero

10 YEARS

Angie Green

15 YEARS

Diane Berkland
Jackie Ortiz



The results of Saturday service

As reported in the February Record Times, to help meet the increased demand for passport service, the Clerk of the Court's Office is opening its door for business on selected Saturdays at the Customer Service Center. On these weekend days, customers can apply for a passport or obtain a marriage license.

To date, the Office has been open from 9 a.m. to 3 p.m. on three Saturdays, February 18, March 18, and March 25. In total from these days, **355 passport applications** were processed, **22 marriage licenses** were issued, and **784 certified copies** of marriage licenses were processed.

The specific amounts for each Saturday were:

- ◆ February 25 - 85 passports, 7 marriage licenses, and 784 certified copies of MLs were processed
- ◆ March 18 - 155 passports and 7 marriage licenses
- ◆ March 25 - 115 passports and 8 marriage licenses

The Office plans to be open on one Saturday, and possibly two, in April

Last fiscal year (July 1, 2015 - June 30, 2016), the Office processed 50,374 passports and issued 20,581 marriage licenses.



The Employee of the Year for 2016

Appachu Ballachanda

ITG's Ballachanda is the first-ever "Employee of the Year"

Appachu Ballachanda, a senior quality assurance analyst with the Information Technology Group (ITG) was selected this month as the "Employee of the Year" for 2016. He was selected among 26 candidates who were either an "Employee of the Month" or "Employee of the Quarter" honoree this past year. In recognition of this high honor, the *Record Times* conducted a brief interview with Appachu. Below are his responses and a portion of his original nomination for the recognition program:



How do you feel about winning the "Employee of the Year" award? It is exciting and very surprising. I am truly honored to receive the recognition.

How long have you worked for the Clerk of the Court's Office and what did you do before your current job? I have worked for the Office for 3½ years, all in ITG. Prior to that, I worked as a contractor for five years for the Office – also in ITG.

What do you enjoy about your job? Being part of ITG has given me more opportunity to explore other project areas other than Quality Assurance. I enjoy being an integral part of the designing of the various systems that I have worked on. I enjoy learning about the many areas of the Office and how they do the work. I also enjoy my co-workers.

What has been your favorite work project? Receipting and now the RFR Rewrite.

What do you think makes good customer service? ITG strives to give our customer's systems that are user-friendly, easy to navigate, accurate and dependable. These things are very important to me. ★

What is an important quality an employee should have? To have the attitude that every day is a new beginning.

What advice would you give a new employee who wants to do a really good job here? Enjoy your work. Be loyal, work hard and you can achieve whatever you want. Be eager to learn new things. Think outside the box. Treat others as you would have them treat you.



What are some of your interests outside of work? Playing field hockey, gardening, and watching Bollywood movies. ★

SUMMARY OF APPACHU'S NOMINATION - "Appachu always comes to work with a positive attitude and a willingness to assist anyone who needs help. He is up for any challenge and eagerly dives in to gain a complete understanding of the task and he typically provides more than what is expected. He is always thinking of ways to make the user interface as easy as possible for the users.

He is the 'go-to guy' when it comes to application knowledge, especially major applications, such as eFiling and Cash Receipting. He brings a unique talent, knowledge and skill set to identify production issues or when testing new developments. His skill set is also highly-recognized and acknowledged on the Restitution, Fines and Reimbursement project. He doesn't mind working behind

the scenes and is a tireless worker. It is great having him as part of ITG."



Extra Miles

Newsletter extras

County/City present annual Bike to Work Day April 19



Maricopa County and the City of Phoenix are sponsoring the **12th Annual Bike to Work Day** on Wednesday, April 19. The three-mile bicycle ride and light breakfast will be held in downtown Phoenix. Participants may choose to bicycle with a large group from Park Central Mall (3100 N. Central Ave.) to CityScape (1 E. Washington) or bicycle directly to CityScape. Participants who pre-register will receive a t-shirt and are eligible to enter a drawing for prizes. Registered participants are also invited to enjoy a light breakfast. Bicycle racks will be provided at CityScape for guests to park and lock their bikes while they enjoy their breakfast.

Maricopa County and the City of Phoenix are challenging public and private agencies to compete for the highest number of registered participants. This is a “green” event so all bicyclists are encouraged to bring their own water bottles. Water for refilling bottles will be available at Park Central and CityScape – no disposable bottles will be provided. Community volunteers will be on hand to promote health, fitness, safety, bicycle commuting, clean air, and more.

The goal of the day is to inspire citizens to increase their fitness and decrease pollution. For more information about Bike to Work Day and/or to register, you may visit the site [here](#).

You CAN recycle – a simple reminder from the county



The Maricopa County Risk Recycling Program wants to make employees aware of what they should put in the blue desk-side recycling basket. The Office provided the graphic on the left that shows the acceptable items for the recycling cans. The items include: office paper, cardboard, books, magazines, aluminum cans, drink boxes, and plastic bottles.

In addition, according to Risk Recycling, bulk items like cardboard can be flattened and taken to the Waste Management recycling dumpsters.

For more information about Risk Recycling efforts, you may visit their [website](#).

The Inside Track

on Employee News

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BIRTHS

- Congratulations to Courtroom Clerk **Laura Nelson** on the birth of her 6 lb. 14 oz. grandson on February 28. Her new grandchild's name is Kaeden Maddox.

OFFICE ANNIVERSARIES

The following Clerk of Court employees recently celebrated a milestone anniversary with the Office:



- 10 YEARS - **Wendy Thompson and Buddy Rios**
- 5 YEARS - **Veronica Sanchez and Maria Saldana**

NEW EMPLOYEES

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

- CSC Marriage Licenses and Passports - **Georgina Castaneda Medina**
- Downtown File Counter - **Angus McLoone**
- Electronic Document Manager - Downtown - **Ana Ramirez**
- ITG Help Desk - **Joshua Garcia**
- Human Resources Manager - **Daunn Smith**
- SEA Docket/EDM Team - **Anjelica Peralta**

EMPLOYEE MOVES

- **Maria Saldana** was promoted to Lead for the Downtown eFile Docket team after serving as the eFile auditor.
- **Chris Cerrato** transferred to a business analyst position, but will continue to have a role in the Electronic Document Management-Quality Control functions and responsibilities.

SPECIAL RECOGNITION

- Congratulations to Courtroom Clerk **Laura Nelson**, who earned her bachelor's degree in Criminology and Criminal Justice from Arizona State University this month.



IN THE PICTURE

This old Office photo, estimated to be taken in the 1970s, is of two Clerk staff members. According to Electronic Document Program Manager Mark Jensen, who has worked for the Clerk's Office for the past 35 years, the two employees in the photo are docketing. He said they used to handwrite the case information from the documents received in the large red books. Microfilming eventually replaced this process until the electronic docket was created in 1987.

Special Spotlight

on the Executive Team members

This Month: **Lois Rees**



Title: Deputy Director / **Years with Office:** Almost 10...will be in July.

Something You Enjoy About Your Job: The continuous learning. This office is so complex that there's always something to learn.

What Areas Do You Oversee: Courtroom Services; Training and Staff Development

Your First Job: A waitress

Hometown: Hesston, Kansas

A Hobby/Special Collection or Favorite Activity: I love to read. Give me a good book and I am a happy camper. My favorite genres are mystery and historical fiction.

Best Vacation Spot: I love San Francisco. It's a beautiful city.

Favorite Place to Eat Out: Murphy's Steakhouse in Prescott.

Favorite Meal: Grilled salmon, steamed veggies, and a baked potato with lots of butter. Yum!

Favorite Sports Team or Sport: Basketball

Who Is Someone You Would Like to Meet: Abraham Lincoln

Your Favorite TV Show or Movie: *Big Bang Theory* and *Life in Pieces*...they make me laugh.

Your Favorite TV Show When Growing Up: Growing up we had three channels to choose from (if we had good reception that day) AND we had to get up from the couch to change the channel! Imagine that! There wasn't much time for TV, but I did enjoy watching *Gilligan's Island* after school. I can sing the entire theme song.

Something You Are Proud Of: Of all my siblings, I am the only one with a college degree.

Something On Your Bucket List: I would love to see Australia and New Zealand.

Nobody Would Believe It If They Knew...that I spent a great deal of time in my younger years performing in community theater. One of my favorite roles was Hermia in "A Mid-Summer's Night Dream."

What Is The Most Interesting Job You Have Had: I spent many years working in nursing homes with the elderly and loved it.

Advice For A New Employee: Give yourself time. This is an incredibly complex office, but you will get it.

What Do You Like Most About This Office: The people who work here.

A Favorite Quote: "Just because you can, doesn't mean you should."

What do you like to do in your spare time: I love to spend time with my kids and grandkids.

What Is An Ability You Wish You Had: Would love to be able to fly. Wouldn't that be fun?

Do You Have A Favorite Animal: I love all animals, but I would have to say my favorite animal is a cat. I've had cats my entire life and they have been great companions. I currently have two yellow tabbies named Sam and Griffin.

What Is Your Favorite Fruit and/or Vegetable and Least Favorite: My favorite veggie would be grilled asparagus; least favorite - not a fan of cooked spinach.

Who Has Been The Most Influential Person In Your Life And Why: My dad. He taught me so much about this journey we call life. I miss him every day.

Three Business Skills You Think Are Important: I believe that the ability to use critical thinking, paired with high emotional intelligence, will get you just about anywhere you want to go.

Do You Have Any Hidden Talents: I love to sing.

Best Advice Someone Has Given You: A stranger is just a friend you haven't met yet.

Special Features

Where in the world has the Record Times been?



Newsletter travels to a new territory

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, it was seen with an employee in a new U.S. state for the newsletter – Alabama. This month it is seen with a familiar person in the Office, who was in a new U.S. territory for the newsletter.

Pictured above is Clerk of the Court **Michael Jeanes**, who posed with the newsletter while he was in Puerto Rico. This is the newsletter's first appearance in Puerto Rico. In the background is the Bacardi Distillery in San Juan.

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.

Take

5

This month's list of five is ... **the best places for spring vacations**, according to the *US News and World Report*.

- 5) Lisbon, Portugal
- 4) Glasgow, Scotland
- 3) Las Vegas, NV
- 2) Sydney, Australia
- 1) New York City, NY



The following Clerk employees won a Maricopa County lapel pin in a random drawing this month. All employees who submitted a nomination(s) for the Office's C.A.S.E. award program were eligible for the drawing: **Savanna Waters, Shantelle Bagnall, Yvonne Zych, Scott Hensel, Lisa Bonilla, Bory Reth, Lizeth Rivas, Deb Cooper, Michael Kucklinca, and Marcia Darden.**

OTHER WAY TO RECEIVE A PIN

Any employee who submits a photo of themselves with the newsletter while they are on vacation for the photo feature on the left, will receive a Maricopa County lapel pin. Details on how to submit a photo are provided in the article to the left. Thus far, the newsletter has been to six continents, 36 countries, and 42 states.

PAST NEWSLETTER PICTURES

The Public Affairs Office is currently sending out via email, past photos of employees with the newsletter on vacation. The emails are being sent out on Tuesday and are titled "TIMES Gone By." You may vote on your favorite photos in each category.