

# RECORD TIMES

March  
2013

Vol. 19 No. 3

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

## Customer Service Center Service Pin Recipients

Dan  
Sullinger  
30 years

Aide  
Estrada  
25 years

Donna  
Hall  
20 years

Vonda  
Culp  
15 years

Ramona  
Velasquez  
10 years

Teresa  
Stemmons  
5 years

## Who is getting pinned this year?

### Service pin recipients listed in this issue

Each year, the Office has a tradition of presenting its employees who reached a milestone of 5, 10, 15, 20, 25, 30 and even 35 years of service with service pins. Employees receive either a Clerk of the Court pin or a Maricopa County pin, or both depending on when and where the employee began working at the county. The time to present staff the service pins is almost here. This year, **94** employees will be receiving their pins. Find out who they are inside this newsletter.

[SEE PAGE 4 & 5](#) for a list of recipients by location.

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## Standing up to assist with Stand Down event

For the third 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 on Saturday, March 9 where various organizations/agencies/governments came together to focus on veteran services. The Superior Court and Clerk's Office set up remote courtrooms to hear approximately **291** cases at the Veteran's Memorial Coliseum. The Clerk's Office had various staff members participate including courtroom clerks, administrative assistance, Customer Service Center, and technical support.

This year, the approximate 291 cases heard at the Veteran's Stand Down, was an 87% increase over the number of cases heard last year. This unprecedented and unexpected increase resulted...

Continued on [page 6](#) - See **Standing up**

Veteran's  
Stand Down Event  
March 2013







# Michael's Message

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



## Celebrating your service

I often hear about the excellent customer service our employees provide from customers, various government officials, staff of other court/county departments, and you when sharing stories about your co-workers' good work. In fact, in the "Timely Service" section of this newsletter (page 3), there is a great example of this. When I am out at our office locations, I see this commitment to service myself as well. It is truly gratifying for me to have such hardworking, dedicated people on our team who care about the customers.

This is one reason why I look forward to this time of year – the time when we conduct our annual employee recognition program. This program provides the opportunity for our leadership team and me to publicly recognize the outstanding efforts that are being made here. As in the past, this year we will recognize employees in the areas of "Teamwork," "Leadership," "Customer Service" and overall "Excellence" through the CASE Awards, and we will also present service pins to individuals for their milestone service achievements.

Below are the dates, times, and locations of the recognition events. Thank you for making this another year we can proudly celebrate your service.

- **April 25** - Northwest / 12:15 p.m. / Office Area
- **May 2** - Durango Juvenile / 12:15 p.m. / Large Conference Room
- **May 8** - Customer Service Center / 12:15 p.m. / 1st Floor Breakroom
- **May 15** - Southeast / 12:15 p.m. / Saguaro Room @ SEJ
- **June 4** - Downtown / 12:15 p.m. / Supervisors' Auditorium
- **June 13** - Northeast / 12:15 p.m. / Jury Room

Michael's  
Quote  
of the  
Month

### About Perseverance

**"Be like a postage stamp.  
Stick to it until you get there."**  
– Harvey Mackay

### Upcoming Munch With Michael Dates

#### April 2

Customer Service Center  
Noon to 1 p.m.  
Arizona Conf. Room

#### April 16

Downtown  
Noon - 1:30 p.m.  
Cordova Conf. Room  
ECB, 3rd Fl.

#### April 30

Durango Juvenile  
Noon - 1 p.m.  
Conference Room

#### May 7

Northwest  
Noon - 1 p.m.  
Jury Room 124



Dates could change due to unforeseen scheduling conflicts. Notification will be provided should this occur.

# Timely Service

**Timely Service** - A section of recent email messages, note cards, phone calls, and letters about the Clerk employees who provided *timely service*.



## SURVEY CARD COMPLIMENTS CSC PUBLIC RECORDS

- ◆ **Rick Stefano** - "Rick went over and beyond."
- ◆ **Debbie Cooper** - "Thank you Ms. Debbie!"
- ◆ "Incredible customer service. Thank you!"

## CO-WORKER COMPLIMENTS

**To: Dar Unger, Maridel Soileau, Joe Altnether, Chris Kelly, Becky Magana, and Wendy Johnson**

**From: Franci Smock**

"I would like to Thank **Dar Unger** for helping resolve the scanner issues we were having this past month. He monitored the scanner daily making sure all the problems were resolved.

I would like to thank **Maridel Soileau** and **Joe Altnether** for coming out to SEA and training our probate specialist on the new process that was implemented this year.

I would like to thank **Chris Kelly, Becky Magana** and **Wendy Johnson** for the accessories filing counter staff were provided. The items were appreciated and allowed better organization at the counter windows."

**To: Sheila Bullock, Rebecca Shanks, and Christine Goodwill**

**From: Araceli Rodriguez**

"I would like to give a very big thank you to **Sheila Bullock, Rebecca Shanks, and Christine Goodwill** for always being willing to cover me when I am away from the Reception Desk."

**To: Fileroom, Discovery and Confidential, Micrographics, and Disposition staff**

**From: Tina Barrett**

"I want to thank all of my staff; **Fileroom, D&C, Micro, and Dispo**. They are a great group to work with, who are always willing to help each other out. Thanks for all that you do!"

**To: SEA Marriage License/Passport/Public Records staff**

**From: Kathy Whittiker**

"A big thank you to the **SEA Marriage License/Passport/Public Records staff** for all their efforts during passport 'madness' in March. This month, the volume of passports processed has exceeded all our expectations."

## CUSTOMER COMPLIMENTS

**About: Joyce Auchinleck and Chris Cerrato**

Superior Court's Faith Sawyer sent an email to Michael Jeanes to let him know about the excellent service she received from **Joyce Auchinleck** and **Chris Cerrato**. She wrote, "I wanted to let you know what a fantastic job Joyce and Chris did on getting CV Court Administration set up with our new ques. They took time to sit with all of us and personally showed us how to use them. They worked extensively with Gloria and myself on how to perfect it before going live. They were both very helpful with all of our questions and responded immediately with help when needed. You have two terrific employees there and I thought that you would like to know how much they helped us with this project."

# 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**

Eva Aguilar  
Sarah Beery  
Andrea Bigby  
Carmen Carabajal Vega  
LaVonja Diggs  
Edie Friss  
Wendy Johnson  
Kristy Kee  
Stacy Kennow  
Jamie Lankford  
Ale Larios  
Martha Makawi

**5 YEARS cont.**

Michele Maroni  
Linda McNamara  
Doris Mofford  
Tiffany Nosker  
Kristen Ralston  
Lois Rees  
Buddy Rios  
Sheila Soto  
Jeannette Thornton  
Linda Valdez  
Troy VanNorman  
Constance Vila  
Constance White

**10 YEARS**

Tina Gatz  
Rick Hutton  
Kimberly Maloy  
Elisa McGrath  
Aaron Nash  
Tysia Nelson  
Jackie Ortiz  
Patti Sanderman  
Lisa Smith  
Valerie Stevens  
Justin Spelgatti  
Angela Walker  
Patricia Wolff

**15 YEARS**

Kathy Ballard  
Patricia Burnett  
Linda Martinez  
Isabel Osuna  
Spencer Quissel  
Saralyn Yoder

**25 YEARS**

Richard Gonzalez

**35 YEARS**

Janice Arnold

**20 YEARS**

Dave Forde  
Jolie Matlack  
Angela Northrup



### CUSTOMER SERVICE CENTER PIN RECIPIENTS

**5 YEARS**

Dennis Benzer  
Pierre Corriveau  
Maria Medina Saenz  
Teresa Stemmons

**10 YEARS**

Patti Carter  
Ramona Velasquez  
Juanita Summerhill

**15 YEARS**

Debra Cooper  
Vonda Culp  
Sharon Rochford

**20 YEARS**

Sylvia Anderson  
Mary Davis  
Christine Goodwill  
Donna Hall

**25 YEARS**

Aide Estrada  
Diana Garbarino

**30 YEARS**

Pete Roman  
Dan Sullinger

### SOUTHEAST PIN RECIPIENTS

**5 YEARS**

Shannon Bowdoin  
Nicki De La Cruz  
Alison Knapp

**5 YEARS cont.**

Leah Lindahl  
Kendra Tiero

**10 YEARS**

Kimberly DeSanna  
Linda Frey  
Monica Randez  
Marlene Rivera-Guthrie  
Patricia Rolling

**15 YEARS**

Jennifer Black  
Jennifer Herman  
Lana Mitchell  
Angela Orrala

**\*\*More service pin recipients on page 5**





# 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**

Jessica Brown  
Kathryn Martin

**10 YEARS**

Connie Pitts

**15 YEARS**

Michael Aiston

### NORTHEAST RECIPIENTS

**5 YEARS**

Cynthia Kasmer

**10 YEARS**

Rebecca Bennett  
Donna Kenney

**25 YEARS**

Kathleen Curtner

### NORTHWEST RECIPIENTS

**5 YEARS**

Julieta Garcia  
Eveyln Laborin

**10 YEARS**

Jessica Bernal

**25 YEARS**

Aurora Avina



## County/City present Bike To Work Clinics in April

Maricopa County and the City of Phoenix are sponsoring **Bicycle To Work Clinics** for employees to learn more about bicycling to work, what bikes are best for riding to work, and the health benefits of bicycling, among other bicycling related topics. The clinics are being held from noon - 1 p.m. on **April 4** in the Board of Supervisors Auditorium, 205 W. Jefferson, Phoenix and on **April 10** in the City of Phoenix's Calvin Goode Building, 10th Fl. cafe, 200 W. Washington, Phoenix. If you are interested in attending, please RSVP to 602-534-9529.



The actual Bike To Work Day event is April 17. Employees who participate in the Bike To Work event are eligible for contest prizes. To enter the contest, you may visit [http://ebc.maricopa.gov/default/surveys/survey.asp?survey\\_id=1841](http://ebc.maricopa.gov/default/surveys/survey.asp?survey_id=1841). To register for the Bike to Work event, please visit <http://www.maricopa.gov/communications/btw.aspx>.



## More Extra Miles

### Standing up to assist with Stand Down event

...continued from page 1

...in staff pulling together at a moment's notice to create a third remote courtroom so that all of the veterans who appeared (196 total) could have their case heard before a Judicial Officer.

The Clerk employees who assisted were: **Ruby Davison, Patricia Espinoza, Aide Estrada, Evonne Gonzales, Melanie Fay, Tracy Henninger, Scott Hensel, Olivia Hernandez, Stacy Kennow, Debra Olsen, Gene Parker, Gaile Raines, Cynthia Rego, Adrian Roberts, Eileen Rosel, Kelly Schermerhorn, Ken Shipley, Caryn Smith, Correnia Snyder, and Andy Stropka.**

### DEPARTMENT SPOTLIGHT

Finding out who's who and what they do in the  
**Downtown Regional Court Center/Early Disposition Court  
 (RCC/EDC)**

The Downtown RCC/EDC area is responsible for accepting Direct Complaint filings. These filings are received from the Maricopa County Attorney's Office and/or the Attorney General's Office. The direct complaint filings consist of In-Custody cases, Warrants, Summons, and Warrant In-Custody cases. Search Warrant cases are also handled in this area. The department is located in the South Court Tower, 4th floor. There are four staff members, plus a lead who work in this area. The staff assists both internal and external customers. On average, they file about **1,713** direct complaints per month. Last year, they received **20,556** direct complaint filings. The staff enjoys working together and consistently provides outstanding teamwork ensuring their high volume of filings is completed in a timely manner. The longest-serving employee in this department is Doris Mofford (five years) and the newest employee is Catherine Diaz (one month).



(From left)  
 Ana James, Amanda Duran,  
 Doris Mofford, Catherine Diaz, and Justin  
 Spelgatti. (Not pictured Supervisor Angelica Mejia)



# In "OTHERS" words

Contributions from  
"others" to the newsletter

## CCB-WCB Remodel Update by Wendy Johnson

Phase 2 of the Central Court Building-West Court Building Remodeling Project continues to make progress. Unfortunately with any older building, there are always unforeseen challenges. Phase 2 has not been immune to these challenges. While the project is going to have a schedule setback of a couple of weeks (tentative relocation early July), the important thing to remember is that the project is being done right.

Current Phase 2 highlights include:

- Framing
- Data/Voice Cabling
- HVAC/Plumbing/Electrical Install

Recent photos of the project are available on [page 8](#).



## An interesting historical note tied to the month of March by Steve Weston

### Did you know...



...that George Washington, our nation's 1st president, was sworn into office on the 30th of April, 1789 – despite the fact that his term officially began on March 4th – and no one cared!

The newly ratified Constitution of the United States had set March 4th as the day a president would take office; but, Washington was not notified until April 14th that he had, in fact, been elected by the Electoral College. Interestingly, we had a Vice-President before we had a President, as John Adams was sworn in on April 21st, nine days prior to Washington.

Congress proved not much better at meeting its opening either, which also was supposed to be March 4th. Both the House and Senate met on that day, but without a quorum; so, they could not conduct business. The House met officially for the first time on ... wait for it ... April 1st, and the Senate on April 6th, when both houses met in joint session to count the electoral votes and declare Washington and Adams as the newly elected President and Vice-President.



# REMODELING REVIEW

Recent snapshots from the remodeling work taking place in the Central Court Building





# The Inside Track on Employee News

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## BIRTHS

- Congratulations to **Cheryl Marzella** on the birth of her 6 lb. 12 oz., grandchild on Feb. 16. Her new grandson's name is Garrett Alex and he is her first grandchild.
- Congratulations to Downtown Filing Counter's **Roxana Anderson** on the birth of her 6 lb. 9 oz., 19<sup>3</sup>/<sub>4</sub> in. grandchild on March 5 in Minnesota. Her new grandson's name is Brennan. He is Roxana's third grandchild.



## OFFICE ANNIVERSARIES

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

### 25 YEARS

**Oscar Garcia**

### 20 YEARS

**Jeanette Farrison**

### 10 YEARS

**Barbara Nance and Freddie Rubalcaba**

## NEW EMPLOYEES

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

### **CIVIL eFILE**

**Shantelle Bagnall**

### **COURTROOM CLERKS**

**Lisa Bee, Darlene Charnick, and Morgan Nash**

### **DOWNTOWN FILING COUNTER**

**David Gunn**

### **DURANGO JUVENILE OPERATIONS**

**Rachel Holka and Venera Casson**

### **CRIMINAL FINANCIAL OBLIGATIONS**

**Laura Bedford**

### **FAMILY SUPPORT SERVICES**

**Amanda Cleveland**



**A cheerful greeting  
to all new staff members!**

# Special Features

## Where in the world has the Record Times been?



### Employee takes newsletter on a slippery slope

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. This month Training and Development's **Joe Silberschlag** got very creative in taking his photo with the newsletter. He wrapped different issues of the newsletter on his ski poles and skied with them on the slopes at Sunrise Ski Resort in Arizona. The newsletters he used were issues that announced births of Aaron Nash's three children. Aaron serves as the special counsel for the office and is a friend of Joe's. Joe said the newsletters enjoyed a full day of skiing the slopes with him. Joe's photo with the newsletter may be the most creative idea yet for this photo feature.

**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 2011 - 2012, the Marriage License and Passport Offices processed **29,501** passport applications. This was an increase of 2,307 applications from the previous year.

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

## Clerk Work

Picturing staff who work for the Clerk



Pictured above is **Freddie Rubalcaba**. Freddie reached his 10-year anniversary with the Clerk of the Court's Office this month. Freddie works in the Facilities Management Department where he serves the office with the many facility related projects at each location. He also assists in Shipping and Receiving, the Mailroom, and is very involved in any office moves. He said one of his favorite projects has been the recent West Court Building – Central Court Building Remodeling Project. "The area is all new and it is for our office staff only," he said. When asked what he enjoys about his job, he said, "I really enjoy the people. I work with some very nice people."

## Take 5

This month's list of five is...  
**the five largest cities in Arizona in 1910.**

- 1) Tucson (population 13,193)
- 2) Phoenix (11,134)
- 3) Bisbee (9,019)
- 4) Globe (7,083)
- 5) Douglas (6,437)

Source: *Arizona Business Journal*



# Employee Snapshots

Photos submitted by employees

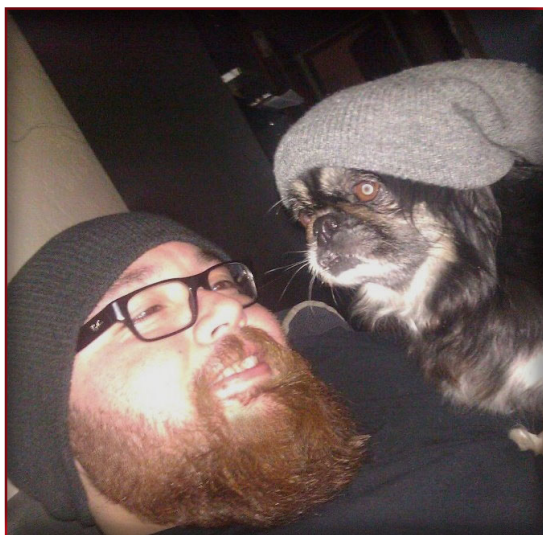
## Photo Subject: Employees And Their Pets



Brittany McVicker and Jewels.



Laura Hart and Wrigley.



Michael Mejia and Skrunchalafugus (Skrunch for short).



Cecilia Alfaro-Arndt and her pets (front) Julias and (from left) Princess, Spidy, Blacky, and Tinker Bell



*More photos on next page*



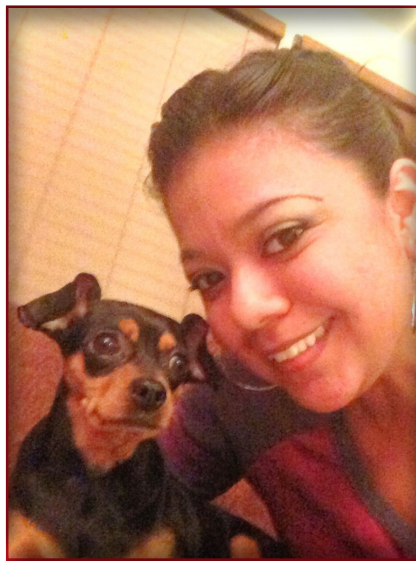


# Snapshots continued

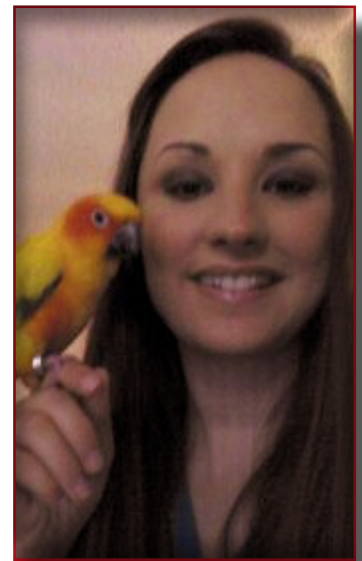
## Employees And Their Pets



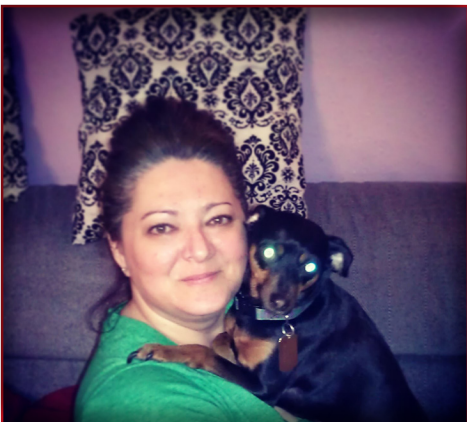
Barbara McDonald and Katsu (left) and Ebi (right)



Margarita Yanes and Maxie



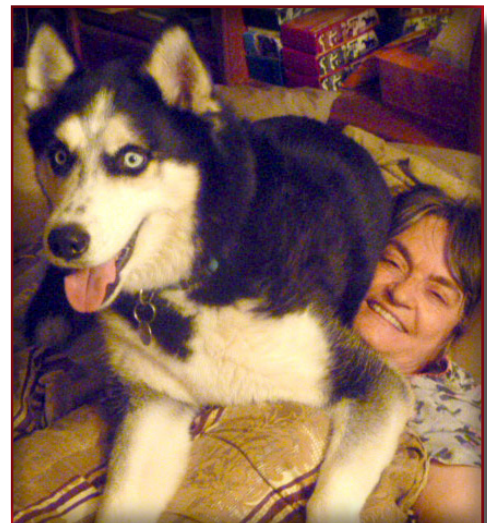
Danyelle Stinnett and her bird Twitch



Nicki DeLaCruz and Toby



Amanda Duran and Baxter



Sheila Bullock and Snapper