

RECORD TIMES

February
2015

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



2015
C.A.S.E.

The CASE for 2015 is coming to the Office on Feb. 27

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

New cases arrive every day at the Clerk of the Court's Office, but there is only one day in the year when "the CASE" comes to the Office, and this year that day is Feb. 27. CASE is the name of the Office's Employee Recognition Program and Feb. 27 is the day the program officially kicks-off. CASE 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. 27 that will provide the details of the program and include the form to nominate your co-workers for a CASE 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 2015 ceremonies for the Office's CASE Awards. In addition to the CASE 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 40 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.

- **April 29 - Northeast** / 12:15 p.m. / Jury Room
- **May 6 - Southeast** / 12:15 p.m. / Saguraro Room @ SEJ
- **May 12 - Durango Juvenile** / 12:15 p.m. / Large Conference Room
- **May 18 - Customer Service Center** / 12:15 p.m. / 1st Floor Break Room
- **May 28 - Northwest** / 12:15 p.m. / Office Area
- **June 16 - 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.

✓ **Answering The Call To Help** - I would like to take a moment to thank the staff at the **STAR Call Center** who help answer and route the calls for our Office from customers who need information. Last fiscal year, they assisted us with more than 374,000 phone calls.



✓ **Special Thank You** - I want to express my appreciation to all of our staff who participated in the **Stand Down event** this month. Your willingness to work over the three-day weekend to serve is greatly appreciated by the veterans, the Court and me. The event was a great success and surpassed other years in the number of people served. One veteran was reported saying, "The Arizona Stand Down made a stepping stone out of a stumbling block so that I can move forward in life." Thank you again for all of your time and effort.

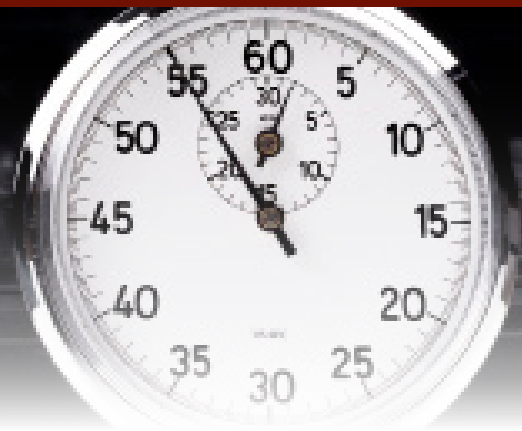
✓ **Project Recognition** - Staff at the Customer Service Center just completed updating the **Case History Index** through 2014. This interesting publication is now available on our [website](#). The publication provides statistical information about court cases. One fact reported in the Index shows the total actions filed with our Office from the creation of the Office in 1871 through the end of 2014 (excluding juvenile cases, the Water case, and marriage licenses). As of Dec. 31, 2014, the total number of filings was **4,605,454**.

✓ **Anniversary** - Three milestone office anniversaries that total 80 years of service occur this month. They are **Andy Rodriguez** (30 years), **Lisa Kellar** (25 years) and **Correnia Snyder** (25 years). Congratulations to each of you and thank you for long and dedicated service to our office.

✓ **Upcoming Munches** - My next two Munches scheduled are: at **Southeast Juvenile** on Wednesday, March 11 from noon - 1 p.m. in the Cactus Room, 1st floor; and at **Northwest** on Wednesday, March 18 from noon - 1 p.m. in Jury Room 121.



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: Co-workers, Supervisors, Michael Jeanes, Commissioners, and Judicial Assistant

From: Danielle Browning

"I would like to thank the clerks and supervisors who I work with. I lost my brother to a car accident on January 30 and I was here at work when I found out. Everyone has been extremely supportive, helpful, kind and understanding. I am very thankful for everyone here at work. I even got a card to my house from Michael Jeanes and flowers from Commissioner Hartsell's division. Commissioner Morton and the JA Kelly Huerta were the most helpful as they even offered to drive me back home that day (a two- hour drive). It is just nice to work with people who really care about each other!"

To: Alex Ocanas

From: Merriel Reynolds

"Alex is an awesome trainer in Courtroom Services. He is so patient, professional and always has a smile on his face. Thank you so much for all of your help Alex. You are a true asset."

CUSTOMER COMPLIMENTS

About: Cynthia Leyva and Edie Friss

Accounting Specialist **Cynthia Leyva** received an email from a customer letting her know how pleased she was with the service she and **Edie Friss** provided. The customer wrote, "I wanted to express my gratitude once more to you, as well as Edie. Both of you have been extremely helpful with getting my matter handled, and hopefully after today, there won't be anymore issues. I appreciate the patience, kindness, and understanding from both you." The customer also asked Cynthia to

send the email to her supervisor (Bryan Romero) so that he would know of the good service these staff members provided.

About: Macaria Gonzalez-Chia

Family Support Services' Supervisor Cheryl Odell spoke with a customer who wanted her to know what a great job one of her employees did in helping him. He said **Macaria Gonzalez-Chia** went out of her way to assist him. He said she made phone calls and answered all of his questions. He then said, "If everyone treated customers like she did, this wouldn't be such a scary place to come."

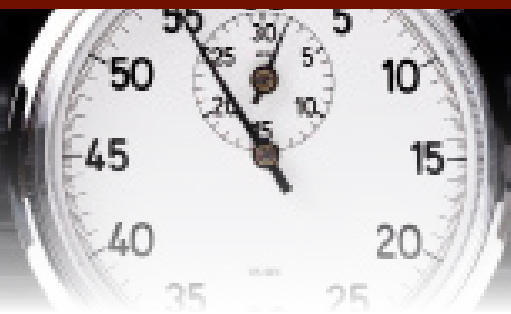


About: Melanie Fay

Michael Jeanes received a letter this month from a judge in Gila County, AZ regarding some research that Public Records Administrator **Melanie Fay** did for him. He wrote, "Ms. Fay did such a great job in finding these records from so many years ago (August 1964). Melanie's diligence and her persistent research were crucial to the development of our project. Her work led us next to the Clerk's Office of the U.S. Supreme Court, and then to the National Archives in Washington DC. Your helpful assistance and professional courtesies are greatly appreciated. Much of this history would have been lost if your predecessors had not maintained these records - and none of it would have done us any good if Melanie had not located it for us. Thank you very much for your valuable help."

Timely Service

continued



CUSTOMER COMPLIMENTS

About: **Joe Altnether and Hannah Royster**

An attorney sent a letter to Michael Jeanes to tell him how grateful he was for the help **Joe Altnether** and **Hannah Royster** provided with a filing. He wrote, "As I have gotten older, I find too often extraordinary service or good deeds go unrecognized. Joe took the time to review my pleadings, expedited its processing, and assisted Hannah, the filing clerk." He said had it not been for the quick attention to his situation and the professional assistance, the issue he was dealing with would have not been completed as scheduled causing numerous consequences.

About: **Cecilia Alfaro-Arndt and Christine Goodwill**

Support Services' **Cecilia Alfaro-Arndt** and **Christine Goodwill** were commended for their excellent assistance by a customer who said, "Thank you very much. You did great! You are very nice and helpful. You should both get a raise."

Two employees honored for service and one is retiring



From left: County Supervisor Steve Gallardo, Deputy Director Cathy Clarich, Laura Eng, Michael Jeanes and County Supervisor Steve Chucuri. Sharon Wilson was unable to attend.

On Feb. 11, Courtroom Services Administrator **Laura Eng** and Disposition and Abstracts' **Sharon Wilson** were honored by the Maricopa County Board of Supervisors for their 30 years of service at special ceremony held on the 8th Floor of the historic Maricopa County Security Building.

In total, 56 county employees were honored for their 40, 35, and 30 years of service. The event included remarks from County Supervisors Steve Chucuri and Steve Gallardo, an awards presentation, followed by a reception. Laura began working for the Office on October 9, 1984 and Sharon began July 2, 1984.



Sharon Wilson, the office's 6th longest-serving employee, is retiring on Feb. 27 after 30 years of service. For the past several years, she has worked in Disposition and Abstracts. When she started with the Office, she thought it would just be a short-term job. "I never thought I would work for a place for 30 years." One reason she has stayed is that she has enjoyed the people she has worked with. Sharon said she plans to "kick back and relax for a month or two, find a new apartment, and decide on whether or not to look for a part-time job."

She said, "the County hires a lot of smart, lively, courteous and terrific people. I have been privileged to work with and around them. I wish to thank all of my co-workers for their friendly attitudes and say that I appreciate (as a fellow taxpayer) all of the hard work that they put into their jobs. I admire them and have enjoyed their bright smiles and friendliness. I have learned a great deal from my co-workers, supervisors and the instructors in COJET. I will take away many good memories of my time with the Clerk's Office."



The Office News Round-up

Valentine's Day was another OutSTANDing Day



On Saturday, February 14 (Valentine's Day), several Clerk of the Court employees had a heart to serve. They spent the day serving veterans for the annual Veteran's Stand Down event. This is the fifth year in a row the Office has participated with Superior Court in the event. This is a nationally recognized event that was held from 8 a.m. to 4 p.m. on Feb. 14 where various agencies/governments came together to focus on veteran services. The Superior Court and Clerk's Office set up remote courtrooms to help more than

250 military veterans at the Veteran's Memorial Coliseum.

The staff members who participated in serving at Stand Down 2015 included Courtroom Services managers, courtroom clerks, administrative assistance, Customer Service Center staff, and technical support. Those who assisted were (in alphabetical order): **Tina Barrett, Julie Bower, Shannon Branham, Mary Cabral, Rebecca DeLong, Sally Enteman, Ken Errico, Patty Espinoza, Melanie Fay, Laura Franco, Evonne Gonzales, Tracy Henninger, Oliva Hernandez, Adam Hrisho, Stacy Kennow, Veronica Lama, Gene Parker, Deralyn Pico, Gaile Raines, Cynthia Rego, Adrian Roberts, Eileen Rosel, Dave Rosenthal, Kelly Schermerhorn, and Correnia Snyder**

CR Criminal Court Administrator Bob James said "Representatives from the Clerk's Office joined with judges, commissioners and court staff to help the veterans at this year's Arizona Veterans Stand Down event. Their service was invaluable to the Court and the veterans and was greatly appreciated by both."

Comparison of eFiling statistics for January		Civil eFilings	Criminal eFilings	Family Court eFilings
		2011	12,578	9,842
This chart shows a comparison of the Office's eFiling statistics for the month of January during the past five years:	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

REMODELING REPORT

Recent snapshots from the remodeling work at Southeast Adult and Northeast Operations.

Remodeling work around the Office

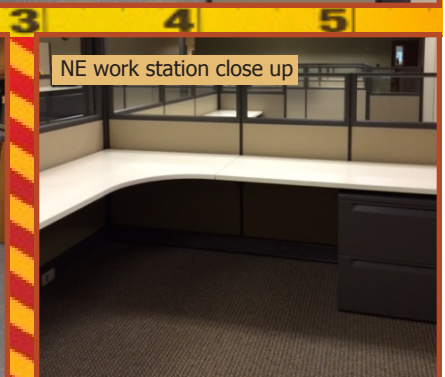
by Wendy Johnson

Over the past several weeks, there has been remodeling work taking place at different locations in the Office. Below are short descriptions of what construction work has occurred: **Southeast Marriage License & Passport Office (ML&P) and the SEA Break Room** – The concrete floors were replaced with VCT (tile flooring) over the Martin Luther King Jr. holiday weekend. Additionally, the customer chairs in ML&P were also replaced.

Northeast Operations –

The workstations were lowered to 53” with glass topovers. They look similar to the newly remodeled Central Court Building office space.

Coming Up in April: Northeast ML&P will have new paint and concrete flooring along with new furniture and a reconfiguration. This project is in the planning phase now.



Extra Miles

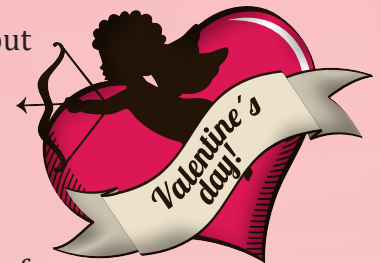
Newsletter extras

This month, Friday the 13th was a lucky day for couples getting their marriage license

When a "Friday the 13th" occurs on the calendar some people may think about bad luck or superstitions. However this month, on Friday the 13th, there were many couples in Maricopa County who considered it a very good day to get a marriage license.

Traditionally, the busiest day of the year for the Marriage License and Passport Office 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. On average, the Office issues about double the amount of licenses during this time than they do on a normal working business day.

This year, Valentine's Day was on Saturday and so Friday the 13th turned out to be a very lucky day for the busy tradition to continue for the Marriage License staff. Staff issued **180 licenses** to couples, which is a new Office record for a Friday when Valentine's Day occurs on a weekend. Previous Friday totals were 156 in 2010 (Valentine's Day was on Sunday), 143 in 2009 (Valentine's Day was on Saturday), 92 in 2004 (Saturday), and 102 in 1999 (Sunday).



In recognition of Friday the 13th, below are 13 years of the total amount of licenses ML&P staff issued on Valentine's Day or the Friday before:

Marriage licenses issued on Valentine's Day or the Friday nearest to it



The County Chronicle

News items from Maricopa County

Open Enrollment is coming

Open Enrollment for Plan Year 2015-2016 is **April 13 - May 8**. It will be an **active** enrollment this year. Benefits-eligible employees must take action to select the benefits they need or waive coverage. Employees who do not take action to actively select their benefits or waive coverage will default into employee-only coverage in these plans:

- Cigna HMO Plan
- Catamaran Co-Insurance Prescription Plan
- Magellan Behavioral Health Plan
- Additionally, they will not be enrolled in the dental or vision plans

In preparation for Open Enrollment, the county recommends that employees make sure their address is correct in ADP. This should be completed by March 2. Open Enrollment worksheets will be mailed to employee's home addresses in early April.

The vision to extend hours

Avesis, the County's Vision Plan administrator, has **extended its customer service hours** to include the weekends. The new hours of operation for Avesis are:

- Monday-Friday, 5:00 am - 6:00 pm
- Saturday, 10:00 am - 5:00 pm
- Sunday, 11:00 am - 3:00 pm



County makes restaurant ratings available online

The Maricopa County Environmental Services Department has an online database where you can view the ratings, reports, and follow-up reports of restaurants. To find out how your favorite restaurant rated, you may access the database [here](#).

County coordinates employee walking groups

The County's Wellness Works Program has coordinated various walking groups throughout the county to help employees incorporate exercise into their day and build relationships with co-workers. To learn more, visit the [walking group site](#) on the ECB.

The Inside Track on Employee News

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MARRIAGES

- Congratulations to Administrator **Lois Rees** on the birth of her 6 lb. 14 oz., granddaughter on Dec. 18. Her new grandchild's name is Elliana Bishop. She is Lois's second granddaughter.
- Congratulations to Human Resources' **Amy Echols** on the birth of her 6 lb. 13 oz. baby boy on Feb. 4. Her new son's name is Grant William. He is Amy's second child.

OFFICE ANNIVERSARIES

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

30 YEARS

Andy Rodriguez

25 YEARS

Lisa Kellar and Correnia Snyder

20 YEARS

Lillian Barnett and Tina Barrett

15 YEARS

Diana Eaton and Flor Nevarez

10 YEARS

Tracy Lundblad, Gail Verbil, Andrea Wolfe, Sonja Draper and Deborah Johnson

NEW EMPLOYEES

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

COURIER - Matthew Akin

COURTROOM CLERK - Michele Martinez, Nitasha Miller, Tammy Schnurr, and Dory Goldberg

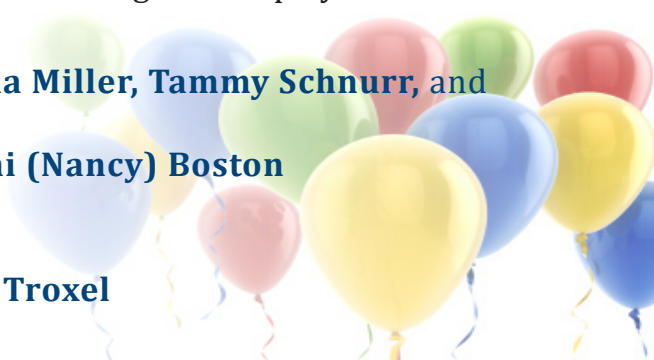
CFO, BILLING AND ACCOUNTING MANAGER - Oni (Nancy) Boston

DURANGO JUVENILE - Carmen Camacho

ITG - Chris Schulz and Thomas Brannon

NE FILING COUNTER - Celina Lopez and Caitlyn Troxel

SE JUVENILE - Evelyn Barber



EMPLOYEE NEWS

- **Elvira Masis** transferred to Grand Jury from CR Docket/eFile.
- **Veronica Lama** was promoted from the Help Desk to PC/LAN Technician

HONORS

- Congratulations to SE Juvenile's **Monica Randez**, who earned a bachelor's degree in Theology from Living Word University.

Special Features

Where in the world has the Record Times been?



Newsletter travels several thousand miles with employee

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 Chicago. This month, it is seen in another country.

Pictured above is Courtroom Services Administrator **Laura Eng**, who was on a beach in Dubai. In the background is the Burj Al Arab Jumeirah Hotel. It is the 3rd tallest hotel in the world. During her week-long vacation, one interesting site she saw was the world's longest carpet. This is the newsletter's 9th appearance in Asia, but first time in this region of the continent.

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 photo(s) with the page during your vacation; **3)** Email the digital photo to Len Keso with your name, department, and a description of the photo, along with any other interesting details of the photo/vacation.

Take



This month's list of five is ... **the US Cities with the Most Annual Snowfall (2013-2014)**

- 5) Rochester, NY - 112.7 inches
- 4) Grand Rapids, MI - 116 in.
- 3) Buffalo, NY - 129.9 in.
- 2) Syracuse, NY - 132 in.
- 1) Erie, PA - 138.4 in.



Source: NACO News

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

Clerk Work

Picturing staff who work for the Clerk
This month - **Suzanne Lambries**



Department: Grand Jury / **Job Title:** Grand Jury Clerk - Court Operations Specialist / **Years With the Office:** 17 / **Something You Enjoy About Your Job:** The people I work with are awesome, and the work has a lot of variety to keep it interesting. / **One Task of Your Job Is:** Starting criminal cases with the Grand Jury paperwork. / **What Was Your First Job:** JC Penny's Sales Clerk during High School at the former Park Central store. / **Hometown:** Phoenix, AZ – proud native! **Something Memorable You Have Done:** Spent an awesome two weeks in Italy - Rome, Florence, Vatican, etc. / **Any Hobby/Special Collection:** Dancing, camping, reading, and my three dogs. I also collect turtles, angels, and snow globes. / **Favorite Vacation Destination:** Disneyland / **Favorite Meal:** Tostadas, rice, and beans / **Favorite Place to Eat Out:** *Carolina's* or *Guadalajara's*. / **Favorite Sport Team(s) or Sport:** Cardinals and Diamondbacks. / **Favorite TV Show or Movie:** TV - *The Walton's* (home values). **Movie:** *Pearl Harbor* (romantic + Ben Affleck) / **If Given A Chance, What Would You Like To Be For A Day:** A ballroom dancer / **Something You are Proud of:** Married 25 years. / **Something on Your Bucket List:** To travel the World / **Nobody would believe it if they knew...**I had a private group mass with Pope John Paul II and sat in the front row for Palm Sunday Mass at the Vatican.