

# RECORD TIMES

June  
2016

Vol. 22 / No. 6

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

## Great Teamwork – Civil/Probate Courtroom Services Team



Employee names provided on page 6

## CASE of the award-winning staff comes to a close

More than 60 employees honored this month through Office's Employee Recognition Program

Each year, the Office opens up a special CASE to discover what employees should be recognized for their outstanding efforts from the past year. The CASE is actually the acronym for the Office's **Celebrating And Saluting Employees Program** and the 2016 version of the employee recognition program opened in May and closed

this month. Staff from the Northeast and Downtown Office areas were recognized this month for their excellent performance in Teamwork, Customer Service, Leadership, and Overall Excellence. Photos of these recent winners are provided on [pages 4 - 6](#).

## IN THIS ISSUE:

Page 2 - Michael's Message

Page 3 - Timely Service

Page 4 - C.A.S.E. Awards

Page 7 - Clerk Connection

Page 8 - Employee News

Page 9 - Special Features

## Learning to lead the different generations

More than 60 supervisors, managers, administrators, deputy directors, the chief deputy, and clerk of the court attended a one-day retreat on Generational Leadership that was held in the Downtown Justice Center this month. The retreat's emphasis was to provide strategies on how to lead the current workforce that is comprised of four different generations. The retreat included guest speaker Gabriel Goltz from the Arizona Administration of Courts and participation in some generational activities.

\*\*The results of a survey conducted for the retreat on generational similarities/differences from more than 370 participating Clerk employees will be provided in the July *Record Times*.



Talking about my generation - The retreat included some friendly competition among the Office leadership on generational knowledge.

# Michael's Message

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



## What in life is most important

Charles Schulz spent much time bringing humor to the world through his comic strip "Peanuts," but he also spent time in thought about the serious matters of life. The following is said to be the philosophy he lived by:

### First answer some questions -

Name the five wealthiest people in the world; name the last five Heisman Trophy winners; name 10 people who have won the Nobel or Pulitzer Prize; name the last half-dozen Academy Award winners for best actor/actress; and name the last decade's World Series winners.

### Now, take this quiz:

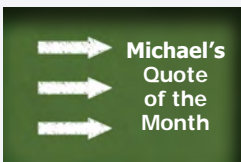


Name a teacher who aided your journey through school; name three friends who have helped you through difficult times; name five people who have taught you something worthwhile; name three people who have made you feel appreciated and special; and name five

people you enjoy spending time with.

**The point?** The people who are important in your life, aren't those with the most credentials, but those who show how much they care.

Thank you for being people who care ... for daily helping our customers with their needs, for taking time to express your appreciation when a co-worker helps you or providing a word of encouragement to them when needed, and for caring to do your job well. You are very important. I thank you!



"None of us got to where we are alone. Whether the assistance we received was obvious or subtle, acknowledging someone's help is a big part of understanding the importance of saying thank you." - Harvey Mackay

### Upcoming Munches With Michael

#### CUSTOMER SERVICE CENTER

Noon - 1 p.m.,  
 June 29

AZ Conference Room

#### NORTHEAST

Noon - 1 p.m.,  
 July 7

Multi-Purpose Room

#### DURANGO JUVENILE

Noon - 1 p.m.,  
 July 15

Conference Room

#### DOWNTOWN

Noon - 1 p.m.,  
 July 27

TANG Conference Room, 3rd Fl, ECB



# Timely Service

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

## CUSTOMER COMPLIMENTS

### About: **Antonio Canisales**

Court Operations Lead Gaile Raines shared a story about a customer who recently came into the Downtown Filing Counter with their young child. The child had crayons with him, but no paper or hard surface to use the crayons to color. **Antonio Canisales** lent him a clipboard and paper and in return, the child drew a very nice picture with a smiling person (saying that was Antonio), a bright sun shining down on him, and a compliment saying "Good service goes a long way! Have a good day!"

### About: **Tawnie Wells**

A staff member from the Arizona Attorney General's Office recently sent an email to the Office to express her appreciation for the assistance of **Tawnie Wells**. She wrote, "Tawnie was very nice and very helpful. Please tell her supervisor that she was a dream to work with."

### About: **Ursula Maurin**

Court Operations Supervisors Cheryl Marzella received a voice mail from a customer who said he was stunned at how helpful and professional the service he received from the Office was with his request. He said the level of excellent service **Ursula Maurin** provided him is rarely seen from a government employee. He said it was a joy to work with her.

### About: **Eva Sanchez**

Court Operations Supervisor Bryan Romero

received a phone call from a customer who wanted to let him know how happy she was with the service she received from **Eva Sanchez** in the Billing and Deferral Unit. She said Eva was the nicest customer service person she has ever dealt with. She said she was extremely helpful, polite, top-grade, and that the Office was very lucky to have her.



### About: **CSC Public Records Counter staff**

Court Operations Supervisor Aide Estrada received a call from a customer that just had to express his gratefulness for the service he received from the Customer Service Center's **Public Records staff**. He told her he has never had such a good experience when dealing with county employees. He didn't expect the wonderful service he received and wanted to tell someone how much it meant to him.

### About: **Catrina Ybarra**

A customer left a voice mail with the Office saying how incredibly helpful Support Services **Catrina Ybarra** was to him. He said she went above and beyond in assisting him and she even showed him how to use the online resources. He was very pleased with her service.

# AND THE AWARD GOES TO...

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



# AND THE AWARD GOES TO...

**more photos of recent C.A.S.E Award winners**

## TEAMWORK AWARD



Durango Juvenile OCH Team (from left): Maria Aldaba, Erica D'Entremont, Ann Sikkema, Dawn Wood, and Angela Sotelo



## TEAMWORK AWARD



Downtown Filing Counter Team (from left): Joe Altnether, Mike Mejia, Georgina Shamon, Irasema Garcia, Antonio Canisales, Jessica Castro and Jennifer Cardenas.

## TEAMWORK AWARD



NGA-IA Team (from left): David Gray, Elisa Canas, and Rebecca Miller.

Not pictured: Susan Fromm

**Not pictured:** Alejandro Fimbres, Andy Rodriguez, Anna Valenzuela, Ariel Driver, Carmen Carabajal, Charles Gobble, Christina Flores, Edward Costello, Gaile Raines, Jenela Fierro, Joan Lewis, Judy Baker, Kim Whitson, Maria De La Cruz, Nancy Cardenas, Nicole Cotton, and Yessenia Barraza

**Celebrating And Saluting Employees**



# 2016



# AND THE AWARD GOES TO...

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

## TEAMWORK AWARD



DT Courtroom Services CR Supervisors Team  
(from left): Evonne Gonzales and Gina Vacanari.

Not pictured: Tracy Henninger and Deralyn Pico

## CUSTOMER SERVICE AWARD



Andi Gonzalez

## CUSTOMER SERVICE AWARD



Chris Bradford

Not Pictured -  
LEADERSHIP AWARD  
Denise McGraw

## EXCELLENCE AWARD



Reta Sneddon

### TEAMWORK AWARD FROM PAGE 1 PHOTO

Downtown Civil/Probate Courtroom Services Team (from left, first row): Tammy Cooley, Sue LaFontaine, Amber Arnold, Maite Patrick, Daisy Arrieta, Shannon Stulz, Gail Verbil, Roselle Smith, Sherri Ortega, Connie Vila, Lorrie Stogsdill, Heidi Bell, and Debe Adams. (Back row, from left): Lorraine Brown, Crystal Ewell, Anabel Quintana, Wendy Thompson, Jamie Eaton, Sheryl Brown, Tiffany Nosker, Tanya Miller, Kathy Ballard, and Toni DeRaddo.

Not pictured: Ashley Aycocock, Marian Corriveau, Laura Nelson, Bal Randhawa, Mary Scott, and Patsy Valenzuela.



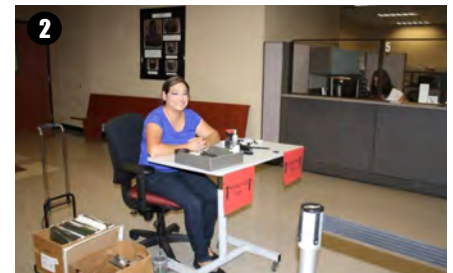
# CLERK CONNECTION

## Update on the Northwest Court-struction zone

The remodeling of the Northwest Office Filing Counter began on May 21. The project is being done in two phases and is expected to be completed this month. Among the improvements, the project includes expanding the service windows from five to seven, installing a Qmatic System and new seating in the lobby for customers, and remodeling the break room and vault area.



**Photo 1** - Framing of the new service windows. **Photo 2** - **Krizna Rodriguez** sits at a temporary desk set-up to assist customers. **Photo 3** - Looking at the curtained-off construction project from the outside office area.



## Updated Case History Index available online

Staff at the Customer Service Center recently completed updating the **Case History Index** through 2015. 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 2015 (excluding juvenile cases, the Water case, and marriage licenses). As of Dec. 31, 2015, the total number of filings was **4,747,687**.

## It's "Pillar Time" for two retired Clerk employees



On June 6, the names of former Clerk of the Court full-time employees **Laura Eng** and **Sharon Wilson** were added to Maricopa County's Service Pillar, which is located on the Central Court Plaza. Laura retired last year after 31 years of service. She was serving as an administrator in Courtroom Services. Sharon also retired last year after 30 years of service. She worked in Disposition and Abstracts in the Customer Service Center.

In total, 20 former Maricopa County employee's names were added to the Service Pillar at the ceremony for their 30 or more years of service. Currently, the Clerk's Office has 23 former staff members listed on the Service Pillar. Their combined years of service total 769. Pictured to the left in front of the Service Pillar are (from left) Laura, Sharon, and Clerk of the Court Michael Jeanes.

# The Inside Track

## on Employee News

1

2

3

4

### BIRTH

- Congratulations to Recording Services' **Rebecca Shanks** and ITG's **Steve Lauer** on the birth of their 5 lb. 15 oz. grandson on June 2. Their new grandchild's name is Matthew Sabatina and he is their fifth grandchild.



### MARRIAGE

- Congratulations to Courtroom Clerk **Danielle Yenglin**, who got married on May 21 to David Lopez.

### OFFICE ANNIVERSARIES

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

#### 25 YEARS

**Elva Martin**

#### 15 YEARS

**Melanie Fay and Anna Valenzuela**

#### 10 YEARS

**Lisa Popovic and Ken Lindler**

#### 5 YEARS

**Shannon LaSpaluto**



### NEW EMPLOYEES

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

- **Durango Juvenile Operations - Rachel Gammage**
- **RCC/EDC - Marshel Robinson, Alexis Washington**
- **SE Juvenile Operations - Velia McIntyre**
- **SEA Filing Counter - Megan Racer**

### RETIREMENT

- **Elva Martin**, who serves in the Exhibits Office located in the South Court Tower is retiring this month after serving the Office for the past 25 years. Elva said, "I am going to miss all of my co-workers, who are a wonderful bunch. I am also going to miss the work. I loved what I did in Exhibits. I plan to stay home and take care of my husband and make lots of memories."



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



# Special Features

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



### The newsletter warms up after being in cooler location last month

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 enjoying the cooler weather and snow of Alaska. This month, it is seen with an employee who was enjoying the sun and sand and warmer weather on an island outside the US.

Pictured above is Distribution's **Katie Sullivan**, who was in St. Barth in the Caribbean with her husband Rick.

**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;
- 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.

## Clerk Work

Picturing staff who work for the Clerk  
This month - **Bory Reth**



**Department:** NE Document Management / **Job Title:** Operations Specialist / **Years With the Office:** 1 year / **Something You Enjoy About Your Job:** My co-workers. Since day one, they've been so helpful and welcoming. I'm glad they are not tired of me (yet). / **What Was Your First Job:** Telemarketer. / **Hometown:** Born in Thailand, but have been in AZ since I was about two. / **Any Hobby or Special Collection:** Photography. My daughter is usually the subject I photograph most and she hates it. I have plenty of pictures to show her when she gets older. Mom will get the last laugh. / **Something Memorable You've Done:** Visit a themepark - roller coasters are SO much fun! / **Favorite Vacation Destination:** San Francisco / **Favorite Meal:** Pho - No matter how hot it is in Phoenix, I would still be able to devour a bowl or two. / **Favorite Place to Eat Out:** Anywhere with good sushi. / **Favorite Sport or Team:** Phoenix Suns / **Someone You Would Like To Meet:** My grandparents. I never got a chance to meet them. / **Favorite TV Show or Movie:** *Friends* - hilarious / **Something You are Proud of:** My parents. / **What Would You Like To Be For A Day:** An astronaut - to be looking at Earth from space would be amazing. / **What Is An Ability You Wish You Had:** To freeze time - I would never be late. / **What Is Your Dream Car:** A minivan - it could store so much. / **Something on Your Bucket List:** Skydiving. / **Best Advice Someone Has Given You:** Speak slower, otherwise, I would just have to keep repeating myself. / **Any Hidden Talents:** Being mediocre at badminton. / **Nobody Would Believe It If They Knew...** that I don't know how to swim.

Take

This month's list of five is ... **the five longest interstate highways in the USA:**

- 5) I-70 = 2,153.13 miles
- 4) I-10 = 2,460.34 miles
- 3) I-40 = 2,555.10 miles
- 2) I-80 = 2,899.54 miles
- 1) I-90 = 3,101.77 miles

**Record Times** - Published monthly by the Public Affairs Office for distribution to Clerk of Court staff. For past issues, visit: <http://cocweb.coc.maricopa.gov/oldcontent/news/recordtimes/default.asp>  
Chris Kelly - Chief Deputy / Lois Rees - Administrator / Len Keso - Editor