

# RECORD TIMES

December  
2014

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



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## 2014 Holiday Drive concludes

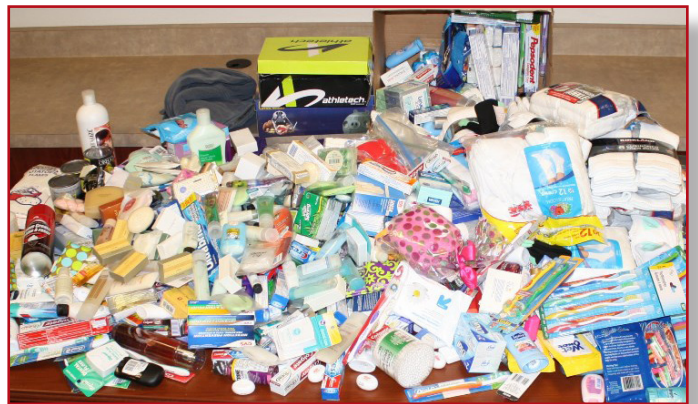
**The generosity of Clerk's staff is displayed once again during the Office's Annual Holiday Drive**

**F**or over 10 years, the Office has conducted a Holiday Drive in Nov. and Dec. for socks/toiletry items and for toys. Donation boxes are set up in break rooms for staff to drop off their items for this annual drive. This year turned out to be another *sock-cessful* and *toy-riffic* effort. Here are the final results:

**TOYS FOR TOTS** - This holiday activity was held Nov. 12 - Dec. 11. Employees donated a total of **162** 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 11 years, the Office has donated **3,495** toys.

**SHOEBOX** - This holiday drive activity was held Nov. 4 - Dec. 4. Employees donated **179** pairs of socks (8 more than last year), **113** bars of soap, **199** tubes of toothpaste (168 over last year), **77** toothbrushes (12 more than last year), and **84** bottles of shampoo, 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 13 years, the Office has donated a total of **5,281** pairs of socks.



**THANK YOU FOR YOUR GENEROSITY!**

# Michael's Message

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



## It's the end of another year

Joy is a word that is frequently heard during this time of year and it is a word that I feel as reflect on this past year. The accomplishments we made and your efforts to serve our customers with excellence are truly a gift to celebrate.

2014 was another good year for our Office. Our Southeast Juvenile Office was remodeled. The new look is a great improvement for the public and staff. We implemented the Court-to-Court Program in Juvenile, which is a significant achievement and reduces costs. We published our *Strategic Plan*, which will guide us as we move forward in the upcoming years. We introduced the new, easy-to-remember phone number for the public – 37-CLERK, and we introduced the automated customer management system at the Customer Service Center and Southeast Adult. This effort streamlines our service. These are only some of our accomplishments. There are many more, but one other I must mention is your simple acts of kindness to help one another out and be team players in serving our customers. It is truly admirable and serves as an example to other government offices.

In addition, 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.

I am proud of how we performed this year and I am looking forward to an even better new year. I send 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 2015.

### Important dates in 2015

**PAY DATES** - The following is a list of the pay days for employees in 2015:

JAN.	FEB.	MAR.	APR.	MAY	JUNE	JULY	AUG.	SEP.	OCT.	NOV.	DEC.
14	11	11	8	6	3	1	12	9	7	4	2
28	25	25	22	20	17	15	26	23	21	18	16
						29					30

**OFFICIAL HOLIDAYS** - Following is a list of the scheduled holidays for 2015:



- **New Year's Day - Thur., Jan. 1**
- **Martin Luther King Jr. Day - Mon., Jan. 19**
- **President's Day - Mon., Feb. 16**
- **Memorial Day - Mon., May 25**
- **Independence Day - Fri., July 3**
- **Labor Day - Mon., Sept. 7**
- **Veterans' Day - Wed., Nov. 11**
- **Thanksgiving Day - Thu., Nov. 26**
- **Day After Thanksgiving - Fri., Nov. 27**
- **Christmas Day - Fri., Dec. 25**

# 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

- ◆ **Jessica Kiraly** - "Jessica is just amazing! She is beyond helpful. I am grateful."
- ◆ **Krizna Rodriguez and Evelyn Laborin** - "Both are very nice and helpful."
- ◆ **Aurora Avina** - "Excellent service."

## CO-WORKER COMPLIMENTS

**To: Patty Espinoza, LaVonnia Diggs, Tracy Henninger, and Deralyn Pico**

**From: Rebecca Miller**

"I want to thank **Patty** for her extreme patience while training me on the Rule 11/Mental Health calendars. I also thank Managers **LaVonnia, Tracy, and Deralyn** for their priceless assistance in walking me through 'brand new stuff' and refreshing my memory on 'stale stuff' when my trainer was unavailable."

**To: Courtroom Clerks and Managers**

**From: Cathy Clarich**

"I want to recognize and thank the many **courtroom clerks and managers** who have stepped up these past months to provide courtroom clerk services while we've struggled with vacancies and training challenges. I understand how stressful the role of a courtroom clerk can be and with the additional strain of a lack of available resources, everyone is struggling to keep up. Your assistance and 100% dedication is not only recognized by all, but also much appreciated by everyone in the office."

**About: Franci Smock**

Juvenile Court Operations Manager Valerie Clark overheard a call taken by SE Juvenile's **Franci Smock** and said it was obvious the caller was agitated and difficult to handle. The customer was

asking for more information than Franci was able to provide. Valerie said I want to commend Franci for her very professional handling of this call. She was kind and compassionate, but maintained professional and patient discretion. She provided top notch customer service."

## CUSTOMER COMPLIMENTS

**About: Shantelle Bagnall**

A customer called the Office to compliment the service of **Shantelle Bagnall**. The customer said, "I need to inform you of the SUPERIOR customer service I received from Shantelle. She took the time I needed in a most patient and professional way. Kudos to whomever hired Shantelle. She is an asset."

**About: Family Support Services staff**

A customer called Cheryl Odell to say she has called the **Family Support Services** a couple of different times on her child support payments and each time the staff was always very helpful and always polite.

**About: Linda Castleberry**

A customer called Court Operations Supervisor Bryan Romero to say how satisfied she was with the service of **Linda Castleberry**. She said she was very pleased with Linda's customer service skills. She said Linda was "super-duper" nice, helpful, awesome, and deserved a raise because she knows the job can be daunting when trying to get people to pay their billing.

**About: Stacy Kennow and Amanda Duran**

A Superior Court employee emailed the Office to say **Stacy and Amanda** are awesome and that they get things done quickly.



## Office News Round-up

### HR reminders to staff as 2014 comes to a close



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

#### Electronic W-2

You can now login to ADP and consent to receive your 2014 W-2 online. The deadline to consent is December 31. **Please note** that if you consented to receive your W-2 online last year, you do not need to consent again. You can obtain the complete instructions on how to consent through the following link: [http://ebc.maricopa.gov/hr/payroll/ADP\\_ESSnew.asp](http://ebc.maricopa.gov/hr/payroll/ADP_ESSnew.asp) and then select **W-2 Consent to Retrieval**.

#### 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 2015. You can update your Federal tax information in ADP via Employee Self Service under "Pay & Taxes."

#### Exempt Status

If you are claiming an exempt status for the calendar year 2014, it will expire in February 2015 and a new form will need to be completed.

#### 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 6, 2015. Any vacation hours entered for January 1st and later will be deducted from the 2015 balance.

#### Floating Personal Day

A new allotment of Personal Day hours will be implemented on January 1, 2015.

# The County Chronicle

News items from Maricopa County

## County makes improvements to Fitness Center

Maricopa County has announced that it recently completed making several improvements to its Fitness Center and Group Studio at 301 W. Jefferson St. that include padded flooring, improved ventilation, a pull-up bar, and the addition of a Total Body Resistance Exercise (TRX) training station. The TRX is a suspension training system designed to use a person's own body weight rather than needing a machine's resistance or weights. The station helps increase strength, balance, flexibility, and core stability all at the same time.

Besides the Downtown county fitness center, other county fitness centers are also available at:

- Air Quality/Environmental Services
- Department of Transportation
- Flood Control
- Public Health Administration Building

The County Fitness Centers are free for county employees. To use one of the facilities, employees need to complete and turn in a [Fitness Center Application](#) to gain the badge access.

Some of the Fitness Centers also offer group exercise classes. The levels of the classes range from intensive to gentle/restorative yoga.

## Get the benefIT to better health

Maricopa County and the Valley of the Sun YMCA have formed a Wellness Provider Partnership which provides county employees a reduced membership rate at any of the Valley of the Sun YMCA branches. In addition, when joining, the \$100 enrollment fee is waived for employees. Furthermore, reduced rates for all child care costs (including Pre-school & Day Camp, etc.) are offered to employees who join. To sign up, employees can visit one of the 16 YMCA branches and must bring their county employee ID badge, employee ID number, and a method of payment. Following are the rates:

<u>MEMBERSHIP</u>	<u>MONTHLY CO-PAY</u>	<u>BI-WEEKLY DEDUCTION</u>	<u>INCLUDES</u>
Adult	\$24	\$12	Employee Only
Couple	\$40	\$20	Employee + Adult living in same household
Family I	\$44	\$22	Employee + Children age 18 & under living in same household
Family II	\$51	\$25.50	Employee + Adult + Children age 18 & under living in same household

# HOLIDAY MEMORIES

*What is the best or most memorable gift you have given during the holidays?*

**Alana Callahan** - When my son was about 7, he wanted a dinosaur that sings Christmas songs. They didn't make those, so I had to get creative. I recorded Christmas songs on a device and sewed it inside a stuffed dinosaur.

**Laura Bedford** - I arranged for someone to have two days off at their job without him knowing. I had luggage packed for him in my car. He believed I was driving him to work and instead I drove him to the airport. Until we boarded the plane, he had no idea I was flying him to Las Vegas for a four-day get away.

**Wendy Johnson** - Every year on Christmas Eve, I give my daughter (who is now 8 years old) Christmas pajamas to match her "sister" (American Girl doll). It is so much fun watching the two of them open presents together in their pj's.

**Janice Bevan** - Years ago, I gave my husband tickets to a football game. He had never been to an actual game. He only watched them on TV. He was thrilled!

**Leslie Wilkins** - When my children were little, we hid clues around the house and sent them on a treasure hunt. The hidden treasure was airline tickets for a trip to Disneyland!

**Stephanie Miller** - Last year, it seemed everyone was getting sick, so for our white elephant gift exchange I made a care package that contained lozengers, tea, hand sanitizer, a soup bowl with a handle and lid, and Vitamin C tablets. The gift was a hit and the person who ended up with it was so excited...as she was sick and needed it.

**Laurie Wistuber** - A couple of years ago, I helped my sister write reasons we loved our dad on hundreds of small wooden hearts that we painted and placed into a box. My father could barely read them through his tears. It was the most touching gift I ever gave.

**Mary Rogers** - The most creative gift I have given to my mother and myself just recently are two ancestry kits. We are avid genealogists and would like to find out more about our heritage. I do encourage others to do the same, one never knows what they may find out about themselves.

**Mary Tillman** - I gave house/apartment gifts one year in boxes decorated as houses. They were all unique and so different that no one wanted to open them. I use to be an architect major.

**Dan Sullinger** - I gave my wife her engagement ring. That was over 33 years ago and she still has it.

**Sharon Wilson** - When I was a child (around 10 or 11), I had no money for gifts and so I gave my mother a promissory note for 12 breakfasts in bed. It was fun to wait on her and give her pancakes & coffee when she redeemed my promise. It may not be the most expensive present I have given, but it WAS the most heartfelt and memorable to me.

**Judith D'Alessandro** - One year I gave my brother a very talkative parakeet (revenge gift) in a nice cage though, because the year prior he gave me a tarantula – an ugly, black, hairy, scary, HUGE spider! With my fear of spiders, I nearly had a heart attack when I saw a long black, hairy leg come through the box before I opened it!

# HOLIDAY MEMORIES

*What is the best or most memorable gift you have given during the holidays?*

**Crystal Keller** - I arranged a tour of Chase Field for me and my boyfriend. At the end of the tour, the employee told us about all the perks of being season ticket holders and gave my boyfriend a Christmas card and thanked us for coming. Inside the card was a message saying season tickets had already been purchased and Merry Christmas. I had purchased the tickets a few weeks prior. My boyfriend was stunned, shocked, amazed, and very thankful.

**Becky DeLong** - I gathered all the favorite family recipes, put a fun photo of the person(s) who liked it best with each recipe page, and made a family cook book. For those recipes that had previously been handwritten, I made photo copies to preserve a bit of the memory of the person along with the picture. Now each year everyone exchanges a new recipe page complete with picture, giving us a very special cook book that has grown over the years and become more precious as kids have grown-up and loved ones have passed away.

**Jeanette Farrison** - Many years ago, on my first Christmas out on my own as a young adult, I could not afford to give presents to my friends & family. I didn't want to not give anything, so I bought several baskets. I filled the baskets with homemade bread, fudge, cookies, etc. wrapped in decorative wrap. I put clippings from Christmas trees in the bottoms of the baskets and had ribbons on them. They were beautiful and I was very proud to be able to share them with my loved ones. The funny thing is that ever since then, each year for Thanksgiving and Christmas family gatherings, I have to bring the bread. If I don't, everyone is very unhappy (and they let me know about it)!

**Donna Kenney** - Because our family is very big, we do a grab bag and one year the condition was that the gift had to be made – not bought. I got my mother's name that year and I sewed and beaded a tree skirt because my mother's was old and falling apart. It took me over a month to make, with snowmen, trees and carolers with felt cut outs and beads hand sewn. My mother now has Alzheimer's and when we cleaned out her house, I found that she had this tree skirt perfectly sealed in a zipped up plastic container so not to mess it up with a note on the top with instructions to give to me for a keepsake for my kids because she loved it so much. I never knew it meant so much to her.

## Ugly Holiday Sweater Contest



An **Ugly Holiday Sweater Contest** was held at the Supervisor/Administration Holiday Party this month. There were 13 participants. Everyone in attendance at the event voted for their favorite. The winner was **Joshua McCarthy** from Human Resources (who is pictured to the left, kneeling, second from the right in a red reindeer sweater and green elf hat. As a prize, Joshua won a copy of *Instyle Magazine*.

# The Inside Track

## on Employee News

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### OFFICE ANNIVERSARIES

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

**15 YEARS**

**Tina Hays**



**10 YEARS**

**Teresa Haaser**



### NEW EMPLOYEES

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

- Appeals - **Betty Lopez-Mori**
- Courtroom Clerk - **Laura Hopkins, Lourdes Kronschnabel, Alejandra Marquez, Amy Olson, and Melinda Wilson**
- Courtroom Clerk - Juvenile Durango - **Yardan Aguirre, Jessica Hill, and Mary Tillman**
- ITG - **Adam Hrisho and Ravinda Goud**
- NE Filing Counter - **Leslie Groeneveld and Channel Raymond**
- Training & Staff Development - **Chris Martin**

welcome

### RETIREMENT



Michael Jeanes presents Al a retirement certificate at a party held for him this month.

Congratulations to **Al Ogawa**, who is officially retiring on January 5 after 33 years of service to the Office. Al currently works at the Southeast Adult Marriage Licenses/Passports/Public Records Office. He is the third longest serving employee (Kim Dollins is first with 38 years and Darlene Pierson is second with almost 34 years). Al first started in the Office in 1981 working in the Exhibits Department as a deputy clerk. He said that he did not expect to work at the office as long as he has, but he has enjoyed the diversity of learning the various business aspects through the years. One of the biggest challenges during his time here he said was learning the different equipment and systems. He said what he will miss the most are his co-workers. When asked what his plans are for the future he said, "Doing nothing and traveling."

### OTHER NEWS

- **Giovanna Salazar** transferred from her position as a court operations specialist at Durango Juvenile to become a courtroom clerk.
- **Monica Cortez** transferred from being a court operation representative to become a courtroom clerk.

2015



Happy New Year



# Special Features

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



### Park and read

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 parked herself on a display at a museum in Phoenix for a photo with the newsletter. This month, it seen with an employee who is simply in a park, not too far away from Phoenix.

Pictured above is Public Affairs' **Len Keso**, who stopped at one of the sites at Arches National Park in Utah to get a photo with the newsletter during a vacation. This is the newsletter's second appearance in Utah.

**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 description of the photo, along with any other interesting details of the photo/vacation.

## Take



This month's list of five is ... **the five happiest places to live** according to the *United Nations World Happiness Report*.

- 5) Sweden
- 4) Netherlands
- 3) Switzerland
- 2) Norway
- 1) Denmark

The report measured well-being across a range of economic, psychological, and statistical factors. The US came in at #17.



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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 - **Lisa Kellar**



**Department:** Human Resources

**Title:** HR Associate

**Years with Office:** 24+

**Something You Enjoy About Your Job:** Everything. I recently started this position and so most of it is still new.

**One Task of Your Job Is:** Reading the applications of the people who apply for jobs here at our office.

**Your First Job:** Working for Sears.

**Hometown:** Phoenix

**Something Memorable You Have Done:** The first time I dressed up as a witch for Halloween here at work. I was unrecognizable to most people.

**A Hobby/Special Collection or Favorite Activity:** I love to shop.

**Best Vacation Spot:** San Diego

**Favorite Meal:** Rigatoni Pasta with sausage

**Favorite Place to Eat Out:** Olive Garden

**Favorite Sport Team/Sport:** No team really.

**Who Is Someone You Would Like To Meet:** Financial Guru Suzie Orman

**Your Favorite TV Show or Movie:** The TV show *Big Bang Theory*

**Something You are Proud of:** My recent promotion to HR Associate. It has given me the opportunity to expand upon my knowledge in HR, and will make me a more valuable asset to the office.

**If Given a Chance, What Would You Like To Be For A Day:** Rich, but not famous.

**Something on Your Bucket List:** I would like to visit Italy and see the cathedrals.

**Nobody would believe it if they knew ...** that I love to make others laugh by making jokes about myself.