

RECORD TIMES

March
2014

Vol. 20 No. 3

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

20 YEARS!

Three SE Juvenile Courtroom Clerks reach mark together

Sonia Hernandez

Teresa Robinson

Carrie Gerhardt

Teresa Robinson, Sonia Hernandez, and Carrie Gerhardt each will receive a 20-Year Service Pin this year. Each are courtroom clerks, each work at Southeast Juvenile, and their desks are only a few feet apart from one another.

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Who reached a service milestone this past year?

The answers are listed in this issue

Each year, the Office presents its employees who reached a milestone of 5, 10, 15, 20, 25, 30, and even 35 years of service with special service pins. The time to present those pins is almost here. This year, **74** employees will be receiving a Clerk of the Court and/or a Maricopa County pin depending on when and where the employee began serving. The dates and times of when the pins will be presented are listed in the article below.

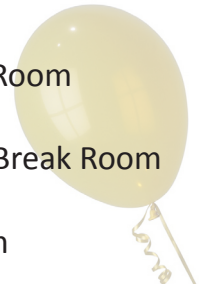
To learn who is scheduled to receive a service pin(s) this year, see pages **4** and **5**.

Where/when are the recognition ceremonies

Following are the dates/times/locations that ceremonies will be held to present service pins to staff members. **Please note:** the pins are presented to employees who reached their Office anniversary during the calendar year of 2013. If there are recipients of the Office's C.A.S.E. (Celebrating and Saluting Employees) awards at these locations, those will be presented during these times as well.

- **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

***Northwest** - there are no employees scheduled to receive a service pin at this location this year. A date will be determined if needed for CASE Award presentations.



Michael's Message

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



Thank you for your rewarding ideas

A few weeks ago, I had the honor to stand with some of our staff members who were being honored by the County Board of Supervisors during their meeting. **Joyce Auchinleck, Chris Cerrato, Correnia Snyder, Wendy Thompson,** and recently retired employee **Lauri Million** (whose mom is a county employee and stood in for her) were recognized by the Board for being "Rewarding Ideas" winners. These employees had submitted ideas through the County's Rewarding Ideas program that improved service and saved money.

◆ Wendy suggested discontinuing the practice of sending hard copies of court judgments to defaulting parties. The change eliminated much staff time and improved efficiency. The estimated tangible savings was \$6,125. She received a check for \$100.

◆ Joyce, Chris, Correnia, and Lauri suggested and helped implement an automated system of electronic distribution of court documents, which eliminated the need for sorting, photocopying and paper supplies. A savings of \$1,297 was achieved and a check for \$87.50 was issued to them.

I thank and congratulate these employees for their efforts to increase efficiency, enhance service, and reduce our costs. Way to go!



From left: Supervisors Clint Hickman, Andy Kunasek, and Denny Barney. Joyce Auchinleck, Chris Cerrato, Shirley Million (Lauri's mom), Michael Jeanes, County Manager Tom Manos, Correnia Snyder and Supervisors Mary Rose Willcox and Steve Chucri.



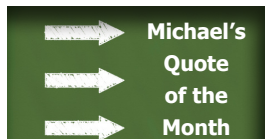
From left: Supervisors Clint Hickman, Andy Kunasek, and Denny Barney. Wendy Thompson, Michael Jeanes, County Manager Tom Manos, and Supervisors Mary Rose Willcox and Steve Chucri.

Munch With Michael Update

An announcement on the dates, times, and locations of the second quarter

Munches with Michael will be coming out soon via email and posted to the COCWEB under the "Employee News" headline.

Watch for these details and please feel free to attend a Munch when you are able.



"Your workforce is your most valuable asset. The knowledge and skills they have represent the fuel that drives the engine." – Harvey Mackay

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

CSC MARRIAGE LICENSE & PASSPORTS

- ◆ **Roechelle Shriver** - "Roechelle was efficient, professional, and really pleasant to interact with. Thank you."
- ◆ **Maria King** - "Everyone in the office was nice when we came in to get a marriage license. Thank you Maria!"
- ◆ "Staff were really busy, but were very professional and helpful."
- ◆ "We received excellent service while getting our marriage license."

CO-WORKER COMPLIMENTS

To: SE Juvenile staff and Remodeling Team

From: Debora Wells-Guevara

"An earnest thank you is extended to everyone involved in the SEJ construction project. The effort and care invested in the planning, development and execution is greatly appreciated. The juvenile staff have a nice, functional new work environment. What a difference. What an accomplishment, and it could not have happened without so many people. Thank you all!"

To: Downtown Docket/eFile Teams

From: Chris Driscoll

"I would like to send a 'thank you' to my Downtown **Docket and eFile teams**. They all work together really well under some difficult circumstances and their patience and flexibility is greatly appreciated."

To: Michelle Wolf

From: Joyce Auchinleck

"March is the month when the semi-annual OnBase security audits are done and **Michelle Wolf** of the EDM QC Department is in charge of conducting them. The audits are complicated and extensive, but Michelle's great organizational skills have helped to make them progress quickly and accurately. I am glad to have Michelle on our team!"



CUSTOMER COMPLIMENTS

About: Cindy Traslavina

A customer sent an email to Support Services to thank **Cindy** for her excellent service. The customer wrote, "Thank you for your outstanding customer service! Your service was quick and very courteous. I knew what to expect from your email and I was ready. Thank you again!"

About: Jennin Casillas

A customer sent an email to Court Operations Services this month to compliment the work of **Jennin Casillas**. He wrote, "I want to commend Jennin for the precise, accurate and professional assistance she rendered on my behalf when I called. Her assistance is deserving of praise and recognition."

Extra Miles

Newsletter extras

Upcoming Service Pin Recipients

The following employees are scheduled to receive a Clerk of the Court service pin, a Maricopa County service pin, or both.

DOWNTOWN SERVICE PIN RECIPIENTS

5 YEARS

Susan Fromm
Yvonne Gano
Marcelina Romero
Kelly Schermerhorn
Valerie Stevens
Wendy Thompson

10 YEARS

Linda Bachko
Janice Bevan
Harriette Bills
Scott Buckman
Regina Frigo
Anthony Garcia
Evonne Gonzales
Penny Hatten

10 YEARS cont.

Diana Hoover
Shannon LaSpaluto
Scott Mandel
Ken Miller
Carrie Montoya
Cheryl Odell
Jessica Quintanilla
Mary Young

15 YEARS

Sheryl Brown
Maria DeLaCruz
Susan LaMarsh
Suzanne Lambries
Debra Merklng
Karla Molina
Rosa Montoya
Lorie Stroud

20 YEARS

Brenda Burton
Jeanette Farrison
Steve Greth
Diane Jamison

25 YEARS

Linda Castleberry
Patricia Espinoza
Len Keso
Art Sainz
Patricia Valenzuela



CUSTOMER SERVICE CENTER PIN RECIPIENTS

5 YEARS

Ron Bitterli
David Wolff

10 YEARS

Don Pemberton Jr
Ken Shipley
Linda Wagman

15 YEARS

Cecilia Alfaro-Arndt
Jacqueline Balderrama
Chris Cerrato
Pam Crawford

15 YEARS cont.

Frances Horst
Dominic Navarro
Adrian Roberts
Jolene Smyth

20 YEARS

Lorna Ondersma
Ruben Trejo

25 YEARS

Oscar Garcia



SOUTHEAST PIN RECIPIENTS

5 YEARS

Sena Allen
Felicia Hutchinson
CindyLou Martin

10 YEARS

Barbara Nance
Sharon Szakacs

15 YEARS

Penny Boettcher
Angela Orrala

20 Years

Carrie Gerhardt
Sonia Hernandez
Teresa Robinson



****More service pin recipients on next page.**



More Extra Miles

...Service Pin Recipients Continued

The following employees are scheduled to receive either a Clerk of the Court service pin, a Maricopa County service pin, or both.

DURANGO JUVENILE RECIPIENTS

5 YEARS

Becky Fimbres

10 YEARS

Beverly Allie
Rosalie Cabrera-Razo
Dawn Wood

20 YEARS

LaVerne Willkomm

25 YEARS

Norma Barron

NORTHEAST RECIPIENTS

10 YEARS

Claire Vigil

15 YEARS

Wendi Tenover

25 YEARS

Loretta Carlson

NORTHWEST RECIPIENTS

There are no employees scheduled to receive a service pin at this location this year.



County/City present Annual Bike to Work Day event

Maricopa County and the City of Phoenix are sponsoring the **9th Annual Bike to Work Day** on Tuesday, April 22. The four-mile bicycle ride and light breakfast will be held in downtown Phoenix. Participants may choose to bicycle with a large police-escort group from Park Central Mall (3100 N. Central Ave.) to CityScape (1 E. Washington) or simply bicycle directly to CityScape. Registered participants will receive a t-shirt and are eligible to enter a raffle for prizes. Check-in for the event is between 7-7:15 a.m. The group riders will leave at approximately 7:30 a.m. and will travel a designated bike route through the Roosevelt and Willo Historic Neighborhood Districts. Employees interested in participating in the Bike to Work event, may register at <http://www.maricopa.gov/communications/btw.aspx>. Employees should also get supervisor approval to participate.





More Extra Miles

Foods to Fight High Blood Pressure

by Joe Silberschlag, Trainer and Office Wellness Coordinator

I have a confession, I read *AARP magazine* and visit the AARP website! During a recent visit to the AARP website, I discovered an article that relates to our agency's wellness focus of lowering blood pressure. The focus on lowering blood pressure was from survey results collected through the Maricopa County Wellness Survey. The article states there are a "slew" of new studies on foods and hypertension that suggest it may be easier than you thought to reduce high blood pressure. The article continues by explaining:

For adults under 65, it's that upper number in your blood pressure reading that may be the best indicator of future heart problems or even premature death. A normal reading is around 120/80. If that first number is 140 or higher, you have reason for concern.

One safe, effective way to decrease blood pressure for all age groups is to eat foods that work naturally to dilate blood vessels so the heart doesn't have to work so hard.

Consider eating these foods which may help lower blood pressure:

Blueberries, raspberries, and strawberries can reduce the risk of high blood pressure because, they contain natural compounds (anthocyanins) with protect against hypertension.

Beet juice can lower your blood pressure; it contains nitrates, which are also found in spinach, lettuce, cabbage, carrots, and whole beets.

Baked potatoes contain two minerals identified with lowering blood pressure; magnesium and potassium. Other sources of foods high in magnesium and potassium are: halibut, spinach, soybeans, kidney beans, and plain nonfat yogurt.

Whole grain/high fiber cereals may reduce the chance of developing high blood pressure, according to Harvard University researchers. The more servings you consume, the greater the benefit. Sources for whole grain/high fiber cereals are found in oatmeal, oat squares, bran flakes, and shredded wheat.

Skim milk and other low-fat dairy products can reduce a women's risk of developing hypertension. Women who ate the most low-fat dairy products – yogurt, low-fat cottage cheese, frozen yogurt, skim or low fat milk, were 11% less likely to develop high blood pressure.

An ounce of **dark chocolate** can help lower blood pressure, especially in people who already have hypertension (Harvard research). Dark chocolate is high in flavonoids, which dilate the blood vessels. Look for chocolates that contain 50-70% cacao.

Information for this article was taken from the [AARP Bulletin](#), "6 Fabulous Foods to Fight High Blood Pressure," by Candy Sagon.

Reflections

Denise Glab will be greatly missed

On March 2, former Courtroom Clerk Denise Glab passed away. She was the second longest-serving Clerk employee in the history of the Office when she retired in May of last year with 39 years of service. In a *Record Times* article at the time of her retirement, it reported that Denise had created an estimated 40,000 minute entries during her long career with the Office.

During her tenure, she worked as a courtroom clerk in every case type, except Juvenile. When she began with the Office there were approximately 25 adult courtroom clerks and when she retired last year there were approximately 170.

Upon her retirement, Denise said she enjoyed her work, the people she met, and being in the courtroom. "It is a great job," she said. "Courtrooms are exciting places. You learn a lot about people there."

Courtroom Clerk Laura Nelson said, "Denise was one of my trainers when I started with the Office. She had a knack for making the job look easy – always keeping her calm demeanor regardless of the hectic events surrounding her. She was a patient and reassuring trainer who became my friend. I know many people who can say they are better people for having known Denise, and I am one of them. She will be missed."

Denise had an extensive library at home and particularly enjoyed reading mystery novels. She is survived by her two sons.



Looking back at what was in the Office newsletter

The following news item was reported in the *Record Times* 15 years ago this month.

Y2K - Like many government offices, private sector organizations and places across the world, the Clerk's Office was concerned about the potential issues that could occur as a result of Y2K (when computer calendars would change from 1999 to 2000). An article addressed the Office's plans including a decision to put vacation time on hold during the months of December 1999 and January 2000.

Update - As the year progressed and the Office made all necessary preparations, confidence grew in its' readiness and vacation time opened again for those months. However, a few staff members, which included Correnia Snyder (who is the Document Services Administrator today) did work New Year's Eve Night (Dec. 31, 1999). She said they were there to make sure all of the data converted over and everything was working. She said they left after 1 a.m. on Jan. 1 when they saw all was in working order.



Another electronic advancement is achieved

by Mark Jensen, Electronic Document Management Program Manager

The Office of Administrative Hearings (OAH) is now delivering the record on review to the Clerk of the Court's Office in electronic format.

Although the OAH maintains a fully electronic record of its proceedings (which is accessible on the agency website), when its actions were appealed to the Superior Court, they still printed out the record on appeal and filed it with our Office in paper format. Our office only receives an average of 50 lower court appeals annually, but they can take up several bankers boxes and contain thousands of pages, all of which we have been scanning into the ECR.

The Clerk's Office has been coordinating efforts with OAH and Superior Court to come up with a means of transferring, storing, and accessing these appeals without having to convert them to paper. These efforts have resulted in the issuance of Superior Court Administrative Order 2014-014, which authorizes OAH to "deliver the complete Administrative Record on Review to the Clerk of Superior Court on media and in an electronic format to be specified by the Clerk."

These cases are particularly challenging to import and access electronically due to the number of documents that must be transferred, and the large size of many individual documents. Many of these documents exceed 100MB, which makes them too large to file electronically through eFiling Online. Once received and imported into the ECR, however, our Office will be able to transmit these same records to the Court of Appeals via the Court-to-Court application for further review.

Many thanks go to Judge McClennen and staff, the Office of Administrative Hearings, **ITG staff**, **Document Management staff**, **EDM-QC staff**, and **Aaron Nash** for their perseverance, flexibility, and willingness to think "outside the box."

How do employees feel about their benefits plans?



The annual 2013-2014 **Maricopa County Employee Benefits survey** has been conducted by the Office of Research and Reporting. The results indicate the overall level of satisfaction with Employee Benefits is 94%. The survey shows the results from 2001 - 2014 and the level of satisfaction on Health Insurance, Dental Insurance, Prescription Plan, and overall employee benefits. To view the results, you may [click here](#).

REMODELING REPORT

Recent snapshots from the remodeling work at the Southeast Juvenile Office

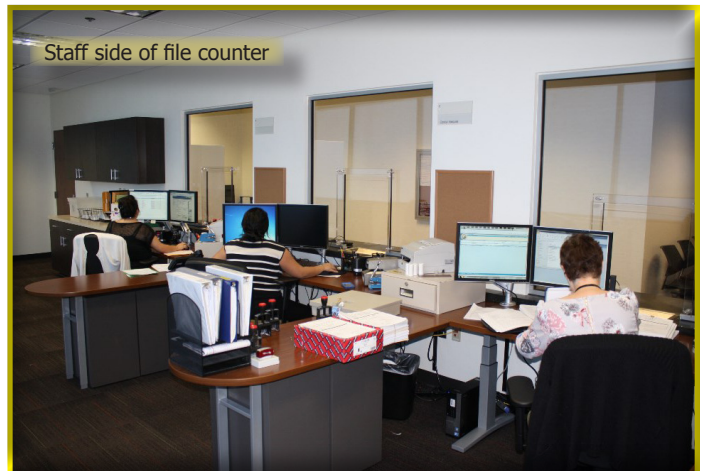
Remodeling work completed at SE Juvenile

by Wendy Johnson

The Southeast Juvenile Remodel Project is now complete! The new space includes a break room; small conference room; three secured ADA compliant and ergonomic filing counters; and standard workstations for all staff. Staff has moved back in and they appear to like it. The filing counters are open for business. Thank you to everyone involved in this project for their support and flexibility.



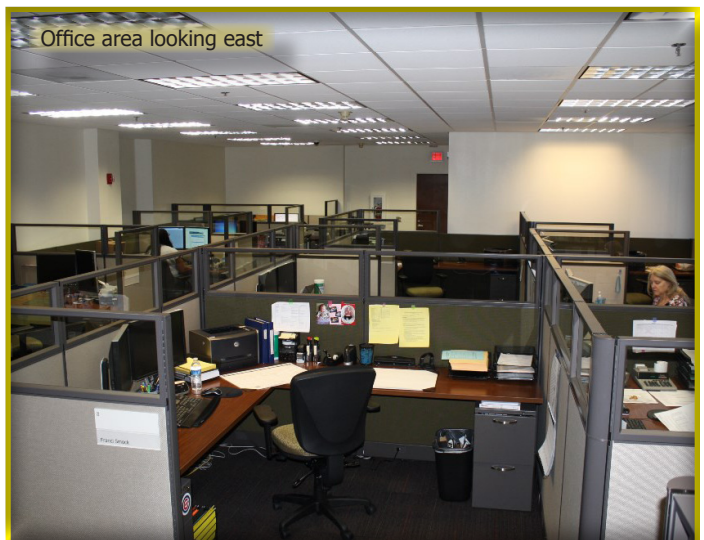
Public side of file counter



Staff side of file counter



Office area looking west



Office area looking east

The Inside Track

on Employee News

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BIRTHS

- Congratulations to Courtroom Services Manager **Leslie Wilkins** on the birth of her 8 lb., 21.5 in. long grandchild on Feb. 17. Her new grandson's name is Justin Alan and he is Leslie's third grandson. "No girls yet," Leslie said.
- Congratulations to Courtroom Clerk **Jacques Porter** on the birth of her 4 lb. 7 oz. baby girl on Feb. 21. Her new daughter's name is Leila and she was 17³/₄ in. long.

OFFICE ANNIVERSARIES

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

15 YEARS

Mary Minkow

10 YEARS

Kristen Alger, Chrystal Castro, Catherine Diaz, Sarah Dignard, Evette Landrum, Barbara McDonald, and William Wong

NEW EMPLOYEES

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

COURTROOM CLERKS

Nickcole Moore

DURANGO JUVENILE COURTROOM CLERK

Samuel Gomez

DURANGO JUVENILE OPERATIONS

Rocio Venegas

EXHIBITS

Janet Baldon

ITG PROGRAMMER/ANALYST

Shyamala Nazareth

NORTHEAST FILE COUNTER

Gina Hofferber

SEA RCC/EDC

Makiba Carter



EMPLOYEE MOVES

- **Milan Milic** transferred from Customer Service to the Billing and Deferral Unit.
- **Constance White** transferred from Civil eFile/Docket to become a Courtroom Clerk. She has served as a courtroom clerk once before for the Office.

Special Features

Where in the world has the Record Times been?



Newsletter is taken to a popular destination

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 Virginia. This month, it is seen further down south in Florida.

Pictured above is Business Analyst **Merriel Reynolds**, who was at DisneyWorld in Orlando, Florida.

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.



Clerk Work

Picturing staff who work for the Clerk
This month - **Marlene Rivera-Guthrie**



Department: Southeast Juvenile

Title: Courtroom Clerk

Time With the Office: 12 years

Something You Enjoy About Your Job: I enjoy meeting really interesting people both in and out of the courtroom.

What Was Your First Job: I worked at a bakery in Hawaii.

Hometown: San Antonio, Texas

A Memorable Thing You Have Done: I lived in Ghana, Africa for three years as a child. My father worked under Ambassador Shirley Temple at the time.

Any Hobby/Special Collection: I have kept my son's artwork since pre-kindergarten.

Favorite Vacation Destination: Any place that my phone doesn't ring or no kids are yelling "Mommy" at me.

Favorite Meal: Lobster, champagne, and chocolate-covered strawberries.

Favorite Place to Eat Out: Places that don't have placemats for children to color.

Favorite Sport Team: My son's flag football team, "The Mighty Dragons." My husband coached them and it's the only sporting event I am willing to endure watching.

Someone You Would Like To Meet: The person who lets other drivers merge into the next lane on the freeway. Where are you when I need you?

Favorite TV Show or Movie: "Pitch Perfect" - makes me laugh as hard as the first time I watched it.

Something You are Proud of: Starting my second year of law school.

Nobody would believe it if they knew... I am actually shy. (At first...then the game changes!)

Take



This month's list of five is...
the largest states by square miles

- 1) Alaska - 587,878
- 2) Texas - 266,874
- 3) California - 158,648
- 4) Montana - 147,047
- 5) New Mexico - 121,599

(Arizona ranks 6th at 114,007)



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