

Record Times



A monthly newsletter for Clerk of the Superior Court employees

June 2012

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Employees enjoy having a CASE of their own

Today, there are 91 Clerk of the Court employees who can be found having a 2012 CASE of their own in the Office ... a CASE Award that is. CASE (which stands for Celebrating and Saluting Employees) is the annual awards program that recognizes employees for their outstanding service. This recognition program was recently held at various office locations this year and was completed this month. In total, 24 awards were presented to 91 employees: 10 Teamwork Awards (representing 74 employees); five Customer Service Awards (representing eight employees); six Excellence Awards; and three Leadership Awards. Below are photos of the award recipients from the final CASE ceremony held at the Downtown location.

TEAMWORK AWARD RECIPIENTS



Exhibits & Appeals Team: This one Teamwork Award was presented to employees at the Downtown (first photo - left) and Customer Service Center (second photo - right) locations. **First photo** (left to right) - Chris Kilgus, Sandra Tarin, Tricia Navarro, Lillian Barnett, Bianca Rios, Andrea Bigby, and Patti Sanderman. **Second photo** - Flor Nevarez, Elva Martin-Mendoza, Emy Greth, Sharon Rochford, and Juanita Summerhill. Not pictured are: Pete Roman, Angela Chavarria, Sue Baldwin, and Pam Crawford.



Downtown Courtroom Clerk Team: (left to right) - Kathy Waldner, Donna Courtemanche, and Julie Bower



DCMS Relocation/Merge Team: (left to right) - Anna Valenzuela, Cheryl Odell, Maridel Soileau, Michael Mejia, Joe Altnether, and Don Vert. Not pictured are: Jane Tewsbury, Angela Smith, Chris Driscoll, Brenda Burton, Kristin Wolfe, and Angelica Mejia.

CUSTOMER SERVICE AWARD RECIPIENTS



1) - Andy Stropka
2) - Wendy Johnson
Not pictured - Betty Finney and Laurie Dagna

EXCELLENCE AWARD RECIPIENTS



Janice Arnold
Not pictured - Doris Mofford

LEADERSHIP AWARD RECIPIENTS



1) - Joe Altnether
2) - Michael Mejia

30-YEAR SERVICE PIN RECIPIENTS



Mark Jensen and Darlene Pierson



Michael K. Jeanes
Clerk of the Court

Michael's Minute



Thank you and congratulations

We finished our 11th year of the Service Pins/CASE Awards events this month and I want to once again congratulate all of the recipients on these awards. To the service pin recipients, thank you for your dedication and commitment to this Office, and to the CASE Award winners, thank you for your outstanding service. I also want to thank everyone who sent in a nomination for

the CASE Awards. I appreciate you taking time to submit a nomination for your co-worker(s) so that they would be considered for recognition.

Finally, I also want to congratulate this year's "**Jeane-ius Award**" recipients. The Jeane-ius Award is my own special award that I present to an individual or team who has performed at an exceptional level. This year, our **Mandatory eFiling Team** received the honor. Since this is a special award, I would like to provide the narrative I read about them at the Downtown Service Pin/CASE Award event on why they are deserving of this recognition.



Jeanes and the Jeane-ius's (left to right) - Michael Jeanes, Merriel Trombley, Cheryl Odell, Kathy Whittaker, Lauri Million, and Correnia Snyder. (Not pictured - Brenda Burton).

This year the Jeane-ius award goes to a team with a combined tenure with the Office of 111 years. During those years, the members of this team have evolved from serving in various front line, administrative and courtroom clerk roles to advancing to leadership roles as a result of their impressive talent. Add to their talent, the wealth of knowledge of Clerk functions they have amassed during that 111 years, and you have a group of employees that are depended upon by our office, as well as other departments for just about every project.

It should be no surprise then that all that experience, knowledge and talent were called into action to spearhead the operational planning and execution of Civil subsequent mandated eFiling. While this team began interacting with the AOC on designing eFile processing several years ago, planning for mandatory eFile implementation began in

earnest in April 2010, just before targeted release began in May. There were so many things to consider. Over the next few months, these employees assessed and analyzed data and experiences with the targeted releases to develop plans for: staffing level, staff training, facilities requirements, stakeholder communication, process changes, procedure updates, and system needs and they kept up with their "day jobs."

When the Supreme Court issued the mandate in September 2011 that all attorneys were required to file specific Civil documents through AzTurboCourt, the Clerk's Office was ready thanks to the efforts of these individuals. Even the Chief Justice commented on how pleased she was at the smoothness of the implementation. So, I wanted to say thanks and ask that you please join me in congratulating this years' Jeane-ius recipients: **Lauri Million, Correnia Snyder, Brenda Burton, Kathy Whittaker, Merriel Trombley, and Cheryl Odell.**

Special Note from Editor: Congratulations also goes to Michael Jeanes, who celebrates his 25th anniversary with the Clerk of the Court's Office this month on June 28. To read about his career, see [December 2011 Record Times article](#) on page 8.



Clerk's Construction Corner

by Wendy Johnson, Special Projects Manager

Central Court Building-West Court Building Remodel Update

The CCB-WCB Remodel continues to make progress. Unfortunately with any old building, there are always unforeseen challenges. This project is not immune from these challenges. While the project is going to have a schedule setback, the important thing to remember is that the project is being done right. On June 19, Michael and the senior management team reviewed a full size file counter window mock-up and provided valuable feedback to the project team. Below are pictures of the mock-up and space under construction.

Central Court - West Court Office Areas



Michael Jeanes and Chris Kelly review the remodel project blueprint.



A front view of the mock-up of the new filing counter window.



A back view of the mock-up of the new filing counter window.



A view of the remodeling area looking east.



A view standing in former Family Support Services area.



A view of the remodeling area looking west.



A view of the former Jury Room & court offices.



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

SEA Marriage License/Passports/Public Records

- **Rubi Rojas** - "Ruby was incredibly patient and helpful with a very difficult situation."
- **Mauri Nielsen** - "Thank you Mauri for service with a smile."
- **Lori White** - "Thank you Lori for the clear instruction."
- **Judy Barney** - "Judy made the job of getting a passpory very easy. Thank you."

CO-WORKER COMPLIMENTS

"I want to thank **Don Vert** for always being willing to help with the customer email questions I receive. He is very quick in getting back to the customer. I also thank **Scott Buckman** for helping me with the questions I receive on child support issues. I have learned a lot of new things about this area from him. They are both great!" – **Araceli Rodriguez**

CUSTOMER COMPLIMENTS



SE Juvenile's **Tracy Nalls** recently sent an email to her co-worker **Delia Garcia** complementing her for the extra assistance she provided in a project. She wrote, "Thank you so much in helping with the file room requests today. You just do not know how much I appreciate it."

The father of a victim contacted Accounting Operations/CFO Manager Jane Tewksbury to commend Criminal Financial Obligations Supervisor **Angela Smith** for the excellent help she provided to him. He said, "Angela is a kind person, understanding, sweet and sympathetic. She listened to my concerns and was very helpful. I wanted her manager to know what a caring person Angela is."

Courtroom Clerk **Eileen Rosel** was part of a very complimentary letter that Judge Kreamer received from a representative of the cable television show *In Session*, who was covering a criminal trial live gavel-to-gavel for their national audience. The show's representative wrote to the judge, "It was a pleasure for our staff and crew to work in your courtroom during the trial, and I wanted to send you a quick note to thank you and your wonderful staff for the hospitality and patience afforded us. Eileen, Kim, Laura, and Katy could not have been more gracious, and made the experience especially pleasant."

A Superior Court employee recently sent an email to Accounting Operations/CFO Manager Jane Tewksbury to let her know what a great job Accounting Department's **Troy VanNorman** and **Art Sainz** did in helping her. She wrote, "Thank you so much. Troy and Art were a great help just now. I know the people in bond exoneration are a great bunch of people because they have been so helpful in the past. Thank you again for getting me reconnected to them."



The County Corner

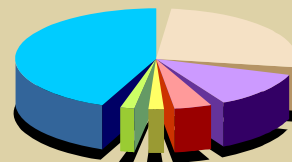
News by Maricopa County about the recent approval of the FY 2012/2013 budget

While absorbing a decrease of \$52.5 million in property tax revenues, the Maricopa County supervisors approved this month a **\$2,278,653,993** budget for the fiscal year that begins July 1. The new budget maintains current service levels, envisions no employee layoffs or downsizing and offers no employee pay raises. The FY 12/13 budget is about \$72 million lower than the current fiscal year.

Economic forecasts remain pessimistic in the Valley, county officials said. Revenues from sales and jail taxes are anticipated to be slightly higher next year, while vehicle license is expected to remain flat. Property tax revenue will decline steeply, as the anticipated levy is \$52.5 million less than that of FY 2012. Deputy County Manager Sandi Wilson said, "the FY 12-13 budget has a \$52.5 million property tax revenue reduction, which made the budget difficult to develop. It was only possible to balance the budget structurally because departments are more efficient and have learned to do more with less through the use of technology and streamlining operations."

Owners of a median valued home (\$111,000) should see a decrease by \$16.75 in the county-controlled portion of their tax bill while the rate is expected to remain flat at \$1.2407 per \$100 valuation. This is due to the steep decline in valuations. The overall primary net assessed valuation declined nearly 11 percent. When including the rate for Special Districts, the median valued homeowner should see a decrease of \$19.82.

The supervisors agreed to some \$387 million in capital projects and technology improvements, including the Sheriff's Headquarters. Maricopa County finances capital improvement projects on a "pay-as-you-go" policy, avoiding debt and interest charges.



Snip-Snap

(A section of snipets and snapshots)

Newsletter travels from the "Gateway to the West" to the Far East

Each month, employees are invited to submit a photo of themselves reading the *Record Times* while they are on vacation. The newsletter was last spotted at the famous archway (Gateway to the West) in St. Louis, Missouri. This month, the newsletter is seen in another county with an employee under a different type of archway.

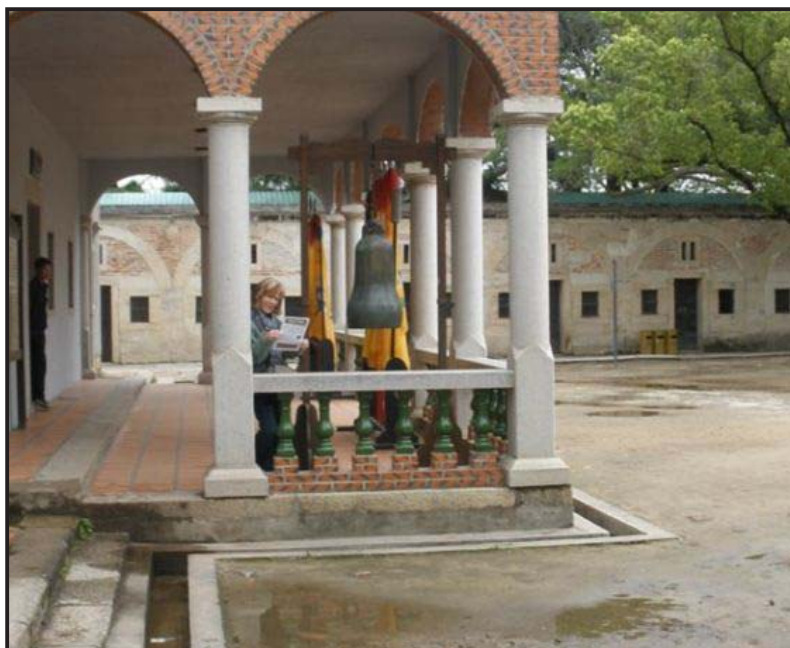
Pictured to the right is Courtroom Services Manager **Roxana Anderson**, who posed for a picture with the newsletter while she was traveling in Xiaman, China. She was visiting the Hulishan Fortress in the photo.

You may submit photos of yourself reading the *Record Times* while on vacation at any time for this monthly newsletter feature.

To submit a photo:

- 1) Print the front-cover newsletter page;
- 2) Take a photo(s) with the page on vacation;
- 3) Email the digital photo or interoffice mail the print photo to Public Affairs Office's Len Keso (mailcode CD-PA) with your name, department, and a photo description.

You may submit more than one photo from your vacation and you may submit photos more than once from other future vacations as well.





The Employee Track

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

MARRIAGES

- A double congratulations to SE Juvenile Courtroom Clerk **Linda Moya**. First, for getting married on May 25 to Jason Archer in Las Vegas, NV., and second for receiving a degree in nursing from Glendale Community College on May 8.
- Congratulations to Durango Juvenile Support Services' **Kelly Laird**, who got married on June 9 to Edward Turner.



BIRTHS

- Congratulations to Courtroom Clerk **Andrea Marquis** on the birth of her fourth grandchild on May 29. Her new granddaughter's name is Reagan Juliet. She weighed 8 lbs. 8 oz. and was 20 in. long.
- Congratulations to ITG's **Gail Totter** on the birth of her second grandson on May 31. Her new grandchild's name is Reuben Ezekiel. He weighed 7 lbs. 9 oz. and was 20½ in. long.
- Congratulations to EDM/Document Services Supervisor **Kristin Wolfe** on the birth of her new son on April 15. Her new baby's name is Maddox and he weighed 8 lbs. 7 oz. and was 20½ in. long.

OFFICE ANNIVERSARIES

The following employees celebrate milestone Office anniversaries in June:

- **5 Years - Dennis Benzer, Kandi George, Wendy Johnson**
- **10 Years - Don Vert and Donna Kenney**
- **20 Years - Jolie Matlack**
- **25 Years - Michael Jeanes and Aurora Avina**
- **30 Years - Dan Sullinger**



NEW EMPLOYEES



- **Human Resources - Heather Carco**
- **Courtroom Clerks - Kelly Carter, Kimberly Conway, Erica Parkin, Cynthia Pena, Dyllana Ruelas, and Tracy Springston**
- **Docket - Rebecca DeLong**
- **ITG - Robert (Bob) Kolenko**
- **Juvenile (Accounting) - Becky Fimbres**
- **CR Filing Counter - Jamie Lankford**

EMPLOYEE MOVES

- **Sheila Bullock** transferred from SEA EDM to work in CSC Public Records & Administrative Services.
- **Anabel Quintana** moved from CSC Public Records to become a courtroom clerk.



EMPLOYEE SPOTLIGHT



Name: Kathryn Martin / **Department:** Juvenile Durango

Hometown: Diamond Bar, California / **Birthday:** August 5

Family: Husband - Stephen / Three dogs - Lucky, Kylie, and Hurley

Years With the Clerk's Office: Five years / **What is One Thing That You Enjoy About Your Job:** It is interesting! There is never a dull moment.

Favorite Activity(ies): Spending time with family and friends.

Least Favorite Activity(ies): Dusting the house.

The Most Adventurous Thing That You've Done: Whitewater rafting down the Deschutes Rivers in Oregon

What is Something You Are Proud Of: Finishing two marathons

Favorite Meal: Lobster / **Your Favorite Place to Eat Out:** Texas Roadhouse

Favorite Movie or TV Show: Movie - *The Wedding Singer* / **A Hobby or Special Collection:** Scrapbooking

A Dream I Have Is To: Buy an RV and drive through every state (and then fly to Hawaii to finish it off!)

What Has Been Your Favorite Vacation Destination: Banff and Lake Louise in Alberta, Canada

Where Would You Like to Travel To Next: Australia / **A Pet Peeve:** Tailgaters

Two People With Whom You Would Like to Have Dinner: My grandparents. They mean the world to me!

What Was Your First Job: I worked the front counter at a dry cleaners

Nobody would believe it if they knew ... that my husband and I have known each other since 3rd grade.

The sound of retirement has a pleasant Melody for Tinsley



Juvenile Court Administrator **Melody Tinsley** retired this month after serving 31 years for the Clerk of the Court's Office and in total 32 years for Maricopa County. She worked for the Sheriff's Office for a small stint prior to coming to the Clerk's Office. Melody was the 5th longest serving employee in the Office. She was an expert in juvenile matters and according to Clerk of the Court Michael Jeanes was often called on for advice from officials all across Arizona. She made a great impact on the Office and will be missed for her expertise, leadership, and pleasant demeanor.

The following are a few comments about her from her co-workers:

Cindy Malnar - "I am frequently asking myself 'what are we going to do,' as I think about Melody's retirement. I have come up with a few answers: 1) We will always do the right thing, because that is something that Melody has taught us very well over the years, and it makes it easier to make difficult decisions. 2) We

will do the best that we can with the knowledge that we have, which is vast, because Melody has never been stingy about sharing her knowledge. 3) We will never do as good as we could with Melody heading this ship, because we will never have all of the knowledge that she has. 4) We will keep her phone number close to our phones.

Dorothy King - "I have enjoyed working with Melody for the past 7+ years. She always had the answer to any questions about procedures and iCIS case management/financials issues, or knew where to find it. I will miss working with her, but wish her all the best as she transitions into being a doting grandma."

Shannon Ward - "I have really enjoyed working for Melody and am sad to see her go. Her trust and faith in me allowed me to build my confidence as a new supervisor and I'm so grateful for that."

Connie Marcum - "Melody provided me with a chance to better myself and I will always be grateful to her for that. She made my job transition to supervisor very easy. I will miss her terribly, but I am so happy and excited for her new adventures! Wishing you all the best!"