

# RECORD TIMES

September  
2015

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

## A September 3-in-1 Anniversary Picture

NE Court - 10 years  
External Filing Box - 15 years  
Casual Dress - 20 years



From left: **Dolores Espinoza, Kristy Kee, Kelly Sleeseman, and Marena Sullivan** pose in front of the NE Court (which has its 10th anniversary this month), by the External Filing Box (which has its 15th Anniversary this month) on a Casual Dress Friday (which has its 20th anniversary this month).

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## A month of anniversaries

**Three milestone Office anniversaries occur this month that changed the course of business and a work day**

This September seems to be a special month for the Office to look back and remember. There are three milestone anniversaries that occur this month regarding different events and decisions that impacted the Office, staff, and public. The 10, 15, and 20 year anniversaries are each noteworthy to look back upon. They are:

**10-Year Anniversary** - On September 13, it was the 10-year anniversary of the dedication of the Northeast Regional Court. When the Office opened, 34 employees transferred to work in the new facility. On its first day of operation, the NE Office had 30 cash receipting transactions totalling \$2,530 at the filing counter.

**Today** - The NE Office has 38 staff members. On Monday, September 14, the Office had **470** cash transactions totalling **\$31,374.50**.

**15-Year Anniversary** - On September 1, it was the 15-year anniversary of the Office installing the first external Filing Box, which made it possible for the public to file their documents 24 hours-a-day, seven days-a-week. The box was located in the former Madison Street Parking Garage. In its first few weeks, it averaged 10 filings per day.

**Today** - There are four external filing boxes and two internal boxes. This past fiscal year, the Office received **26,162** external box filings and **83,613** internal box filings.

**20-Year Anniversary** - On September 29, it will be the 20th anniversary of the Office's first Casual Dress Friday. The Casual Day began as the result of an employee's suggestion and it was decided that the Office would implement it for the remainder of that year. At the end of that year, it was then decided to continue the day.

**Today** - The Office has expanded the Casual Day Fridays to include support of the local sports teams when they are in the playoffs, College Colors Day, for extended days during the holiday season, the opening day of the Arizona Diamondbacks season, and most recently, for all of the home games of the Arizona Cardinals.

# Michael's Marks



A quick mix of items of interest to share for this month

by Michael K. Jeanes  
Clerk of the Superior Court



✓ **Congratulations and Thank You** - October 2 not only will be the end of that work week (as it is a Friday), but it will also be the end of a long and distinguished 31-year career with our office for **Laura Eng**. She is retiring on that day ([see article on page 4](#)). Laura will be greatly missed and I want to thank her for her dedication and service to this Office. She has worked on many important projects through the years and has helped to enhance our service and improve our processes, particularly in the area of Courtroom Services. Her knowledge and expertise has been valuable. She can leave knowing that she has made a positive impact in this Office. Laura is a past recipient of my Jeane-ius Award for her outstanding contributions. Congratulations Laura and thank you!

✓ **Healthcare Changes** - Two major changes in the healthcare industry have occurred for you to be aware of:

### Catamaran is now OptumRx

Catamaran and OptumRx have combined to become one company - OptumRx. You may start seeing the name changed in materials, emails, and on the web. If you are a participant in the Catamaran Co-Insurance Prescription Plan, nothing is changing when it comes to your current prescription benefits.

### Cigna will become Anthem

Cigna and Anthem have announced an agreement to become one global health service company. This merger is expected to be completed in the second half of 2016, and until then, the two companies remain separate. If you are a participant in a Cigna medical or dental plan, this change has no effect on your current plan benefits including coverage details, ID cards, copays, deductibles, and out-of-pocket maximums. As more information becomes available, it will be communicated to you. If you have any questions, you may call the County Benefits Office at 506-1010.

✓ **Upcoming Munches** - Following are five upcoming Munches I have scheduled:

- **October 7** Customer Service Center - Noon - 1 p.m. / AZ Conference Room
- **October 14** Durango Juvenile - Noon - 1 p.m. / Conference Room
- **October 27** Northeast - Noon - 1 p.m. / Multi-Purpose Room
- **November 4** Southeast Juvenile - Noon - 1 p.m. / Cactus Room, 1st Fl.
- **November 10** Downtown - Noon - 1 p.m. / ECB Tang Conference Rm, 3rd Fl.



# 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 Marriage License & Passports

- **Kevin Dotson** - "Kevin was courteous and went above and beyond by being alert to our paperwork."
- **Jackie Ortiz** - "Jackie was awesome! Need more people like her!"
- **Aurora Avina** - "Aurora went above and beyond."
- **Jackie Ortiz, Krizna Rodriguez, and Jessica Bernal** - "They were all so helpful!"

## CO-WORKER COMPLIMENTS

**About:** **Danielle Yenglin**

**From:** **Ruby Pino**

Courtroom Clerk Ruby Pino recently sent an encouraging email to new Courtroom Clerk **Danielle Yenglin**. She wrote, "Thank you so much Danielle for your outstanding assistance with numerous exhibits, filings, etc. You are going to make a great courtroom clerk. You're an incredible person."

**About:** **Chris Cerrato, Kim Dollins, Michelle Wolfe, and Anamae Beard**

**From:** **Debora Wells-Guevara and Valerie Clark**

A great big THANK YOU to **Chris Cerrato, Kim Dollins, Michelle Wolfe** and **Anamae Beard** for your assistance with juvenile auditing and training! Your efforts and assistance are much appreciated!

**About:** **Lillian Barnett and David Wolff**

**From:** **Leslie Wilkins**

Courtroom Services Manager Leslie Wilkins recently sent an email to Patti Sanderman and Matt Martin to express her appreciation for two of their employees. She wrote, "I just wanted to say how much I appreciate the excellent service **Lillian Barnett** and courier **David Wolff** provided

today. I sent Lillian an email this morning about a set of exhibits that a NW judge needed today, and the division contacted me at 10:27 a.m. stating they arrived. I know this is probably just part of the daily delivery routine, but from my view, the speed of delivery was amazing. Thanks so much!"



## CUSTOMER COMPLIMENTS

**About:** **Linda Castleberry**

Billing and Deferral Supervisor Bryan Romero received a voicemail from a customer who wanted him to know about the great service that **Linda Castleberry** provided to her. She praised Linda for her customer service. She said Linda was the nicest "operator" she has dealt with and was most helpful. She said that other employees can aspire to be as helpful as Linda.

**About:** **Lisa Cooper**

Customer Service Center Support Services' **Lisa Cooper** received two different compliments from customers over the past few weeks. These customers said:

Customer 1 - "Lisa was very pleasant to work with and super helpful."

Customer 2 - "Provided quick, professional service."



## Office News Round-up

### Laura records her own minute to retire

Congratulations to Courtroom Services Administrator **Laura Eng** who is retiring after 31 years of service on Oct. 2. Laura is the seventh-longest serving employee in the Office. She began her career with the Clerk of the Court in 1984 as a courtroom clerk. She then moved up to be the Criminal Court Manager, then to a manager at Southeast Adult overseeing Courtroom Services, as well as the Filing Counter, Exhibits, Appeals, and Docket initially. A few years later, she became the training manager for Courtroom Services and in 2005, she was promoted to Courtroom Services Administrator. Laura said, "This was a difficult decision for me as I have spent my entire career with the Clerk's Office doing work that is incredibly rewarding to me and that I am very passionate about." She said she is going to miss the people she has worked with most of all.



When asked what are particular accomplishments/projects that you are proud to have been a part of she said, "There are the big projects like Minute Entry elimination, technology-related projects, and eFiling, but what I am most happy about is having been able to train and assist the new courtroom clerks. I completely enjoyed helping them and hoped they would love the work as much as I did."

In 2013, Laura was selected as the recipient of the Office's "Jeane-ius Award," which is the highest award presented during the year.

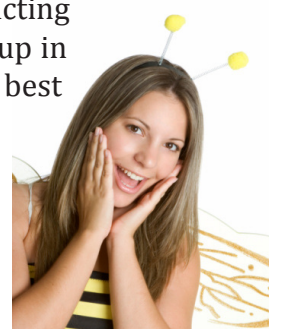
Outside of work, Laura has traveled to destinations across the world including several European countries, Asia, Africa, and the Middle East. She was pictured with the *Record Times* newsletter in Dubai and Egypt as part of the newsletter's special photo feature. She hopes to travel to India in the near future.

The Clerk of the Court's Office wishes Laura the best in her well-deserved retirement and thanks her for her outstanding service!

### Costumes will have the Office aBUZZ on October 30

On Friday, Oct. 30, the staff could be *buzzing* about all of the different costumes that have appeared within the Office that day. The reason *bee-ing* is that the Office will be conducting its annual costume event where employees are invited to dress up in costume for a chance to *fly* away with winning an award for the best costume outfit.

In addition, employees will have another chance of winning a different type of costume contest. The following week, the Office will conduct its annual contest that allows staff to submit photos of their pets in costume. More details about both of the contests will be forthcoming via email.





# Time for Health

## Free flu shots available



**M**aricopa County employees and their adult dependents enrolled in a County-sponsored medical plan can get a free flu shot at a work site flu shot clinic. You may click on the following link ([flu shot](#)) to schedule your flu shot. Please bring your medical ID card with you to your appointment. If enrolled in a County-sponsored medical plan, you can also get your flu shot free at select in-network local area pharmacies, or through your in-network primary care physician.

## Helpful information to lower your blood pressure

**T**he County's Wellnes Works launched a "Lower Your Pressure" campaign during the month of September. The campaign includes a Blood Pressure Refresher that when completed by September 30 allows employees to submit their names to receive a blood pressure recorder and motivational wristband. To participate, employees must read one or both of these articles:

[Cigna: What is High Blood Pressure](#)

[UHC: High Blood Pressure](#)

and complete the [Blood Pressure Quiz](#)

Diane Hilow, from the County's Employee Benefits and Health, said, "If you complete and submit the blood pressure quiz via survey monkey and include your name and interoffice mailing address, we will send you the blood pressure recorder and wristband." You may also visit the Wellnes Works [website](#), to locate a blood pressure machine near you and monitor your blood pressure on a regular basis.



## The Cold or Flu?



**A**s part of a Healthy Life Series in September, Cigna is offering a free session available to all County employees on the topic of "Cold or Flu?" The session is being held from 9 to 10 a.m. on September 29 at the Cigna Medical Group, 13041 N. Del Webb Blvd, Phoenix, 85351. To RSVP, you may call 623-277-3013.

# The County Chronicle

News items from Maricopa County

## Camp one night, get another night free at county parks



Beginning October 1, Maricopa County's Parks and Recreation Department will bring back the "Buy One, Get One" campaign. The campaign allows park visitors who pay the camping fee for one night, or more, at a desert mountain county park to receive one night of equal or lesser value for free at any of the County's desert parks during that same stay.

To receive the free night, park visitors must contact the Parks Call Center at (602) 506-2930 Monday through Friday between 8 a.m. and 4 p.m. The promotion will be applied to stays booked between October 1 and November 10, 2015. Reservations booked online are not eligible.

Participating parks include:

- 1) **Cave Creek Regional Park** - Located north of Phoenix, the campground has 38 individual developed campsites.
- 2) **Estrella Mountain Regional Park** - Located near the meeting of the Gila and Agua Fria Rivers in the southwest Valley, the park offers seven developed campsites.
- 3) **McDowell Mountain Regional Park** - Nestled in the lower Verde River basin, this park has 76 developed campsites.
- 4) **Usery Mountain Regional Park** - Located on the Valley's east side, this park is at the western end of the Goldfield Mountains, adjacent to the Tonto National Forest. The park offers 74 individual developed campsites.
- 5) **White Tank Mountain Regional Park** - At nearly 30,000 acres, this is the largest regional park in Maricopa County. Most of the park is made up of the rugged and beautiful White Tank Mountains on the Valley's west side. The park offers 40 individual developed campsites.

All of the parks are located within a 45-minute drive from downtown Phoenix. To learn more about this offer or a County park, visit [www.maricopa.gov/parks](http://www.maricopa.gov/parks) or phone (602) 506-2930.

## County set to honor Clerk staff members in October

On Oct. 28, the Maricopa County Board of Supervisors will be honoring three Clerk of the Court staff and the Clerk of the Court himself for their more than 30 years of service to the county at a special ceremony. The honorees are **Michael Jeanes, Andy Rodriguez, Diana Garbarino, and Richard Gonzalez**. These Clerk members will be among many other County employees with 30 or more years of service who will be honored at the event.

# 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 September:

#### 20 YEARS

**Anamae Beard, Dorothy King, and Sheri Jaffe**

#### 15 YEARS

**Maria Reyes**

#### 10 YEARS

**Patricia O'Reilly, Erendira Bautista, Linda Wagman, and Jacques Porter**



### NEW EMPLOYEES

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

- **Billing and Deferral Unit - Mona Oliva**
- **Courtroom Clerk - Janice Calkins, Elisa Estrella, Mallory Lynch, Balwinder Randhawa, Jasmine Sidney, , Sara Smith, and Kanyata Williams**
- **CSC Support Services - Eva Carranza G.**
- **Downtown Filing Counter - Judy Baker**
- **EDC/RCC - Wendy Hernandez**
- **Family Support Services - Leah Davis-Griffin, Soila Garcia, and Priscilla Magallanes-Cardenas**
- **Southeast Juvenile Operations - Mary Brennan**
- **Southeast Adult Filing Counter - Kelly Marquez**

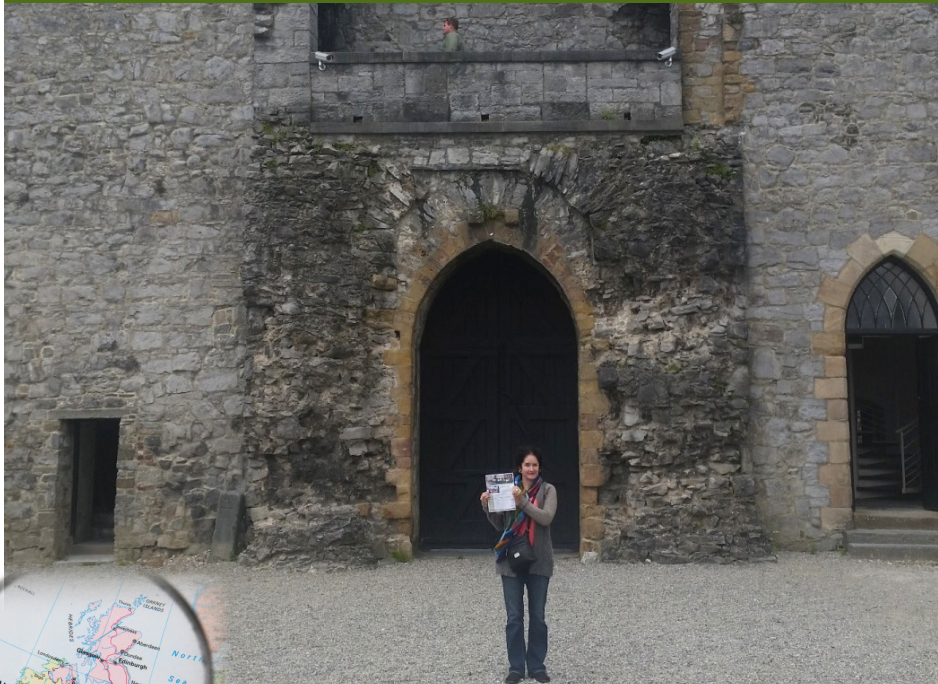


### EMPLOYEE MOVES

- **Becky Fimbres** transferred from Durango Juvenile's Accounting Office to the Downtown Accounting Office.
- **Joe Legander** was promoted from Trainer to be the new Training and Development Supervisor.
- **Danielle Yenglin** was promoted to Courtroom Clerk after serving as a Courtroom Services Specialist.
- **Sheryl Brown** was promoted from Courtroom Clerk to Courtroom Clerk Lead.
- **Anabel Quintana** was promoted from Courtroom Clerk to Courtroom Clerk Lead.

# Special Features

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



### Newsletter makes appearance at historic castle

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. For the past two months, the newsletter has appeared in other countries (St. Lucia and Cuba). This month the trends continues as it is seen in an European country. Pictured above is Deputy Director **Nancy Rodriguez**, who was at King John's Castle in Limerick, Ireland.

**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(s) 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 top five countries with the largest forested area.**

- 5) China - 207 million hectares
- 4) USA - 304 million hectares
- 3) Canada - 310 million hectares
- 2) Brazil - 520 million hectares
- 1) Russia - 809 million hectares

\*\*1 Hectare = 2.47 acres



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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 - **Richard Gonzalez**



**Department:** Deferral & Billing Unit  
**Title:** Court Operations Specialist /  
**Years with Office:** 28 / **Something You Enjoy About Your Job:** Assisting customers with their questions about their billing statements and sharing my knowledge of computer software and court processes with co-workers. / **One Task of Your Job Is:** Processing of Supplemental Applications for Further Deferral of Waiver of Court Fees or Costs. / **Your First Job:** Working for the Pathology Department at the County Hospital. / **Hometown:** Born in San Angelo, TX, however, with my father being in Air Force, we moved every four years. I also consider Iraklion, Crete, Anchorage, AK, and Phoenix as hometowns. / **Something Memorable:** Going to to Washington, DC, while attending Glendale Community College as part of the Evening Student Government. / **Hobby/Special Collection:** Collecting Star Trek and AZ Diamondbacks memorabilia. / **Best Vacation Spot:** Nevada / **Favorite Meal:** Lasagna / **Favorite Place to Eat Out:** Olive Garden / **Favorite Sport Team:** Arizona Diamondbacks / **Who Is Someone You Would Like To Meet:** Star Trek actress Nichelle Nichols / **Favorite TV Show or Movie:** *Star Trek* / *Doctor Who* / **Something You are Proud of:** My logical thinking in solving problems & odd sense of humor / **If Given a Chance, What Would You Like To Be For A Day:** Invisible. I keep telling people I am not here. / **Something on Your Bucket List:** To go back to Iraklion, Crete where I attended kindergarten. / **Nobody would believe it if they knew...** I used to play the saxophone and the organ.