

1
2
3
4

Record Times



A monthly newsletter for Clerk of the Superior Court employees

March 2012

Vol. 18 No. 3

Pin-pointing the service milestones of staff members



The season for **pin-pointing** the staff who are receiving a service **pin(s)** this year has arrived. As in past years, the Office will present employees who reached a significant service milestone (5, 10, 15, 20, 25, 30 years of service) with a Clerk’s Office and/or Maricopa County service pin. Both the Clerk and the County provide service pins to employees. The pins will be distributed to those employees who reached their service anniversary during the calendar year of 2011. Last year, the Clerk’s Office began distributing a newly designed service pin to present to employees.

The following list (page 1 below and page 3) shows the employees at each Office location who are scheduled to receive a Clerk pin, County pin, or both. **Related News:** Please see the article below regarding the Maricopa County service pins.

DOWNTOWN (East & Central Court Buildings, Old Courthouse, Chambers, Sourt Court Tower, Downtown Justice Center)

5 YEARS

Kathleen Apodaca
Anisa Ashburn
Christina Cady
Courtney Cain
Elizabeth Campos
Eva Castillo
Donna Courtemanche
Laura Estrada
Jenela Fierro
Linda Firriello
Jacqueline Francisco
Robert Gonzales III
Christopher Kilgus
Mary Martin
Angelica Mejia
Michael Mejia
Fred Mohr



5 YEARS continued

Yvette Morales
Laura Nixon
Elizabeth Ramirez
Micaela Rios
Wendy Thompson
Sandra Tarin
Steve Weston
Genevieve Yulwel

10 YEARS

Joe Altnether
Erendira Bautista
Deb Brooks
Wendy Brown
Marian Corriveau
Sally Enteman



10 YEARS continued

Judith Flowers
Olivia Gable
Andi Gonzalez
Jo Harbour
Jules Herbuveaux
Ana Luna
Carole Mabrey
Linda Rubalcaba
Joseph Sims Jr.
Anna Valenzuela

15 YEARS

Elisa Canas
Cynthia Ferriegel
Lora Gilbert
Barbara Navarro

20 YEARS

Darlene Anderson
Anita Beery
Beth Kredit
Rebecca Miller

25 YEARS

Mary Rogers
Maridel Soileau



30 YEARS

Mark Jensen
Darlene Pierson



→ Service pins are for those staff who reached their office anniversary in calendar year 2011.

Newsflash regarding Maricopa County service pins

For the past several years, two different service pins have been distributed to employees – one from the Clerk of the Court’s Office and one from Maricopa County. Last year, Maricopa County put a halt on distributing their service pins to convert to a new system to manage the pins. The county now has their new system in place, but a large backlog was created while the pins were put on hold. As a result, many of the Maricopa County pins for Clerk of the Court employees have not been sent to the Office. It is expected that the pins will be sent in the summer. Therefore, there are several employees who will not receive a Maricopa County pin at the Service Pin Event due to the backlog. Once the county pins are sent to the Office, the Public Affairs Office will make arrangements to get the pins to these employees.



Michael K. Jeanes
Clerk of the Court

A Minute with Michael



Annual recognition events coming soon

Printed on page 1 and 3 of this newsletter are the names of all the employees who will be receiving service pins this year at our upcoming recognition events. We have 112 employees who will receive pins this year. Last year, we distributed a record 123 pins to employees who reached a milestone anniversary with the Office. Printed below are the dates that the pins will be distributed to employees at

each office location. You may remember that last year we began issuing a newly designed service pin that was very well received. Please note that the service pins are awarded to everyone who reached their Office anniversary during calendar year 2011. We wait until everyone has reached their anniversary for the calendar year so that we can distribute the pins at one time during a special ceremony. In addition to distributing the service pins, we will also present the annual "Casey" awards at the locations where staff have been selected to receive the award.

I always enjoy this time of year as it allows me to personally recognize your milestone service achievement through the service pins and your outstanding customer service, excellence, leadership, and teamwork through the Caseys. It is a great opportunity to recognize you in person and in front of your peers. If you haven't been to a recognition event before, you are welcome to come and see what they are about. One other nice benefit to the event is that it provides an opportunity for you to put a name to a face with the co-workers in your area that you may not have met yet.

Here are the dates, times, and locations of the 2012 recognition events.



- **April 26 - Northeast** / 12:15 p.m. / Jury Room
- **May 1 - Durango Juvenile** / 12:15 p.m. / Large Conference Room
- **May 9 - Southeast Adult & Juvenile** / 12:15 p.m. / Saguaro Room
- **May 14 - Customer Service Center** / 12:15 / Sonoran Conference Room
- **May 22 - Northwest** / 12:15 / Office Area
- **May 31 - Downtown** / 12:15 p.m. / Supervisors' Auditorium

In addition, here are the dates of my upcoming April Munches. I would love seeing you at one of them:

April 5 - Customer Service Center from noon - 1 p.m. in the Arizona Room and **April 19 - Durango Juvenile** from 12:30 - 1:30 in the Conference Room.

Just picture it ... how to get your photo in the newsletter

The *Record Times* is offering you a way to get your picture in the monthly employee newsletter. All you need to do is have a picture taken of yourself with the newsletter while you are on vacation. For the past several years, the *Record Times* has featured photos of employees reading the newsletter while they are on vacation. Thus far, the newsletter has been to six continents, 30 countries, 33 states, on an airplane, on cruise ships, and in front of a hot air balloon. The current supply of photos is almost depleted and so a call is being made to all employees to remember when you are traveling to grab a camera and a newsletter and start snapping. **To submit a photo:** 1) Print the front-cover newsletter page; 2) Take a photo(s) with the page on your 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.





The 2012 Clerk of the Court service pin recipients

....continued from page 1

→ Service pins are for those staff who reached their office anniversary in calendar year 2011.

CUSTOMER SERVICE CENTER

5 YEARS

Donna Davault
Kathryn Folk
Idella Hamilton
Maria King
Ken Lindler
Chinue Moore
Elva Rojas



5 YEARS continued

Dar Unger
Sally Valdez

10 YEARS

Carmen Diaz
Melanie Fay
Scott Hensel
Kathryn Kruse

10 YEARS continued

Justin Mayse
John Morley
Veronica Olivas
Edith Witherspoon

15 YEARS

Diane Barnes
Cheryl Marzella
Deborah Payment



15 YEARS continued

Angelique Rodriguez
Stella Rodriguez

20 YEARS

Joyce Auchinleck
Elva Martin-Mendoza



SOUTHEAST (Southeast Adult and Southeast Juvenile)

5 YEARS

Gozal Atabaeva Coy
Sheila Bullock
Lisa Mooney
Sherry Murphy
Lisa Nevenhoven
Christy Towles
Linda Westbrook

10 YEARS

Jenny Black
Michelle Brady
Joann Cumming
Jessica Folts
Veronique McClelland
Patti O'Dell

15 YEARS

Anne Pagel-Spaulling

20 YEARS

Kathy Whittiker

25 YEARS

Patty Enyart

30 YEARS

Al Ogawa



DURANGO JUVENILE

5 YEARS

Robert Jordan

10 YEARS

Michael Lane
Cindy Malnar
Rachel Robles

15 YEARS

Maria Aldaba
Cruzita Minero

25 YEARS

Janet Price

30 YEARS

Melody Tinsley



NORTHEAST

5 YEARS

Hector Castaneda
Linda Crawford
Debra Pluff
Tamara Ross



15 YEARS

Beverly Clement
Reta Sneddon



20 YEARS

Kelle Dyer

NORTHWEST

5 YEARS

Angie Green
Jennifer Hill

10 YEARS

Diane Berkland





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

Southeast Adult Filing Counter

- **Sharon Szakacs** – “Sharon was incredibly polite, helpful, very professional, and attentive.”
- **Regina Romero** - “Regina was very helpful.”
- **Sheelagh Ponicki** – “Sheelagh was very helpful.”
- **Nicki DeLaCruz** – “Nicki was very sweet and pleasant.”



Juvenile Durango

- “Very helpful and courteous. Made me feel better.”
- **Monica Randez** - “Monica went above and beyond to assist. Very grateful! Thanks.”

CO-WORKER COMPLIMENTS

“I would like to thank **Patti Carter** and **Kim Dollins** for assisting SEA EDM the week of 2/27. We were short-staffed and falling behind. With their assistance, we were able to get caught up. Thanks so much. I would also like to thank all of the staff at **SEA** for their teamwork and flexibility.” — **Franci Smock**

“I would like to say a GIANT THANK YOU to everyone involved in the success of the South Court Tower and Chambers moves. Without all of your time, planning, and teamwork, they would have never been so successful. THANK YOU!” – **Wendy Johnson**

“A heartfelt thank you to **Susan Fromm** and **LaVonnia Diggs** for their volunteerism, assistance covering calendars, and help providing work for my trainee during a period when I was out of the office for extensive amounts of time. I am not sure I could have performed my job appropriately without their help. For me, they define teamwork. Thank you so much, both of you.” – **Rebecca Miller**

CUSTOMER COMPLIMENTS



Judge Eileen Willett sent an email to Betty Finney to commend Courtroom Clerks **Francis Chavez** and **Jared Rutledge**. She wrote, “It has been a pleasure to have Francis training and working here with us. She is doing a great job and so is Jared. Thanks so much.”

A customer recently called Don Vert to compliment two of his employees. She said, “Both **Scott Buckman** and **Russell Vojir** went above and beyond to help and got back to me just like they said they would. It is nice to know that you have people like them serving your customers.” Don said she was crying and said the two of them are blessings from God.

Courtroom Services Manager Pam Woods met with Judge Hoffman recently and the judge stated how happy she was with Courtroom Clerk **Deralyn Pico**. The judge said that she didn’t know how she got so lucky to have Deralyn.



... *more extra miles*

CUSTOMER COMPLIMENTS

Commissioner Mina Mendez sent a note to Courtroom Services Manager Diane Jamison to say what a great job Courtroom Clerk **Donna Ganther** does. The Commissioner wrote, "I just wanted to let you know how impressed I have been with Donna so far. She seems terrific and her minute entries have been flawless."

Judge James Beene sent an email to Betty Finney this month to say how pleased he is with Courtroom Clerk/Trainer **Colleen Gauna** and Probationary Courtroom Clerk **Charnell Hall**. He wrote, "It was my pleasure to have Charnell in my courtroom. As I am sure you know, Charnell is a very hard worker and learned very quickly during training. I am sure she will be a great Family Court clerk in no time. Also, I would like to let you know that my clerk, Colleen Gauna did a great job in training Charnell. Colleen is a fantastic clerk and has the knowledge and patience to be a terrific trainer. I can't say enough about Colleen as a Family Court clerk."

A customer from a large company sent an email to the Office recently complimenting the service of Accounting's **Troy VanNorman** for his extra effort. He said, "thank you for the great customer service."



Snip-Snap

(A section of snippets and snapshots)

Newsletter arches forth into St. Louis

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was spotted in front of a famous monument in Hong Kong. This month, the newsletter is seen at a famous monument in the United States.



Pictured to the left is Public Affairs Officer **Len Keso**, who is standing by the famous Archway in St. Louis, Missouri. This is the newsletter's first appearance in the state of Missouri and increases the number to 34 states the newsletter has been to.

You may submit photos of yourself with 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 your photo(s) with the page during your vacation; 3) Email the digital photo or interoffice mail the print photo to Public Affairs Office's Len Keso (mail code DJC/PA) with your name, your department, and a description of the photo including any interesting facts.

A March Minute

The Leprechaun Legend



According to Irish legend, the leprechaun is a tiny shoemaker who lives in the forest and has a pot of gold stashed away.

He must divulge its hiding place to any person who catches him. One story tells of a nimble-footed man who did that and compelled the leprechaun to take him to the bush where the gold was buried. The man tied a red handkerchief to the bush to identify the spot and ran home for a shovel. When he returned, he found that the leprechaun had tied red handkerchiefs to every bush in the field.

What is a shamrock?



The shamrock is a three-leafed clover. It is Ireland's most recognized national symbol.



The Employee Track

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

MARRIAGES

● Congratulations to Management Resources' **Lisa Priefer**, who got married on February 29 (Leap Day). Her new husband's name is Marc Kautz.

OFFICE ANNIVERSARIES

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

5 YEARS

- **Pierre Corriveau**
- **Linda McNamara**
- **Buddy Rios**
- **Eric Toledo**

15 YEARS

- **Sonia Canez**

NEW EMPLOYEES

- **Criminal Docket -**
Tiara Anderson and
Sylvia Uppendahl
- **Criminal Financial Obligations-**
Diane Erdman
- **Downtown Civil eFile -**
Maria Saldana and
Debbie Schauer
- **FC Services**
Lucia Benavidez
- **ITG -**
Eugene Parker
- **NE Filing Counter -**
Yvonne Bondanza-Whittaker
- **SEA RCC/EDC -**
Melissa Tadeo



EMPLOYEE SPOTLIGHT



Name: Beverly Macdonald

Department: EDM QC

Hometown: Villa Park, Illinois

Family: Husband (Bob) / 3 Children (Christine, John, and Joseph)

Birthday: September 9

Years With Office: Almost seven years

What is One Thing That You Enjoy About Your Job at the Clerk's Office: I enjoy the

people I work with and the work I do.

Favorite Activity(ies): Spending time with my family.

Least Favorite Activity(ies): Housework

The Most Adventurous Thing That You've Done: It was very hard for me to move to Arizona in 1982 and leave behind the Illinois town I grew up in and my sister. Our family moved for my husband to find employment.

What is Something You Are Proud Of: I was a homeowner before my 21st birthday.

Favorite Meal: I like a variety of food, so I like almost everything.

Your Favorite Place to Eat Out: Carrabba's

Pet Peeve: I do not like it when people say they are going to do something and then forget about it and never get it done.

Favorite Movie or TV Show: TV - I really like most of the reality shows, including *Dancing with the Stars* and *American Idol*.

A Dream I Have Is To: travel to Europe.

A Hobby or Special Collection: I collect thimbles and bells. I probably have more than 70 of them from different parts of the country that are displayed in my home. I also collect unique eggs.

What Has Been Your Favorite Vacation Destination: Hawaii

Where Would You Like to Travel Next: Italy or France

Two People With Whom You Would Like to Have Dinner: My great Aunt (who passed away in 1979) and Julie Andrews.

What Was Your First Job: Besides babysitting, my first job was at a small hamburger place called Lilac Hut. I made hamburgers, hot dogs, fries, shakes, ice cream cones, sundaes, and many other items.

Nobody would believe it if they knew ... that I have a twin sister and our first babies were born 49 minutes apart, our second babies were born five days apart, and our third babies were due two weeks apart. I have two boys and a girl and she has two boys and girl.



Changing the focus of your communications

by Steve Weston, Trainer

If you are like me, there are probably times when you wonder why you don't get the responses from people you had hoped for when requesting data, information, or answers to questions. Fortunately for me, I learned that I am not in the minority when it comes to the problem; in fact, I appear to be part of a very large majority, one that struggles to find the proper communication style that will guarantee the right result.

Once I realized the conundrum in which I had placed myself, my task became simple: learn how to communicate for results. Simple; *right!* No, learning a new communicative style is not easy, especially for someone, like me, who has been round the bend a few times (in other words, I am old). I spent years trying different styles and methodologies, seeking advice from all the so-called "Gurus" out in "Mentorland;" yet, it was not until I started asking myself questions that I found the answer to my problem. I realized that the answer lay in the focus of my communication – meaning that I had to focus on the needs of the person to whom I was sending the message, rather than on my own; once I changed that focus, my results dramatically improved.

Okay, I know, you want to know what the questions are so you can improve your success rate, as well; so, here they are:



- 1) What is the purpose for the communication? What specific response am I looking for?
- 2) To whom will I direct my question and what is their knowledge level on the subject?
- 3) Is this topic more important to them than me? Less important? The same?
- 4) Have I been successful in my previous communications with them? Why or Why not?
- 5) How can I word the communicate to ensure that it speaks to them at their interest level?
- 6) What must I do to ensure that by communicating with me, they feel like they have benefited?

Answer these questions well and your chances of success dramatically improve; fail to do so and you just might!

Office conducts tour for international visitors



Two Japanese dignitaries toured the Office this month to learn about the electronic court record, eFiling, and ECR storage and security. The Japanese courts are exploring the idea of using an electronic court record and eFiling. Yasuhito Suzumura, Senior Court Clerk - Civil Division in Nagoya District Court, and Daisuke Ito, Assistant Judge in Toyko District Court first met with Clerk of Court **Michael Jeanes** and Chief Deputy **Chris Kelly** (pictured to the left) who provided a historical perspective on the electronic court record and eFiling. Their tour, led by **Joe Silberschlag**, then included meeting **Mark Jensen** and **Rick Hutton**, who provided an overview of electronic document management and eFiling; an eFile Clerk Review demonstrated by **Kerry Crockett**; **Aaron Nash** demonstrated accessing the court record through public access terminals and through the ECR Online; **Ron Bitterli** and **Dennis Benzer** provided a tour and description of the computer server room, and **Rich McHattie**, **Ron Bitterli**, **Mark Jensen**, and **Dennis Benzer** provided a Q&A session. Mr. Suzumura and Judge Ito were very appreciative of the information, the time, and said they were impressed with the operations.

Construction Corner

by Wendy Johnson,
Special Projects Manager



Move & Remodel

South Court Tower: The South Court Tower is complete and open for business. It was a successful move! All outstanding issues should now be submitted to supervisors for resolution.

CCB-WCB Remodel: All moves have been completed and Phase I construction has begun. Phase I will be completed by Nov. 30, 2012.

Was there leaping from one customer to another on Leap Day this year?



On February 14 this year (Valentine's Day), the Marriage License & Passport staff were leaping from one customer to another issuing marriage licenses.

Valentine's Day is traditionally the busiest day of the year for this staff; however, on Leap Day of this year (Feb. 29), they weren't having to leap so much. According to Public Records Cheryl Marzella, the staff for the entire office issued 97 licenses, which she said is about the same as other business days.

Record Times. Published monthly by the Public Affairs Office for distribution to Clerk of the Superior Court Office employees. For past issues of the Record Times, visit: <http://cocweb.coc.maricopa.gov/oldcontent/news/recordtimes/default.asp>

Chief Deputy Chris Kelly
Newsletter Editor Len Keso





COUNTDOWN TO OPEN ENROLLMENT

APRIL 16 - MAY 4

An overview from the County Benefits Office

Open Enrollment will soon be here. Open Enrollment is the designated time of year when employees can make changes to their benefit plans. Maricopa County has put together a comprehensive benefits package that is designed to promote better health for its employees and their families. The county strived to streamline the benefit package this year to make it easier for employees to understand. It is designed to help control the rising medical and pharmacy costs without sacrificing the quality of care.

This year will be an “Active Open Enrollment,” which means every benefits-eligible employee must take action in order to select their benefits for next year or to waive the coverage.

Cost

According to the county, most employees will see either a reduction in premiums or an increase of \$10 or less per month.

Preventative care is a primary focus of the benefits. Employees and their dependents are encouraged to complete their well exams and other screenings. The purpose of the preventative services is to help keep employees and their dependents healthy; help identify potential health issues early; and help keep health care costs down.

Biometric Screenings

Through April 21, the County is conducting its annual Biometric Screenings at various locations throughout the county. The results of the individual screening are confidential and will not be shared with the County. Benefits-eligible employees who participate in the biometric screening are eligible for a savings of \$5 per pay period on their medical premium, or a savings of up to \$120 per year. The same discount is true for those employees who complete the Health Assessment.

Saliva Test

Employees who took and passed the saliva test (for the detection of nicotine presence) previously will not need to retest this time. In order to qualify for the Non-Tobacco User Premium Reduction for FY12/13, they will simply need to answer a question about their smoking status and that of their covered dependents during the past six months. New employees or those who have quit smoking will still need to complete the saliva test.

Passport to Wellness

The Passport to Wellness will continue to be offered as a reminder and incentive for employees who are enrolled in a County-sponsored medical plan to get their preventive care taken care of for themselves and their dependents. Upon completion and validation of all program requirements, employees will receive a premium discount for each family member who completes the passport: \$100 employee, \$100 spouse, and \$50 per dependent, up to a \$500 per family maximum.

Important Dates

The benefits changes made during Open Enrollment will be **effective July 1, 2012** for active, benefits-eligible employees. Open Enrollment **begins on Monday, April 16, at 8 AM and ends on Friday, May 4, at 5 PM**. All benefit elections will be made through the ADP portal.

More information

More detailed information about Open Enrollment and the benefits changes are available by visiting these websites

EBC - <http://ebcportal.maricopa.gov/Pages/default.aspx>

Employee Benefits - <http://ebc.maricopa.gov/ehi/>