

RECORD TIMES

October
2017

Vol. 23 / No. 10

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



What area could be voted as best place for a Halloween event?

Secluded, underground office has more than a ghost of a chance to win

If a contest was held to determine an area that could be considered as an appropriate place to have a Halloween event in the Office, perhaps the Juvenile Exhibits section in the Customer Service Center (CSC) would win. The reason being is that it is secluded, underground, sits behind a chain link fence, there are different noises and rumblings that come from the ceiling, but it can also get exceptionally quiet at times...plus it has all of those boxed and enveloped items.

While, with some imagination, this setting could conjure up thoughts for a Halloween event during this festive season, it is actually a busy place each day with important business activities. On average, the unit processes 475 items per week from Southeast Juvenile and Durango Juvenile. Overall, approximately 150,000 items (not including SE boxes) are stored in the area.

...continued on page 3

Opportunity for choices coming soon with annual costume contests



For several years, the Clerk's Office has had two types of costumes contests during the Fall season that offer employees some choices. First, they can choose if they want to participate in the annual **Employee Costume Contest** on Oct. 31. Second, they can then choose if they want to participate a few days later in the annual **Paws-tume Contest** where employees send in photos of their pets in costume. In both cases, those

who make the choice to participate then have another choice to make ... the choice of selecting the actual costume.

Finally, following the contest entry dates, all employees are then invited to make choices on their favorite costumes from the contests through surveys. Photos from both contests will be provided in surveys that will be released several days later that will allow employee to vote. More details on both contests are provided on [page 7](#).

IN THIS ISSUE:

- Page 2 - Michael's Message
- Page 3 - Clerk Connection
- Page 4 - Employee of the Quarter
- Page 5 - Timely Service
- Page 6 - Special Spotlight
- Page 7 - Fun Fall Festivities
- Page 8 - Other News and Notes
- Page 9 - Employee News
- Page 10 - Special Features

Michael's Message

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



Making an impact throughout Arizona

Earlier this month, I attended the Arizona Association of Superior Court Clerks' meeting in Flagstaff. The group is comprised of all of my counterparts, who are the elected Clerks of Court in each of Arizona's 15 counties. We meet four times a year to discuss issues that affect our offices, talk about initiatives our offices' are working on, strategize, address any legislative topics that impact the Clerks from prior and future legislative sessions, go over policies, and provide general support to one another. It is a group that I have enjoyed being a part of for the past 20 years and was even honored to serve as its president.

In light of my upcoming retirement in February, the group decided to gather at our meeting for a rare photo of all of us together. I thought it would be nice to share with you (see below). Some of our own office areas work with these other Arizona Clerk Office's from time to time.

Despite the differences in our counties, this group of Clerks comes together for the common goal of looking for ways to continually improve our efforts and provide great service to our customers. I often am able to share at these meetings many examples of the wonderful work you do. I am proud when I can talk about you and your quality service and innovation. Your efforts have not only impacted our county, but have also helped our other Arizona counties through the years. Thank you!



The Arizona Clerks of Court - Standing from left to right: Juan Pablo Guzman (Santa Cruz), Megan Spielman (La Paz), Mary Ellen Dunlap (Cochise), Anita Escobedo (Gila), Valerie Wyant (Coconino), Pam Pollock (Greenlee), Myself, Amanda Stanford (Pinal), Lynn Fazz (Yuma), Donna McQuality (Yavapai), and Annell Hounshell (Apache). Kneeling - Virlynn Tinnell (Mohave), Deanne Romo (Navajo), Toni Hellon (Pima), and Darlee Maylen (Graham)

Munch With Michael Update

October 30

Northwest
Noon to 1 p.m.
Jury Room 121

November 30

Southeast Adult
Noon - 1:00 p.m.
Conference Room

December 4

Downtown
Noon - 1:00 p.m.
TANG Conf. Rm.
ECB, 3rd Fl.

December 13

Customer Service
Center
Noon - 1 p.m.
AZ Conference Rm.



CLERK CONNECTION

Location lends itself to Halloween event (continued from page 1)

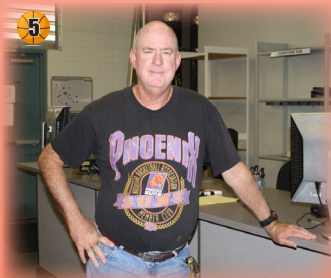
The Juvenile Exhibits section probably isn't as well known as other areas because it is a bit secluded. It is located at the very end of the lower level of the Customer Service Center and it is protected by an indoor fence for added security measures. The cause for the occasional noises and rumblings from the ceiling is because it is located underneath a parking garage. At times, you can hear the cars moving from up above. Only three staff members work in the area and so it can also be a very quiet place with the exception of a chilling air conditioning sound, spooky creaks from the building, or occasional unknown voices and coughs, like ghosts, that come from down the CSC hallway or through the wall (from ITG).

Angela Chavarria, who works in the area, said with a smile, "Sometimes you hear a strange noise and say ... what was that?"

So, if there ever was a vote put to staff as the "Most Likely Place in the Office to Host a Halloween Event," the unique and various factors related to the Customer Service Center's Juvenile Exhibits section could be the thing that gives it an extra BOOst.

Sporting events have created string of special casual days

Over the past several weeks, the Clerk's Office has had several special casual days including College Colors Day, Arizona Coyotes Opening Season Game Day, the Arizona Diamondbacks Playoff Days, the Arizona Cardinals Game Days (which continues through the NFL football season), and most recently the Phoenix Suns Opening Season Game Day. Below are a few photos of staff who participated in the Suns Casual Day.



1) (Left to Right) - Jan Price, Judy Baker, Cyndie Rego, Angelina Benton, and Kelly Brewer. 2) Yuliana Saucedo and Maggie Garcia. 3) Angelique Rodriguez and Diana Eaton 4) Vanessa Martinez and Connie Sinsabaugh. 5) Ken Lindler 6) Andy Rodriguez

EMPLOYEES of the QUARTER

The Honorees For July - September 2017



Kim Roehl / Courtroom Clerk - Desert Vista

Nomination: Kim transferred to the Desert Vista calendar this past year and she did an excellent job learning the calendar. Kim always makes sure that new procedures are documented and sent out to all clerks that cover the Desert Vista calendar. Kim is also willing to jump in and assist new clerks with learning the Mental Health calendar. During the last quarter, she was a tremendous help to another clerk who was learning the new Annex calendar. I received an email from that clerk who said "Kim is ALWAYS patient and pleasant and responds right away. She is a wealth of knowledge and frankly, I don't know what I would have done without her help. She has made my transition an easy process. I appreciate Kim's help very much. I hope you will note in Kim's file as to her outstanding customer service and teamwork."

Kelly Marquez / Southeast Adult File Counter & Marriage Licenses/Passports

Nomination: Kelly is an experienced File Counter staff member with FC, CV, CR, PB Specialist and MLPP functions for the SEA unit. She is resourceful, continually accepts additional responsibilities, and is a 'go-to' person for the SEA trainees in MLPP and File Counter in the absence of the team Lead. Kelly is noted as being welcoming, professional, and respectful in all interactions. She remains poised and patient when dealing with stressful situations and/or unusual filings and transactions. Kelly is commended for her positive attitude and demeanor.



Estela Ramirez-Munoz / Billing and Deferral Unit

Nomination: No matter how busy she is with her own daily job, Estela always offers to assist you. She is bilingual and always offers to take the Spanish calls if she hears us telling the caller that we will need to transfer the call to an outside interpreter. Her cheery disposition, her teamplayer attitude, and her sense of humor help make our unit more enjoyable to work at on a daily basis.



County honors Clerk employee for her long service

On October 4, **Aurora Avina**, who works at Northwest Marriage License and Passport Office, was one of 12 county employees recognized for 30 years of service to Maricopa County by the Board of Supervisors at a special awards ceremony.

Aurora is pictured to the left in the front row holding the plaque. Also pictured are (front row, left to right): County Supervisor Steve Chucuri, County Supervisors' Chairman Denny Barney, Clerk's Office Administrator **Vonda Culp**, Clerk of the Court **Michael Jeanes**, Northeast Manager **Sheri Jaffe**, and Clerk's Office Deputy Director **Nancy Rodriguez**. Pictured in the back row, left to right are County Supervisor Bill Gates, County Manager Joy Rich, County Supervisor Clint Hickman, and County Supervisor Steve Gallardo.

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

About: Various Courtroom Services personnel and Sheryl Brown

From: Courtney Fisher

"A huge THANK YOU to the Courtroom Clerk Supervisors/Leads/Staff. They have been so welcoming and so helpful. A special thank you to Sheryl Brown for being such an awesome trainer!"

About: Ryan Harris

From: Kristin Venable

"I would like to thank Ryan Harris in Training. He helped me resolve a technical issue with a class that I took to make sure I received the proper credit. He was very quick, helpful and knowledgeable. I truly appreciate his efforts."

CUSTOMER COMPLIMENTS

About: Gloria Rodriguez

"A couple, who was assisted by Gloria Rodriguez at the CSC Marriage License and Passport Office, spoke to Supervisor Cheryl Marzella after they were helped. They told Cheryl that Gloria was great, very competent, and a pleasure to work with. They were extremely pleased with the service she provided them and they wanted Cheryl to know about her excellent work.

About: Cecilia Alfaro Arndt and Gina Castaneda Medina

A customer sent an email this month to the Office expressing her great appreciation for the service of CSC Support Services Cecilia Alfaro Arndt and Gina Castaneda Medina.

She wrote, "Please accept my thanks again. This is a true answer to prayer for myself and my sweet little 93-year-old mother. God bless you and everyone in your office who helped us."



About: Farah Azadeh and Nicole Butzbach

A customer, who is a private investigator, recently wrote a letter and sent it to Clerk of the Court Michael Jeanes. In the letter he expressed his gratitude for the service he received from NE Office's Farah Azadeh and Nicole Butzbach. He wrote, "I have to go that court center often and interact with your employees. Today, I dealt with two of them that I wanted to bring to your attention. Farah and Nicole both were professional and courteous. Farah handled the process for me and made sure the copies were correct and accurate. She sorted them as well as made sure they were in the proper order.

When I first started pulling up cases, I was struggling with some of the small print as my eyes aren't what they used to be. Nicole sensed I was having issues and came over and assisted. Also, while I was waiting my turn to be called to the desk, I saw her handling many other customers. She was very professional, friendly, and had all the answers the customers needed. Her customer service skills are exceptional.

Please express my appreciation to these two employees for their service and assistance."

Special Spotlight

on the Administrator team members

This Month: **Valerie Clark**



Title: Administrator // **Years with Office:** Seven years

Something You Enjoy About Your Job: Every day presents a new challenge, new people, and new successes!

What Are the Office Areas That You Oversee: Juvenile Courtroom Services and Operations

Your First Job: Cashier at Carl's Jr.

Hometown: Columbus, Ohio

Do You Have A Hobby or Favorite Activity: I do enjoy reading when I have the time for it.

What Is Something Memorable That You Have Done: My family

and I swam with the dolphins in Anguilla and rode jet skis in Haiti.

Best Vacation Spot: Maui

Favorite Meal: My mom's home-cooked lasagna.

Favorite Place to Eat Out: Anywhere with a really good burger.

Favorite Sports Team / or Sport: The Los Angeles Lakers

If Given A Chance, What Would You Like To Be For A Day? I would like to be an FBI agent.

Who Is Someone You Would Like to Meet: Michelle Obama

Favorite TV Show When Growing Up: *Laverne and Shirley*

Favorite TV Show or Movie: *Top Gun*

Something You Are Proud Of: Completing my Master's degree in a few months.

Something On Your Bucket List: I would like to visit Rome.

What Do You Like Most About the Office: I really enjoy the people I have met in every area of the office.

Do You Have A Favorite Quote: "The ultimate measure of a man is not where he stands in moments of comfort and convenience, but where he stands at times of challenge and controversy." - Dr. Martin Luther King, Jr.

What Do You Like To Do In Your Spare Time: Anything that involves being with my family.

Before Working Here, What Was An Unusual or Interesting Job You Had: Years ago, I worked for an airline. The job was a lot of fun and the travel benefits were great!

What Is An Ability You Wish You Had: I wish that I could play a musical instrument.

Have You Ever Won Anything? I once won a jar of gummy worms in a "guess how many" game. :)

What Is Your Dream Car: S-Class Cabriolet

Do You Have a Favorite Animal: Norwegian Elkhound

Who Has Been The Most Influential Person In Your Life And Why: My parents have been the most influential people in my life. They have worked hard and lived lives that I can model mine after.

What Are Two Or Three Important Business Skills That You Think Are Important: I would say listening and emotional intelligence are very important business skills. I think being able to listen and consider the perspective of others is very important. Also, being aware of controlling and respectfully expressing personal emotions goes a long way toward building relationships with staff, co-workers, and stakeholders. I believe it is on those relationships success in business is achieved.

Best Advice Someone Has Given You: Go back to school.

Fun Fall Festivities



Arrrr you going to participate in Costume Contest on Oct. 31?

Last year, a group of employees dressed up as pirates were selected as winners in the Office's annual Costume Contest. This year, there could be some other employees who *treasure* the idea of having the best costume. To see whose costumes goes home with the *gold* this year, the

Office is holding its **Annual Costume Contest** on **Tuesday, Oct. 31**.

Here are the contest details. Photos of employees who are in costume will be taken on Oct. 31. From these pictures, categories will be created for the various costumes. The categories will then be sent to employees (approximately three to five days later) to vote for their favorite costumes. The winners will be announced in the November *Record Times*.

The photos will be taken at each location as follows: 8:30 a.m. at **Northeast**; 9:30 a.m. at **Northwest**; 10:30 a.m. at **Durango Juvenile**; 12:15 p.m. at **Downtown**; 2 p.m. at the **Customer Service Center**; 3:30 p.m. at **Southeast Adult**; and 4 p.m. at **Southeast Juvenile**.

Paws-tume contest creates days for "Show and Tail"



"Show and Tail Days" are coming to the Office for a sixth year. Show and Tail is actually a way to describe the annual Paws-tume Contest that allows employees to take photos of their pets in costume and show them off. The photos of the pets are then arranged in categories and posted in a survey that allows all staff members to vote for their favorite paws-tumes (costumes). Here are the contest details for those who are interested in participating:

- 1) Take a photo of your pet(s) in costume
- 2) Submit your photo to Len Keso between Nov. 2 through Nov. 6 only
- 3) Include the following information with the photo

A - Name of pet(s) B - Name of pet's costume C - Your name D - Your department

A Few Guidelines:

- Photos may be of one pet or a group of pets.
- Photos need to be of the pet(s) only (no people).
- You may submit two different entries (so a total of two photos of different pets/group of pets).
- Photos cannot be professionally taken or from previous year's contests.
- The pet(s) must belong to the employee.
- If the photo is of poor quality, it may not be used.

The winners will be announced in the November *Record Times*.

⇒ **NOTE:** Please use discretion when selecting a costume and costume name for both contests mentioned above.

Other News and Notes



A special salute to veterans

Maricopa County officials are sponsoring a special **Veteran's Day Celebration** starting at 9:30 a.m. on November 8 to honor the county employees who have served in the U.S. Armed Services. The event will be held outside of the Board of Supervisors' Auditorium. The event includes speakers and other activities to honor those who have served in the military. According to the Maricopa County Communications Office, approximately 1,300 county employees have served in a branch of the military and many continue to serve as reservists.

The county's Walk N' Wag program returns this month



The Dogs Days of Summer are over, but the Cool Canine Days of Fall have just begun thanks to the Maricopa County Animal Care and Control (AC&C). Beginning this month, the AC&C re-started its award-winning "Wag N' Walk Adoption Hike Program" where people can walk dogs from their shelters at the Utery Mountain Regional Park in Mesa. The program features dogs that would make great active companions and allows the hikers the chance to meet the dogs and see them outside of the shelter. The hikers and dogs take an easy one-mile walk in the park. The dogs come to the hikes with adoption paperwork ready to go in case of the desire for on-site adoption by the hiker. If the dog is not adopted, it still provides the animals an opportunity to get out of their kennels for exercise. Hikers meet at the trail on the first Saturday of the month through April at 8:45 a.m. More information about the program is available by contacting the AC&C at 602 506-PETS(7387).

October is "Keep Maricopa County Beautiful Month"

The Maricopa County Department of Transportation (MCDOT) recognizes October as "Keep Maricopa County Beautiful Month." MCDOT officials are encouraging county residents to volunteer for its Adopt a Highway Program and help keep the roadways clean and safe. Last year more than 130 community groups removed 14,000 pounds of debris along hundreds of miles of Maricopa County roads. More information is available by calling 602-506-4068 or by visiting the [website](#).

2017 County Combined Charitable Campaign results

The 2017 Maricopa County Combined Charitable Campaign recently ended. In total, county employees donated more than **\$232,000** to the campaign. Last year, a total of \$275,000 was donated. The all-time record was \$522,000 in 2010.

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 October:

20 YEARS

Jennifer Herman and **Kathy Ballard**

15 YEARS

Jessica Bernal

10 YEARS

Evelyn Laborin

5 YEARS

Lisa Hebert, Leslie Cook, and Aaron Sneddon

NEW EMPLOYEES

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

- **Contact Center - Ana Rodriguez**
- **Courtroom Clerk - Nancy Brandenburg, LaCandace Dandridge, Annali Guillen, Mary Jo Held, Cornesha Mitchell, Christina Ramirez, Beth Sanchez, and Graciela Torrecillas**
- **CSC Support Services - Shenika Dancy**
- **Downtown Filing Counter - Aida Plascencia**
- **Family Support Services - Dulce Torres**
- **ITG - Mark Macaulay**
- **Juvenile Courtroom Clerk - Layci Dewey and Brittanny Lipkin**
- **Trainer - Eddie Levins**

AWARDS

- Congratulations to **Melinda Yelverton**, who won a \$25 gift card through the Maricopa County Commute Options Program. The county program conducts random drawings to reward employees with prizes for their efforts to support the Clean Air Campaign by reducing air pollution through using an alternative mode of transportation.

EMPLOYEE MOVES

- **Farah Azadeh** was recently promoted to the position of training consultant after serving in NE Marriage License & Passports, Public Records.
- **Jodi Bohi** was promoted to Courtroom Clerk after serving as a Courtroom Specialist.
- **Courtney Fisher** was recently promoted to the position of Courtroom Clerk. She was serving at the Downtown Filing Counter.



RETIREMENT

- Congratulations to EDM Supervisor **Scott Mandel**, who retired this month after 14 years of service with the Clerk of the Court's Office.

Special Features

Where in the world has the Record Times been?



Employee takes the newsletter to court

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Two months ago, the newsletter was spotted in Canada. Last month, the newsletter was seen with an employee back in the USA and this month the newsletter is appearing back in Canada.

Pictured above is Management Resources' **Lesa Schaubeck**, who in front of the courthouse in Revelstoke, British Columbia, Canada. Lesa and her husband were on a two-week, 5,500 mile road trip across the USA's Pacific Northwest and western Canada.

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); **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.

Anyone who submits a photo, will receive a Maricopa County lapel pin (pictured on the left).



TIMES Gone By - Results

Not long ago, weekly Office emails titled "**Times Gone By**," were sent showing the top photos provided to the *Record Times* newsletter over the last 18 years of employees on vacation posing with the newsletter. The photos were categorized by similarities and all employees were invited to send in their votes for their favorite ones. Below are the top two photos voted on by Clerk employees as the all-time best in the "**Event**" category.

Top 2 All-Time Pics 1998 - 2017

EVENT CATEGORY



Pictured above is current employee **Dorothy King** and her husband. The photo was printed in 2002.



Pictured above is former employee David Griego. The photo was printed in 2009.

Record Times - Published monthly by the Public Affairs Office for distribution to Clerk of Court staff.

Chris Kelly - Chief Deputy / Len Keso - Editor