

RECORD TIMES

February
2014

Vol. 20 No. 2

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



Kathleen Apodaca
Courtroom Services Manager

Kelly Schermerhorn
Courtroom Clerk

Three remote courtroom were set up to hear cases involving veterans for the Stand Down event held at Veteran's Memorial Coliseum on Feb. 15.

An OutSTANDING Day

Several staff members stand up to serve at annual Stand Down event

For the fourth year in a row, the Superior Court and Clerk of the Court's Office participated in the **Veteran's Stand Down**. This is a nationally recognized event that was held from 8 a.m. to 4 p.m. on Saturday, February 15 where various agencies/governments came together to focus on veteran services. The Superior Court and Clerk's Office set up remote courtrooms to hear **231** cases at the Veteran's Memorial Coliseum. Led by

Document Management Administrator **Correnia Snyder** and Courtroom Services Managers **Sig Perez** and **Evonne Gonzales**, the Clerk's Office had several staff members participate including courtroom clerks, administrative assistance, Customer Service Center, and technical support.

Continued on page 5...

IN THIS ISSUE:

Page 2 -
Michael's Marks

Page 3 -
Timely Service

Page 5 -
News Round-up

Page 6 -
Art Contest Results

Page 8 -
Remodeling Report

Page 9 -
Extra Miles

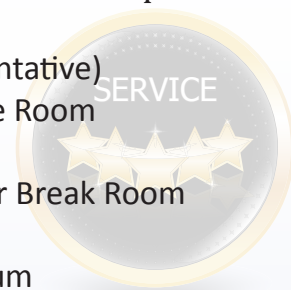
Page 11 -
Employee News

Page 12 -
Special Features

Pin down these dates for service pins

The time to recognize the employees who have earned their service pins is approaching soon. Each year, the Office distributes service pins to employees who reached a milestone of 5, 10, 15, 20, 25, 30 and even 35 years of service. This year, **80 employees** will receive service pins. In addition to the pins, the annual C.A.S.E. (Celebrating and Saluting Employees) awards will be presented. Following are the dates/locations/times for the ceremonies:

- **April 15** - Northwest / 12:15 p.m. / Office Area (date is tentative)
- **May 6** - Durango Juvenile / 12:15 p.m. / Large Conference Room
- **May 13** - Southeast / 12:15 p.m. / Saguaro Room @ SEJ
- **May 19** - Customer Service Center / 12:15 p.m. / 1st Floor Break Room
- **May 28** - Northeast / 12:15 p.m. / Multi-Purpose Room
- **June 16** - Downtown / 12:15 p.m. / Supervisors' Auditorium



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** - Besides the designated time for Open Enrollment that will be occurring soon, our Office has set a time for "Open Nominations" that is occurring right now. This is the time of year when you may submit a nomination(s) for our C.A.S.E. (Celebrating And Saluting Employees) Awards. Our C.A.S.E. awards provide you a great opportunity to send in your thoughts on employees and/or teams you think should be recognized for their outstanding service. The award categories are: Customer Service, Teamwork, Leadership, and Excellence. The deadline for submissions is March 14. Last year more than 20 employees and nine teams were selected for awards. The nomination form is available on the COCWEB under "[Case Nomination Form](#)" or by contacting Len Keso in the Public Affairs Office.



✓ **Project Recognition** - Speaking of awards, we received notification this month that our recent Central/West Court Building Remodeling Project was awarded LEED Silver Certification. LEED stands for Leadership in Energy and Environment Design. LEED certification means that a building, home or community was designed and built using strategies aimed at achieving high performance in areas of human and environmental health (water savings, energy efficiency, materials selection, and indoor environmental quality). It is an internationally recognized mark of excellence.

✓ **Special Thank You** - I want to give a special thank you to all of our staff who participated in the **Stand Down event** this month (names provided on page 5). Your willingness to put in the extra effort to make this a success is greatly appreciated by me, the other county departments who were involved, and the public you served. An employee from the Public Defender's Office shared with one of our staff members that our Office did an outstanding job. Superior Court CR Court Administrator Bob James sent me an email telling me "you were extremely well represented by your employees."



✓ **Upcoming Munch**

The **Downtown Munch** is scheduled for Monday, March 17 from noon to 1 p.m. in the TANG Conference Room, East Court Building, Law Library, 3rd Floor.



✓ **Anniversary** - The South Court Tower was officially dedicated two years ago this month on Feb. 14, which was Arizona's Centennial Day of Statehood.

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: Richard Gonzalez and Gaile Raines

From: Jane Tewksbury

"I want to send a special thank you to **Richard Gonzales** from the Billing/Deferral Unit for providing assistance in the Accounting Department when needed. He willingly makes himself available often on short notice.

A big thank you to **Gaile Raines** from CFO for providing coverage on the Disbursement Desk last month. She arrives with a smile and cheerful demeanor and is ready to take on the tasks of the day."

To: Chris Cerrato

From: Debora Wells-Guevara

"I want to acknowledge **Chris Cerrato** for his assistance with Juvenile auditing. Chris' positive attitude and knowledge have been tremendous contributions to our team over the past several months. Thank you Chris!"

EXCELLENCE



To: Teri Gaulke

From: Alana Fabian

"I would like to say thank you to **Teri Gaulke**. Ever since I started my position in RCC, she has been willing to answer any question I have. Even when I feel like it is stupid and that I've asked her a thousand times. She is always willing to cover in Court whenever she can. I feel like I can go to her with anything. Thank you, Teri! You really do make my job a lot easier!"

To: Adrian Trujillo and Antoine Jones

From: Ken Shipley

"I would like to thank **Adrian Trujillo** and **Antoine Jones** for their dedication and hard work. We recently had to move and load (for surplus) more than 120 file shelving units. It was physically demanding, but they worked hard to help accomplish this task with a smile and great attitude...just like they always do. Thank you very much, gents."

About: Harriette Bills, Diana Hoover, and Edie Friss

From: Bryan Romero

Court Operations Supervisor Bryan Romero sent an email this month to Accounting Operations and CFO manager Jane Tewksbury to let her know about the great job **Harriette, Diana, and Edie** did in a project. He said, "I would like to acknowledge Harriette, Diana and Edie's assistance in auditing and entering deferrals late last year. Without their help, the new auditor's workload would be even greater than it is as of today. They helped Billing and Deferral out immensely."

CUSTOMER COMPLIMENTS

About: Linda Castleberry

A customer recently called the Office and left a voice mail complimenting the service of **Linda Castleberry** in the Billing and Deferral Unit. The customer said, "Linda is a godsend to our company. She deserves a raise." She also said Linda was very good to her on the phone explaining what options she had for a payment plan.

Timely Service continued



CUSTOMER COMPLIMENTS

About: **Maridel Soileau and Angela Walker**

A customer of the Probate Office recently sent an email to Document Services Supervisor **Maridel Soileau** thanking her for the service that she and **Angela Walker** provided. The customer wrote, "Thank you for the personal attention to my case. You and your office have been unusually attentive and I truly appreciate it. Angela was my first contact at the office and I was surprised at her polite, professional service...and the speedy service you offered was over and above what I would expect from a government office. Thank you for your help."

About: **Office Staff**

A customer sent an email to Michael Jeanes expressing his appreciation for the service he received from the Clerk's Office. He wrote, "I am writing to express my deep appreciation of your team for the outstanding service they deliver. Recently I had a case at Family Court. As it was my first experience, I needed help to understand and get through the court procedures. I approached your office and obtained excellent service. The generosity of your team shattered the stereotype I had about the legal system. Thank you for your good service." Michael Jeanes responded saying, "You're welcome! I am very proud of our team. They are dedicated to providing high quality service to all customers."

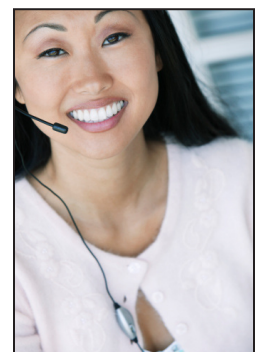
About: **Ken Daniels and Annette Biddle**

A passport customer at the Southeast Adult facility took time to express her great appreciation to **Ken** and **Annette** for their excellent assistance. She said they were helpful and friendly people and she felt it was important for them to be recognized.



Annual Benefits Telephone Survey being conducted

In order to improve the county employee benefits program and to ensure that Maricopa County is providing a competitive benefits package that meets the needs of staff and their family, Maricopa County's Research and Reporting Department is conducting the annual telephonic benefits satisfaction survey. Throughout Maricopa County, a random sample of one in fourteen Maricopa County employees is currently being contacted by phone. The survey takes approximately ten minutes and is being conducted during normal working hours. All participation and responses are voluntary and the answers are kept strictly confidential.





The Office News Round-up

...Stand Down event continued from page 1

The Clerk employees who assisted with the Stand Down event were: **Kathleen Apodaca, Julie Bower, Shannon Branham, Linda Ceja, Rebecca DeLong, Sally Enteman, Ken Errico, Patty Espinoza, Melanie Fay, Ramon Flores, Evonne Gonzales, Olivia Hernandez, Stacy Kennow, Morgan Miholich, Quannah Orr, Gene Parker, Sig Perez, Gaile Raines, Adrian Roberts, Kelly Schermerhorn, Ken Shipley, Caryn Smith, Correnia Snyder, and Gina Vacanari.**

CR Criminal Court Administrator Bob James said in an email to Michael Jeanes, "On behalf of Judge Welty and myself, I want to thank you for allowing your staff to help with this incredible event, and thank them for their professionalism and patriotism."



Some of the Clerk of Court staff who served at the Stand Down event on Saturday, Feb. 15: **1)** - from left: Gina Vacanari, Evonne Gonzales, Kathleen Apodaca, and Sig Perez **2)** - from left: Correnia Snyder, Ken Errico, Gaile Raines, and Stacy Kennow **3)** - Patty Espinoza **4)** - Shannon Branham and Correnia Snyder

Strategic Plan helps direct the Office's next moves


This month, the Clerk of the Court's Office published its **2014 - 2016 Strategic Plan**. This important plan provides the Office's strategic direction for the future and outlines the significant goals to support its mission. The plan identifies the issues facing the organization and the measures that will be taken to address those issues. It specifically details the Office's three strategic priorities, which are Customer Satisfaction, Employee Satisfaction, and Financial Management.

The Strategic Plan is available on the [COCWEB](#) or on the Office's [website](#) in the "Announcements" section.



Arizona Expressions - Art Contest Results

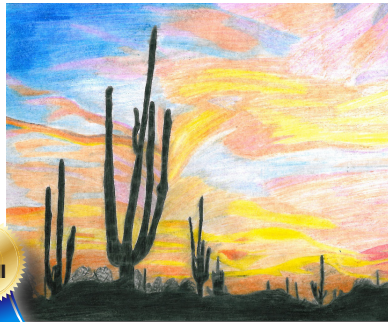


In commemoration of Arizona's statehood anniversary on February 14, an art contest called "Arizona Expressions" was held that offered employee's children/step-children the chance to submit a drawing of a subject related to Arizona. Like the Office's Annual Costume Contest in October, the entries were posted to a survey that allowed all employees the opportunity to vote. Below are the results. The entries that received the most votes in each age category are noted with an Arizona flag . Photos of the parent and child are also shown.



16-Year Old Category

Parent - Christina Cady / Daughter - Christi



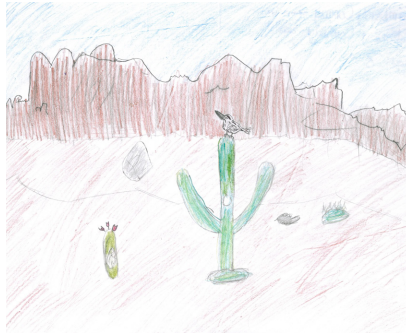
10-Year Old Category

Parent - Sylvia Uppendahl / Daughter - Graciela



7-8-Year Old Category

Parent - Kimberly Conway / Daughter - Ilaney



5-6-Year Old Category

Parent - Kimberly Brockman / Daughter - Audrey

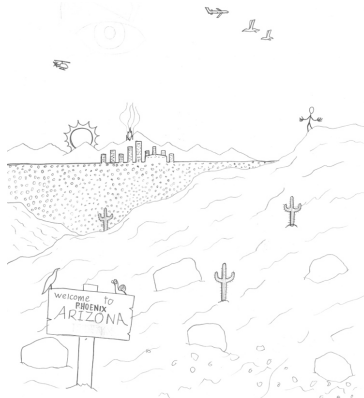


Arizona Expressions - Art Contest

Thank you to the parents and children who participated in **Arizona Expressions!** Each child will receive a special certificate and their artwork can be posted in the break rooms of the location their parents work if desired.

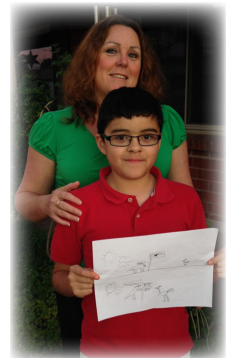
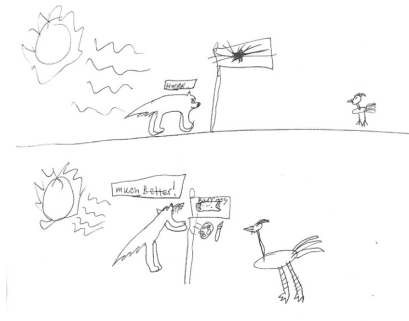
16-Year Old Category

Parent - Veronica Lama / Son - Ruben



10-Year Old Category

Parent - Monica Randez / Son - Vincent



7-8-Year Old Category

Parent - Sylvia Uppendahl / Daughter - Joanna



5-6-Year Old Category

Parent - Anamae Beard / Daughter - Kiley



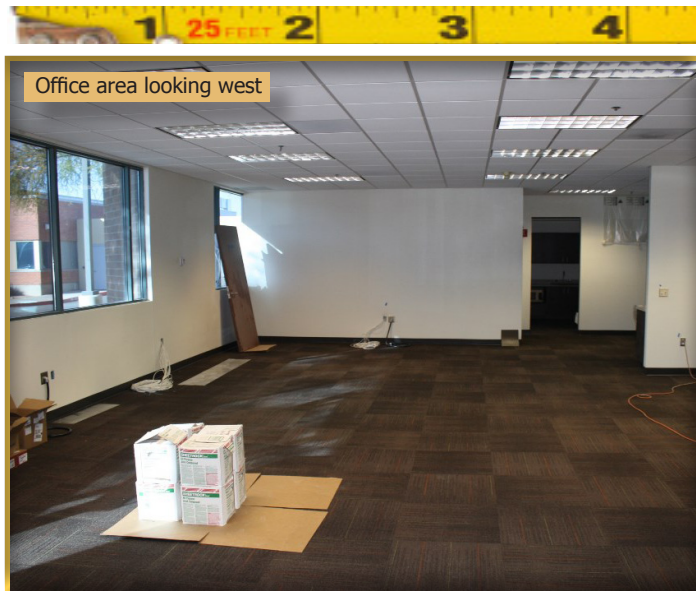
REMODELING REPORT

Recent snapshots from the remodeling work taking place in the Southeast Juvenile Office

Remodeling work nears completion at Southeast Juvenile

by Wendy Johnson

The Southeast Juvenile Remodel Project will be completed on February 27! Furniture will be installed February 24-26. The move date is scheduled for February 28. This will allow the space to open to the public on March 3. Thank you to the Southeast Juvenile staff for their patience and to the Southeast Adult staff for sharing their space during the remodel!

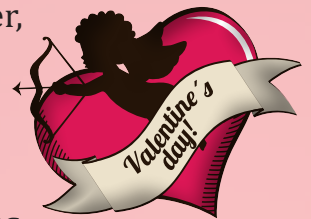


Extra Miles

Newsletter extras

Cupid's work gladly brings added work on Feb. 14

Each business day of the year, the staff of the Marriage License and Passport Office have a big heart to serve those whose hearts are set on getting married. However, on Feb. 14 (Valentine's Day), their heart to serve gets even bigger due to the increase of couples who come through the doors of ML&P Office to purchase a marriage license. Traditionally, it is the busiest day of the year for the ML&P staff to issue marriage licenses to couples.



Customer Service Center ML&P staff (from left) Roehelle Shriver, Rebecca Shanks, Maria King, Carmen Diaz, Cheryl Marzella (supervisor), Diana Del Rincon, Angelique Rodriguez, and Maria Reyes. (not pictured Ramona Velasquez)
Photo taken on Valentines Day

This year, a **new all-time record was set** as **221 couples** heartily arrived at the Office to purchase a marriage license at one of the four ML&P locations. The 221 licenses surpasses the previous record of 163 issued on Valentine's Day in 2011. In total, this year the CSC ML&P staff issued **84** marriage licenses, Southeast issued **69**, Northeast issued **46**, and Northwest **22**.

Below is a list that shows the amount of licenses staff issued on Valentine's Day (or the Friday before Valentine's Day if the holiday fell on a Saturday or Sunday) since 2002.

The love for obtaining a marriage license for Valentine's Day





More Extra Miles

Comparison of eFiling statistics for January

This chart shows a comparison of the Office's eFiling statistics for the month of January during the past five years:

	Civil eFilings	Criminal eFilings	Family Court eFilings
2010	10,094	10,804	97
2011	12,578	9,842	125
2012	23,900	12,813	152
2013	19,244	20,152	646
2014	19,406	24,495	3,674

Looking back at what was in the Office newsletter

The following are news items that were reported in the February issues of *Record Times* 10 years ago and 15 years ago, along with an update from today:

In 1999 - Office forms a softball team - As part of a Maricopa County picnic, a County Softball tournament was organized that allowed 16 different county offices to compete against one another. The Clerk's Office participated in the event by forming a team comprised of Clerk staff members.

Today' Update - ITG's **Ruben Trejo** is the remaining current employee who was on the Clerk's only softball team. He says that he doesn't recall how well the team did in the tournament.

In 2004 - Ground-breaking Ceremony - A ground-breaking ceremony was held on Feb. 10, 2004 for a new Northeast Regional Court Center located on the southeast corner of State Route 51 and Union Hills.

Today's update - The ribbon-cutting ceremony was held on Sept. 13, 2005 to officially open the new NE Court facility. Today, there are approximately 40 Clerk of Court employees who work in the building in the areas of the Filing Counter, Docket, Electronic Document Management, Courtroom Services, and Marriage Licenses/Passports/Public Records.

The Inside Track on Employee News



MARRIAGES

- Congratulations to Docket's **Yvette Morales** on the birth of her 5 lb. 21 oz., baby boy on Feb. 13. Her new son's name is Manuel Francisco.

OFFICE ANNIVERSARIES

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



15 YEARS

Olivia Hernandez and Michael Ball

10 YEARS

Colleen Harrington and Andrea Marquis

NEW EMPLOYEES

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

COURTROOM CLERK - Heather Suprak

CRIMINAL FILING COUNTER - Irma Martinez

DURANGO JUVENILE COURTROOM CLERK - Erica d'Entremont

DURANGO JUVENILE - Carol Moment

GRAND JURY - Daniel Juarez II

ITG - Chad Phillips



EMPLOYEE NEWS

- **Lisa Nevenhoven** recently returned to the Clerk's Office as a courtroom clerk after serving in Superior Court.

EMPLOYEE BENEFIT NEWS

Open Enrollment will be held April 14 - May 9. The county is recommending that in order to prepare for it, employees should first make sure their home address is current in ADP. This should be completed by March 3. Open Enrollment worksheets will be mailed to employee's home address in early April.

Special Features

Where in the world has the Record Times been?



Newsletter pictured with staff from three Arizona counties

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 California. This month, it is seen on the other side of the nation.

Pictured above is Special Counsel **Aaron Nash**, who was at the National Center for State Courts in Williamsburg, Virginia. Pictured with him are Ann-Marie Braswell (middle), the Public Information Officer for Pima County Superior Court in Arizona, and Shelly Bacon, the Deputy Court Administrator for Yavapai County Superior Court in Arizona. They were at the Center to be certified to teach a course on Court Community Communication.



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 largest universities in the United States.

- 1) Arizona State University - 58,404
- 2) Univ. of Central Florida - 49,900
- 3) Ohio State University - 42,916
- 4) Texas A&M - 39,867
- 5) Pennsylvania State University - 38,954



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

Clerk Work

Picturing staff who work for the Clerk
This month - **Doris Mofford**



Department: RCC/EDC

Job Title: Court Operations Specialist

Time With the Office: 6½ years

Something You Enjoy About Your Job: I have met lots of nice people; the ones I work with and the liaisons that come into our office...and I know that it is odd, but I love dealing with paperwork.

One Task of Your Job Is: Issuing summons and warrants and filing in direct complaints.

What Was Your First Job: I was a check filer at Great Western Bank.

Hometown: Glendale, AZ.

Any Hobby/Special Collection: Crafts and decorating for parties and holidays.

Favorite Vacation Destination: Hawaii. I love tropical places, zip-lining, tubing and just playing in the water, especially if my grandkids are with me.

Favorite Place to Eat Out: *Texas Roadhouse* (I can't stop eating the rolls) and I like Mexican food. Actually I just like eating! We are a hungry family!

Favorite TV Show or Movie: I love the *Hunger Games* and *Catching Fire*. I can't wait for the next movie to come out. And right now, I am hooked on *Parenthood*; I'm watching all the episodes on Netflix.

Something You are Proud of: I am proud of my family! I absolutely love being a wife, mom and grandma.

Nobody would believe it if they knew... my husband and I are serving a mission for our church helping in the Addiction Recovery Program.