

RECORD TIMES

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

10 YEARS OF SERVICE

SE Juvenile Courtroom Clerks, who began their careers on the same day 10 years ago, are now set to receive their service pins together



10 Years – Tammie Martin (left) and Cheryl Hancey (right) are both Southeast Juvenile Courtroom Clerks. They began working for the Clerk of the Court's Office on the same day and will be receiving their 10-year service pin this year on the same day. They also work within a few feet from one another in the same office area.

30 Years – Andy Rodriguez is the Clerk employee who is receiving a service pin for the most years of service to the Office this year. Andy works at the Downtown Filing Counter Information Desk.

The time is coming soon to celebrate milestone office anniversaries

The list of honorees are provided in this issue

Cinco de Mayo and Mother's Day are two occasions that people celebrate in the month of May, but here in the Clerk's Office there is another celebration that begins in May, which has become well known throughout the Office. It is the annual service awards presentation to employees who have reached a milestone of 5, 10, 15, 20, 25, 30, and even 35 years of service. The service pin presentations will be held at various office locations through June. This year, **70** employees will be receiving a service award.

To learn who is receiving their Clerk of Court and/or Maricopa County service award this year, see page 5. See the article below for the dates, times and locations of the recognition events.

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The 2016 Office recognition events

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

- 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 13 - Northwest / 12:15 p.m. / Jury Room 124
- 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

Michael's Message

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



Customer service is not one size fits all

I saw an article by Harvey Mackay encouraging offices to emphasize the 'custom' in customer service. He used the example about how satisfying it is when we have something custom made for us whether it be a house, clothes, or even a sandwich. To get exactly what you order is gratifying.

Mackay states that every customer contact should involve custom care and attentiveness. Each interaction needs to be "custom built." While I know many of our customers arrive at our various counters or



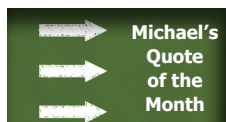
call our office with somewhat similar service needs (whether it be marriage licenses, passports, case filings, public records, support, billing, or other court-related requests), we can still offer them "custom service." While we may have had the same request many times before, we can treat each

customer as an individual who needs our special attention. We can really tune in to what they have said to us and the reason why they contacted us and customize our encounters to make it more gratifying for them. Mackay said to try to make your encounters memorable. He states that customer service should not be "one size fits all." "Your customers deserve your very best. Great customer service is only a starting point. Custom service takes your business to a whole new level."

Besides our customers, I believe this type of effort will also make each encounter more enjoyable for you. So, let's start emphasizing the 'custom' in our customer service!

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.



**"Emphasize the 'custom' in customer service."
– Harvey Mackay**

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: Debora Wells Guevara and Cindy Malnar

"A big thank you is sent out to all of the **Courtroom Services supervisors** (Juvenile and Adult), who continue to bring their positive attitudes to work daily. Thank you for your continued contributions to the Courtroom Services team!"

About: April Cannon

Courtroom Services Supervisor Linda Berger shared the following about a medical situation that occurred in the courtroom where a courtroom clerk was a big assistance:

Courtroom Clerk **April Cannon** was in the middle of a hearing when a person in the courtroom suddenly had a medical emergency. April reacted quickly to assist the person. She remained calm and collected, which greatly helped the person and the overall situation. The judge said, "April did an unbelievable job helping the person. She had the most incredible grace under pressure."

To: Mickie Guinouard and Vanessa Martinez

From: Kathy Whittiker

"A big thank you goes out to Southeast Adult's **Mickie Guinouard** and **Vanessa Martinez** for their flexibility in covering multiple areas while others are training or when there are high volume times. Their good spirits and supportive attitude is appreciated."

To: Southeast Adult Saturday Trainees

From: Vonda Culp



A big THANK YOU is extended to all who were able to participate in the latest weekend training at Southeast Adult (seen in this photo above) on Saturday, Feb. 20. The training was focused on the processing of passport applications. Kathy Whittiker, assisted by Britt Silvernail, provided excellent training and there was great dialogue. The weekend training is in response to the U.S. Department of State's prediction that there will be a 35% increase in passport applications.

Pictured above from front to back, left to right are: Vonda Culp, Shannon LaSpaluto, Kelly Marquez, Britt Silvernail, Vanessa Martinez, Brittani Phillips, Ana James, Jessica Folts, Kathy Whittiker and Cassandra Knotts.

Fast and Helpful

Timely Service continued



CUSTOMER COMPLIMENTS

About: **Tonya Blachut and Michele Martinez**

A judicial assistant sent an email to Courtroom Services Supervisor Linda Berger to express his appreciation for Courtroom Clerk **Tonya Blachut**. He said, "Tonya helped with the ex partes and did a great job. You have some awesome clerks. Tonya and everyone there needs a raise.

In addition, another judicial assistant praised Tonya and **Michele Martinez** for helping out with the division's workload. They both take initiative to help the division when they are available to provide extra assistance. The JA said their help is greatly appreciated.

About: **CSC Public Records**

A customer from another county department sent an email to the **CSC Public Records** staff complimenting them for their quality service. She wrote, "We just want to drop a line to say THANK YOU so much for the SUPERB service. We just received all of the files and REALLY appreciate all the reproduction of ancient files you have been doing for us. It really makes our jobs much easier."

About: **CSC Public Records**

A customer called the office receptionist to compliment the **CSC Public Records staff**. He said, "I visited the Office to get a copy of my grandparent's wedding license. Because my grandparents were married 101 years ago, I was fully expecting to pay extra or have to wait 10 days

for research, etc. To my surprise, I had a copy of my century-old document about 25 minutes after I had walked in. I appreciate your help."

About: **Joe Altnether**

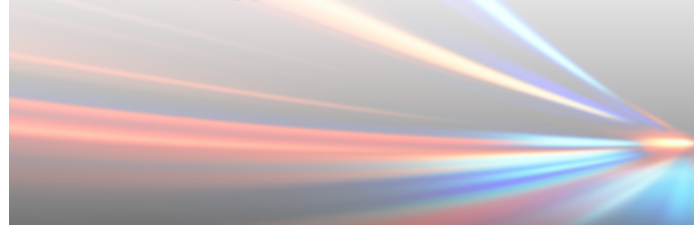
A paralegal from a law firm sent an email to the Office about **Joe Altnether**. She wrote, "He is ALWAYS extremely helpful and courteous and is very knowledgeable in the area of probate. He is really amazing and has impressed me enough for me to take time out of my day to write this letter. What a great person to have as part of your team! Thank you!"

About: **Lisa Cooper**

CSC Support Services' **Lisa Cooper** recently received two different compliments from customers she assisted.

Customer 1 - The customer said Lisa's prompt response greatly reduced the amount of time she expected to receive an answer to her request. The customer was amazed at how fast Lisa was able to help her.

Customer 2 - A legal assistant that Lisa helped wrote, "Lisa was very efficient and helpful in getting me the documents I had requested. I was pleasantly surprised when I received the documents only one day after requesting them. It was greatly appreciated."





CLERK CONNECTION

Upcoming Service Award Pin Recipients

The following employees are scheduled to receive a Clerk of the Court and/or Maricopa County service award pin. **PLEASE NOTE:** The service award pins are for employees who reached their Office anniversary during the calendar year of 2015.

DOWNTOWN PIN RECIPIENTS

5 YEARS

Linda Berger
Anna Fagnani
Tracy Henninger
Cassandra Salt
Becky Steele
Shannon Stulz



10 YEARS

Erendira Bautista
Chris Driscoll
Ivette Huerta
Deborah Johnson
Travis Joy
Beverly MacDonald
Jacques Porter
Lisa Smith
Gail Verbil
Leslie Wilkins
Chiquita Williamson



15 YEARS

Susan Baldwin
Julie Bower
Mary Cabral
Elisa Canas
Laura Franco
Annette Galarza
Catherine Gray
Schelondia Justice
Denise McGraw

Jennifer Myers
Nina Parmar
Merriel Reynolds
Flor Rivas
Dora Sandoval
Mary Scott
Angela Smith
Yolanda Soliz
Katie Sullivan



20 YEARS

Lillian Barnett
Lisa Bonilla
Dorothy King
Alyson Moore
Theresa Sandoval



25 YEARS

Lisa Kellar
Roselle Smith

30 YEARS

Andy Rodriguez

CUSTOMER SERVICE CENTER PIN RECIPIENTS

10 YEARS

Elizabeth Castaneda
Sonja Olmos-Holsapple
Linda Wagman



15 YEARS

Diana Eaton
Ramon Flores
Ronald Lopez
Maria Reyes
Ken Troxel
Annette Young



20 YEARS

Tina Barrett
Anamae Beard
Ruby Davison
Rebecca Shanks

SOUTHEAST PIN RECIPIENTS

10 YEARS

Cheryl Hancey
Tammie Martin
Regina Romero

15 YEARS

Annette Lepak

20 YEARS

Anne Lieske
Michelle Paigen

DURANGO JUVENILE PIN RECIPIENTS

5 YEARS

Valerie Clark
Rocio Mendivil

10 YEARS

Veronica Castillo
Sonja Draper

20 YEARS

Norma Barron



NORTHEAST PIN RECIPIENTS

10 YEARS

Sandra Seeley
Kelly Sleseman



20 YEARS

Sheri Jaffe

NORTHWEST PIN RECIPIENTS

There are no employees scheduled to receive a service pin at this location



Extra Miles

Newsletter extras

County/City present annual Bike to Work Day April 20



Maricopa County and the City of Phoenix are sponsoring the **11th Annual Bike to Work Day** on Wednesday, April 20. 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. While supplies last, free bagels will be available to all other “Bike to Work Day” guests visiting CityScape.

Maricopa County and the City of Phoenix are challenging public and private agencies to compete for the highest number of registered participants. The first, second, and third place team will receive a gold, silver, or bronze memento for their achievements. 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](#).

Talking about my generation



In 1965, the musical group *The Who* released the song “My generation.” This month, the Office’s Supervisors Retreat Committee released a survey about “Our Generations” for staff to take. Like the song, the survey has been a hit with more than 300 employees participating in it. The survey will be used as an activity during a day-long retreat that is focused on Generational Leadership. The results of the survey will be provided in a summer issue of the Record Times. With more than four generations in the workplace, the survey

is intended to see if there are any differences in responses to various questions. The deadline for the survey is March 28. Employees who haven’t taken the survey may do so by visiting it [here](#). The survey takes less than 10 minutes to complete.

The Inside Track

on Employee News

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BIRTHS

Congratulations to Appeals' **Flor Rivas** on the birth of her 7 lb. 7 oz. baby girl on December 25. Her new daughter's name is Anabelle Idally. She is Flor's second child.

OFFICE ANNIVERSARIES

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



20 YEARS - Angelique Rodriguez

15 YEARS - Joann Cumming and Jessica Folts

10 YEARS - Eva Castillo and Mary Martin

NEW EMPLOYEES

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

- **Courtroom Clerk - Shruti Bhakta, Andrea Carey, Tammie Cooley, Alyssa Delgado, Lauren Falkenburg, Christopher Gomez, Melissa Smith, and Lorena Socarras**
- **Courtroom Services Specialist - Samantha Marx**
- **Durango Juvenile Courtroom Clerk - Lauren Sanchez and Elizabeth Soliz**
- **EDM - Maribell Rivera**

EMPLOYEE MOVES

- **Chris Driscoll** was promoted to the position of Operations Manager at the Central Court Building. He was serving as the supervisor to eFile/Docket/Audit.
- **Sharayah Dunst** was promoted from SE Juvenile Operations Lead to Operations Supervisor.
- **Shannon Stulz** was promoted from Courtroom Clerk to Courtroom Services Supervisor for Southeast Juvenile.
- **Donna Courtemanche** was promoted from Courtroom Clerk to Courtroom Services Supervisor for Downtown Criminal.
- **Michele Martinez** was promoted from Courtroom Clerk to Courtroom Services Supervisor for Downtown Non-Criminal.
- **Katherine Faso** was promoted from EDC/RCC to Courtroom Clerk.

SPECIAL RECOGNITION

Gina Vacanari, Theresa Sandoval, Ken Shipley, and Aide Estrada assisted with the recent Stand Down event that the Office participated in. Their efforts are greatly appreciated, along with all other staff members who participated. Their names were inadvertently missed in last month's article about the event.

Special Spotlight

on the Executive Team members

This Month: **BECKY STEELE**



Title: Deputy Director / **Years with Office:** 6

Something You Enjoy About Your Job: Fast paced and never boring.

What Areas Do You Oversee: EDM QC, Accounting, Criminal Financial Obligations, Billing and Deferral, Juvenile Operations, and Strategic Planning

Your First Job: Bussing tables at Village Inn in Kansas City

Hometown: Lockwood, Missouri

A Hobby/Special Collection or Favorite Activity: I am an accomplished seamstress. My grandmother taught me to sew by hand when I was small and I turned it into a pretty lucrative business making dance costumes for Kansas City Ballet (and other dance companies) and making wedding gowns.

Best Vacation Spot: Alaska; it is beautiful.

Favorite Place to Eat Out: Los Corrals in Kansas City; best Mexican food EVER

Your Favorite TV Show and Movie: The Godfather Trilogy (which is three movies, but...)

Your Favorite TV Show Growing Up: *The Wonderful World of Disney*

Who Is Someone You Would Like to Meet: Elizabeth Stanton and Martin Luther King

Something You Are Proud Of: Accomplished my Bachelor's and Master's degrees in five years while working full-time and raising two little girls.

If Given A Chance, What Would You Like To Be For A Day: An entertainer. I always loved to sing and dance.

Something On Your Bucket List: Seeing an active volcano, the Northern Lights, and Patagonia (they say it is the most beautiful place on Earth).

What Is The Most Unusual/Interesting Job You Have Had: I owned a dance retail shop and sold dance wear/made dance performance clothing and wedding gowns. I loved the excitement of creating one of a kind items.

Advice For A New Employee: The office is complex. Don't be too hard on yourself; ask lots of questions and take notes.

A Favorite Quote: "The definition of insanity is doing the same thing over and over again and expecting a different result." - Albert Einstein

What do you like to do in your spare time: I love to spend time with my daughters doing just about anything, especially traveling and alas, I love to shop!

What Is An Ability You Wish You Had: To twitch my nose and make things change (or disappear).

What is Your Dream Car: Restored powder blue '55 TBird with white convertible top and white leather interior; if you know where one is I would appreciate a heads up!

Who Would You Like To See In Concert: ... I love music of all kinds, so I am game for any concert.

Who Has Been The Most Influential Person In Your Life And Why: My grandfather; he taught me to be strong and independent and to stand up for myself and others.

Three Business Skills You Think Are Important: Personal accountability, well developed communication, and appreciation of what others bring to the table.

Do You Have Any Hidden Talents: I have a natural talent for decorating on a shoestring; I can take very inexpensive materials and decorate a house to make it look like a model home.

Best Advice Someone Has Given You: Always stand up for what you believe in, and always take ownership for your actions. Live your life with purpose.

Special Features

Where in the world has the Record Times been?

Newsletter travels to a new country



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 standing in the snow in a Wisconsin neighborhood. This month, it is seen with an employee who is standing in the sun in front of a historic fort located in another country many thousands of miles away.

Pictured above is Courtroom Services' **Laura Eng**, who posed with the newsletter in front of the Red Fort of Agra in India. The fort is made out of red

sandstone and was the home of Moghul emperors during the time Agra was India's capital. This is the newsletter's first appearance in India.

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

5

This month's list of five is ... **the nation's coldest counties**, according to the *Weather Channel*.

- 5) Aroostook County, Maine - 39.7 degrees
- 4) Teton County, Wyoming - 39.4 degrees
- 3) Gunnison County, Colorado - 38.1 degrees
- 2) Koochiching County, Minnesota - 37.8 degrees
- 1) North Slope Borough, Alaska - 11.7 degrees



The following employees won a Maricopa County pin in a random drawing this month. All Clerk employees who submitted a nomination(s) for the Office's C.A.S.E. award program were eligible for the drawing: **Tara Alameda, Joe Altnether, Monique Ayala, Tracee Bauer, Sarah Beery, Valerie Clark, Cherylin Curley, Catherine Diaz, Julie Garcia, David Gray, Jenelle Gooder, Tracy Henninger, Celina Lopez, Martha Rios, Marendra Sullivan, Lesa Schaubeck, Sharon Szakacs, Regan Tillar, and Leslie Wilkins.**

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 this newsletter page, will receive a Maricopa County 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, 35 countries, 41 states, on an airplane, on cruise ships, and in front of a hot air balloon. The states it has not appeared in are: Wyoming, West Virginia, Mississippi, Alabama, Delaware, Rhode Island, Vermont, New Hampshire, and Maryland.

QUICK QUESTION

**National Park Week is April 16 - 24.
What is your favorite National Park and why?**

Deborah Johnson - The Grand Canyon. The longer you are there, the views can change dramatically due to the light, shadows, and weather.

Laura Bedford - My favorite national park is Yellowstone. It contains numerous rivers, canyons, forests, geysers, and hot springs. There are also hundreds of animal species roaming the park such as bears, bison, elk, wolves, and antelope. It's stunning.

Jennifer Escarcega - Yellowstone National Park. I got a chance to go there years ago and loved it. Seeing "Old Faithful" go off and touring the hot springs and geysers was amazing. It is a beautiful park to visit, but don't touch the water!

Kathleen Slabaugh - Yellowstone National Park. In my 30's, myself and three others road on motorcycles from Minneapolis, MN, through South Dakota, into Wyoming, going from south to north through Yellowstone. We exited the park in Montana, going through North Dakota and finished back in Minneapolis. We camped in KOA's along the way. I saw up close all the beautiful sights of the park; an adventure never to be forgotten.

Terri Pavia - Acadia National Park in Maine. It contains miles and miles of beautiful drives, hiking trails and, my favorite, a wonderful restaurant with world famous popovers.

Pam Crawford - I have two favorite national parks; one is the Grand Canyon, it's ALWAYS beautiful and every sunrise and sunset is different. I also like Yosemite National Park in California. The trees are so tall and I want to drive thru the redwood tree. Everywhere you look is just so breathtaking.

Lorraine Brown - My favorite national park is the Grand Canyon. It is beautiful and so calming to look at. Love to go there and just enjoy the beauty.

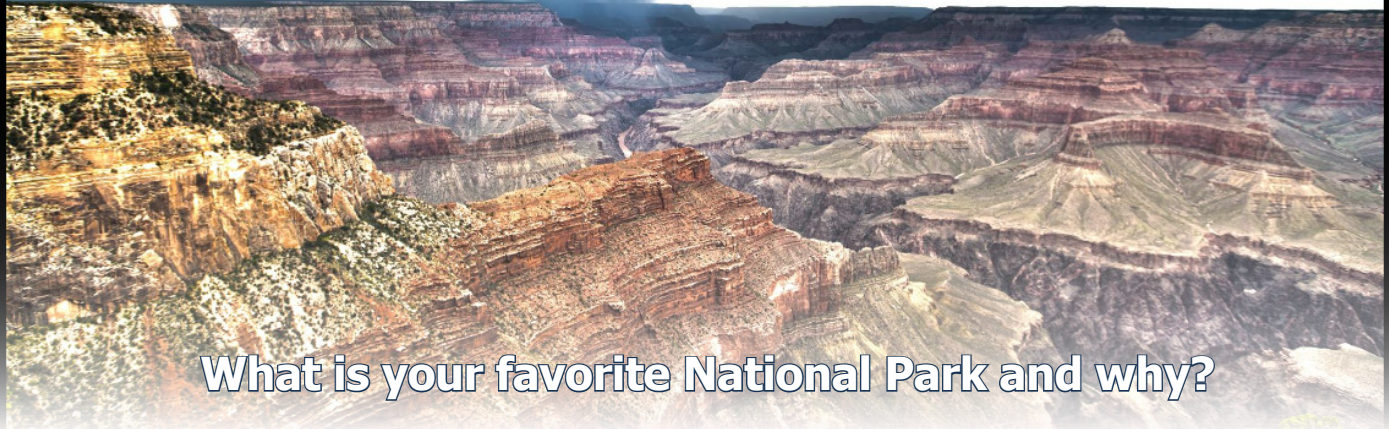
Jennifer Vigil - My favorite is Pictured Rocks National Lakeshore in Michigan's Upper Peninsula. It is a beautiful place with sandstone cliffs, beaches, sand dunes, waterfalls, lakes, forest, and Lake Superior shoreline. I grew up spending all of my summers at our cottage near the park.

Jo Harbour - It's a tie between Glacier National Park and the Grand Canyon. The awesome power water and ice have in shaping the landscape is spectacular!

Chris Cerrato - the Grand Canyon. I like that it is "ours" in Arizona, and we can be there in less than 4 hours. We have been more times than I can count. I like the lodges and buildings that were designed by Mary Colter, the Bright Angel trail, the visitors from all over the world, and the wind on the rim in Spring.

Continued on next page...

...QUICK QUESTION continued



This photo of the Grand Canyon was taken by ITG's Ravi Goud

What is your favorite National Park and why?

Ravi Goud - Grand Canyon National Park: It is in my home state. I love the unique combinations of geological color which decorate this canyon. For an aspiring landscape photographer like me, it's a premier nature photography location on Earth.

Savanna Waters - My favorite national park is Joshua Tree National Park, CA. As children, we went camping under the stars and rock climbing. We learned how to cook over an open fire (or stove for no-burn days), went rock hounding, saw lots of different animals, and just got to take a little break from normal life. The scenery there is completely beautiful, no matter what time of day it is. So if you are ever looking for a great place to camp, please consider taking a little (or not so little) drive out to old "Cali" and try out Joshua Tree National Park.

Tracee Bauer - I grew up in the Central Valley, and had my pick of three national parks: Yosemite, Kings, and Sequoia. At Yosemite - Vernal falls and the Emerald pools, lunch at the Ahwahnee Hotel, and petting the deer at the Wawona golf course. At Kings - river rafting, boating, and fishing. At Sequoia - big trees, hiking, and camping. A "valley girl" at heart!

Lesa Schaubeck - Devils Tower in Wyoming - It is the first national monument designated in 1906 and is an interactive national park. Over 400 thousand visitors climb the Tower and the over 20 American Indian Tribes have cultural affiliations including personal rituals of prayer offerings (bundles and cloths) tied to the trees around the monument. It's a spiritual place with sacred narratives that include origin legends, legends of cultural heroes, and sacred objects.

Becky DeLong - The Grand Tetons National Park is my favorite because it's so over-looked. They are right near Yellowstone and a person can drive through them, getting so close to the majestic peaks that you feel like you are in Switzerland. With more time, there are biking and hiking trails for beginners who just want a leisurely stroll or advanced athletes who want to set off on a challenging adventure. If you visit in the winter...no problem, there is skiing, snow shoeing and sledding with the best snow imaginable.

Len Keso - I have been to several national parks, but one that stands out is Olympic National Park in Washington for its diverse beauty. There is the rain forest with moss-covered trees and lush vegetation, the beautiful ocean shoreline with sandy beaches and rugged cliffs, scenic mountain lakes, the high snow-capped mountains, hiking trails, a hot springs, and wildlife.

Sheila Bullock - Yellowstone National Park: waterfalls, waterfalls, waterfalls, Old Faithful & multitudes of other geysers, hot springs, wildlife (don't feed the bears!). Love it!