

1  
2  
3  
4

# Record Times



A monthly newsletter for Clerk of the Superior Court employees

December 2012

Vol. 18 No. 12

## WCB/CCB Remodel – Phase 1 done, Phase 2 now in view

This is surely a “December to Remember” for the Clerk of the Court’s Office. After years of planning and preparing, Phase 1 of the remodeling work in the West Court/Central Court Buildings was completed and staff moved in to their new area this month. In total, approximately 150 staff members from the File Counter, File Counter Support, Billing and Deferral, Financial Services, and Family Support Services transitioned to the new work area. The new work area provides a modern look, larger work spaces, natural lighting, an open feel, and new technology within the file counter in serving customers.

Phase 2 of the project begins at the end of this month and is expected to be completed in June. Phase 1 and 2 comprise about 30,000 square-feet of office space.



1) The new work area looking east to west. 2) (left to right, front to back) - Rosemarie Scott, Patty Wolff, Jacqueline Wall, Jennifer Vigil, and Evette Landrum in their new work spaces. 3) Maridel Soileau, Anna Valenzuela, and Brenda Burton meet in the new conference room. 4) Shannon LaSpaluto and Jenela Fierro on opening day of the new file counter. 5) Front door to the new filing counter. 6) Michael Sims settles in to his new office. 7) Freddie Rubalcaba helps get the Financial Services office set up. 8) A worker polishes things up in the filing counter area before opening day.



Michael K. Jeanes  
Clerk of the Court

## A Minute with Michael



*The end of the year is already here*

*"The bad news time flies. The good news is you're the pilot."  
- Unknown*

As we approach the end of another year, the expression "Time flies" does come to mind. It seems as if this year did fly by, but despite the quickness of it all, I clearly recall all that we achieved this year and the outstanding service you provided to our customers once again. I am sure that 2013 will fly by just as fast, but we are the pilots and I believe clearer skies and new elevations are ahead of us.



Four major achievements that I would like to highlight from this past year are **Phase I of the CCB-WCB Remodeling Project, Juvenile ECR, eFiling Foundation, and the Victim Locate Program.**

First, thank you everyone for your flexibility with moving back and forth due to the remodeling work of the Central Court and West Court Buildings. I hope you enjoy your new work environment. Thank you to all of those who have been involved with the many facets of this project. Thank you to everyone involved with implementing Juvenile ECR and eFiling Foundation this year. They are a great success and help us continue to improve our service and efficiency. Thank you to everyone that is a part of the Victim Locate Program. We reached \$1 million in the disbursement of funds to the victims of crime this year. This is a great accomplishment.

It was a very productive year filled with many other successes than just these four. We can be proud of the innovation we demonstrated, the challenges we overcame, and the excellent service we provided.

Finally, I want to express my appreciation for those of you who participated in our recent Holiday Drive. Your generosity will help make it a happier holiday season for many in our community. It is great to be a part of an organization that cares about our community.

Best wishes to you and your families for a very happy and safe holiday season. I already look forward to next year and know we will shine once again.

## Important dates in 2013

**PAY DATES** - The following is a list of the pay days for employees in 2013.

JAN.	FEB.	MAR.	APR.	MAY	JUNE	JULY	AUG.	SEP.	OCT.	NOV.	DEC.
2	13	13	10	8	5	3	14	11	9	6	4
16	27	27	24	22	19	17	28	25	23	20	18
30						31					31

**OFFICIAL HOLIDAYS** - Following is a list of the scheduled holidays for 2013:



- New Year's Day - Tue., Jan. 1
- Martin Luther King Jr. Day - Mon., Jan. 21
- President's Day - Mon., Feb. 18
- Memorial Day - Mon., May 27
- Independence Day - Tue., July 4
- Labor Day - Mon., Sept. 2
- Veterans' Day - Mon., Nov. 11
- Thanksgiving Day - Thu., Nov. 28
- Thanksgiving Day After - Fri. Nov. 29
- Christmas Day - Wed., Dec. 25



## The 2012 Ho-ho-holiday Drive results

This year, the county revised a policy that prevents offices from promoting their charity/holiday drives using county resources, such as email and interoffice mail, to promote their charity/holiday drives. The policy does not restrict the offices from conducting the drive and does allow them to report on the results. It also establishes that donation boxes for the drives must be set up in breakrooms. With the new guidelines set, the Clerk's Office did conduct its annual Holiday Drive during November and December and it still proved to be a *sock-cessful* and *toy-riffic* effort. Here are the final results and photos of the Office's recently concluded **2012 Holiday Drive**:

**SHOEBOX** - This *sock-cessful* holiday drive activity was held Nov. 7 through Dec. 5. Employees donated **140** pairs of socks, **103** bars of soap, **54** tubes of toothpaste and **32** toothbrushes, plus many more needed toiletry items. All of the donated items will be used to help the homeless in the community through the Shoebox organization. Over the past 11 years, the Clerk's Office has donated **4,931** pairs of socks for this holiday activity.



**TOYS FOR TOTS** - This *toy-rrific* holiday activity was held Nov. 14 - Dec. 12. Employees donated **204** new, unwrapped toys for children in the community, who would not have otherwise had a toy for the holiday season. This is the ninth 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 are provided to the Marines, who separate the toys by age and gender and then distribute them to various agencies/organizations. Over the past nine years, the Office has donated **3,063** toys for this holiday activity.

# Thank You!

## Former Clerk employees have their names added to pillar

On December 5, three former Clerk of the Court employee's names were added to Maricopa County Service Pillar, which is located on the Central Court Plaza. The former staff were added to the pillar as a result of having retired from the County after 30 or more of service. The honorees were: **Yolie Allen** - 44 years, **Gloria Kuder** - 37 years, and **GeorgeAnn Smith** - 30 years

In total, more than 30 names of former county employees from different departments were added to the service pillar this year. With the induction of these three employees, the Clerk's Office has 15 former employees listed on the pillar.

Currently, there are nine employees with 30 or more years of service who are now working in the Office.



Former Clerk of the Court employees (from left) GeorgeAnn Smith, Gloria Kuder, and Yolie Allen stand by their names on the County Service Pillar.



## The Extra Mile



(Listed below are recent letters, email messages, note cards, and phone calls about Clerk of the Court employees who went the extra mile to provide excellent service.)

### CUSTOMER CARD COMPLIMENTS

#### Customer Service Center Marriage License & Passports

- **Angelique Rodriguez** - “Angelique helped me with directions and assisted me with all my questions regarding passports. She’s the best.”
  - “Angelique was extremely professional, friendly, efficient, courteous and happy. She was very helpful when I came in to do my passport.”
- **Angela Delucia** - “Angela was very helpful and nice while I applied for my passport.”

### CO-WORKER COMPLIMENTS



Kathy Waldner sent an email to Anna Valenzuela and Brenda Burton to make them aware of her appreciation for **Kim Whitson**. She wrote, “For the past two weeks I have been wearing two hats as I transition from clerk to JA and have had a lot to learn. Kim has been a valuable resource explaining how the cases that appear on our calendar work their way from the lower court to the Superior Court. She has enthusiastically and patiently shared her knowledge helping me to understand the big picture. I just wanted to let you know how much I appreciate all that Kim has done.”

“I want to thank everyone involved in the CCB-WCB remodel and move. It could not have been so successful without each of you. I especially want to thank **Lauri Million, Correnia Snyder**, and **Scott Hensel** for being there every ‘last minute’ I needed your assistance. Most of all, I want to thank **Chris Kelly** for working so hard to make this project happen and believing in me. Thank you everyone! Now, it is on to Phase 2.” – **Wendy Johnson**

Billing and Deferral’s **Linda Castleberry** received a complimentary note from Michael Sims for providing great service. He wrote, “Thank you for providing excellent service to the customer this morning. He spoke very highly of your professionalism, patience, and understanding. I am confident that you will continue to provide excellent customer service to our internal and external customers. Congratulations Linda and continue to keep up the good work!”

### CUSTOMER COMPLIMENTS

STAR Call Center Supervisor Jenna Ashe wrote CSC Public Records Supervisor Cheryl Marzella an email to let her know about a compliment **Cecelia Alfaro-Arndt** received from a customer. Jenna wrote, “I want to pass on a compliment from a customer regarding Cecilia. I had spoken to a customer last week and told her how to order copies of her divorce decree. She called back today and said she wanted to give Cecilia a compliment. She said that Cecilia was “wonderful, a lovely girl, very patient, and answered all my questions.”



... *more extra miles*

## CUSTOMER COMPLIMENTS



A customer called the Office to give compliments to SEA Public Records' **Margaret Carpenter** and **Lori White** for "taking the time to be helpful and doing it in a nice manner." The customer also stated they were willing to listen and try to help. She was very appreciative and wanted to say, "thank you and great job!"

An employee from the Arizona Corrections Office sent an email to Courtroom Services Manager **Evonne Gonzales** complementing the work and efficiency within the Clerk's Office as well as Evonne. She wrote, "I want to thank whomever enters the sentencing documents on these i/m's that come back from court. Your crew is so efficient and probably 99% of the time, when I go to look on the website to get the court documents so that I can enter their sentences on our screen, they are there. It is such a joy to work with a group that is so sincere in doing their jobs. We had an inmate return from court this morning and I had the "Order of Confinement" and PSI, but the order does not give the ARS number or a few other details that we need for our screen. I pulled up the website and the documents were there. I really can't express how much I appreciate the promptness with which you do things. So much in DOC depends on what is on our screen and to be able to enter all of it in such a timely manner just helps everybody in all different departments. I just had to take a minute to tell all of you thanks. Evonne, I have told you, but I'll say it again, you are so good on getting the SO documents to me and the PSI's. If your office is trying to copy you, they have an excellent example to follow. Again, thank all of you for your teamwork. It is noticed and appreciated."

A reporter from Ohio was researching a high profile case where the defendant had a related case in Maricopa County in 1974. He told his editor he thought his chances of getting the background records in time for his story "were maybe 1 in 10." Thanks to the expertise of **Tina Barrett, Melanie Fay** and **Donna Hall**, the reporter was surprised and grateful they beat those odds.

Accounting, Billing, CFO Manager Jane Tewksbury received a call from a customer who informed her that **Troy Van Norman** was very kind and helpful. She said you don't find people willing to go out of their way to assist customers with such kindness.

### *Courtroom Clerk helps out in an emergency*

Courtroom Services Manager Pam Woods shared the following story about the quick action of Courtroom Clerk **Mary Aldham**, who helped a Sheriff's deputy in a critical situation.

This morning, Mary assisted a deputy who was having severe heart palpitations on the South Court Tower, 12th floor outside the elevators. Mary had the deputy lay down and she phoned Security. She stayed with the deputy and provided comfort and support until the deputies arrived. Pam said she saw the other deputies thanking Mary for taking control of the situation and staying with the deputy until assistance arrived.



## The Employee Track

(A special newsletter section devoted to news about employees of the Clerk of the Superior Court's Office.)

### BIRTHS

- Congratulations to CV/FC Filing Counter's **Shian Smith** on the birth of her 6 lb., 15 oz. baby girl on Nov. 29. Her new daughter's name is Kael Justine Maria.
- Congratulations to CSC Public Records' **Sonja Olmos** on the birth of her baby boy on Oct. 26. Her new son's name is Nathaniel.

### OFFICE ANNIVERSARIES

The following employees celebrate milestone Office anniversaries in December:

#### 10 Years

**Marlene Rivera-Guthrie**

#### 15 Years

**Patricia Burnett**  
**Spencer Quissel**

#### 20 Years

**Christine Goodwill**

#### 25 Years

**Diana Garbarino**

### NEW EMPLOYEES

- Civil eFile - **Erika Hailes and Eva MiddelKamp**
- Courtroom Clerks - **Tonya Blachut, Cheryl Espinoza, Jennifer Roberts, and Andrew Schmidt**
- Criminal Financial Obligations Unit - **Sylvia White and Valerie Gokey**
- CSC Marriage License and Passport - **Diana Del Rincon**
- CSC Public Records - **Pilar Biggio**
- CSC Support Services - **Jennin Casillas**
- Disposition/Abstracts - **Esther Castro**
- Downtown Filing Counter - **Elishua Cervantes and Elizabeth Mesa, and Marisol Garcia**
- Juvenile Courtroom Clerk - **Priscilla Huff and Ellen Stenson**
- NE Filing Counter - **Dorine Bobian**
- SEA EDM - **Danyelle Stinnet**
- SEA Filing - **Scott LeRoy and Sally Turner**



### GRADUATIONS

- Congratulations to Courtroom Clerk **Samantha Berman**, who graduates with honors this month from Arizona State University with a bachelor of science degree in Criminal Justice and Criminology and a minor in Victimology.
- Congratulations to Administrator **Vonda Culp**, who earned her masters degree in Criminal Justice from ASU.
- Congratulations to **Milan Milic**, who earned a bachelors degree in psychology from ASU. Milan is assigned to the Pre-02 Auditing Project in the Quality Control section at the Customer Service Center.
- Congratulations to Exhibits' **Tricia Navarro**, who earned a bachelor's degree in Criminal Justice from Kaplan University.

### EMPLOYEE MOVES



- **Kim Whitson** was promoted from representative to file counter specialist.
- **Lisa Smith** transferred from Family Support Services to become a courtroom clerk.
- **Rosa Montoya** transferred from the Billing and Deferral Unit to Criminal Docket.