

# RECORD TIMES

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



## 2015 Holiday Drive concludes

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

For more than 10 years, the Office has conducted a **Holiday Drive** in November and December for both socks/toiletry items and for toys. 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. 12 - Dec. 11. Employees donated a total of **90** new, unwrapped toys for children in the community, who

would not have otherwise had a toy for the holiday season. The Toys for Tots Drive is sponsored by the U.S. Marine Corps Reserve. The donated toys get separated by age and gender and then distributed to various agencies/organizations. Over the past 12 years, the Office has donated **3,585** toys.

**SHOEBOX** - This holiday drive activity was held Nov. 3 - Dec. 3. Employees donated **158** pairs of socks, **130** bars of soap (17 more than last year), **66** tubes of toothpaste, **113** toothbrushes (36 more than last year), and **106** bottles of shampoo and conditioner (22 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 14 years, the Office has donated a total of **5,433** 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” is a word that is often heard during this season and it is a word that I feel has look back on this past year. The achievements we reached and your continued determination to provide high quality customer service are a gift that have made many people happy.

2015 was another successful year for our Office. We received over **628,000 eFilings**, had more than **146,000 new case filings**, processed almost **50,000 passport applications**, and handled **24,000 marriage licenses**. On average, **33,228 pieces of paper** were filed with our office each day and we processed **13,992 documents daily**.

An average of **9,412 transactions** in our Cash Management System were handled each day and we processed an average of **\$438,138 in monies daily**. Office remodeling improvements were also made in some of our facilities, like Durango Juvenile. These are only some of our accomplishments; numerous others were made.

Something else that has brought a considerable amount of happiness this year is your teamwork. The way in which you help one another out and work together is truly commendable.

Also, thank you for making our Holiday Drive a success. Your generosity helps make it a merrier holiday season for those in need in our community. Thank you also to everyone who attended one of my munches this year. I enjoyed meeting with you.

I am very pleased with our performance this year and I anticipate an even better year ahead. I extend my best wishes to you and your family for a HAPPY holiday season. Below is a list of some important dates for you to take note of in 2016.

### Important dates in 2016

**PAY DATES** - The following is a list of the pay days for employees in 2016:

JAN.	FEB.	MAR.	APR.	MAY	JUNE	JULY	AUG.	SEP.	OCT.	NOV.	DEC.
13	10	9	6	4	1	13	10	7	5	2	14
27	24	23	20	18	15	27	24	21	19	16	28
					29					30	

**OFFICIAL HOLIDAYS** - Following is a list of the scheduled holidays for 2016:



- **New Year's Day - Fri., Jan. 1**
- **Martin Luther King Jr. Day - Mon., Jan. 18**
- **President's Day - Mon., Feb. 15**
- **Memorial Day - Mon., May 30**
- **Independence Day - Mon., July 4**
- **Labor Day - Mon., Sept. 5**
- **Veterans' Day - Fri., Nov. 11**
- **Thanksgiving Day - Thu., Nov. 24**
- **Day After Thanksgiving - Fri., Nov. 25**
- **Christmas Day - Mon., Dec. 26**

# 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 NORTHWEST

- ◆ **Julie Garcia** - "Julie was by far the nicest person we ran into. She went out of her way to help us."
- ◆ **Jessica Bernal** - "Jessica went above and beyond. She had compassion and her customer service was amazing. She is a true asset to the community."

## CO-WORKER COMPLIMENTS

**To: Ron Bitterli, Scott Hensel, Andy Kish, and Lisa Hebert**

**From: Bryan Romero**

"**Lisa Hebert, Scott Hensel, Andy Kish and Ron Bitterli** have immensely helped the Billing and Deferral Unit upgrade our billing system over the past weekend. They ensured a planned schedule was implemented and followed through until the very end, did various testing of the database, and made sure the system was up and running when we returned to work on Monday morning. I greatly appreciate all their hard work! Thank you!"

**About: Elsa Rodriguez**

Courtroom Clerk Elizabeth Ramirez sent an email to Courtroom Services Manager Linda Berger to let her know about her appreciation for **Elsa Rodriguez**, a courtroom services specialist. Elsa marked some exhibits for Elizabeth as a last minute offer of help. Elizabeth said, "I truly appreciate you taking these (exhibits) last minute and with such good humor too. I believe you went above and beyond."

## CUSTOMER COMPLIMENTS

**About: Cyndie Rego**

An employee from the Adult Probation Office sent Criminal Financial Obligations Unit Supervisor Angela Smith an email to express her gratitude for **Cyndie Rego**. She wrote, "I want to acknowledge

how wonderful Cyndie has been helping our unit out. The Mesa Office wanted to be sure we sent her a thank you from our unit for her assistance and for being so knowledgeable. Thank you for all the help your staff provides us, but this special thanks is for Cyndie."

**About: Catrina Ybarra**

A customer sent an email to Support Services Supervisor Cheryl Marzella complimenting the service of **Catrina Ybarra**. The customer said, "Catrina was very courteous, professional, and easy to work with. In addition, Catrina shared a couple helpful tips on obtaining documents in the future. I hope I get to work with Catrina in the future."



**About: Eva Carranza**

A customer left a voice mail with the Office commending the service of **Eva Carranza**. She said Eva did an excellent job in locating the paperwork she needed. She said, Eva was "super great."

**About: Lisa Cooper**

CSC Support Services **Lisa Cooper** recently received two compliments from customers. The first customer said, "Thank you for your quick and detailed response. Keep up the good work." The second customer said, "Thank you for your prompt response to a record check fax. In all my years, I have never had a fax check come back so quickly."



# CLERK CONNECTION

## HR reminders to staff as 2015 comes to a close



The following are some year-end reminders to staff from the Human Resources Office:

### W-4 Tax Withholding

Please submit a new W-4 Employee's Withholding Allowance Certificate Form if your withholding allowances have changed or will change for 2016. You can update your Federal tax information in ADP via Employee Self Service under "Pay & Taxes."

### Annual Vacation Rollover

Any vacation hours in excess of 240 for classified employees and 320 for unclassified employees will roll to the employee's sick leave bank. In addition, please note the vacation time used by December 31 must be on the time card and approved by the supervisor by noon on January 7, 2016. Any vacation hours entered for January 1st and later will be deducted from the 2016 balance.

### Floating Personal Day

A new allotment of Personal Day hours will be implemented on January 1, 2016.

## The gift of faster service this holiday season



The Office is able to provide a gift to the public this holiday season. Thanks to the efforts of several staff members, who have diligently worked to streamline processes, the documents that the Office receives each day are being made available quicker for the public to view later on electronically. In February of this year, 56% of the documents received were scanned and ready to be placed on the docket for viewing within the first day of receipt. In November, that percentage jumped up to 86% being ready within the first day. Document Services

Administrator **Shannon Branham** said the increase is the result of the excellent job EDM staff is doing at all locations in successfully maintaining productivity levels, and as a result of the efforts of a team who was specifically dedicated this year to review every area of operations and make improvements. Shannon reports that EDM staff receive an average of 7,500 multi-page documents a day.

# The County Chronicle

News items from Maricopa County

## Here comes Santa Paws



Looking for a special gift for someone? The Maricopa County Animal Care Land Control (MCACC) may have the *purr-fect* one – a **gift certificate** to adopt a cat or a dog. MCACC offers gift certificates at their two locations: West Valley - 2500 S. 27th Ave., Phoenix, 85009 and East Valley - 2630 W. Rio Salado Pkwy, Mesa, AZ, 85201.

In addition, in an effort to find adoptive homes for as many pets as possible this holiday season, MCACC is providing **complimentary microchips** to every dog and cat adopted through Dec. 31. Last fiscal year, MCACC took in 36,047 animals, but only 4,384 were reunited with their owners. The microchip promotion is valid at all MCACC adoption locations and at off-site adoption events.

MCACC is also **reducing adoption fees** for December. Puppies (under six months) are \$100; adult dogs (six months - five years) are \$50; and dogs over five years of age are \$20. Kittens (under six months) are \$20 and cats over six months of age have waived adoption fees. Adoption fee includes spay/neuter surgery and dogs over three months will also get their rabies vaccination and County dog license.

More information about adopting a pet is available by calling MCACC at 602-506-PETS.

## Don't PASS on this opportunity to visit County Parks



Did you know that as a Maricopa County employee, you are eligible for a Maricopa County Parks and Recreation Annual Pass at a discounted rate. The annual Parks pass provides a person with access to the numerous hiking, biking, boating, and other physical fitness opportunities within the Maricopa County regional park system.

The Maricopa County Parks System has more than 120,000 acres of parkland. The annual pass provides day-use access to the nine county parks. One hundred percent of the proceeds from the pass sales are used to improve and enhance visitor recreation services.

Employees can pay for the pass using payroll deductions. The cost of the pass will be divided into equal payments over the 26 bi-weekly pay periods, and automatically deducted.

To learn how to apply for the discounted pass, you may visit the County Park [website](#).

# HOLIDAY MEMORIES

*What is the most memorable handmade or non-monetary gift you have received during the holidays?*

**Becky Magana** - It absolutely has to be the paper mache gift I received from my youngest child when she was in 1st grade. Her class was making Christmas gifts and she wanted to make a representation of me, holding her and my oldest daughter, because she told her teacher the best place in the world is on mommy's lap with her sister. I still have that gift. It looks more like Jabba the Hutt with a couple of baby Jabba's (and one of the babies' heads keep falling off), but it's one of the most precious possessions I have.

**Susan Lucero** - In 2005 my children's father passed away. A co-worker made each child (4) a stocking with their name on it. Every Christmas we hang that stocking...reminds us of the generosity and kindness received during that difficult year.

**Rick Hutton** - My dad created a huge collection of blocks for me of all shapes, sizes and colors.; some as big as a foot long, some as small as an inch across. On Christmas morning, when I came out to see the tree in the living room, he had used the blocks to build a city completely around the tree with my train running through it. It was great!

**Michele Martinez** - In December 2013, we did not know if my father would survive the wait on a lung transplant list. He and I spent the holidays visiting relatives from New Mexico to California. We spent a week at the Lawrence Welk Resort in California, talking about memories past, watching the sun rise over the lake, and listening to music and audio books. We have always been close, but our bond was sealed as father and daughter during this time. My dad received his new lungs on February 10, 2014 and I have him in my life today. What greater gift could I receive than my father. The family of the donor will be forever in my prayers and in my heart.

**Laura Bedford** - I received a real bee hive from my grandparents that was taken off a tree at our family cabin in New Hampshire. They sent it to me in Arizona knowing how much I cherished my times in New Hampshire.

**Tracee Bauer** - On Christmas Eve 2014, I was asked by DPS to be an emergency foster mom for a friend of my daughter. What a surprise blessing she became to our family. She recently graduated from high school and is awaiting her "go" date into the Marine Corp. Semper Fi!

**Merriel Reynolds** - A beautiful handmade quilt passed down to me by my grandmother that was made by my great-grandmother, grandmother and mother when she was a little girl.

**Susan Morris** - A beautiful handmade ceramic pitcher with matching cups made by CR Manager Evonne Gonzales.

**Monica Randez** - Many years ago, after a tragedy, there was not going to be a Christmas for me and my kids. One day, someone anonymous left a Christmas tree at our door, we were so excited even though there was nothing to put on this tree. My daughter showed her siblings how to make origami swans, they decorated them with glitter and adorned the whole tree, beautiful!

**Christine Cady** - A hug from my boys.

**Sheri Jaffe** - In 2005, I asked for a week off from grocery shopping and planning meals. My husband planned the meals and did the shopping for that Christmas....AND I have not planned meals or grocery shopped since! Best gift ever.

**Monique Ayala** - I received a very long, sweet letter that my boyfriend wrote using an entire toilet paper roll. ;)

# The Inside Track

## on Employee News

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### BIRTHS

- Congratulations to Courtroom Clerk **Kim Conway** on the birth of her 9 lb. 1 oz. granddaughter on November 23. Her new grandchild's name is Parker Jane.

### OFFICE ANNIVERSARIES

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

#### 15 YEARS

**Katie Sullivan,  
Jennifer Myers, and  
Denise McGraw**

#### 10 YEARS

**Chris Driscoll  
Travis Joy,  
Leslie Wilkins**

#### 5 YEARS

**Cassandra Salt**



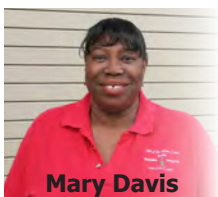
### NEW EMPLOYEES

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

- **Billing & Deferral - Eva Sanchez**
- **CSC Grand Jury Transcripts/Discovery & Confidential - Emily Morris**
- **Docket - Meaghan King**
- **Downtown Filing Counter - Joan Thomas**
- **Durango Juvenile Operations - Alexandra Cavazos-Provencio**
- **Family Support Services - Crystal Nunez Salaices**
- **Human Resources - Carmen Villasenor**
- **SE Adult Filing Counter - Cassandra Knotts**
- **SE Adult Marriage Licenses/Passports/Public Records - Constance Sinsabaugh**
- **Training & Staff Development - TJ Alioto**

**new**

### OFFICE RETIREMENTS



**Mary Davis**

- Congratulations to Mailroom Clerk **Mary Davis**, who is retiring next month (January 4) after 23 years of service. Mary began working in the Office at the old Records Management Center and then the 3rd Ave. File Room. For the past 16 years, she has worked in the Mailroom. She said one aspect she has really enjoyed about her job is getting to know her co-workers. She said she will miss everyone she works with. Regarding her plans for the future, she would first like to catch up on some house cleaning projects and said she will enjoy taking her grandson to school. Prior to the Clerk's Office, Mary worked at JC Penney's and Honeywell.



**Judy Barney**

- Also congratulations to **Judy Barney** from the SE Adult Marriage License, Passports and Public Records area, who retired earlier this month after 16 years of service. Judy's co-workers provided her a retirement party. Her supervisor expressed that she will be missed and that she and her co-workers wish her the best in her well-deserved retirement.

# Special Spotlight

on the Executive Team members

This Month: **CHRIS KELLY**



**Title:** Chief Deputy / **Years with Office:** 10

**Something You Enjoy About Your Job:** The daily interaction with staff who are truly dedicated, hardworking, and innovative, just to name a few.

**What Areas Do You Oversee:** Overall Clerk of Court operations

**Your First Job:** Server at Swenson's on 99th Ave. and Bell Road

**Hometown:** Uniontown, OH until 3rd grade and then Phoenix

**A Hobby/Special Collection or Favorite Activity:** Jewelry-making and an avid movie watcher.

**Best Vacation Spot:** Sunny beaches and warm weather. I recently took a cruise to the Caribbean and loved it!

**Favorite Meal:** Italian or Mexican...almost anything on the menus.

**Favorite Place to Eat Out:** Small, locally-owned restaurants

**If You Could Have First Row Tickets to a Sporting Event, What Would It Be:** Basketball

**Who Is Someone You Would Like To Meet:** A historically significant artist, like Picasso or Botticelli

**Your Favorite TV Shows and Movies:** **TV:** *Breaking Bad*, *How to Get Away with Murder*. **Movies -** *Slumdog Millionaire*, *American History X*, and *Gone Girl*

**Your Favorite TV Show Growing Up:** *Gilligan's Island*

**If Given a Chance, What Would You Like To Do For A Day:** Sleep, shop, or watch a movie.

**Something on Your Bucket List:** Travel to Europe, specifically France and Italy

**Nobody Would Believe It If They Knew ...** that I have spent thousands of hours watching baseball.

**Before Working Here, What Was The Most Unusual or Interesting Job You've Ever Had:** For many years, I worked as a sports reporter.

**What Advice Do You Have a New Clerk Employee:** Be patient...it isn't easy at first.

**What Do You Like Most About This Office:** Just when you think you have figured it out, you learn something new.

**Do You Have a Favorite Quote:** "Better to remain silent and be thought a fool than to speak out and remove all doubt." - Abraham Lincoln

**What Is An Ability You Wish You Had:** To be a painter or sculptor.

**What Is Your Dream Car:** Tesla

**Do You Have a Favorite Animal:** Of course, Yorkshire Terriers

**What is Your Favorite Fruit or Vegetable:** Bananas and pineapples

**Who Would You Like to See In Concert:** Linkin Park, Blue October or Adele

**Who Has Been The Most Influential Person In Your Life and Why:** My son. Seeing life through the eyes of a growing child (and now man) is a true honor.

**What Are Two or Three Business Skills That You Think Are Important:** Strong communication skills, being true to your word, and empathy.



# Special Features

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



### Newsletter appears 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 near the ocean waters in Alaska. This month, it is found with an employee near the waters of a small lake in a neighboring state to Arizona.

Pictured above is Public Affairs' **Len Keso**, who posed with the newsletter at a small lake near Cuba, New Mexico. This is the newsletter's first appearance in the state of New Mexico.



**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.

## Hat-ty Holidays!

A **Holiday Hat Contest** was held at the Annual Supervisor/ Administration Holiday Party this month. Eleven staff members participated in the contest. Everyone in attendance was able to vote for their favorite hat and the winner was **Sheila Bullock**. **Carmen Villasenor** finished second and **Mike Mejia** was third. Below are photos of Sheila and all of the Holiday Hat participants.



## Take



This month's list of five is ... the top five Christmas-tree producing counties in the nation.

- 5) Polk County, OR - 929,330
- 4) Benton County, OR - 1.18 million
- 3) Marian County, OR - 1.5 million
- 2) Clackamas County, OR - 1.88 million
- 1) Ashe County, NC - 1.98 million

Source: National Association of Counties

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