

RECORD TIMES

May
2013

Vol. 19 No. 5

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



Denise Glab set to retire this month after 39 years

Courtroom Clerk began in 1974 and says she has enjoyed her long career with the Office

After creating an estimated 40,000 minute entries, Courtroom Clerk **Denise Glab** will be a part of a different type of minute entry this month. It will occur at 5:00 p.m. on May 31 when she enters her first actual minute of retirement. Denise is retiring on that day after serving the Office for more than 39 years. She is the current longest-serving Clerk of the Court employee.

See Page 5 for article - "Career lifts off in 1974..."

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Employees are saying hello to "Casey"

Several employees were introduced to "Casey" this month and they are glad they were. The reason why is that "Casey" is actually the nickname of the Office's special recognition award and these employees received this award as a result of their outstanding work in the areas of customer service, teamwork, leadership, and overall excellence. The award is named after the recognition program called CASE (Celebrating And Saluting Employees). Thus far, staff from Northwest, Durango Juvenile, the Customer Service Center, and Southeast have met "Casey."

Award photos on page 7 - And the award goes to..."



The Customer Service Center's **Public Records Counter staff** received a CASE Award this month for their excellent teamwork. Award-winning team members are (from left): **Pilar Biggio, Adrian Trujillo, Debra Cooper, Aide Estrada, Ken Shipley, Stella Rodriguez, Rick Stefano, and Sheila Bullock.** Not pictured are **William Cruz** and **Sonja Olmos.**



Michael's Message

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



Congratulations and thank you's

For the past several weeks, we have been presenting our annual CASE awards to employees. Many of the employees who have received a CASE award are pictured in this month's newsletter (see pages 7 and 8). I congratulate each of them on receiving this award and thank them for their valuable contributions to our Office and to our customers. I also want to thank everyone who took time to nominate these staff members. We are in our 12th year of this recognition program and it has been very successful due to the efforts of those employees who simply take time to send in a nomination for their co-workers. This thoughtful act is truly appreciated.

Speaking of appreciating our co-workers, I want to express my sincere appreciation to Deputy Director **Rich McHattie**, who is leaving our Office this month to pursue an opportunity with Maricopa County. During his almost eight years with our Office, he has made numerous significant contributions that will help ensure our success into the future. He has had an incredible influence on our Office and not only will his professionalism and knowledge be greatly missed, but also his kind demeanor and way in treating people right. His work on our Strategic Plan (and countless other projects) was phenomenal and has helped guide us during the past challenging years we have faced. His efforts for our Office will have long-lasting impact. Like the quote below states, Rich is an example of someone who has a habit of excellent work. Thank you Rich!



Rich McHattie



"We are what we repeatedly do. Excellence then is not a single act, but a habit."
– Aristotle

Upcoming Munch With Michael Dates

May 29
 Southeast Juvenile
 Noon - 1:30 p.m.
 Cactus Room

June 5
 Downtown
 Noon - 1:30 p.m.
 TANG Conference Rm.
 3rd Fl. ECB

June 18
 Northeast
 Noon - 1:00 p.m.
 Multi-Purpose Rm.
 #300

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 Marriage License & Passport Office

- ◆ “Way better than expected! Atmosphere was pleasant, process was efficient and the clerks were great. BEST service I have had at any government office!”
- ◆ “Very courteous and informative service.”
- ◆ “Clerks were helpful and courteous and very proficient. I received excellent service.”
- ◆ “I appreciate the high level of professionalism. Service was excellent!”

SEA Filing Counter

- ◆ **Regina Romero** - “Regina was helpful and knowledgeable. She made the process easier.”
- ◆ **Melissa Tadeo** - “Melisa was very helpful. She knew the process very well.”
- ◆ **Sheelagh Ponicki** - “Very helpful, funny, and nice. Almost made me forget I was at court.”
- ◆ **Margaret Carpenter** - “Margaret was very helpful and courteous.”
- ◆ **Sharon Szakacs** - “Very patient and helpful.”

CO-WORKER COMPLIMENTS

To: Kathy Whittiker and Vanessa Martinez

From: Franci Smock

“Thank you **Kathy** for your guidance and leadership and **Vanessa** for all of your assistance and patience. I am thankful for having the pleasure of working closely with you for the past 8½ years.”

To: Deborah Payment, Lorna Ondersma, and Rebecca Shanks

From: Ruby Davison

“I want like to thank **Deborah, Lorna, and**

Rebecca. A project of transferring 1,488 rolls to State Archives needed to be completed by March 30th of this year. Out of the 1,488 rolls, 377 rolls were still pending. With Rebecca’s assistance on inspecting rolls and Deborah and Lorna’s assistance creating labels, etc, we were able to complete the project before the due date. Thank you ladies!”

To: Cynthia Leyva, Venera Casson, and Rosalinda Pulido, Diane Hoy, Dorothy King

From: Debora Wells Guevara

“Thank you **Cynthia, Venera, and Rosalinda** for your quality customer service. **Diane**, thank you for your very special and sweet contributions to the Monday morning Juvenile ECR meetings. I want to give a big thank you to **Dorothy** for all that she does to help Juvenile. Her individual contributions make such a difference and are so very much appreciated.

CUSTOMER COMPLIMENTS

About: Angelica Mejia

Jane Tewksbury recently sent a complimentary email to Ken Errico about **Angelica Mejia**. She wrote, “Angelica is a gem! I had an issue with the Bond Exonerations (BEs) for scratched cases not having the booking number. I wanted Angelica to direct me to the department that handles BEs. She took it upon herself and contacted the supervisor of the area. She informed the supervisor the booking number is vital to accounting. The supervisor sent an email informing all staff that the booking number is needed on the BEs for scratched cases. Angelica excels in service.”

eUPDATE

Phase 2 starts June 3 for Juvenile ECR

by Dorothy King



On Monday, June 3 Juvenile staff will begin scanning all documents filed in seven more case types. This will bring the total juvenile case types being scanned to eight. The plan includes implementation of the remaining two case types later in the year.

The plan is being implemented in four phases. Phase II includes scanning of all newly-filed documents in the following seven case types: Adoption Certification (AC), Adoption (JA), Emancipation (JE), Relinquishment (JI and JR), Orders of Protection/

Injunctions Against Harassment (JP), and Severance (JS).

Phase II also includes scanning and electronic distribution of orders in all 10 Juvenile Court case types. The eFiling application has been modified to support order distribution for Juvenile needs. Signed orders will be scanned and then inserted via workflow into the Juvenile Courtroom Clerk queue in the eFiling application. The eFiling application will pull in assigned attorneys and parties from iCIS and the Courtroom Clerk will prepare a Distribution Notice. The scanned order and Distribution Notice will be distributed to the parties similar to the current distribution process of minute entries. The Distribution Notice will be posted to the Docket and OnBase as a separate document.

Paper files will no longer be created for the above seven case types and existing cases will include both newly-filed electronic documents as of June 3, 2013 and all previously filed paper documents through June 2, 2013. As of June 3, 2013, signed orders in all Juvenile case types will be available only in the ECR.

Phase I was successfully implemented on October 1, 2012 for Title 14 Guardianship (JG) cases. The Phase III implementation, which includes dependency (JD) cases is tentatively planned for August/September 2013. The Phase IV implementation, which includes delinquency (JV) cases is tentatively planned for October/November 2013.

This project does not change the confidentiality of any Juvenile court records. Access to records remains the same, only the format is changing. Juvenile records are available at the Clerk's Juvenile facilities at Durango in Phoenix and on Lewis Drive in Mesa.

Extra Miles

Newsletter extras

Glab's career lifts off in 1974 and lands 39 years later

On Feb. 11, 1974, NASA launched a new rocket called the Titan/Centaur in Florida. On that very same day, more than two thousand miles away in Phoenix, AZ, **Denise Glab** launched her career with the Clerk of the Court's Office. Since that time, she has enjoyed her journey with the Office, but after 39 years, she has decided that it is time to land and explore the new world of retirement.

Denise first started with the Office as a floater trainee courtroom clerk in Appeals and Mental Health. During her long tenure, she has worked as a courtroom clerk in every case type, except Juvenile. She has been assigned to 12 different judges, but has worked for many others. When she began here there were approximately 25 adult courtroom clerks. Today, there are approximately 170.

Denise says she enjoyed her work, the people she has met, and being in the courtroom. "It is a great job," she says. "Courtrooms are exciting places. You learn a lot about people there." She says it has been a great experience and she will miss the people and hearing the cases.

She has covered a few well-known cases, but one of her most memorable moments came when actor Clint Eastwood was filming, "The Gauntlet." She said, "The crew was setting up the sound system in chambers. Clint and one of his crew members came to the door of my office and asked me to please stop typing because it was messing with their sound system. Clint gave me a huge smile when I said 'okay' and quit typing for a while. Then a JA came in and was so excited and asked me where Clint Eastwood was. He was just standing 10 feet away by the Judge's office door. I pointed him out to her, and Clint gave me a second smile...the smile was kind of like "what a nut."



In 2009, Denise received an award from County Supervisor Max Wilson for her 35 years of service.

The biggest changes she has seen in the Office over the years is how the Office has moved into the high tech, professional image it is today and the arrival of computers. "We kept hearing that computers were coming. I didn't expect to be here when they arrived." In fact, she said, "It never crossed my mind that I would be here as long as I have when I started, but when you find a job you enjoy and people you like, you want to stay."

Denise's co-workers describe her as being kind, reliable, dependable, and someone who would do anything for you.

One of the accomplishments she is proud of is being a part of MEEDS. "I have created approximately 16,000 minute entries in MEEDS."

As for her retirement plans, she says, "Sleep in and clean my house. I've lived there 33 years and need to get rid of 'stuff.' There are a couple of items that I need to locate. After that, I'll do whatever I want. I have been working for 45 years and I have two trips planned."

Denise started her career on the same day a rocket was launched and she now ends her career in the same manner of a rocket launch...and that is...her time here was a *real blast*."

More Extra Miles

DEPARTMENT SPOTLIGHT

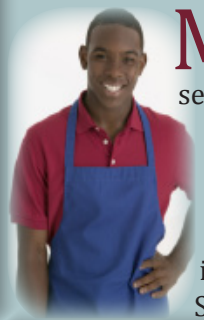
Finding out who's who and what they do in Civil eFile

Civil eFile is responsible for processing all subsequent Civil (CV) filings which are submitted electronically through AZTurboCourt as well as Tax documents submitted through the Clerk's Office eFiling website. The team of 12 employees, plus a lead and a supervisor, reviews and processes around 19,000 new filings each month, as well as docketing all orders and judgments that are granted electronically by judicial officers. The average turn-around time from when a filing is submitted until the time it is viewable on the court record is approximately 4-5 business hours, which helps ensure that customers have timely access to information in cases they may be party to. CV eFile and Docket staff also answer questions over the phone from the public regarding setting up and validating accounts for the Electronic Court Record (ECR), assist them in adding cases to their ECR case list, process payments, and perform in-depth research to assist with customer inquiries. The eFile and Docket team has employees at three different Clerk of Court locations and does a fantastic job of communicating with each other to make sure all daily functions are covered and completed in accordance with Clerk's Office standards. Combined, the eFile team has over 91 years of experience working for Maricopa County, ranging from three months to 25 years.



(Front row, from left)
Erika Hailes, Michelle Paigen,
Kelle Dyer, Nikole McKinney, Chery Odell
(Back row, from left) Eva Middelkamp,
Shantelle Bagnall, Sarah Dignard,
Kerry Dalager, Tina Hays, Kelly Laird

Summer leadership program offered for your teenagers



Maricopa County is offering a special program for children ages 12-17 called the **Maricopa County Teen Leadership Experience Program (MCLE)** that is designed to allow youth to see how county government works. The program began this month and will continue through Aug. 3. MCLE is a no cost, self-directed, self-paced program with activities, workshops, and volunteer opportunities at more than 16 county departments. At the end of the program in August, participants will receive a Certificate of Completion and be recognized at a formal meeting of the Maricopa County Board of Supervisors. In addition, there will be prizes and drawings offered during the summer program. More information is available by contacting Victoria Sanchez at sanchezv003@mail.maricopa.gov

AND THE AWARD GOES TO...

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



Kathryn Martin & Connie Pitts



Cindy Malnar



Gene Parker



(From left, front): Rosalie Cabrera-Razo, Kimberly Cheeks, Dawn Wood
(Back row): Robert Jordan and Michael Lane



(From left): Correnia Snyder, Lauri Million, Joyce Auchinleck, and Chris Cerrato



Lorne Lambries



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



Diane Barnes

More photos on next page

★ AND THE AWARD GOES TO...

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



Vanessa Martinez and Franci Smock



Penny Boettcher and Kirsten Alger



Jenny Black



Mike Kay



Tiffany Galindo



Aaron Sneddon



(From left): Adrian Roberts, Andy Stropka, Gene Parker, Scott Hensel, Quannah Orr



(From left): Jennifer Herman, Pat Rolling, Leslie Cook, Linda Frey

In "OTHERS" words

Contributions from
"others" to the newsletter

CCB-WCB Remodel Update by Wendy Johnson

Phase 2 of the CCB-WCB Remodel continues to make progress. Staff will move in June 28-29. Carpeting was installed the week of May 13. Furniture will be installed the week of May 28. In the next couple of weeks, the temporary wall will be removed and a plastic barrier will be put up; however, staff will not be allowed in the area at that time.

Recent photos of Phase II are on the next page (page 10).



An interesting historical note about this month

by Steve Weston

Did you know...

...that on June 8, 1789, James Madison proposed 19 amendments to the U.S. Constitution; which Congress culled down to 12 that they then sent on to the states for ratification.

As we all know, 10 of those amendments were passed and became what we now call "The Bill of Rights."

However, one of the two that did not originally garner enough support eventually became the last amendment ratified by the states in 1992. This amendment, which states: "No law, varying the compensation for the services of the Senators and Representatives, shall take effect, until an election of Representatives shall have intervened," was originally forwarded to the states by Congress on September 25, 1789. But it sat, unratified and with no expiration date, in constitutional limbo, for more than 80 years when Ohio ratified it to protest a congressional pay hike; no other states followed Ohio's lead. Again, it languished, for more than 100 years.

In 1978, Wyoming ratified the amendment, but there was again, no follow-up by the remaining states. Then, in the early 1980's, Gregory Watson, an aide to a Texas legislator, took up the proposed amendment's cause and, between 1983 to 1992, the requisite number of states ratified the amendment, and it officially became the 27th Amendment to the Constitution of the United States on May 7, 1992. This process took a mere 74,003 days (202.75 years) to be completed; taking it from being Madison's 3rd Amendment to the last ratified by the States.

REMODELING REVIEW

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



Office area



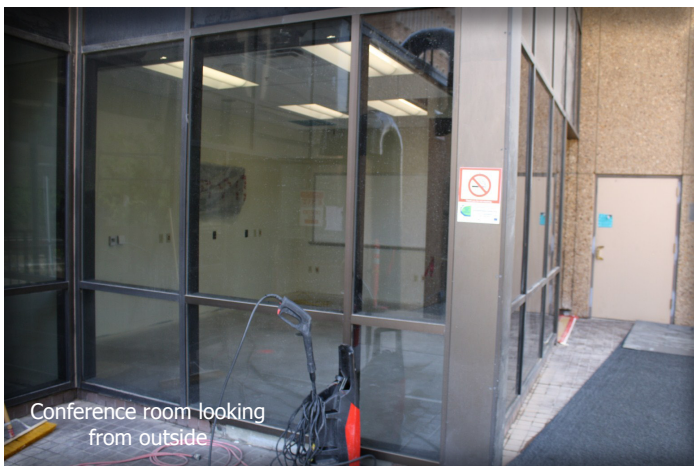
Looking toward manager offices



Training area



Office area



Conference room looking from outside



View of South Court Tower from Conference Room.



Phase 1 wall separates the work happening in Phase II

The Inside Track

on Employee News

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BIRTHS

- Congratulations to Exhibits' **Tricia Navarro** on the birth of her first grandchild on April 21. Her new grandson weighed 7 lb. 13 oz. and his name is Christopher Anthony.
- Congratulations to EDM's **Erendira Bautista** on the birth of her baby girl on May 7. Her new daughter's name is Victoria and she weighed 8 lbs.
- Congratulations to Administrator **Lois Rees** who became a grandmother for the first time on Mother's Day (May 12). Her new granddaughter's name is Gracelynn Ann. She weighed 7 lbs. and was 20½ in. long.



MARRIAGES

- Congratulations to Durango Juvenile Courtroom Clerk **Kimberly Cheeks**, who got married on April 27 to Marcus Brockman. They were married by Justice of the Peace Rachel Torres Carrillo, who Kimberly used to work for at the West McDowell Justice Court.



OFFICE ANNIVERSARIES

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

15 YEARS

Wendi Tenoever and **Chris Cerrato**

10 YEARS

Linda Bachko, Mary Young,
and **Regina Frigo**

NEW EMPLOYEES

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



- Courtroom Clerks - **Christina Hall, Brent LaCorte, Samantha Morris, Nancy Nowak**
- Distribution - **Michele Roessel**
- Durango Juvenile Courtroom Clerks - **Tiffany Benz, Lindsay Fish, Maday Raygoza**
- Southeast Juvenile Operations - **Kathy Stern**
- Support Services - **Muhammad Azam**

The Inside Track

on Employee News

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AWARDS/HONORS



- Congratulations to Document Services Supervisor **Valerie Clark**, who earned a bachelor of science degree in Criminology and Criminal Justice from Arizona State University. She graduated Cum Laude and was a member of Alpha Phi Sigma, the Criminal Justice Honor Society.
- Congratulations to Grand Jury's **Laura Estrada**, who graduated from Arizona State University with a bachelor of science degree in Criminology and a minor in Sociology.

EMPLOYEE MOVES

- **Alejandra Larios** was promoted to Human Resources Manager from HR Analyst.
- **Arlene Chee** transferred from being a courtroom clerk at Durango Juvenile to Adult court.
- **Yvonne Bondanza-Whittaker** transferred from the NE Filing Counter to become a courtroom clerk at NE.
- **Rebecca Shields** transferred from the Criminal Financial Obligations Unit to become a courtroom clerk.
- **Kathryn Martin** was promoted to Juvenile Courtroom Services Manager from Courtroom Clerk at Durango Juvenile.
- **Kelly Laird** transferred from Durango Juvenile to Civil eFile.

HOLIDAY

MEMORIAL
DAY

Enjoy your
Memorial Day
holiday on
Monday, May 27

Special Features

Where in the world has the Record Times been?



Employee and newsletter coast along in Ireland

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 on vacation at DisneyWorld. This month, the newsletter is seen with an employee who traveled overseas.

Pictured above is Exhibits' **Chris Kilgus**, who was on the coast at Cliffs of Moher in County Clare, Ireland. He spent two weeks in Ireland. He said one of his favorite activities was attending the School of Falconry at Ashford Castle. He worked with a falcon named Molly and had a great time taking her out into the wilderness. He said, "Being that close to a 'bird of prey' was amazing."

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

According to the National Association of Counties, counties own and maintain 44% of America's roadways, 228,026 of America's bridges, and almost 1/3 of America's transit systems and airports.

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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 - **Rosie Pulido**



Rosie is a Court Operations Specialist at Durango Juvenile. She has served in the Office for the past two years and two months. In her job, she works as a cashier (processing payments for filing fees and fines), provides information and assistance for a variety of issues and documents presented for 11 different case types, completes docketing of filings and complete case initiations, and assists all public and internal customers. She says what she enjoys about her job is "helping customers and giving good customer service. Everyday is interesting."

Take 5

This month's list of five is...
the five favorite vacation destinations in the U.S.

- 1) New York, NY
- 2) Florida
- 3) Hawaii
- 4) San Francisco, CA
- 5) Las Vegas, NV

Source: *USA Today*