

RECORD TIMES

December
2013

Vol. 19 No. 12

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

The 2013 Holiday Drive results

Generosity of Clerk's staff shines during Annual Holiday Drive, which is held in Nov. - Dec.

The Office completed its **annual holiday drive** and it looks like it was another *sock-cessful* and *toy-riffic* effort by staff. The Office has conducted a Socks and Toy Drive during the holiday season for many years. Here are the final results of this year's drive:

TOYS FOR TOTS - This holiday activity was held Nov. 12 - Dec. 12. Employees donated **170** new, unwrapped toys for children in the community, who would not have otherwise had

a toy for the holiday season. This is the 10th year the Office has participated in this effort. 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 10 years, the Office has donated **3,333** toys.

SHOEBOX - This holiday drive activity was held Nov. 6 - Dec. 5. Employees donated **171** pairs of socks (31 more than last year), **98** bars of soap, **31** tubes of toothpaste and **65** toothbrushes, 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 12 years, the Office has donated **5,102** pairs of socks.



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THANK YOU! THANK YOU! THANK YOU!



Michael's Message

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



Thank you for a very successful year

Wow! Can you believe we are in the final days of the year? 2013 has been a year of many successes for our Office. I hope it has been a great year for you as well. I want to express my heartfelt thanks for the wonderful job you did in our Office this year. While it may not always seem like the work you perform here has a great impact in our community, please know that every facet of this Office is vital and is helping make a difference in people's lives.

Amongst the biggest successes for our Office is the implementation of the Electronic Court Record in Juvenile. This was a major technological advancement and a great improvement in our service. Another very notable success was the overall completion of our remodeling project at the West Court-Central Court Buildings. This project is a significant enhancement in the work environment for staff and in our service accommodations for customers. One other substantial accomplishment is the imaging of thousands and thousands of our hard copies files through the contracted vendor AMCAD that has greatly increased the size of our ECR. The Customer Service Center looks like a different place with all of the shelving units that have been removed because they are no longer needed to store the files.

On another note, thank you for making our **Holiday Drive** a success (see page 1). Your generosity helps many in our community during the holidays. It is gratifying to be a part of an organization that excels in giving their best here at work and in giving to the community we work in.

Best wishes to you and your family for a happy holiday season. Below *Thank you!* is a list of some important dates for you to take note of in 2014.

Important dates in 2014

PAY DATES - The following is a list of the pay days for employees in 2014.

JAN.	FEB.	MAR.	APR.	MAY	JUNE	JULY	AUG.	SEP.	OCT.	NOV.	DEC.
15	12	12	9	7	4	2	13	10	8	5	3
29	26	26	23	21	18	16	27	24	22	19	17
						30					31

OFFICIAL HOLIDAYS - Following is a list of the scheduled holidays for 2014:

- **New Year's Day - Wed., Jan. 1**
- **Martin Luther King Jr. Day - Mon., Jan. 20**
- **President's Day - Mon., Feb. 17**
- **Memorial Day - Mon., May 26**
- **Independence Day - Fri., July 4**
- **Labor Day - Mon., Sept. 1**
- **Veterans' Day - Tue., Nov. 11**
- **Thanksgiving Day - Thu., Nov. 27**
- **Day After Thanksgiving - Fri., Nov. 28**
- **Christmas Day - Thu., 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

Customer Service Center Public Counter

- ◆ "Very quick and helpful service."
- ◆ "Staff was extremely courteous."
- ◆ "Thank you all so much."
- ◆ "The people were extremely helpful and very patient with us."
- ◆ "Awesome service."
- ◆ "Excellent service from staff during my visit."

NW Marriage License and Passports Office

- ◆ **Sean Donahoe** - "Sean was very helpful and polite. He is a great asset to your division."
- ◆ **Evelyn Laborin** - "Evelyn was wonderful and helpful and understanding."
- ◆ "Thank you for the outstanding customer service you provided."



CO-WORKER COMPLIMENTS

To: Numerous staff members

From: Debora Wells-Guevara

"I want to thank **Wendy Johnson**, project manager, our **facilities team**, **Scott Hensel** and the **ITG team**, **Cindy Malnar**, **Heidi Barton**, **Sharayah Dunst**, and every other member of the **Southeast Juvenile team** for working so hard, and of course, successfully accomplishing the move of the SE Juvenile office to SE Adult. I also want to thank **Kathy Whittiker** and her **SEA team** for being so helpful throughout the move process and for welcoming the Juvenile team into their space. What a great group of people!"

To: SEA Marriage License/Passport/Public Records staff

From: Kathy Whittiker

"A huge thank you to **Ken Daniels**, **Alwyn Ogawa**, **Jessica Valentine**, **Lori White**, **Judy Barney** and **Annette Biddle** for ensuring our customer's needs continue to be met during the reconfiguration of the area. Their patience and flexibility are appreciated."

To: Pam Woods and Roxana Anderson

From: Eileen Rosel

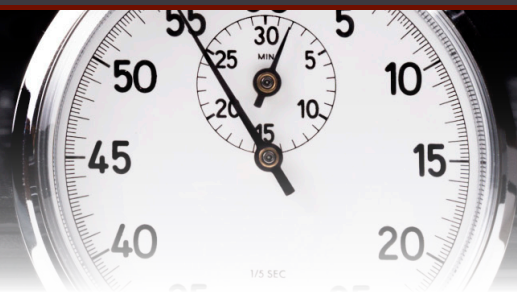
"I would like to take this opportunity to thank CR Courtroom Supervisor **Pam Woods** for all the support, guidance, listening, laughs, advice, and supervision for the last four years I have been a criminal courtroom clerk. Your pending retirement is well deserved, but your presence will be missed more than you will ever know. THANK YOU for...well...everything! I would also like to wish the best of luck to **Roxana Anderson** on her retirement. Although I wasn't directly assigned to you, you have been a great supervisor to reach out to when Pam was not in. I will miss you both."

To: Support Services staff

From: Francisca Horst

"I am thankful for everyone I work with. I could not ask for a better group of people to work with day in and day out. They are **Mary Davis**, **Mark Wilster**, **John Morley**, **David Wolff**, **Robert Abril**, **Steve Verdugo**, **Mike Ball**, **Pierre Corriveau**, **Eddy Ramirez**, **Dominic Navarro**, and **Muhammad Azam**. Thank you all for your continued dedication to our office."

Timely Service continued



CO-WORKER COMPLIMENTS

To: Gene Parker, Mark Wilster, and John Morley

From: Anna Fagnani

Courtroom Clerk Anna Fagnani sent an email to the courtroom services managers expressing her appreciation for the work of ITG's **Gene Parker**, Facilities' **Mark Wilster**, and Courier **John Morley** during a recent office move. She wrote, "Gene, Mark, and John were so professional, helpful, courteous, and amazing."

To: Elisa McGrath

From: Dyllana Ruelas

Courtroom Clerk Dyllana Ruelas sent an email to Cheryl Odell regarding **Elisa McGrath**. She said, "I want to let you know how helpful Elisa is to the clerks. When an issue or a problem comes up, she responds so quickly and is always helpful. Whenever I go down to talk to her, she is so busy, but she always makes time to help me. I have been in situations where I was in the middle of a hearing and the judge needed an answer ASAP. I ran down to Elisa, she dropped what she was doing and helped me right away. She is really appreciated."

CUSTOMER COMPLIMENTS

About: Cindy Traslavina and Customer Service Center - Support Services staff

A customer sent an email to the Office letting Cheryl Marzella know how pleased he was with the service **Cindy** and the **Support Services staff** provided him. He wrote, "Thank you so much. I have called several times to your office and every time the staff is courteous and very helpful to expedite documents. I really appreciate working with such a friendly and helpful government staff. Please pass my thankful words to all staff and remind them they are a voice for Maricopa County, and from my end, it has been very positive."

About: CSC Correspondence staff

A customer sent the following note to the Office complimenting the work of the **Public Records** staff. "I wanted to let you know how grateful I am for your speedy response to my request for copies and stamp of my divorce papers. It allowed me to get married on the beach in Cyprus with no hassles at all. We had a lot less stress because we had all of our paperwork in order and there was one less thing to worry about. You guys came through on time and it is very much appreciated. Thank you from the bottom of my heart."

About: SEA Public Records staff

The Pinal County Treasurer sent an email to Michael Jeanes to express her appreciation for the service of the Public Records staff. She wrote, "I just wanted to let you know how much I appreciate the assistance your office provided me. I was so impressed with the customer service. I went in with very little to go on (mostly guesses) to find information. The clerk informed me that records as old as 1944 may not be legible or may be difficult to find and I was fully prepared to travel to Phoenix to do the search in person if required. Within the hour, the clerk called me and said they found all the records I requested. I was amazed and so grateful!"

About: Billing and Deferral Unit

A customer called the Office recently and told Court Operations Specialist Stephanie Miller that every time he calls the **Billing and Deferral Unit**, the staff is always very pleasant.



The Office News Round-up

Remodeling work underway at SE Juvenile

by Wendy Johnson

The **Southeast Juvenile Remodel Project** is well underway. Construction will last approximately three months. In order to minimize construction time, the staff and file counters have been relocated to Southeast Adult. A “temporary” office has been created at Southeast Juvenile near the front entrance so that staff are able to assist our internal and external customers when possible. It is anticipated that the new space will open in mid-March 2014 barring no unforeseen issues. Below are photos of the Office area (looking east) on different days.



October 13



December 10



December 16

Art contest for children of employees coming next year

In October, the Office conducted its' annual Costume Contest that provided employees the opportunity to compete for the best costumes of the year. In November, another costume contest was held that allowed employees to enter their pets in to see whose pet was dressed best. **Now, in January another contest is coming** that will allow the participation of employee's children/step-children. In commemoration of Arizona's upcoming statehood anniversary on Feb. 14, an art contest will be held that employees can have their children submit their own drawing of a subject related to Arizona. The age groups for the contest will be 3 - 5; 6 - 9; 10 - 14; and 15 - 18. The drawings will need to be on 8½ by 11 white paper and can be drawn in crayon, colored pencil, pencil, markers, or pen. More details about the employee's children art contest will be coming in the near future via email.



Retirement Feature

Office losing 65 years of experience through retirements

The Clerk of the Court's Office is losing **65 years of experience** through the upcoming retirements of Court Operations Representative **Lori White** (24 years), who is retiring Jan. 31; Courtroom Services Manager **Pam Woods** (23 years), who is retiring Dec. 31; and Courtroom Services Manager **Roxana Anderson** (18 years), who is retiring Dec. 31. The *Record Times* sent a set of questions to each retiree. Below are the responses they provided:

— LORI WHITE —



Where did you work before the Clerk's Office? I worked for a company called Ole's. It was like a Home Depot. I was in charge of the plumbing and electrical departments.

What was your position when you first started here? Did you think that you would work here as long as you have when you started? I worked in the Southeast Adult filer room putting paper documents into the actual files. I definitely did not think I would be here this long.

What is one of the biggest changes or challenges you experienced while working here? Going from typewriters to the computers. As I look back, it seems like I started my career here in the stone age.

What have you enjoyed about your job? I have really enjoyed the numerous people that I worked with through the years.

What will you miss? I will miss the daily interactions with the people.

What are your plans for the future? I am hoping to spend more time with my granddaughter in California and to help my 92-year-old mother move from her house to an assisted-living apartment.

Any closing comments? I have a "ton" of people to thank for their friendships, support and laughter over the last 24 years. It has been a real adventure surviving all of the changes and happenings during that time. It is so hard to say goodbye to the people that I have worked so closely with. I know that you always say that you will stay in touch, but your life moves on and so does theirs. Know that I will always have all of you in my heart and will remember the special times we had.

Lori currently works at SEA for Marriage License/Passport/Public Records

— PAM WOODS —



Where did you work before the Clerk's Office? When I wasn't at the Disco, I worked for the Maricopa County Planning Commission and the Recorder's Office back in the 1970's. I also worked for the City of Newport Beach in the 1980's.

What was your position when you first started here? Did you think that you would work here as long as you have when you started? I started in 1990 as a Courtroom Clerk. I became a Courtroom Services Manager in 2001. I always knew that I had found a good home and would stay to the end!

Is there a project/achievement that you are particularly proud of? I presented the idea for a Bond Forfeiture Division and received \$1,000.00

...continued on next page

Retirement Feature

...three Office retirements continued

from the Suggestion Program. But I think I am most proud of representing the Office with kindness and compassion for the past 23 years.

What is one of the biggest changes or challenges you experienced while working here? Keeping a sense of humor, even on the stressful days.

What have you enjoyed about your job? It's all about the people.

What will you miss? The terror of the alarm clock going off at 5:30 a.m.... NOT!

What are your plans for the future? After a long winter's nap...joining a gym and actually going to it, travel, & a part-time job to pay for more travel.

Any closing comments? The Courtroom Clerks are the best group of individuals I have ever had the privilege to work with. I just can't say enough about their commitment to excellence in everything they do. They have a job like no other job on the planet.

Pam is a CR Courtroom Services Manager who works in the South Court Tower.

— ROXANA ANDERSON —



Where did you work before the Clerk's Office? I was a food server (or more typically a "food spiller") and went to Court Reporting School at Gateway Community College. Prior to that, I worked at an accounting firm for 4½ years.

What was your position when you first started here? Did you think that you would work here as long as you have when you started? I was a Courtroom Clerk in criminal. Yes, I enjoyed being a clerk and thought it was a job that would see me through to retirement.

As you look back is there a project/achievement that you are particularly proud of? Because I haven't completely lost my mind, I will be able to retire with many fond memories.

What is one of the biggest changes or challenges you experienced while working here? Dealing with staff shortages and trying to get courts covered over the last few years. We've had some crazy times to deal with.

What have you enjoyed about your job? That everyday is a new experience filled with new challenges. I can't say that boredom was ever a problem.

What will you miss? I will definitely miss all the people I deal with on a day-to-day basis most of all.

What are your plans for the future? I'm going to do some traveling and spend as much time with the grandbabies as possible.

Any words of advice? Humor truly is the best medicine. Find something to laugh at each day, whether in your job or in your personal life. Laugh lines are attractive; frown lines....not so much.

A few additional remarks...I can never thank the clerks enough for all they've done over the past years beginning with those that trained me (Anita Beery) and ending with the hard working clerks (too many to name) that we now have on our team. You continue to bounce back day after day and are all such a pleasure to work with, and I will miss you. Thank you for all the assistance you provided over the years.

I would like to express my thanks to my fellow Criminal Managers (Pam, Sig and Evonne) for their teamwork and support over the years. You guys are a terrific group of women and I'm so happy to have worked with you. My appreciation to the other Courtroom Services Managers (Penny, Kirsten, Susan, Jennifer, Linda, Leslie and Diane). We have had some great times!

A big thank you to Debbie Olsen for joining us and letting us be "us," to the CFO staff and the EDM staff and all those at the Customer Service Center for your patient support. And I can't forget to thank Lisa Kellar for all her hard work! You're all an awesome group of people. Thank you!

Roxana is a CR Courtroom Services Manager who works in the South Court Tower.

HOLIDAY MEMORIES

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

Micaela Rios - A huge bottle of TABASCO SAUCE.

Quantá Crews - The best gift I have received is employment here at the Clerk of Court Juvenile Durango division! I couldn't have asked for better co-workers and managers. They are simply the best!

Tracy Henninger - My senior year in high school I received tires for my car from my parents and a set of luggage from my grandparents. I got the impression they were all trying to tell me something.

Rick Hutton - My Dad sent me on a scavenger hunt all over town on Christmas morning. Each note I found along the way took me to another person's house where I had to search in and around their Christmas tree for the next note. After visiting approximately 15 houses, I found my gift; \$100.00 in unrolled pennies that had been in a box in the trunk of my car the whole time!

Cyndie Rego - The best gift we have received is my husband received his kidney transplant on Monday, 12/9/2013.

Morgan Potton - My husband proposed to me last Christmas – most memorable Christmas ever!

Danyelle Stinnett-Tarlowski - In December 2007, I was pregnant with twins and visiting my mother in London. One twin wasn't moving very much so an ultrasound technologist checked them and asked what gender I thought I was having. I said I didn't know, but would love a boy and a girl, and that's exactly what he revealed he saw! Best gift EVER, and my mother was there to hear it.

Jake Walker - The best gift I received during the holidays was when we got news that my wife was pregnant with our youngest daughter. My wife surprised me with the news by wrapping up a Baby's First Christmas ornament and giving it to me at Christmas time.

Angela Sotello - When I was four, my parents bought me a koala bear teddy bear I named Kenny. I still have Kenny at my mom's house and because of him, koala bears are my favorite animal.

Jennifer Escarcega - I met my husband on Thanksgiving Eve 25 years ago. The best holiday gift ever.

Laurie Wistuber - When I was 5, I specifically asked for a "size 5 silver soccer ball" so I could use it at recess. My parents bought me the ball, but made me open a used nerf soccer ball first to see my reaction.

Laura Bedford - A five-day cruise to the Bahamas. It was given to me in December 2012 and taken that same month.

Pam Crawford - My mom got me a light bright. I could make pictures and would play for hours at a time with it.

Tracy Lundblad - My lab puppy this year.

HOLIDAY MEMORIES

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

Katie Summers - My most memorable Christmas present was given to me the year we adopted our two children. My husband, mother, and father gave me a pendant in the shape of a heart. Inside the heart is a mother holding a child. On the back is the wording "Born of my heart."

Donna M. Kenney - Most memorable gift I received was after my son was born, my father made a beautiful wooden rocking horse for my son. I had my father sign his name and the date he made it. My father passed away two-and-a-half years ago. My son is now 21 and is named after my father and I have saved it for when he has his first child.

Jennifer Ratner - The best and most memorable gift I received during the holiday's was my mother surviving lung cancer. Not only did she survive, she was released from the hospital in time to be home celebrating Christmas with our family.

Laura Nelson - Two years ago, my boyfriend proposed to me on Christmas Eve. After 13 years together, it was totally unexpected.

Marsheila Nash - The most memorable gift I received during this 2013 holiday is the shared experience that took place between my 15 year-old daughter and I on a recent trip to Orlando, FL. She was competing in a national pageant due to her winning the WI title of Miss Jr Teen. Watching her determination, commitment, and strength during the pageant gave me a new found respect and love for her.

Sheila Bullock - On December 25, 2009, at approximately 11:00 A.M., my daughter presented the gift of a new grandson named Isaac. Since then the holidays have never been the same..they've been much more exciting!

Sean Donahoe - My favorite gift I received was from my father. It was a styrofoam helicopter that we quickly flew around and broke. Upon consulting the instructions it stated "if tail breaks, tape back together." Greatest instructions ever. Still have it!

Debra Olsen - I received the leg lamp from *A Christmas Story*! I like it so much I actually keep it out in my living room all year long!

Rebecca DeLong - I once got two caged rats from the people I supervised. I hate to think of what kind of gift I would have received if they DIDN'T like me.

Jennin Casillas - My MTV karaoke machine that I got 12 years ago. I loved it and still have it. My sister and I sang a lot so it was a big deal.

Cecilia Alfaro-Arndt - The birth of my son in December 2009 – the most wonderful gift ever!

Wendy Johnson - A hurricane lamp (wait...someone else got it!)

The Inside Track on Employee News

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3

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BIRTHS



Congratulations to Courtroom Clerk **Caryn Smith** on the birth of her fourth grandchild on 11/28 (Thanksgiving Day). Her new granddaughter's name is Emily Virginia and she weighed 8.01 lbs. and was 20½ in. long.

OFFICE ANNIVERSARIES

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

10 YEARS

Sheryl Brown and **Diana Hoover**



NEW EMPLOYEES

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



- Courtroom Clerk - **Ashlee Francisco, Stacy Heras, and Stephanie Shackleton**
- Courtroom Clerk Juvenile Durango - **Sasha Gonzalez**

HONORS/AWARDS

- Congratulations to **Chris Cerrato**, who recently passed the American Society for Quality's certification test, which makes him a certified Six Sigma Green Belt.

OTHER



Customer Service Center's Support Services Unit recently held an "Ugly Sweater Contest." Participants were (left to right): **Margaret Yanes, Angelique Rodriguez, Jennin Casillas, Cecilia Alfaro-Arndt, and Cindy Traslavina.** Cindy was the winner.



Special Features

Where in the world has the Record Times been?



Newsletter is taken to the center of it all

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 great tropics of Hawaii. This month, the newsletter can be seen in the USA's great plains area.

Pictured above is Public Affairs' **Len Keso**, who was at the geographical center of North America in Rugby, ND. Len and his family traveled over 2,500 miles and visited seven states and two Canadian provinces during their summer vacation. Other roadside type attractions during the trip were visiting the source of where the Mississippi River begins in Minnesota, visiting the location of where Arbor Day began in Nebraska., and climbing up into the mouth of the world's largest fish in Wisconsin. This is the newsletter's first appearance in North Dakota.

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 photo(s) with the page during your vacation; **3)** Email the digital photo or interoffice mail the print photo(s) to Len Keso (mailcode DJC-PA) with your name, department, and a photo description.

That's a fact

In Fiscal Year 2012 - 2013, the Clerk of the Court's Office issued **18,695** marriage licenses, recorded **20,807** marriage licenses, and certified **20,846** marriage licenses.

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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 - **Sheila Bullock**



Sheila has served in the Clerk's Office for the past 6½ years. She works in Administration where she is the receptionist. In her job, she assists the many customers who call the Office daily, responds to inquiries that come in via email, processes administrative orders and subpoenas, and processes the special deputy applications. She said what she enjoys about her job is, "I get a lot of opportunities to help people, which I truly enjoy doing. Even in the best scenario, a court experience can be stressful. I find it very rewarding to be able to provide people with encouraging, positive information. I enjoy the staff and the spirit of customer service."

Take 5

This month's list of five is... **five things holiday shoppers look for.**

- 1) Free shipping (71%)
- 2) Free returns (47%)
- 3) Price matching (44%)
- 4) Extended hours (36%)
- 5) Order online and pick-up instore (35%)

Source: *USA Today*