

# RECORD TIMES

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

The leap towards annual employee recognition coming Feb. 29



2015 2016

## The C.A.S.E. leaps forward to a new year of employee recognition on Leap Day

The Annual Employee Recognition Program allows staff to nominate co-workers for special awards

Every day new cases are arriving at the Clerk of the Court's Office, but once a year there is one day when "the C.A.S.E." comes to the Office, and this year that day is **Feb. 29 (Leap Day)**. C.A.S.E. is the name of the Office's Employee Recognition Program

and Feb. 29 is the day the program officially kicks-off. C.A.S.E. stands for Celebrating and Saluting Employees. It is a program that provides employees the opportunity to nominate their co-workers for various recognition awards. This year, the award categories are: **Excellence, Teamwork, Customer Service, and Leadership.**

An email announcement will be distributed to employees on Feb. 29 that will provide the details of the program and include the form to nominate your co-workers for a C.A.S.E. award. The deadline for the nominations will be **3:17 p.m. on 3/17 (St. Patrick's Day)**.

Below are the dates, times, and places of the 2016 ceremonies for the Office's C.A.S.E. Awards. In addition to the C.A.S.E. awards, service pins will also be given to employees at these times and locations. An announcement on who the service pin recipients are for this year will be listed in the March issue of the *Record Times*. This year more than 70 employees are scheduled to receive a service pin. The recipient's service ranges from 5 years to 30 years of service to the Clerk of the Superior Court's Office.

### Recognition Locations, Dates, Times

- **April 27 - Northwest** / 12:15 p.m. / Office Area
- **May 3 - Customer Service Center** / 12:15 p.m. / 1st Floor Break Room
- **May 12 - Durango Juvenile** / 12:15 p.m. / Large Conference Room #1164
- **May 16 - Southeast** / 12:15 p.m. / Saguaro Room @ SEJ
- **June 8 - Northeast** / 12:15 p.m. / Jury Room
- **June 15 - Downtown** / 12:15 p.m. / Supervisors' Auditorium

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# Michael's Marks



A quick mix of  
items of interest  
to share for  
this month

by *Michael K. Jeanes*  
Clerk of the Superior Court



✓ **Employee Recognition** - As mentioned on page 1 of this newsletter, our **CASE Awards** are coming up. I want to encourage you to nominate a well-deserving co-worker(s) for these special awards. I always enjoy this event as it provides a time to honor the excellent work of staff.

✓ **Special Thank You** - I want sincerely thank three groups of staff members who worked over a weekend. The first group is those who served for the Stand Down event on Saturday, January 30. The second group is those who served on Saturday, February 13 and/or Sunday, February 14 to issue marriage licenses and process passport applications. The third group are staff members at SEA, who participated in a weekend training session on the issuance of marriage licenses.

Your willingness to work on a weekend to serve is greatly appreciated by our customers, our management team, and myself. You demonstrated true teamwork and dedication and your efforts made many people happy. Thank you again for all your time and effort. All of the events were a great success.

✓ **Their Service Will Be Honored** - **Laura Eng** and **Sharon Wilson**, who both retired last year after 30 or more years of service, have been selected by Maricopa County for their names to be placed on the County's Service Pillar that is located on the Central Court Plaza. The ceremony will be held at 10 a.m. on June 6 in the Board of Supervisors' Auditorium. Currently, we have 18 former employees listed on the Pillar.

✓ **Open Enrollment** - Open Enrollment will be held **April 18 - May 13** this year. Watch for more details from our Human Resources Department.

✓ **Happy Anniversary** - Maricopa County celebrated its 145th anniversary on February 14.

✓ **Other Clerks of Court** - Have you ever wondered who the other 14 Arizona Clerk of the Court are? We have a link on our website that provides that information and where they are located. You may view it [here](#).

✓ **Upcoming Munches** - My next two Munches scheduled are: at **Northwest** on Wednesday, March 2 from noon - 1 p.m. in Jury Room 124; and at **Southeast Adult** on Tuesday, March 8 from noon - 1 p.m. in the Conference 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

**To: Courtroom Services Supervisors**

**From: Cathy Clarich**

"I would like to extend my thanks and appreciation to the Courtroom Services Supervisors **Linda Berger, Penny Boettcher, Linda Crawford, Evonne Gonzales, Tracy Henninger, Kathryn Martin, Susan Morris, Deralyn Pico, Connie Pitts, Wendy Thompson** and **Gina Vacanari**. Courtroom Services has had many challenges over the last several months, including a large number of vacancies. These ladies have worked tirelessly to ensure court coverage, including the need to cover court themselves, while still supporting their staff. Their dedication to their staff and the Clerk's Office is truly amazing. Thank you so much!"



**To: David Gunn**

**From: Shantelle Bagnall**

"I would like to extend a thank you to **David Gunn** in the e-filing Department. I want to say thank you for providing me rides during the bus strike. It was a stressful time for my family because we have only one vehicle. David was able to lessen my family's stress by stepping up and helping me out. Thank you, thank you, thank you!"

**To: Britt Silvernail**

**From: Kathy Whittiker**

"A big thank you to **Britt Silvernail**, Court Operations specialist in Southeast Adult Marriage License and Passports (SEA ML&P). Her ability and willingness to step in with the SEA ML&P training for our new hires and existing staff is greatly appreciated!"

**To: Merriel Reynolds**

**From: Courtroom Services Managers**

"We want to express our appreciation to **Merriel Reynolds** for the help she's given to Courtroom Services the last few months. Due to courtroom clerks staffing shortages, Merriel became a temporary courtroom clerk and covered Civil commissioners calendars twice a week for approximately four months, processed countless documents, and assisted with marking exhibits for many, many divisions. In addition, she assisted with the creation of CRS training materials and the preparation of a class presentation. Merriel is also currently performing the MEEDS administrator duties, which is reducing the load on the CRS supervisors that normally perform those tasks each day. Thank you Merriel for your support to Courtroom Services!"



## CUSTOMER COMPLIMENTS

**About: Linda Castleberry**

A customer called the Office this month to say **Linda Castleberry** provided her "superior customer service - 5 out of 5 stars!" She also said Linda was kind and patient with the many questions she asked her.

**About: Stacy Kennow**

An attorney wrote the Office recently to express his appreciation for the service of **Stacy Kennow**. He said Stacy is a very efficient public servant and a pleasure to deal with. Stacy was able to provide her expertise to track down and resolve a rare kind of criminal bond.

# Timely Service continued



## CUSTOMER COMPLIMENTS

### About: **Brittani Phillips**

A customer wrote the following note about **Brittani Phillips**: "I had a great experience with Brittani two different times. She is professional, courteous, kind, LISTENS, and is very concise – which is very important in the customer service role. Good attitude with a nice smile. I was dreading coming here, but she made this a great experience. She has lightened up my life. She is a what a customer service person should be."

### About: **Catrina Ybarra**

A customer sent an email to the Office last month to say how grateful he was for CSC Support Service's **Catrina Ybarra**, who assisted him. He stated that Catrina provided excellent service.

### About: **Edith Witherspoon & Ursula Maurin**

A customer called the Office to say how much she appreciated the service she received from **Edith** and **Ursula**. She said they both explained things in detail, provided prompt service, were sincere, and did a great job.

### About: **Sheila Bullock**

**Sheila Bullock** received an email from a customer she helped over the phone, who was very thankful for her advice in getting a problem resolved. The customer was having problems getting to the right area she needed for help and did not have the information she needed when she did get to that area of assistance. Sheila provided her the name of the exact place to

get in touch with and the information that she needed when speaking to them. The customer said, "the person knew right away what to do after I gave her the information you helped me with." The customer said she would not have been able to find out what she needed without Sheila's assistance. She expressed how happy she was to get her problem resolved much more quickly. She wrote, "Now that is what I am talking about! I am happy now. I thank you so much!"



### About: **Eva Carranza**

A customer from Texas recently sent an email to the Office commenting on the service he received from **Eva Carranza**. He wrote, "I recently called the Clerk's Office to obtain copies from two divorce matters, each about 10 plus years old. Ms. Carranza was very helpful and she very promptly emailed me copies of the requested docs. It was not what I expected. Outstanding!"

### About: **Edith Witherspoon**

A customer sent an email to Cheryl Marzella to let her know that he was grateful for the service he received from **Edith Witherspoon**. He said he used to be a secret shopper for a consulting firm and if he had to write a report on his experience with Edith and the Clerk's Office, it would be high praise for courtesy, efficiency, and prompt service. He said, "you could give lessons to some of our clients."

# CLERK CONNECTION

## Staff has OutSTANDing days serving veterans



For the sixth year in a row, staff from the Clerk of the Court's Office has **stood up** to help with **Stand Down**. Stand Down is an event held throughout the nation where various agencies/governments come together to focus on veteran services. This year, here in Maricopa County, it was held Thursday, January 28 - Saturday, January 30 at the Veteran's Memorial Coliseum. The Superior Court and Clerk's Office set up remote courtrooms and saw **167 veterans** during the three-day event.

The staff members who participated in serving at Stand Down 2016 included Courtroom Services managers, courtroom clerks, administrative assistance, Customer Service Center staff, and technical support. Those who assisted were (in alphabetical order): **Shannon Branham, Mary Cabral, Elisa Canas, Linda Ceja, Becky DeLong, Patty Morquecho-Espinoza, Laura Franco, Andi Gonzalez, Evonne Gonzales, Cory Green, Tracy Henninger, Olivia Hernandez, Adam Hrisho, Floyd Kellogg, Stacy Kennow, Veronica Lama, Susan LaMarsh, Denise McGraw, Veronica Morales, Gaile Raines, Cyndie Rego, Adrian Roberts, David Rosenthal, Gene Parker, Lisa Popovic, Jacques Porter, and Andrew Schmidt.**

Document Services Administrator **Shannon Branham** said, "A sincere thank you to all of the staff who participated in the 2016 StandDown! Your dedication and commitment to provide excellent customer service was evident and appreciated throughout the event. This collaborative effort with other judicial partners exemplifies the true spirit of StandDown."

### Comparison of eFiling statistics for January

This chart shows a comparison of the Office's eFiling statistics for the month of January during the past five years:

	Civil eFilings	Criminal eFilings	Family Court eFilings
2012	23,900	12,813	152
2013	19,244	20,152	646
2014	19,406	24,495	3,674
2015	16,121	26,421	7,246
2016	16,186	30,730	10,570

# Extra Miles

Newsletter extra

## The first-ever Valentine's Weekend Report

Traditionally, the busiest day of the year for the Marriage License and Passport Office (ML&P) is Valentine's Day (Feb. 14) or the Friday before Valentine's Day, if the holiday falls on a Saturday or Sunday as it did this year. So much for tradition, as this year it was not just one busy day for ML&P staff, but THREE busy days (Friday, Feb. 12, Saturday, Feb. 13 and Sunday, Feb. 14). **For the first time**, the ML&P Office at the Customer Service was open the entire Valentine's Day weekend. The doors were open from 9 a.m. to 4 p.m. on Saturday and from 10:30 a.m. to 2:30 p.m. on Sunday for customers to purchase a marriage license or apply for a passport. The ML&P offices at SEA, NE, and NW remained closed on the weekend.



Through the years, the Office issues about double the amount of licenses on Valentine's Day than they do on a normal working business day. This year, Friday was the fourth highest total in the past 14 years officewise and then with the extended hours on Saturday and Sunday, the amount of licenses issued during the Valentine's weekend was a record high of **257**. In addition, staff processed 75 passport applications on Saturday and Sunday.

In recognition of Valentine's Day being on the 14th, the following are 14 years of the total amount of licenses ML&P staff issued on Valentine's Day or the Friday before, or on Valentine's Weekend (as in the case of this year):

2016

257 licenses

161 - Fri., Feb. 12  
46 - Sat. Feb. 13  
50 - Sun. Feb. 14

*Marriage licenses issued on Valentine's Day, the Friday nearest to Valentine's Day, and on Valentine's Day Weekend*

\*Friday = All Office ML&P locations  
\*Saturday & Sunday = CSC only



# The Inside Track

on Employee News

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## OFFICE ANNIVERSARIES

The following Clerk of Court employees recently celebrated a milestone anniversary with the Office:  
**15 YEARS - Joe Altnether and Jo Harbour**

**10 YEARS - Robert Gonzales, Chris Kilgus, and Yvonne King**



**5 YEARS - Esmeralda Cañez, Anabel Quintana, Ann Sikkema, and Marendra Sullivan**

## NEW EMPLOYEES

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

- **Courtroom Services Manager - Josue "Samuel" Peña**
- **Downtown Distribution - Sophia Yanes**
- **Durango Juvenile Courtroom Clerk - Angela Sotelo**
- **Family Support Services - Sana Hayat**
- **NE Docket/EDM - Maranda “Mandy” Askew**
- **SEA Filing Counter - Vanessa Agee**
- **SEA Marriage License and Passports - Denise Hill and Ruth Kouassi**



## EMPLOYEE MOVES

- ITG’s **Ruben Trejo** was promoted to the position of Systems Administrator Senior.

## IN THE PICTURE



Staff members gathered for a group “selfie” at the Southeast Adult Office on Saturday, January 30. The team was participating in a weekend training session that provided instruction on the issuance process for marriage licenses. The training initiative emphasized the Office’s commitment to providing high quality and timely service, in addition it addressed how to curb the number of extended wait times. Participants included (from left to right, front to back) **Fidelia Alonso, Shannon LaSpaluto, Vanessa Martinez, Brittani Phillips, Kelly Marquez, Vonda Culp, Ana James, Jessica Folts, Kathy Whittiker, and Cassandra Knotts.**

# Special Spotlight

on the Executive Team members

This Month: **CATHY CLARICH**



**Title:** Deputy Director / **Years with Office:** 3

**Something You Enjoy About Your Job:** The everyday challenges of working with staff to solve issues.

**What Areas Do You Oversee:** Courtroom Services

**Your First Job:** Wendy's

**Hometown:** Corona, California

**A Hobby/Special Collection or Favorite Activity:** I used to own and operate a Texas Holdem Poker company and although I don't own it anymore, I still love to play poker on a regular basis.

**Best Vacation Spot:** My trip to Italy included a small town called San Gimignano and it was located in the Tuscan Valley

**Favorite Meal:** Anything Mexican

**Favorite Place to Eat Out:** Nandos

**Favorite Sport Team / or Sport:** I am a big football fan and love cheering for the Arizona Cardinals!

**Your Favorite TV Show and Movie:** Movie: *Pretty Woman*

**Your Favorite TV Show Growing Up:** *The Brady Bunch*

**Something You Are Proud Of:** Obtaining my Master's Degree while working full-time and raising three kids.

**If Given A Chance, What Would You Like To Be For A Day:** I love most types of music and always wished I could sing well. So, I would love to be a professional singer or musician for a day.

**Something On Your Bucket List:** I have many travel destinations on my bucket list, but would really love to visit New Zealand one day.

**What Advice Do You Have For A New Clerk Employee:** Patience is an important part of learning.

**A Favorite Quote:** "Life is 10 percent of what happens to you and 90 percent of how you respond to it."

**What do you like to do in your spare time:** I really enjoy playing golf and particularly enjoy some of the beautiful courses we have here in Arizona.

**What Is An Ability You Wish You Had:** I am not very artistic or creative and so I would love to be able to create or make something that doesn't look like an art project gone haywire.

**What is your dream car:** A fully restored 1969 Camaro similar to one I received on my 16th birthday.

**Do You Have a Favorite Animal:** I really enjoy the Wildlife World Zoo and particularly like the large cats.

**Have You Ever Won Anything? What was it?** I won \$14,000 on a Pai Gow table at Ft. McDowell.

**What Are Two or Three Business Skills You Think Are Important:** Communication, of which listening is a big part of, demeanor, and the ability to be open to new ideas or solutions.

**Who Would You Like To See In Concert: ...** JT - Justin Timberlake

**Who Has Been The Most Influential Person In Your Life And Why:** My children as I want to set a good example for them.

**Best Advice Someone Has Given You:** Don't sweat the small stuff.



# Special Features

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



### Newsletter has “cool” time in a new state

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 standing in the cool breeze of the Pacific Ocean in California. This month, it is seen with an employee who was in the cool weather of a state that it has not appeared in before.

Pictured above is Trainer **TJ Alioto**, who posed with the newsletter in the snow-covered town of Eagle, Wisconsin. This is the newsletter’s first appearance in the state of Wisconsin. TJ recently moved from the “Dairy State” to begin his career here with the Clerk of the Court.

**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 **best ski towns** according to a recent *USA Today* survey.

- 5) Steamboat Springs, CO
- 4) Lake Placid, NY
- 3) Truckee, CA
- 2) North Conway, NH
- 1) Crested Butte, CO



Source: 10Best Readers’s Choice Awards

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Chris Kelly - Chief Deputy / Lois Rees - Administrator / Len Keso - Editor

## An employee’s weight loss story



Over the last few years, **Melinda Yelverton** has become a “**weight and see**” kind of person. After losing more than 110 pounds in **weight**, she **sees** that it has made a great difference in how she feels. “I feel so much healthier and happier and I have more confidence,” she said. Melinda, who works in Public Records at the Customer Service Center, said that it took her over a year to lose the weight. She said she came to a decision that she was tired of complaining and making excuses and she needed to do something about it. She said that she stopped eating processed food and started eating “clean and healthy.” She then started to exercise twice a day for six days a week. “I exercised in the morning and then worked out in the gym after work,” she said.

Melinda then started running and ran her first full marathon in 2014. Since that time, she has ran in four other marathons. She said she plans on running her first 100 mile ultramarathon next year. She also likes to dance, bike, jump rope, do workout videos...anything to stay active.

“I want to permanently live a healthy lifestyle now and I would love to help other people get healthier too.”

# QUICK QUESTION



## What do you like about the month of February?

**Ariel Driver** - I think the most enjoyable event out here in February is the sudden surprise of Spring leafing out of the trees after our **10 minutes** of winter!

**Pam Crawford** - The best thing I like about February is that it is the month that I got married. I just celebrated our 31st anniversary. I also like that our weather starts to change to Spring and I love to see the flowers come into bloom.

**Vanessa Agee** - February is a wonderful month because the hope of Spring is just around the corner!

**Laura Bedford** - I look forward to all of the amazing outdoor culinary, beer & wine, music, and balloon festivals. I also look forward to pitchers and catchers reporting for the start of Spring Training. Go Diamondbacks!

**Angie Smith** - What I like most about the month of February is the new season of "The Walking Dead" starts!

**Bridgette Salcido** - February is the best month because the days are bright and sunny, but you don't have to turn on your AC just yet.

**Lorraine Brown** - February is my favorite month of the year because of Valentine's Day and it is the month of my birthday.

**Anna Villasenor** - The three things that I like about February are: 1) The weather is great. 2) Black History is recognized. 3) All the hustle and bustle from the Christmas and New Year's holidays has settled down.

**Mary Ann Martin** - Shorter month.

**Ravi Goud** - I like the longer days...there is still daylight when I drive home from work. The astronomical twilight is very beautiful. This is a photo that I shot here this month.



taken by Ravi Goud