

RECORD TIMES

June
2015

Vol. 21 No. 6

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

2015 Office Jeane-ius Award Recipients



(From left): Debora Wells-Guevara, Connie Pitts, Leslie Wilkins, Lois Rees, Michael Jeanes, Patti Sanderman, Vonda Culp, and Melody Baker (not pictured - Joe Legander and Chris Martin.)

They are Jeane-ius!

Supervisor's Retreat Team honored

As a result of their brilliant work coordinating a special event for the leadership of the Office, Clerk of the Court Michael Jeanes recently presented his "Jeane-ius Award" to the nine-member **Supervisor's Retreat Team**. The Jeane-ius Award is considered the Office's highest award and Michael presents it during the CASE/Service Pin events to an individual(s) or team who provided exceptional service during the past year. The Supervisor's Retreat team was honored with the award

at the Downtown event held this month. An excerpt of what Michael read when presenting the Team with the Jeane-ius Award is provided on [page 2](#).

The CASE finishes at Downtown location

The **2015 CASE** is now closed and numerous staff were proven to be worthy of recognition for their outstanding efforts during the past year. CASE, which stands for Celebrating And Saluting Employees, is the Office's Employee Recognition Program and this year more than 100 employees were part of CASE for their excellent performance. These employees received the special award for either Leadership, Customer Service, Excellence or Teamwork.

Photos of the recent CASE winners from the Downtown location are provided on [pages 6 and 7](#) of this newsletter as well as the photo to the right.



The **Billing and Deferral Unit Team** received a CASE Award for their excellent teamwork over the past year. Award-winning team members are (from left, front): Richard Gonzalez, Monica Lundstrom, Stephanie Miller, Maria Amaro, Linda Castleberry, and Robert Gonzales. (back row): Cassandra Salt and Milan Milik.

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Michael's Message

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



Each year, besides the CASE Awards, I present a special award called the “Jeane-ius Award” to an individual or team who has performed at a very high level. This year, the nine-member **Supervisor's Retreat Team** received the award (as seen on page 1). The following is a summary of the narrative I read about them at the recent Downtown Recognition event on why they are deserving of this award.



Last year, the office held its first ever Supervisor's Retreat for those who hold leadership positions within the office. More than 60 people attended from managers, supervisors, administrators, deputy directors, the chief deputy and myself. It was a very

successful event that provided great information to encourage and support those who attended.

With the success of the event, the decision was made to hold a second retreat this year. In an effort to improve the experience, a nine-member committee, led by Lois Rees, was formed to coordinate the event. The committee represented all different areas of the office. May 1 was selected as the date to hold this leadership event. This committee began meeting months ahead of time to plan the special day. The committee came up with a theme that was carried out in every aspect of the event to increase interest. More than 65 people attended this year's day-long event. The event was extremely organized from beginning to end. The court administrator from Pima County was invited to be the guest speaker and he led morning and afternoon sessions that provided leadership examples and strategies. In addition, he offered some fun and interesting team building activities to help provide further understanding of leadership concepts. Tables were set up so that the attendees were seated with those they do not normally interact with to help them get to know one another better.

The event was designed to be informative, interesting, and inspiring. Many topics were covered that the attendees could apply to their own situations within the office. The committee was very thorough in its planning and is a great example of true teamwork. The retreat was a major success. All of the work, attention to detail, the execution of the selected theme, volunteer coordination, timing, and the sessions offered were outstanding.

I truly appreciate the work of the committee and those who assisted the committee. Despite the added work load to their schedule, every committee person said they would do it again. I am grateful to Lois and her leadership and to the committee members for their outstanding work. They are a great choice for this year's Jeane-ius Award.

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

NW FILING COUNTER

- ◆ **Meredith Aguero** - "Meredith was so helpful. Thank you so much. Incredible court workers."
- ◆ **Jackie Ortiz and Jessica Bernal** - "Jackie and Jessica were extremely helpful and professional."
- ◆ **Krizna Rodriguez** - "Krizna was absolutely great. Helpful, courteous, and very knowledgeable."
- ◆ "Above and beyond. I appreciated the help."
- ◆ "Wonderful people! Very helpful."

CO-WORKER COMPLIMENTS

To: Juvenile Operations Team

From: Valerie Clark

"I want to thank the entire **Juvenile Operations** team for awesome teamwork! The Durango staff maneuvered around our current construction project with the highest level of professionalism and customer service. Supervisor **Rachel Robles** led her team with excellence and managed to conquer every obstacle. **Heidi Barton** and the SE staff were outstanding in their willingness to share the load with Durango. They handled most phone calls and took over various other tasks to help. Your efforts are much appreciated!"

To: Office Staff

From: Correnia Snyder

"I want to thank all of the staff I have worked with over the past 25 years. It has been my pleasure to work with such dedicated and hardworking staff. We have achieved a lot of success together."

To: Brian Colwell, Darlene Espinoza, and Edward Costello

From: Angie Green

"I want to thank **Brian Colwell** and **Darlene Espinoza** from NER and **Edward Costello** from DT for coming to

Northwest and covering the file counter and ML/PP. I really appreciate your willingness to travel and help us out in our time of need; we enjoyed having you!"

To: Gene Parker

From: Janet Baldon

"I want to applaud **Gene Parker**. He has helped me with computer software issues on many occasions. He is always quick to respond in a courteous, friendly manner and his assistance makes my job easier. Thank you Gene for your patience with my questions and your knowledgeable support."

To: Deralyn Pico

From: Dawn Van Hoorn

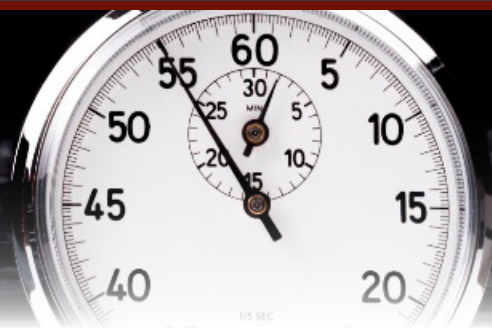
"I want to send a great big THANK YOU to **Deralyn Pico**, my criminal courtroom manager. She not only goes above and beyond for all her employees, but she is also kind, caring, considerate and one of the most knowledgeable and understanding managers I have ever had the pleasure to work for. Her door is always open and she is extremely helpful. When presented with a question, if she doesn't have the answer, she immediately finds it. She treats us all with the utmost respect and is highly respected by all her clerks. She truly is an asset! I am not only blessed, but honored to work for her."

To: Michael Mejia

From: Edward Costello

"I want to thank **Michael Mejia**. Not only has he continued to develop and improve operations around the filing counter, he has shown great compassion and support for his team. He is accommodating and reassuring. Leadership like that makes this a place I look forward to coming to every day."

Timely Service continued



CO-WORKER COMPLIMENTS

About: **Danielle Yenglin**

Courtroom Clerk Barbara Navarro sent an email to Courtroom Services Manager Gina Vacanari to make her aware of the big help that Courtroom Clerk **Danielle Yenglin** was to her. Barb wrote, "I just wanted to let you know that Danielle did a great job sealing those exhibits, which took a lot of stress off of me!"

CUSTOMER COMPLIMENTS

About: **Courtroom Clerks**

An employee from the Office of Public Defense Services sent the Courtroom Services Managers an email commending the Office's **courtroom clerks**. She wrote, "I just wanted to let you know how much I enjoy working with your clerks. They respond to me quickly and are always courteous and nice. It makes me enjoy my FC position here OPDS."

About: **Hector Castaneda and Angelique Rodriguez**

A passport customer recently asked to speak to CSC Marriage License & Passport Supervisor Cheryl Marzella. He wanted to let her know what an excellent job **Hector Castaneda** and **Angelique Rodriguez** did assisting him in applying for a passport. He said all of his questions were answered and time was taken to address any issues. The customer is the president of a company that does humanitarian work in Tanzania. He is traveling with numerous students and a several ASU professors this summer. He really expressed his thanks to both for a job well done! He said, "the process was painless."



Nationwide's retirement income planner is now online

Nationwide has developed a website enhancement that enables county employees who participate in the **Deferred Compensation Program** to envision what their in-retirement budget might look like. The enhancement solicits participant interaction, delivers a complete retirement outlook and offers next steps. Called "My Interactive Retirement Planner," the tool pre-populates all of the participant's deferred compensation account data, then asks the participant to input information about non-plan assets and other resources. In the end, the participant will get a "big picture view" of their projected retirement income. To access this retirement tool, visit the County Employee Benefits Deferred Compensation [webpage](#). To learn more about the Deferred Compensation Program, you may call the toll free number at 1-800-598-4457.



Extra Miles

Newsletter extras

News items from Maricopa County



Fourth of July Hike and Splash

The Maricopa County Parks and Recreation Department is holding a **Fourth of July Wet n' Wild Hike and Splash** from 9 - 11 a.m. at Lake Pleasant on July 4. The program is a family event that offers participants the chance to hike and swim. A guide leads people on a short hike to the lake where everyone can then get in and cool off. The hike is about a 1/2 mile each way. The park entry fee is \$6. For more information, you may call Park Ranger Terry Gerber at 602-372-7470, ext. 211.



Quenching thirst to help with Bottled Water Drive

Last year, a total of 13,440 bottles of water were donated by county employees to the county's **Bottled Water Challenge**. This year, they are hoping to surpass that number. The drive concluded this month and the final results are being calculated. Drop-off locations were available throughout the county. The bottles of water will be given to the Health Care for the Homeless Clinic/Human Services Campus.

Dog Days of Summer Adoption

The County Animal Care and Control is offering a "**Dog Days of Summer Adoption Special.**" Through Aug. 31, the cost to adopt a dog under six months is \$75 and over six months is \$20. To contact ACC, you may call 602-506-PETS (7387).

New segment to the Maricopa Trail

The Maricopa County Parks and Recreation Department announced the addition of a new segment to the eastern portion of the **Maricopa Trail**, a 310 mile trail system that encircles the county and will eventually link all 10 of the County's regional parks together. The mile-and-a-half of new trail links the Bulldog Canyon Area in the Tonto National Forest to Utery Mountain Regional Park. The new trail connects the Forest Service's Bulldog Trailhead on Utery Pass Road to Utery Mountain Regional Park. The four-foot wide trail maintains a grade of 10 percent or less throughout giving the user a trail that may be easily navigated. To learn more about the trail or to obtain trail maps, visit the [Maricopa Trail webpage](#).



Supply of former-style Clerk service pins available



Former Clerk pins available

A small supply of the former "round" Clerk of the Court service pins are still available to any staff member who may have lost their pin. In addition, a supply of backings to the service pins are also available to any employee who may need one. To obtain the older style Clerk of the Court service pins and/or backings, you may email Len Keso.

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



Grand Jury Team (from left): Valerie Clark, Muhammad Azam, Marcie Romero, Suzanne Lambries, and Daniel Juarez. Not pictured - Debra Merklings, Jennifer Vigil and Elvira Masis



TEAMWORK AWARD



Downtown Criminal Courtroom Clerk Team (from left): Veronica Morales, Andrew Schmidt, Nikole McKinney, Ivette Huerta, Dawn Van Hoorn, Yvonne King, and Kelly Schermerhorn

TEAMWORK AWARD



EDC/RCC Team (from left): Richard Gallegos, Dani Draper, Justin Spelgatti, and Stacy Kennow

Not pictured - Kathleen Apodaca, Julie Bower, Arlene Chee, Donna Courtemanche, Sally Enteman, Susan LaMarsh, Barbara McDonald, Christy Towles, Mary Cabral, Alana Callahan, Elisa Canas, Sherryl Cornfield, Deidra Flores, Laura Franco, Susan Fromm, Andi Gonzalez, Jolie Matlack, Denise McGraw, Rebecca Miller, Theresa Sandoval, Lorie Stroud, Saralyn Yoder, Teri Gaulke, Kendra Sotello, Anita Beery, Michelle Brady, Linda Ceja, Patty Espinoza, Olivia Hernandez, Sarah Beery, Schelondia Justice, Alyson Moore, Barb Navarro, Jacques Porter, Eileen Rosel, Chiquita Williamson, and Kelly Johnson.



2015



Celebrating And Saluting Employees

The Inside Track

on Employee News

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BIRTHS

- Congratulations to SE Docket's **Fidelia Alonso** on the birth of her 7.2 lb baby girl on May 21. Her new daughter's name is Aubrey Rose.
- Congratulations to ITG Administrative Assistant **Trudy Lindstrom** on the birth of her first grandchild on June 2. Her new granddaughter's name is Cora Bella and she weighed 8.3 lbs.



OFFICE ANNIVERSARIES

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

10 YEARS

Ana James and **Regina Romero**

5 YEARS

Shannon Stulz, Susan Hack, and Valerie Clark

NEW EMPLOYEES

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

- eFile/Docket - **Daniel Marsh**
- NE Filing Counter - **Bory Reth**
- SE Juvenile Operations - **Melissa Stec, Lorena Arizmendi, and Monique Ayala**

EMPLOYEE MOVES

- **Linda Castleberry** and **Heidi Bell** recently won movie tickets through the Maricopa County Alternative Mode User Program (AMU). The AMU conducts random drawings to reward county employees with movie tickets for their efforts to reduce air pollution by using an alternative mode of transportation.



HOLIDAY

Have a safe and enjoyable Independence Day
holiday on Friday, July 3

Special Features

Where in the world has the Record Times been?



The newsletter goes Hollywood

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, the newsletter was seen at an event in Arizona that featured some country music stars. This month, it is seen with an employee who was at a place known for movie stars.

Pictured above is ITG's **Don Pemberton**, who was in Hollywood, California. He was in the Los Angeles area to run the LA marathon. While he was there, he hiked up to the famous Hollywood sign on the Wonder View trail.

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 - **Aurora Avina**



Department: Northwest - Marriage Licenses/Passports/Public Records

Years With the Office: 28 years

Something You Enjoy About Your Job: I enjoy assisting the customers.

One Task of Your Job Is: accepting the passport applications.

What Was Your First Job: I worked as a secretary at Luke Air Force Base in the Education Office.

Hometown: Big Lake, Texas

Something Memorable You Have Done: Giving birth to two girls, who are now two amazing young ladies.

Any Hobby/Special Collection: I love collecting angels.

Favorite Vacation Destination: Vancouver, British Columbia, Canada

Favorite Meal: Brisket

Favorite Place to Eat Out: *Flemings*

Favorite Sport Team(s): Dallas Cowboys

Favorite TV Show & Movie: The Sons of Anarchy

If Given A Chance, What Would You Like To Be For A Day: A bird, to fly freely around the world

Someone You Would Like to Meet: Wayne Newton

Something You are Proud of: My time of service in the working field, knowing I am very close to retirement.

Something on Your Bucket List: to attend a Dallas Cowboys football game at the Dallas Stadium.

Nobody would believe it if they knew... that I took sky diving lessons and jumped out of the plane twice...it was awesome!!

Take



This month's list of five is ... **the five states with the fewest county governments:**

- 5) Vermont - 14
- 4) New Hampshire - 10
- 3) Massachusetts - 7
- 2) Hawaii - 5
- 1) Delaware - 3



Source: NACo News

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>
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