

RECORD TIMES

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

Debora Wells-Guevara



A special con-graduate-lations to Debora Wells-Guevara!

Juvenile Court Administrator completes prestigious national court program this month

May is the month of graduations and the Clerk of the Court's Office has a special one to celebrate this month. Juvenile Court Administrator **Debora Wells-Guevara** completed a rigorous national court program this month and her graduation ceremony was held at the U.S. Supreme Court in Washington D.C. Pictured to the left is Debora and her fellow graduates, who work in court agencies

across the United States. More details about her achievement are on [page 4](#).

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Where's Casey?

Many have heard of the phrase "Where's Waldo," which comes from a fictional character dressed in a red-and-white striped shirt that shows up in different places. Well, this month, here in the Clerk's Office, that phrase could be changed to "Where's Casey." Casey is the nickname of the Office's special recognition award. This month, Casey has shown up in several places across the Office with employees as a result of their outstanding work in the areas of customer service, teamwork, leadership, and overall excellence. The award is named after the Office's recognition program called C.A.S.E. (Celebrating And Saluting Employees). Thus far, Casey has been spotted at Durango Juvenile, Northwest, Southeast, and the Customer Service Center."

See what employees Casey was spotted with on pages 6 & 7.



The **Southeast Juvenile Operations staff** received a CASE Award this month for their excellent teamwork. Award-winning team members are (from left): **Kathie Rosenow, Betty Springer, Kathryn Stern, Heidi Barton, Tracy Nalls, Coty Casten-D'Aleo, Felicia Hutchinson, Tamara Hight, Sharayah Dunst, and Franci Smock.**

Michael's Message

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



Our body of work

A few weeks ago, I broke my arm while hiking. When you injure yourself, you suddenly have a greater appreciation for the function that you are not able to perform as easily or at all. For me, it is the use of my left arm. Things as simple as tying my shoe now become a bigger task. The absence of a function or component, even if small, can greatly limit how well you get along.

I share this as it is a great reminder of our Office. Every aspect to our organization and every person here is vital for us to be fully functional. Every area is needed and is designed to help the overall body of our work. If one area was taken away or became incapacitated for a period of time, it would severely hinder our effectiveness. For instance, what if our Human Resources Department and their functions were out of action for a considerable amount of time. Suddenly, we would stop getting paychecks and we would be unable to hire new staff members to fill needed positions. Without a paycheck and an increased workload due to staff shortages, all of our staff members would probably leave and then our Office would shut down. This would then affect the operations of our Maricopa County government and Superior Court because they would then have a major component missing that provided essential services. Things they relied on and needed from us would not be available and they would have to take some great measures. In addition, all of the citizens we serve, who count on us, would be greatly impacted.

I realize this example goes to the extreme, but it does make the point of just how essential every part of our body of work is and how important you are as a part of that overall body. I truly appreciate you and value the job you perform here. Thank you.



Upcoming Munch With Michael Dates

June 2

Customer Service Center
 Noon - 1 p.m.
 AZ Conference Rm.

June 3

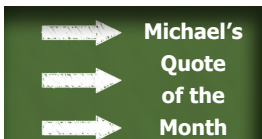
Downtown
 Noon - 1 p.m.
 Cordova Conf. Rm.
 ECB, 3rd Fl.

June 5

Durango Juvenile
 Noon - 1 p.m.
 Conference Rm.

June 12

Southeast Adult
 Noon - 1:00 p.m.
 Conference Rm.



"I long to accomplish a great and noble task, but it is my chief duty to accomplish humble tasks as though they were great and noble." – Helen Keller

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: 37-CLERK Team Members

From: Becky Magana and Merriel Reynolds

"We would like to express our sincere appreciation to everyone that assisted with the IVR project. Each one of you played an important key role in the success of the project and your help was invaluable. Our customers will now experience an effective and easy-to-use telephone system that will route them to the appropriate department thanks to your assistance. Job well done!"

To: Cecilia Alfaro, Jennin Casillas, and Margarita Yanes

From: Cheryl Marzella

"I would like to thank **Cecilia Alfaro, Jennin Casillas** and **Margarita Yanes** for assisting with customers in the ML&P section when we get extremely busy, in addition to performing their regular duties. It is very much appreciated."

To: Lillian Barnett, Pete Roman, and Eddy Ramirez

From: Leslie Wilkins

"I want to express my appreciation for the great teamwork that took place within the Office when a FC judge requested a set of exhibits on an expedited basis. Thanks to **Lillian Barnett** at SCT Exhibits, **Pete Roman** at CSC Exhibits, and courier **Eddy Ramirez**, the exhibits for this case traveled from CSC to SCT and then to the judge's hands at OCH in less than an hour. I know this

process is part of the daily routine, but I was very pleased with the timely, efficient customer service provided to this judicial officer."

To: Office

From: Len Keso

"I want to thank everyone who submits news items for the newsletter each month. It is very helpful when producing the newsletter to have the timely information that is sent in by staff."



CUSTOMER COMPLIMENTS

About: Robert Gonzales and Bryan Romero

A customer recently spoke to Jane Tewksbury and shared with her about the great service she received from **Robert Gonzales** and **Bryan Romero**. The customer said they provided excellent customer service and she was very appreciative of their wonderful assistance.

About: Scott Buckman

A customer spoke to Cheryl Odell who told her that Family Support Services' **Scott Buckman** did an awesome job helping her. The customer said Scott was a gem for helping her and that she wished other agencies would give her the same service that Scott gave her.



Extra Miles

A Fellow graduate is now amongst us (continued from page 1)



Juvenile Court Administrator **Debora Wells-Guevara** became a Fellow of the Institute for Court Management (ICM) having successfully completed the rigorous requirements of ICM's Fellows Program. Wells-Guevara and 19 other court professionals from around the United States took part in graduation ceremonies conducted at the Supreme Court in Washington D.C (photo on page 1).

The ICM Fellows Program is the only program of its kind in the nation. This professional certification program was established more than 44 years ago, in part, by Chief Justice of the United States Warren E. Burger in his call for improving the management of state court administration. The intensive four-phase educational program better prepares court professionals for management and leadership positions. Since the first class of graduates in 1970, over 1,200 court professionals in 48 states, the District of Columbia, Guam and 12 foreign countries have become Fellows.

Becoming an ICM Fellow is a process of continual professional development that includes four steps. The first step is to achieve Certified Court Manager status through completion of six in-depth courses. The second step is to achieve Certified Court Executive status through completion of six additional components. The third step is completion of the Court Project Phase, which entails a court research and improvement project. Participants must design and complete an independent master's level research project that relates to evaluating and implementing a key court activity in their home jurisdiction. The fourth step and the culmination of this professional development process is the Presentation Phase. Participants must demonstrate their leadership skills by developing and clearly articulating the results of their findings and recommendations before a respected panel and their classmates.

"I am very proud to have been able to participate in the prestigious ICM-Fellows program and to have had the support of the Office in doing so has made the experience much richer," Debora said. "I am so grateful to everyone, and particularly, Michael, Chris, Cathy, Mark, Dorothy and my management team for being kind and generous during the entire program. Thank you is insufficient, but must do."

Courtroom Services Manager is retiring after 20 years

Courtroom Services Manager **Diane Jamison** is retiring on June 5 after serving the Office for more than 20 years. During her tenure, she has served as a courtroom clerk, court operations manager at Northwest, and as Family Court and Civil Courtroom Services Manager. When asked what is something she has enjoyed about her work, she said, "The position of courtroom clerk is such a unique position. People are always interested in what you do. I also loved the people I have worked with over the years and the CRS Management team. There was always someone you could count on to help you through any situation. It made the job fun!" Diane said her plans for retirement include spending quality time with her husband and grandchildren and maybe have time to get back to painting and stained glass work."



More Extra Miles

Two former staff members honored this month



On May 14, two former Clerk of the Court employee's names were added to Maricopa County's Service Pillar, which is located on the Central Court Plaza. The former staff whose names were added are **Duffy Watson** (who retired in 2013 after 45 years of service) and **Denise Glab** (who retired in 2013 after 39 years of service). Pictured to the left standing in front of the Pillar of Service is Duffy Watson with Clerk of the Court Michael Jeanes. Duffy is the longest-serving employee in the history of the Office and Denise was the second longest-serving.

In total, 28 former Maricopa County employee's names were added to the Service Pillar at the May 14 ceremony for their 30 or more years of service. The county conducts a Pillar ceremony each year.

Currently, the Clerk of the Court's Office has 20 former staff members who are listed on the Service Pillar. Their combined years of service total 675.

SNAPSHOT SPOTLIGHT ON ...

THE COURIERS



The Courier Crew: (from left to right): Robert Abril, Mike Ball, David Wolff, Pierre Corriveau, Dominic Navarro, Steve Verdugo, Eddy Ramirez, and John Morley.

The **Couriers** are responsible for pick-up and delivery of U.S. mail from the post office, U.S. and interoffice, court files, exhibits and supplies; receiving, x-raying, and processing deliveries to the office; ordering official Clerk of Court stamps; coordinating special requests from court divisions and Clerk departments; assisting in the sorting of mail as needed; responding to email and e-Supply orders; and delivering Jury summons and passport applications to the U.S. Post Office. They travel to all Clerk of Court locations, as well as Superior Courts, Regional Courts, Justice Courts, the Arizona Supreme Court, the Court of Appeals, Secretary of State, Vital Records, and the Clearinghouse.

AND THE AWARD GOES TO...

Photos of recent C.A.S.E Award winners



Sharayah Dunst



Veronica Castillo



Dorothy King



(From left): Ken Daniels, Al Ogawa, Margaret Carpenter and Judy Barney



(From left): Evelyn Laborin, Sean Donahoe, Julie Garcia, and Aurora Avina



Penny Boettcher



(From left): Michelle Wolf, Kim Dollins, and Chris Cerrato



Michael Lane

More photos on next page

★ AND THE AWARD GOES TO...

More photos of recent C.A.S.E Award winners



Scott Hensel



Don Christoph



(From left): Len Keso, Mark Jensen, Aaron Nash, Kristin Venable, Don Pemberton, and Ken Troxel.

(Not pictured): Diana Garbarino, Andrea Wolfe, Tom Riggs, Aaron Sneddon, Melanie Fay, Kim Fletcher, and Dave Forde



(From left): Adrian Trujillo, Ken Shipley and Antoine Jones



Chris Cerrato



Eileen Fenner



Tom Riggs

Next Month: Photos of CASE winners from the Northeast and Downtown locations will be shown.

The County Chronicle

News items from Maricopa County

County adopts first-ever collaborative Strategic Plan

The Maricopa County Board of Supervisors adopted a four-year **Strategic Plan** this month that for the first time included the collaboration of all of the county's elected offices including the Clerk of the Court's Office. The **2015-2018 Strategic Plan** outlines a "road map" that will be used to guide future budgets, capital investments and policies for the next four years.

Working with officials from the varied county departments, the supervisors trimmed the county mission down to five key strategic priorities: Safe Communities, Regional Services, Government Operations, Growth and Economic Development, and Fiscal Strength and Responsibility. Among the specific goals are:

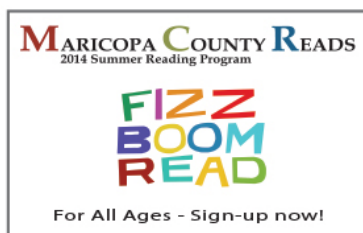
- By the end of fiscal year 2018, all county funds will be in structural balance, with annual revenues equal to or exceeding expenditures.
- By 2018, 90% of regulated entities will indicate they are satisfied or more than satisfied with their interactions with county regulatory agencies, as measured by customer satisfaction surveys.
- The county will improve turnaround times and response times through the use of electronic filings.
- Eighty percent or more of county residents will indicate trust in county government.
- By the end of 2018, 100% of all air quality monitors will be in compliance with federal health standards.
- By the end of 2018, 85% or more of county residents will indicate satisfaction with the amount and access to open space, parks and recreation land in Maricopa County.

"This gives us a road map and clarity for county operations," commented Board Chairman Denny Barney. "This can help us move forward. We've got a good starting point."

You may view the Strategic Plan [here](#).

County offering Summer Reading Program

The Maricopa County Library District is offering a summer reading program that begins May 29 called "**Maricopa County Reads**" for young children, teens and adults. Individuals can sign up for Maricopa County Reads by visiting <http://summer.mclldaz.org/>. Those who complete the program can select a free book. Participants will also be awarded other incentives for reaching reading goals. Sixty-one libraries in the county are participating in the summer reading program. The theme for this year's program is called "Fizz Boom Read."



The Inside Track

on Employee News

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CHILDREN

- Congratulations to Support Services' **Sarah Percival** on the birth of her baby boy on March 4. Her new son weighed 9 lb. 4 oz. and he was 21 in. long. His name is Zane Maverick.
- Courtroom Clerk **Eva Aguilar** recently became a foster parent to a 5-year old girl (Reyna) and 11-year old boy (Anthony).

OFFICE ANNIVERSARIES

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

25 YEARS
Susan Morris

15 YEARS
Michelle Wolf

NEW EMPLOYEES

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



- Courtroom Clerks - **Rhonda Biggom, Andi Gonzalez, Catherine Weekley**
- CSC Quality Control 3 - **Carla Chestang**
- Downtown Filing Counter - **Aurora Corona**
- ITG - **Trudy Lindstrom and Shyamala Nazareth**
- SEA Marriage License/Passports - **Connor Cox**

AWARDS/HONORS

- Congratulations to Support Services' **Jennin Casillas**, who earned a master's degree in Administration of Justice and Security from the University of Phoenix.

EMPLOYEE MOVES

- **Meredith Aguero** transferred from the Downtown Filing Counter to the NW Filing Counter.
- **Tracy Henninger** was promoted to Courtroom Services Manager after serving as a Training Lead.
- **Deralyn Pico** was promoted to Courtroom Services Manager after serving as a courtroom clerk.
- **Wendy Thompson** was promoted to Courtroom Services Manager after serving as a courtroom clerk.

HOLIDAY

MEMORIAL
DAY

Enjoy your Memorial Day
holiday on Monday, May 26

Special Features

Where in the world has the Record Times been?



Using some injur-nuity in taking photo with the newsletter

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 an airplane. This month, it is seen with a familiar face in the Office who is in an unfamiliar situation.

Pictured above is Clerk of the Court **Michael Jeanes**, who was in the Wilcox Hospital in Lihue, Hawaii. Michael unfortunately broke his arm while he was on a hike during his vacation. Despite missing a few of his vacation activities after the accident, he still didn't miss the opportunity to get a photo with the employee newsletter.

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 - **Courtney Smith**



Department: SEA Marriage License, Passports and Public Records

Title: Court Operations Rep.

Something You Enjoy About Your Job: The happy attitudes of the customers we serve and I also enjoy hearing about the different travels of the customers.

One Task of Your Job Is: Issuing marriage licenses to couples.

What Was Your First Job: House cleaner

Hometown: Youngstown, Ohio

A Memorable Thing You Have Done: I gave birth to my son in a car. We got to the hospital to the Maternity Drop-off, but didn't make it into the hospital because my son was ready to come right then. The nurse delivered my son in the car.

Any Hobby/Special Collection: Singing. I have sang in choirs and I also enjoy running (sometimes).

Favorite Vacation Destination: San Diego, California

Favorite Meal: Steak, potatoes or seafood

Favorite Place to Eat Out: Applebees and Famous Dave's

Favorite Sport Team (College and/or Pro): The Arizona Cardinals and Ohio State. I also love the NFL in general.

Someone You Would Like To Meet: My kids in 30 years to see how they turn out. I have three kids. They are 8, 9, and 12 right now.

Favorite TV Show or Movie: Comedies and dysfunctional dramas

Something You are Proud of: I am proud to be at peace of mind about things.


Nobody would believe it if they knew... I have lived in Arizona for more than 20 years and I have never been to the Grand Canyon.

Take

5

This month's list of five is ... **the five lowest average major league baseball ticket prices for opening day**

- 1) San Diego Padres = \$16.37
- 2) Arizona Diamondbacks = \$17.98
- 3) Pittsburgh Pirates = \$18.32
- 4) Atlanta Braves = \$18.53
- 5) Tampa Bay Rays = \$21.01



Source: USA Today

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