

RECORD TIMES

May
2016

Vol. 22 / No. 5

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

They are Jeane-ius!



Dynamic duo's efforts are recognized as Jeane-ius

Ron Bitterli and Jeanette Farrison are the recipients of the 2016 Jeane-ius Award

As a result of their brilliant work on a special Office project, Clerk of the Court Michael Jeanes recently announced that ITG Director **Ron Bitterli** and Business Analyst **Jeanette Farrison** are "Jeane-ius." "Jeane-ius" is the name of Michael's own special award that he presents during the

CASE/Service Pin events to an individual(s) or team who provided exceptional service during the past year. It is the Office's highest award. Michael presented the award to Ron and Jeanette at the Customer Service Center event held this month. An excerpt of what Michael read when presenting Ron and Jeanette with the special award is provided on [page 2](#).

Employees enjoy meeting "Casey"

More than 30 Clerk employees were introduced to Casey this month and it proved to be a rewarding experience for them. The reason why is because "Casey" is the nickname of the Office's annual award and these employees were presented with this special award at one of the employee recognition ceremonies held this month. The ceremonies were held at the **Customer Service Center, Durango Juvenile, Northwest, and Southeast**. Employees from **Northeast and Downtown** will meet Casey in the next few weeks. To find out what employees recently met Casey, see the photo on the right and the photos on [pages 4, 5, and 6](#).



TEAMWORK - The SEA File Counter/RCC Team are recipients of CASE Award for their great teamwork. They are (left to right): Cassandra Knotts, Kelly Marques, Vanessa Rios, Vanessa Martinez, Fidelia Boll, Shannon LaSpaluto, and Jessica Folts.

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Michael's Message

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



This year's Jeane-ius Award winners

Each year, besides the CASE Awards, I present a special award called the "Jeane-ius Award" to an individual(s) or team who has performed at a very high level. This year, the dynamic duo of **Ron Bitterli** and **Jeanette Farrison** received the award (as seen on page 1). The following is a summary of the narrative I read about them at the recent Customer Service Center Recognition event.

While most employees work with one of the Clerk systems including eFile, Receipting, RFR, RevQ, MEEDS, ETS to name a few, only a handful of employees work with the system in place to account for all the transactions that flow in and out of these systems. Hundreds of millions of dollars flow through the office due to intake of filing, administrative fees, bond postings, court-assessed fines, fees, and restitution orders. For every penny that the Clerk's Office takes in, there are countless statutes that drive the allocation of those monies to various agencies and victims in a variety of allocation methods...some being percentages and some being specific dollar amounts. The complexity of the system required to manage this information is great.



Michael presents his Jeane-ius Award to Ron and Jeanette on May 3 at the Customer Service Center.

Our General Ledger has been in place since RFR went live in 1996, and with efforts underway to upgrade RFR, we will also need to upgrade the General Ledger because it is also an outdated technology. Prior to RFR going live, the General Ledger has to be ready to integrate with it in order to have the data flow in and out. RFR manages an average of \$2.5 billion dollars at any one time. Now you may think that a General Ledger is a General Ledger, and most any vendor, who has an accounting background in development and business analysis, could write the business requirements necessary to solicit vendors for a General Ledger system that can meet the Clerk's needs. However, we found after two failed attempts with experienced people that neither of them could comprehend the complexity of the systems we have in place, especially RFR. We also were looking beyond just RFR and wanted a system with the ability to also integrate and streamline fixed assets, procurement, and billing to meet all of the Clerk's accounting needs.

So after several attempts to outsource the requirements, and not getting the results we needed, the decision was made to utilize internal resources to write the requirements. The draft of this system is now complete and in the hands of the stakeholders to review and provide input, which is the precursor to selecting the right vendor to implement the best system.

The employees who have undertaken this project, in addition to writing and developing RFR and their other daily duties, have done a truly remarkable job and are representative of the spirit of the Clerk's "Can Do" approach to the numerous challenges the Office undertakes every day. Please join me in congratulating this year's Jeane-ius award, as I recognize Ron Bitterli and Jeanette Farrison for a job extremely well done on this huge, comprehensive, and very important undertaking. They did an amazing job with a very difficult task.

Timely Service

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

SURVEY CARD COMPLIMENTS

Northeast

Nicole Butzbach - "Nicole was very helpful to me. There was an excellent professional atmosphere and I am very thankful for the service I received. It is always nice to see a smile when you are filing papers that are not so happy."

Leslie Groeneveld - "Very knowledgeable, organized and professional. Thank you."

Leslie Cody-Day - "Leslie was professional, courteous and friendly during a difficult process for me."

Kimberley Masawiestewa - "Kimberley is an employee who is excellent in her customer service skills and in her knowledge of the paperwork. You should consider using her as the 'face' of this system."

Katie Lavery - "Katie was incredibly helpful. She provided excellent customer service. She took time and explained everything and she was super helpful."

Brian Colwell - "Brian was very informative and helpful."

Benny Lopez - "Benny is AMAZING!"

CUSTOMER COMPLIMENTS

About: **Ursula Maurin and Catrina Ybarra**

A customer recently took time to speak to Supervisor Cheryl Marzella to tell her how pleased she was with the service she received from Support Service's **Ursula Maurin** and **Catrina Ybarra**. Cheryl then conveyed to Ursula and Catrina the compliment telling them "the customer had nothing but good comments to say about both of you and how you treated her very well. She said you were happy and friendly and she wanted to thank you both for helping her locate the document she needed." Cheryl said, "the customer expected to have a problem with her request and she was extremely grateful when she did not because of your assistance."

About: **Ken Shipley**

A customer sent a note to the Office to thank Customer Service Center's **Ken Shipley** for the service that he provided. He said Ken was very helpful in his efforts to find out information and he was truly appreciative of his caring attitude.



AND THE AWARD GOES TO...

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



Not pictured are Lorne Lambries
and Ken Troxel



AND THE AWARD GOES TO...

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



Kathryn Martin, Connie Pitts, Valerie Clark, Jenny Black, and Rachel Robles



Meredith Aguero, Kevin Dotson, and Krizna Rodriguez. Not pictured are Jessica Bernal and Jackie Ortiz



CLERK CONNECTION

The Northwest Court-struction zone starts May 21



The Northwest Office Filing Counter is getting ready for some new cases to come ... cases of nails, hammers, screwdrivers and other tools, that is. All of which a construction crew will bring in as they remodel the area this month. The remodeling will be done in two phases and take up to six weeks to complete. When finished, the new Filing Counter and Marriage License and Passport Counter will have a similar look to the Northeast Filing Counter with individual windows and dividers between the windows. In addition, the amount of service windows will expand from five to seven.

Other highlights include the installation of the Qmatic System, a Qmatic kiosk for both filing counter and marriage license/passport customers, new seating in the lobby for customers, and a remodeled break room and vault area. Below are “the before” photos of the Northwest Office.



In other Facility-related news...
 ...the Distribution Unit will be moving from the Central Court Building to the Customer Service Center. In addition, the Support Services area in the Customer Service Center will have some “refresh” work done in the next few weeks.

Take a vacation, take the newsletter, and take a picture



For any employee who sends in a photo with the *Record Times* newsletter while they are on vacation, they will receive a Maricopa County pin (see below). The photos with the newsletter will be used in the *Record Times*' photo feature seen in the “Special Features” section. For instructions on how to submit a photo, see [page 9](#) - “Where in the world has the *Record Times* been?” You may submit more than one photo from different places on your vacation. If you have submitted before, please feel free to do so again.



The County Chronicle

News items from Maricopa County

County offering Summer Reading Program



Maricopa County is offering an online Summer Reading Program called “**Maricopa Reads.**” The program will run from June 1 through August 1 and it is for participants of all ages. The program is designed so that participants can log their reading time online, read various stories, complete challenges, and earn digital badges. When the program begins on June 1, a secret code can be entered to unlock a special badge and bonus points will be received. Participants can also attend events at libraries throughout the Valley to earn secret codes to receive more bonus points. In addition, a free meal at Chipotle can be earned through the program and for those who reach 1,000 points, they will earn a free book. To register for the program, you may

visit the [program site](#).

NOTE: All Maricopa County employees qualify for a free library card.

Walk and talk on May 25

Maricopa County and the City of Phoenix are sponsoring the **3rd Annual Employee Health and Fitness Walk** on Wednesday, May 25. Employees are encouraged to put on their walking shoes, gather their co-workers, and enjoy a two-mile walk that begins at the County Board of Supervisors Auditorium, 205 W. Jefferson St. The event begins at 7 a.m. Participants will walk to Chase Field and back. The estimated walk time is 45 minutes. The County and City are collaborating for this event to provide an opportunity for employees to walk together and to promote wellness.



To register for the walk, you may visit the [Employee Health and Fitness site](#).

Online wellness coaching is now available

The County’s StayWell program is now offering **online self-directed coaching** to help employees move more, eat well, control their weight, be smoke free, and reduce stress. To participate, visit the [Employee Benefits page](#), and see the article that says “StayWell Wellness Portal.”

The Inside Track

on Employee News

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OFFICE ANNIVERSARIES

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

20 YEARS

Cheryl Marzella
Anne Pagel-Spaulling

10 YEARS

Hector Castaneda
Sig Perez
Angie Green

5 YEARS

Kristen Ralston



NEW EMPLOYEES

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



- **Accounting Department - Gloria Espinoza**
- **Courtroom Clerks - Yvette Anchondo, Rhondolyn Hart, Tawny Rudge, Denise Greer, Taushia Knight, and Ramona Williams**

GRADUATIONS

- Congratulations to Courtroom Services Manager **Leslie Wilkins**, who earned a bachelor of science degree in Public Administration this month from Northern Arizona University.



EMPLOYEE MOVES

- **Tiffany Romero** was promoted to courtroom clerk after serving as court operations specialist in the Criminal Financial Obligations Unit.
- **Yuriko Flores** was promoted to courtroom clerk after serving as court operations specialist in the Criminal Financial Obligations Unit.
- **Michelle Figueroa** was promoted to Court Operations Supervisor for non-criminal e-File, Docket, and Auditor operations after serving as a lead within that area.

RETIREMENT

- Congratulations to Courtroom Services Supervisor **Linda Crawford**, who is retiring this month after close to 10 years of service to the Office.

HOLIDAY

Enjoy your Memorial Day holiday on Monday, May 30

Special Features

Where in the world has the Record Times been?

HOMER · ALASKA
Halibut Fishing Capital
of the World



The newsletter is caught in a fishing capital

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 the 50th state of Hawaii. This month, it is seen with an employee who was in the 49th state.

Pictured above is Office Receptionist **Sheila Bullock** who posed for a picture with the newsletter underneath a sign in Homer, Alaska.

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 is preferred**); **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 - **Kathie Rosenow**



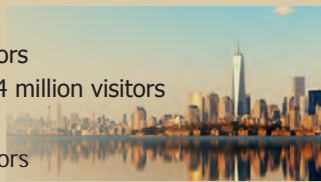
Department: Southeast Juvenile / **Job Title:** Operations Specialist / **Years With the Office:** 4 years / **Something You Enjoy About Your Job:** The GREAT group in our department. / **What Was Your First Job:** Maid at the Ramada Inn in Neenah, WI. I started during the EEA Fly-in. / **Hometown:** Menasha, WI / **Any Hobby or Special Collection:** I collect lighthouses / **Something Memorable You Have Done:** Married my best friend 40 years ago. / **Favorite Vacation Destination:** Anywhere on a cruise / **Favorite Meal:** Chicken and dumplings / **Favorite Place to Eat Out:** I prefer to eat our own cooking. / **Favorite Sport or Team:** Only the BEST football team EVER! Green Bay Packers / **Someone You Would Like To Meet:** It will be a while, but I would like to meet my great-grand children. / **Favorite TV Show or Movie:** *The Godfather*. / **Something You are Proud of:** I am proud of the accomplishments I have made in my life, past, present, and my future goals. / **If Given A Chance, What Would You Like To Be For A Day:** The top person in my favorite non-profit organization, helping others in need. / **What Is An Ability You Wish You Had:** My childhood dream was to be like Samatha Stevens on Bewitched. / **What Is Your Dream Car:** A BMW convertable. / **Something on Your Bucket List:** To go to New York. / **Best Advice Someone Has Given You:** "Do what YOU want to do not what someone wants you to do." / **Nobody Would Believe It If They Knew...** that I am shy.

Take



This month's list of five is ... **the top five most visited cities in North America**

- 5) San Francisco, CA - 3 million visitors
- 4) Toronto / Vancouver, Canada - 3.4 million visitors
- 3) Miami, FL - 3.9 million visitors
- 2) Los Angeles, CA - 4.8 million visitors
- 1) New York City, NY - 11.5 million visitors



Source: *Top 5 of Anything*

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