

RECORD TIMES

DECEMBER
2016

Vol. 22 / No. 12

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



2016 Ho-Ho-Holiday Drive results

The generosity of Clerk's staff is displayed once again during the Office's Annual Holiday Drive

For several years, the Office has conducted a **Holiday Drive** in November and December for both toys and socks/toiletry items. Donation boxes are set up in break rooms throughout the Office for staff to place their items in during the annual drive. This year turned out to be another *sock-cessful* and *toy-riffic* effort. Here are the final Drive results:

TOYS FOR TOTS - This holiday activity was held Nov. 10 - Dec. 8. Employees donated a total of **146** new, unwrapped toys for children in the community, who would not have otherwise had a toy for the

holiday season (56 more toys than last year). The donated toys get separated by age and gender and then distributed to various agencies/organizations. Over the past 13 years, the Office has donated **3,731** toys.

SHOEBOX - This holiday drive activity was held Nov. 3 - Dec. 1. Employees donated **141** pairs of socks, **165** bars of soap (35 more than last year), **68** tubes of toothpaste, **114** toothbrushes, and **137** bottles of shampoo and conditioner (21 more than last year), plus many more needed toiletry items. All of the donated items will be used to help the homeless through the Shoebox organization. Over the past 15 years, the Office has donated a total of **5,574** pairs of socks.



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THANK YOU FOR YOUR GENEROSITY!

Michael's Message

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



Looking back on this past year



“Happy Holidays” is a phrase we frequently hear during this time of year. But the holidays are not the only things to be happy about during this season. Here in our Office there are many achievements we made this past year that we can look back upon and be very happy about. In addition, I am also happy to say that you provided another year of fantastic, high quality customer service. Your excellent service is a gift that makes many people happy not only at this time, but throughout the year.

2016 was another productive year for our Office. We received over **714,596 eFilings**, had more than **146,000 new case filings**, processed **50,374 passport applications**, and handled **20,581 marriage licenses**. On average, **37,985 pieces of paper** were filed with our Office each day and we processed **15,048 documents daily**. An average of **9,031 transactions** in our Cash Management System were handled each day and we processed an average of **\$533,724 in monies daily**. Remodeling improvements were made at our Northwest Office. These are only some of our achievements; numerous others were made.

Your excellent teamwork in helping each other is always admirable and is another aspect to be happy about. Also, thank you for making our Holiday Drive a success. Your generosity helps make it a happier holiday season for those in need in our community. Thank you also to everyone who attended one of my munches this year.

I am very grateful for our performance this year. Thank you for all of your efforts. I wish you and your family a very HAPPY holiday season. Below is a list of some important dates for you to take note of in 2017.

Important dates in 2017

PAY DATES - The following is a list of the pay days for employees in 2017:

JAN.	FEB.	MAR.	APR.	MAY	JUNE	JULY	AUG.	SEP.	OCT.	NOV.	DEC.
11	8	8	5	3	14	12	9	6	4	1	13
25	22	22	19	17	28	26	23	20	18	15	27
				31						29	

OFFICIAL HOLIDAYS - Following is a list of the scheduled holidays for 2017:



- **New Year's Day - Mon., Jan. 2**
- **Martin Luther King Jr. Day - Mon., Jan. 16**
- **President's Day - Mon., Feb. 20**
- **Memorial Day - Mon., May 29**
- **Independence Day - Tue., July 4**
- **Labor Day - Mon., Sept. 4**
- **Veterans' Day - Fri., Nov. 10**
- **Thanksgiving Day - Thu., Nov. 23**
- **Day After Thanksgiving - Fri., Nov. 24**
- **Christmas Day - Mon., Dec. 25**

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

To: Susan Morris

From: Kathryn Hartley

"I would like to take this time to thank my supervisor **Susan Morris** and all the clerks who have/or will cover my division. This has been a real tough time and I truly appreciate my work family here at Northeast for helping out. Thank you, thank you, thank you! I just love how we come together when one of us needs some assistance for whatever reason."

To: Joe Altnether

From: Shantelle Bagnall

"I want to give a shout out to **Joe Altnether**. He is a wonderful lead and is always helpful. He answers all of our questions and the questions from other departments. He is very knowledgeable and is a great asset. Thank you Joe for all you do!"

CUSTOMER COMPLIMENTS

About: Alexis Washington and Wendy Hernandez

A detective from a police department sent an email to the Office to commend the work of RCC-EDC staff members **Alexis Washington and Wendy Hernandez**, who he worked with on two occasions. He said, "Wendy knew her job and didn't hesitate to take the time to explain each step. She was professional, cheerful and most of all helpful. Kudo's to her." He then said Alexis worked through her lunch hour to make sure the warrant was signed and filed. "I was impressed with the fact that she didn't hesitate to ask questions of her peers and stayed on top of the commissioner's judicial assistant to keep things moving along," he

said. "Alexis was cheerful, talked highly of her job and coworkers. It would have been easy for either Wendy or Alexis to simply do their job, but both did much more and should be commended."

About: Ryan Harris

A customer sent an email to the Office to compliment the work of Training's **Ryan Harris**, who was filling in answering customer phone calls for the receptionist. The customer said after making numerous calls, she reached Ryan. She said, "Ryan knew exactly what I needed. He answered each question and helped me understand what was being asked of me. He was able to give me all of the information that I was searching for. She then said she spoke to him a second time and he provided the same great service. She said, "He is consistently professional, knowledgeable, helpful, and patient."



About: Edith Witherspoon

A customer wrote the Office to express his appreciation for Support Service's **Edith Witherspoon**, who assisted him. He wrote, "It was refreshing to have someone in government be helpful."

About: Karen Knowlton

A customer called the Office to convey his gratefulness for the excellent service he received from Support Services' **Karen Knowlton**. He said Karen did her job very well and is a valuable member to the Office's team.



CLERK CONNECTION

Dollins had forty-tude in serving the Clerk's Office



The new year is going to start off with a big ending for the Clerk of the Court's Office. The Office's **longest-serving employee, Kim Dollins** is retiring on January 3 after **40 years of service**. Kim currently works in Electronic Document Management - Quality Control. She began working for the Office in 1976 as a downtown courtroom clerk. From there, she transferred to SE as a courtroom clerk where she says she did everything else from cashiering, marriage license and passports, and filing. After that, she moved to different areas and performed a variety of functions. She said, "I have done many of the jobs that there are to do here. In total, I have worked in eight different areas." She said working in all the different areas is what she has enjoyed most about her career. Among the biggest changes she witnessed in the Office during here 40 years is the expansion of the County buildings. "When I started, there was the Old Courthouse, the East Court Building, the Supervisor's Auditorium and the West Court Building," she said. "Another big change that occurred was in the Office's culture. We have changed from paper-based processes to digital processes with the result that records are much more transparent and accessible."

One of the things, she is most proud of accomplishing while working for the Office is completing her Masters in Public Administration through a county-sponsored program with Western International University. As for her future, Kim said, "I want to explore becoming a docent at the Phoenix Art Museum. I have been serving as a volunteer on Saturday mornings for the last four years and have become interested in doing more now that I will have the time. Also, I will be staying with my granddaughter when my son is out of town on business and I plan on volunteering at her school."

Office's latest Annual Report is now available

The Clerk of the Court's **2015-2016 Annual Report** was completed this month and is now available to view on the Office website in the [Announcements](#) section.

The report provides an overview of the Clerk of the Court's Office, highlights many of its' accomplishments during the past fiscal year, and contains some interesting statistics from various sections.



CLERK CONNECTION

Holiday happenings throughout the Office



Happy to Help

Recently, several Clerk of the Court team members, who attended the Arizona Association of Courts Conference (AACo) held here in town, volunteered to assist with their multi-state/county agency effort to sort canned food for a local food bank. Those who helped with the effort at the AACo event are (from left - right, front row): Administrator **Vonda Culp**, Deputy Director **Lois Rees**, and Deputy Director **Nancy Rodriguez**. (Back row, left to right): HR Manager **Alejandra Larios**, Administrative Assistant **Kristin Venable**, Chief Deputy **Chris Kelly**, and Clerk of the Court **Michael Jeanes**.



Shannon Stulz

Flocking to Stocking Contest

A **Holiday Stocking Contest** was held at the Annual Supervisor/Administration Holiday Party this month. Thirteen staff members participated in a contest where they brought in their own decorated stocking. Everyone in attendance was able to vote for their favorite stocking and the winner was Courtroom Services Supervisor **Shannon Stulz**. Probate Registrar **Maridel Soileau** finished second and Management Resources' **Lesa Schaubeck** finished third. In addition, Trainer **T.J. Alioto** won a winter-style toss contest in which everyone at the luncheon competed in. Civil/Family Court/Probate Manager **Brenda Burton** finished second.



It Takes a Village

The NE Office did a team-building project bringing in different parts to a gingerbread village to display in the back office area. Each item was created from graham crackers, ice cream cones, and candy.



2017
HAPPY NEW YEAR!

HOLIDAY MEMORIES

What is the best or most memorable gift you have received during the holidays?

Laura Bedford - "My grandparents sent me a bee hive and branch from a tree from their property in New Hampshire (NH). My fondest memories as a child were going to their NH cabin. They sent a piece of that NH property to Arizona to remind me of the good times I had there."

Rick Hutton - "One Christmas, my Dad installed a zip line in our back yard. It went from the corner of the roof of our house, across our backyard, to a pole he installed in the sand box. It was great!"

Flor Rivas - "The best and most memorable gift I received was my baby girl born on Christmas Day 2015. She will always be my most precious gift ever."

(Kate) Kathy Morrow - "Many trips to the hospital teaching me what is truly the greatest gift of all: Love, Friendship, and Life."

Debora Wells-Guevara - "My first daughter, due January 13th, born December 14th and home December 21st. She was so tiny, but kissed by angels so we named her Noel."

Andy Kish - "It wasn't the gift I remember so much as the delivery method. Once I received a gift wrapped in a box, within a box, within another box, within a bag and yet another box. All wrapped with duct tape and all seams sealed. Beware of big boxes with no weight in them! Definitely had fun opening it!"

Jacques Porter - "I believe this will be the most memorable gift I could ever receive, and that is...I will be becoming an 'Aunt' for the first time...something that will happen only once in a lifetime. What a blessing!"

Marenda Sullivan - "I was given two enormous gifts for Christmas in 2011. My husband was declared "cancer free" just a couple weeks before Christmas and my youngest daughter was born healthy and strong just a few days later. It was a Christmas I will never forget!"

Kelly Laird - "I got my dog Sanya for Christmas from my parents. I have had her for 15 years now. "

Sheila Bullock - "For years I wanted a leather coat, but the budget wouldn't allow it. On our first Christmas in Arizona our three children pooled their funds together and gave me a Christmas gift of the leather coat of my dreams. I wore the coat until it was literally falling apart. I loved that coat, but more importantly I loved the message of love my children delivered on that Christmas day."

2017

Wellness Ways

Wellness articles from Maricopa County for the new year

Walking leaders needed



Maricopa County's Wellness Works Program is recruiting group walking leaders to organize and lead walking groups at their work sites. Being a walking leader is a great way to ensure you get in a weekly walk.

Volunteers would need to commit to leading one, fifteen-minute walking session a week, every week from January 23 - March 27. Training will be provided by Jan Hertzfeld. If you want to head up a group, please contact Jan at hertzfeldj@mail.maricopa.gov.

Weight a minute and check this out



With New Year's resolutions coming up, the county's **Weight Watchers at Work Program** may be the perfect solution to help manage weight in a healthy, more sustainable, group-supported setting. The next session will begin on Wednesday, December 28.

For employees who are enrolled in a County-sponsored medical plan and lose three percent of their body weight in the eight-week session, plus attend seven out of the eight meetings, the County will reimburse the \$104 it costs for the program. Click [here](#) for more information on the County's Weight Watchers Program.

Incentive to participate in Healthy Pregnancy Program

Under the Maricopa County benefits, employees can receive an incentive of up to \$500 when they participate and complete the Healthy Pregnancy Program administered by Cigna and UnitedHealthcare. To enroll call: Cigna (1.800.615.2906) or UnitedHealthcare (1.888.246.7389).

Answers to your Wellness questions

The Wellness Program has created a page on the County's EBC website that provides frequently asked questions regarding Wellness Incentives, such as "How do I start earning points for Plan Year 2017 - 2018?" To visit the site and view the questions/answers, [click here](#).



The Inside Track

on Employee News

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OFFICE ANNIVERSARIES

The following employees celebrate milestone anniversaries with the Office in December:

30 YEARS

Janet Price

10 YEARS

Maria King, Idella Hamilton, Robert Jordan, and Micaela Rios

NEW EMPLOYEES

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

- **Courtroom Clerk - Maria Delgado, Amber Hatfield, Jessica Valadez, Marcia Darden, Evonne Taylor-Harris, and Crystal Swafford**
- **Criminal Financial Obligations Supervisor - Joshua Rash**
- **Distribution - Sushmy Ballachanda**
- **Durango Juvenile Operations - Graciela Cabrera**
- **ITG - Craig Gallegos**
- **ITG Customer Service Manager - Michael Kucklinca**
- **Juvenile Durango Courtroom Clerk - Alicia Burd**
- **RCC/EDC - Gerardo Salcido Vega**
- **Support Services - Ana Barraza**

OFFICE MOVES



- **Jennifer Cardenas** was promoted from the FC/CV File Counter to a Court Operations Specialist Senior in Grand Jury.
- **Beverly Macdonald** was promoted to EDM-QC Lead/Trainer.
- **Eileen Fenner** was promoted to the EDM- QC Lead/Trainer.
- **Ariel Driver** transferred from the Downtown File Counter to the eFile Unit.

AWARDS/HONORS



Patti Odell

- Congratulations to SEA Courtroom Clerk **Patti Odell**, who was recently awarded the "Clerk of the Year Award" by the Arizona Family Support Council. The AFSC, which is a statewide organization for child support-related agencies, selected Patti for demonstrating dedication and excellence in family law beyond the call of duty.

- A group of five Criminal Financial Obligations staff members participated in and won **Maricopa County's Commuter Challenge** for groups of 5 - 10 people. They called themselves the "CFO Chicks." They were **Doris Anthony, Nikki Jones, Kelly Brewer, Tracee Bauer, and Cyndie**

Rego. In addition, Doris won a one-night stay at a hotel through the county challenge.

Special Features

Where in the world has the Record Times been?



X marks the spot for newsletter to appear

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, the newsletter was seen with an employee who was in Oregon. This month, it is found with an employee who went further north and over one state.



Pictured above is Courtroom Service's Supervisor **Shannon Stulz**, who posed with the newsletter in Missoula, Montana. Shannon said, "the bright red XXXX sculpture in Circle Square has been Missoula's most visible and most talked about piece of public art since its installation in 1986."

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; **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



This month's list of five is ... the top five states with the most acres in Christmas tree production.

- 5) Jackson County, WI - 4,846 acres
- 4) Columbia County, PA - 5,541 acres
- 3) Missaukee, MI - 10,932 acres
- 2) Ashe County, NC - 14,188 acres
- 1) Clackamas County, OR - 15,951



Source: National Association of Counties

Record Times - Published monthly by the Public Affairs Office for distribution to Clerk of Court staff.
Chris Kelly - Chief Deputy / Len Keso - Editor

Clerk Work

Picturing staff who work for the Clerk
This month - **Rick Hutton**



Department: Strategic Planning | **Title:** Business Analyst | **Years With Office:** 14 | **Something You Enjoy About Your Job:** The opportunity to learn new things and meet new people all of the time! My workload changes everyday. | **First Job:** McDonalds at 32nd St. & Shea Blvd. 34 years ago. It's still there! | **Hometown:** Phoenix, AZ. | **Something Memorable:** Had lunch with Gary Puckett, DeForest Kelly, Jimmy Buffet, and Morgan Fairchild all at a table during filming of a movie. | **Hobby:** I am a voracious reader. | **Best Vacation Spot:** Colorado and Disneyland | **Favorite Meal:** Chimichangas, Flautas, Tamales - pretty much any Mexican food. | **Favorite Place to Eat Out:** Valle Luna | **Favorite Sports Team:** All Arizona teams (except the U of A - I'm an ASU alumni. Go Devils! | **Someone You Would Like To Meet:** Barak Obama and J.K. Rowling | **Your Favorite TV Show:** The Office | **Something You Are Proud Of:** Working and paying my own way through college. | **What Would You Like To Be For A Day:** Pro basketball or Olympic volleyball player. At age 52, I'm just about ready to give up on my pro career dreams. | **An Ability You Wish You Had:** Teleportation. Think of the savings on travel expenses. | **Any Hidden Talents:** I can memorize song lyrics and telephone numbers pretty much the first time I hear them. | **Your Dream Car:** Porsche 356 Convertible. My dad had one when I was a kid. | **Best Advice Given To You:** Everything in life is a choice; including how you react to what life throws at you. | **Something on Your Bucket List:** Road trip to all 50 states - including Hawaii in my "floating" Porche 356 convertible.