

RECORD TIMES

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



Succeeding in leading

A leadership event was held by the Office to provide lessons, methods and inspiration for those who serve as leaders for the Clerk of Court

A first-ever **Supervisor's Retreat** was held this month for staff in the Office who hold leadership positions. More than 60 supervisors, managers, administrators, deputy directors, the chief deputy, and clerk of the court attended the one-day event held in the Downtown Justice Center. The retreat emphasized leadership through sessions led by a guest speaker, group presentations and skits, and examining some well-known leader's strategies. Photos are on [page 5](#).

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On the receipting end of transactions

Five years ago this month (on Sept. 14), a new receipting system for the Clerk of the Court's Office, Superior Court, and Adult Probation was implemented. The system, which had been planned for several years, was a significant improvement over the previous system and offered many new benefits including: making it easier to generate reports, acquire statistical information, and provide added detail for customers, among other features. Two notable statistics discovered from a report generated this month (on its fifth anniversary of going live) shows the system is nearing the **four million mark** in total receipts generated and the total amount of those receipts surpassed the **\$600 million mark**.

The Clerk's Office issues receipts at all filing counters, public counters, as well as marriage license and passport offices. The following is a complete yearly summary of the receipting system since it went live:

YEAR	TOTAL RECEIPTS	TOTAL DOLLAR AMOUNT OF RECEIPTS
2009/2010	799,898	\$120,128,381.43
2010/2011	800,872	\$145,535,528.52
2011/2012	817,830	\$130,654,581.16
2012/2013	793,139	\$115,823,245.16
2013/2014	770,794	\$105,886,405.60
GRAND TOTAL	3,982,533	\$618,028,141.87

Michael's Marks



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

by Michael K. Jeanes
Clerk of the Superior Court



✓ **Well-deserved recognition** - I would like to give special recognition to everyone who quickly pitched in to help address the flooding issue that occurred in the Customer Service Center after the historic, record rainfall on Sept. 8. Your efforts to move boxes and shelve documents are greatly appreciated. The quick work helped avoid making matters even worse than what they would have been. As a result of having items moved in a short period of time, we were able to begin drying the rooms, walls, and floors where the flooding occurred. My heartfelt thanks goes out to all of you for your excellent teamwork, concern, and dedication to this Office.

✓ **What is the Donation of Leave Program?** During my monthly munch meetings, I receive various questions about our office, policies, procedures, and programs from the staff who attend. I thought it would be helpful to provide a little detail on one program that you receive an email about from our Human Resources Department (HR). It is the Donation of Leave Program. Periodically, the HR Office sends out an email on behalf of an employee who is out for a serious health condition as defined by the Family Medical Leave Act (FMLA). Due to the nature of the event, the employee may be out for an extended period of time and will deplete their sick and vacation leave. The email that HR sends out is to make a request to see if any staff members may be interested in donating some of their own accrued vacation leave to help the employee who is off work. This program has benefitted many Clerk of the Court employees through the years with hundreds of hours being donated to financially assist fellow co-workers.

If you are interested in donating time to a co-worker, watch for the emails from Human Resources. The Donation of Leave form is available on the COCWeb under the Clerk's "Office Forms" category and then under the "Human Resources" headline. Once it is completed, please forward to Esmeralda Canez in HR at 620 W. Jackson Street, Suite 3017. If you have any questions regarding the program, you may contact Esmeralda via email or at 602-506-1957.

- ✓ **Upcoming Munches** - Following are three upcoming Munches I have scheduled:
- **October 7** Customer Service Center - Noon - 1 p.m. / AZ Conference Room
 - **October 9** Northwest - Noon - 1 p.m. / Jury Room 124
 - **October 29** Downtown - Noon - 1 p.m. / TANG Conference Room, ECB, 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 NORTHEAST FILE COUNTER

- ◆ **Katie Lavery** - "Katie was extremely helpful and patient. Very nice experience."
- ◆ **Shian Smith** - "Very quick, efficient."
- ◆ **Angela Walker** - "Angela was very professional, friendly, and courteous."
- ◆ **Naomi Marruffo** - "Naomi was a great clerk. Funny and helpful. Great smile."
- ◆ **Gina Hofferber** - "Gina was very informative on how to file the paperwork and very polite."
- ◆ **Benny Lopez** - "Great help. Very nice."
- ◆ **Tracy Yager** - "Excellent customer service."
- ◆ **Marenda Sullivan** - "Excellent customer service and she always has a smile."

CO-WORKER COMPLIMENTS

To: NE Courtroom Clerks

From: Susan Morris

"A big THANK YOU to the **Northeast Courtroom Clerks**, who all but one arrived to work on time on the day of the "great flood" - September 8. The one clerk who didn't make it lives over 30 miles away and she attempted to come in, but her car got flooded and she had to walk home in knee-high water. Their dedication is appreciated!"

To: Courtroom Services Manager - Criminal

From: Cathy Clarich

"I would like to extend my deepest appreciation for the **Courtroom Managers** in the Criminal Division. With the leaving of their Administrator,

Debra Olsen back in May, they had many challenges to deal with on a daily basis. Two of these managers are new to their role and with several vacancies in their area and no direct supervisor, they went above and beyond to ensure the criminal courts had proper coverage every day. A big shout out goes to **Evonne Gonzales, Sig Perez, Tracy Henninger** and **Deralyn Pico**. A special thanks to Sig for her dedication to the Criminal Division for the past several years. She will be transferring to Southeast Adult and we will certainly miss her expertise Downtown."

THANK YOU!

To: Juvenile Teams and Allison Brown

From: Deborah Wells-Guevara

1) Thank you to the SEJ Team, particularly **Heidi Barton** and **Franci Smock**, for their quick response to a subpoena for records by the US Attorney's Office. They did an awesome job on very short notice.

2) A very special thank you to the **Juvenile Team** for their great team work on Sept. 8. Despite the difficulties accessing the facilities, many were able to get to work. Those who were onsite at both locations did a very good job to make certain that all court hearings were covered and operations services were provided. What an awesome team.

3) **Allison Brown**, Juvenile Court Operations Specialist, assisted a customer at the Durango filing counter. She did such a great job that the customer sent a letter to recognize the excellent work performed by the filing counter clerks.



Timely Service continued

CO-WORKER COMPLIMENTS

About: **Regina Ruiz**

Business Analyst Jeanette Farrison recently sent an email to Court Operations Manager Jane Tewksbury to let her know about how helpful **Regina Ruiz** was with a class. She wrote, "I want to thank you for letting Regina take time out of her very busy day to help out with the RFR Payment History Class for the Juvenile Probation area. The attendees of the class were very interested in the subject matter and asked a wide variety of questions. Having Regina there was very helpful. Regina's extensive knowledge of the RFR System and the internal processes was definitely a big help. Whenever I reach out to other areas within the Office, I am always impressed with the high caliber of employees. Regina is a fine example of this. She is definitely an asset!"

CUSTOMER COMPLIMENTS

About: **Roechelle Shriver**

Recent customers, who came in to the CSC to get a marriage license, said the service they received from **Roechelle** was great. They said she was helpful and efficient. On a separate occasion, another customer wrote to the Office and said Roechelle provided excellent service and was representative of a high caliber organization.

About: **Judy Barney**

A staff member at the Southeast Adult Marriage Licenses, Passports, and Public Records Office overheard a customer tell **Judy Barney**, "You are awesome Judy. Thank you and good job!"

About: **Robert Gonzales**

Court Operations Supervisor Bryan Romero received a call from a customer who phoned in to compliment **Robert Gonzales**. The customer had called earlier about an issue not related to Robert's area, but reached Robert. Instead of transferring the customer, Robert did the research and was able to assist him with what he needed. The customer had nothing but praise to say about his customer service. He said, "Keep Robert and give him kudos on a job well done."

About: **eFile Team**

A customer recently called the Office to say she wanted everyone to know what a great job the **eFile team** does and how much it is appreciated. She expressed her gratitude for the excellent teamwork and service.

About: **Stephanie Miller**

A customer sent an email to Billing and Deferral's **Stephanie Miller** telling her thank you for her quality service. She wrote, "Thank you very much for your quick and detailed response. You answered all of my questions and gave detailed instructions on how to proceed. Your excellent work is so much appreciated."

About: **Connie Pitts**

A judicial assistant sent an email praising **Connie Pitts** for how helpful she is. She wrote, "Connie has been a blessing and it is time I put it in writing. She is an example of how a court employee should conduct themselves. Over the past year, she has been my 'go to gal.' Last minute requests for minute entries were handled by Connie with a positive response and acknowledgement once the order was completed. Even when the question was not typically her area, she either got me the answer or directed me to a good source. What a terrific employee Connie is."

Picturing the Office Supervisor's Retreat



(From left) Shannon Branham, Sheri Jaffe, Ana James, Cheryl Odell, and Donna Hall



(From left) Ale Larios, Chris Driscoll, Michael Jeanes, Angelica Mejia, and Scott Hensel



(From left) Bryan Romero, Connie Pitts, Cindy Malnar, Jenny Black, Leslie Wilkins, and Sig Perez



(From left) Kelly Sleeseman and Valerie Clark lead a humming of the Jeopardy theme song during a skit.



Deralyn Pico plays a Jeopardy contestant for the skit.



Evonne Gonzales and Melanie Fay during a group skit.



(From left) Debora Wells-Guevara and Angelica Mejia portray historical leaders during a group presentation.



(From left) Mike Mejia and Michael Sims pose after their humorous portrayals of characters during skits on leadership.



GROUP DISCUSSIONS: **Photo 1** - (from left) Patti Sanderman, Vonda Culp, Becky Magana, and Linda Berger. **2** - (left) Angie Smith, Jane Tewksbury, Scott Mandel, Evonne Gonzales, and Nancy Rodriguez. **3** - Michael Sims and Anita Avila. **4** - Correnia Snyder. **5** - (left) Penny Boettcher, Debora Wells-Guevara, and Ale Larios. **6** - (left) Chris Kelly, Melody Baker, Susan Morris (taking notes), and Sylvia Anderson. **7** - Cindy Malnar taking notes. Leslie Wilkins (center) in discussion. **8** - (left) Lois Rees, David Rosenthal, Kelly Sleeseman, and Francis Horst.





Tax Case eFilings transitioning to AZTurboCourt

Effective Oct. 20, 2014, tax court documents currently eFiled through the Clerk's eFiling Online system will be moving to electronic filing through AZTurboCourt. Regular Tax cases (TX case type) will continue being initiated on paper, with subsequent documents eFiled through AZTurboCourt. The eFiling Guidelines (<https://efiling.clerkofcourt.maricopa.gov/efilingguidelines/>) will continue to apply and will be updated as needed. All Small Tax cases (ST case type) will continue to be filed with the Clerk's Office on paper.

The voyage to a world of costumes sets sail on Oct. 31



The voyage to discover a world of costumes within the Office will set sail on Oct. 31. On that day, the Office will conduct its annual contest that allows employees to dress up in a sea of different costumes for a chance to win the treasured prize of having the best costume outfit.

In addition to this contest, employees will be able to chart their course to winning a different type of costume treasure. The Office will conduct its annual contest the following week that allows employees to submit photos of their pets in costume. More details about both of the contests will be forthcoming soon via email.



A "number" of things to report

- ◆ In Fiscal Year 2013/2014 (FY 13/14), the Star Call Center, which helps answer and route the calls from customers of the Clerk of the Court, received more than **374,000 phone calls**.
- ◆ In FY 13/14, the Office's Training Division, offered a total of **346 courses** to help staff meet their required 16 hours of continuing education courses.
- ◆ In FY13/14, **138,322 alternative filings** were received by the Office through the external and internal filing boxes.
- ◆ In FY 13/14, the Office processed an average of **14,492 documents** (adult and juvenile) daily.



EXTRA MILES

Newsletter Extras

Free flu shots available



Maricopa County employees and their adult dependents enrolled in a County-sponsored medical plan can get a FREE flu shot at a worksite flu shot clinic. Click on the link to [schedule](#) your flu shot. (If you experience technical difficulties with the scheduler, you may call 602.283.9925.) 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.

Total Compensation Statement is now available

Maricopa County's Human Resources Office announced that they have made the employee's total compensation statements for Fiscal Year 2013/2014 (July 1, 2013 - June 30, 2014) available online. Besides the value of a salary, the total compensation includes all forms of money, services, and other benefits, such as tuition reimbursement, and bus and light rail transportation.

To view your total compensation package, visit the compensation page on [the EBC](#), and use your daily log in name/domain and password. If you have any technical questions, you may contact the ITG Help Desk.

Total Compensation Statements are intended to be informational, and not to be used for any other purpose, such as filing taxes or providing information to a financial institution. The information is presented on a fiscal year (July 1 - June 30) basis, rather than a calendar year. Also, Total Compensation Statements include some allocated amounts that are not reported through the payroll system.



Improvements being made at County Fitness Center

Major improvements are being made to the Fitness Center, Group Exercise Studio, and locker room in the County Administration Building, 301 W. Jefferson. The improvements include: new flooring, ceiling fans, and a pull-up bar in the Fitness Center; wall fans in the locker rooms; and a TRX training zone and shelving in the Group Exercise Studio.



HOLIDAY REMINDER:

The Columbus Day holiday *set sail* in 2012 for county employees. The Board of Supervisors *discovered* there was great interest to replace that day as a paid holiday for **the day after Thanksgiving**, which this year is **Friday, November 28**.

The Inside Track

on Employee News

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BIRTHS

- Congratulations to SE Courtroom Clerk **Laura Rawlings** on the birth of her twin grandchildren on Sept. 9. Their names are Penelope (who weighed 5 lbs. 7 oz.) and Henry (who weighed 5 lbs. 11 oz.). They are Laura's first grandchildren.
- Congratulations to Criminal Finance Services' **Cyndie Rego** on the birth of her great granddaughter. She was born on 09-04 and weighed 09 lbs. 04 oz. Her name is Emma Lenae. She is Cyndie's second great grandchild.



OFFICE ANNIVERSARIES

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

20 YEARS

Kim Whitson and **Lorraine Kaesberg**

15 YEARS

Emmy Grëth and **Judy Barney**

10 YEARS

Krizna Rodriguez and **Benny Lopez**

NEW EMPLOYEES

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

- Civil eFile/Docket - **Monique Iniguez** and **Patricia Varela**
- Courtroom Clerk - **Carley Clark**, **April Covarrubio**, **Cherylin Curley**, **Colleen Watling**, **Julianna Young**, and **Kimberly Zebrowski**
- eFile/Docket - **Monique Iniguez** and **Patricia Varela**
- Executive Assistant - **Melody Baker**

welcome

EMPLOYEE MOVES

- **LaVonia Diggs** was promoted to Courtroom Services Manager after serving as lead in the Criminal Financial Obligations Unit.
- Courtroom Services Manager **Sig Perez** is transferring from the Downtown Office to the South-east Adult Office to serve in the same capacity.
- **Valerie Clark** was promoted to the position of Court Operations Manager in Juvenile Services after serving as Court Operations Supervisor.
- **Muhammad Azam** is transferring from being supervisor of Support Services to becoming the supervisor of the Grand Jury and Distribution areas.

Special Features

Where in the world has the Record Times been?



Newsletter travels to Europe with employee

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 the mountains of Colorado. This month, it seen among the buildings in a European country.

Pictured above is ITG's **Ken Troxel**, who was in the town of Speyer in Germany. Ken said one of the highlights of the trip was visiting a place they called "wolfspark," which was a sanctuary for wolves. He also enjoyed seeing many castles and visiting the Hohenzollern Castle.

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 five Best Historic Cities** according to a reader's choice survey in the *USA Today*.

- 1) Montgomery, AL
- 2) Annapolis, MD
- 3) Williamsburg, VA
- 4) Savannah, GA
- 5) Charleston, SC



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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 - **Anabel Quintana**



Department: Courtroom Services / **Title:** Courtroom Clerk / **Years with Office:** 3.10
Something You Enjoy About Your Job: Learning the legal procedures.

One Task of Your Job Is: Producing Minute Entry Orders.

Your First Job: A terribly dressed hostess at Macayo's.

Hometown: Phoenix, AZ

Something Memorable: Mud run. It is a 5k obstacle course that goes through mud. I recommend it to everyone!

Hobby/Special Collection: I really enjoy cooking new recipes.

Best Vacation Spot: The most memorable vacation I have had was visiting my best friend in Sydney, Australia.

Favorite Meal: It's hard to pick one. I love all foods.

Favorite Place to Eat Out: Cibo comes to my mind.

Favorite Sport Team: Arizona Cardinals.

Who Is Someone You Would Like To Meet: Guy Fieri ... especially when he's trying all those tasty dishes.

Favorite TV Show or Movie: *Night at the Roxbury*. It's so ridiculous!

Something You are Proud of: I am proud to be an aunt.

If Given a Chance, What Would You Like To Be For A Day: A Ballroom Rhythm Champion.

Nobody would believe it if they knew... Our 4Runner flipped over in Mexico and I walked out with only a sore pinky!