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Record Times



A monthly newsletter for Clerk of the Superior Court employees

May 2012

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CASE being made for employee recognition

The CASE has been opened and the evidence is clear that the Clerk's Office has many employees who are providing outstanding service. Furthermore, these employee's superb efforts have been proven, without a reasonable doubt, of being worthy of recognition and therefore the Office is honoring them with a special award – the CASE Award. CASE (which stands for Celebrating and Saluting Employees) is the Office's annual recognition event and award. To date, the event has been held at Northeast, Southeast, Durango Juvenile and the Customer Service Center. Below are photos of the most recent 2012 CASE Award recipients.



TEAMWORK AWARD RECIPIENTS

- 1) - **SE Juvenile:** (left to right, front row) - Tammie Martin, Linda Moya, Marlene Rivera-Guthrie, and Cheryl Hancey (back row) Carrie Gerhardt, Barbara Nance, Linda Frey, Patricia Rolling, Jennifer Herman, Annette Lepak, and JoAnn Cumming
- 2) - **ITG PC/LAN Technicians:** Dennis Benzer, Andy Stropka, Scott Hensel, Dar Unger, Debra McNeill (not pictured - Adrian Roberts)
- 3) - **Appeals:** Flor Nevarez, Elva Martin-Mendoza, Emmy Greth,



Sharon Rochford, and Juanita Summerhill (not pictured - Pamela Crawford). 4) - **Fileroom:** Ramon Flores (not pictured Ron Lopez and Ken Lindler). 5) - **EDM:** Rubi Rojas, Shannon Bowdoin, Alison Knapp, and Sheila Bullock. 6) - **Marriage License & Passport:** Rubi Rojas, Lori White, Ken Daniels, and Judy Barney



EXCELLENCE AWARD RECIPIENTS

- 1) - Jeanette Farrison
 - 2) - Candy Terry
 - 3) - Alyssa Vitucci
- * Timothy Potratz (not pictured)



LEADERSHIP AWARD RECIPIENT

Sylvia Anderson



CUSTOMER SERVICE AWARD RECIPIENTS

Debra McNeill,
Veronica Olivas,
and Diane Barnes
(not pictured, Adrian Roberts)



Michael K. Jeanes
Clerk of the Court

Michael's Minute



The most popular county to move to is...

The National Association of Counties recently reported in their *County News* publication that of the 48.1 million people who moved during the years 2005 - 2009, 17 million of them relocated to another county. This information was collected over a five-year period through an American Community Survey.

The county that had the largest number of inflows (people moving from another county into it) in the nation was **Maricopa County, Arizona**. People from 993 different counties moved into Maricopa County. The highest number of people who moved into Maricopa County came from Pinal County, Ariz. (13,452); Los Angeles County, Calif. (12,403); Pima County, Ariz. (7,349); San Diego County, Calif. (6,693); and Coconino County, Ariz. (3,994). The counties that followed Maricopa County in the highest amount of inflows were: Harris County, Tex.; San Diego County, Calif.; Los Angeles County, Calif.; Cook County, Ill.; Bexar County, Tex.; Clark County, Nev.; Tarrant County, Tex.; Richland County, S.C.; and Dallas County, Tex.

Besides leading the nation in having the most residents from other counties move in, Maricopa County also ranked first in having the most counties that were moved to by residents—1,156 counties to be exact. The top counties these former Maricopa County residents moved to were: Pinal County; Pima County; San Diego County; Los Angeles County; and Coconino County. The counties that followed Maricopa County in this category were: Los Angeles County; Cook County; San Diego County; Harris County; Clark County; Dallas County; Hillsborough County, Fla.; Tarrant County; and Orange County, Fla. The most common county-to-county move was from Los Angeles County to San Diego County. Los Angeles County had the highest number of people leave for another county.

These statistics are very interesting and prove that our county is continuing to grow, which means the demand for our services is also growing. I want to thank you for hard work to maintain our excellence in service in light of the expanding work load, and thank you for your flexibility to meet the challenges in the growing needs of our county.



Scan-tastic efforts earn special recognition

Each month the employees who are responsible for scanning documents are audited on their work. Each quarter, the scanners who have achieved a high quality on their images for that quarter receive a special certificate. The following employees received certificates for their outstanding rating:

Platinum Certificate (100%) -

Annamae Beard and Eileen Fenner

Gold Certificate (99.90 - 99.99) -

Sheila Bullock, Patti Carter, Bonnie McGovern, Doris Mofford, Rosemarie Scott, and Rebecca Shanks

Silver Certificate (99.80 - 99.89) -

Christina Cady, Anthony Garcia, Steve Greth, Justin Spelgatti, and Sheila Soto





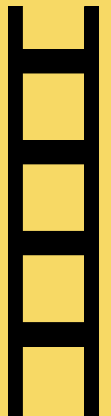
Clerk's Construction Corner

by Wendy Johnson, Special Projects Manager

Central Court Building-West Court Building Remodel Update

It's hard to believe that Phase I of the CCB-WCB Remodel will be completed in just six months (11/30/12)! Here's an update of what is planned over the next 30 days – OET cabling removal and demolition of the remaining mechanical, electrical, and plumbing items. Once demolition is completed in mid-June, interior framing will begin. In addition to the Clerk's remodel, the West Court corridor and Central Court restrooms will also be renovated. Beginning May 21, the restrooms will be closed for approximately three months and temporary walls will be constructed. Below are recent photos of the project.

Central Court - West Court Office Areas



Old Criminal Exhibits Space





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 Licenses & Passports

- **Mary Young** – “Mary was very helpful and courteous. She provided excellent service.”
- “I received fast service while getting my passport. Great job!”
- “We received excellent service to get our marriage license. Staff were very helpful and courteous.”



NE Filing Counter

- **Marenda Sullivan** - “Thank you for your help and kind smile.”
- **Wendy Powley** - “Wendy was an outstanding representative of the court system and of the county. She was personable, efficient, and fast! Great experience.”
- **Sandy Seeley** - “I really appreciated her patience and professionalism.”
- **Ruth Bartlett** - “Ruth is doing an excellent job.”
- **Sean Donahoe** - “Very helpful, courteous, and professional. Great job!”

NE Public Records

- **Tamra Phillips** - “Tamra was very helpful and extremely pleasant. Thank you!”
- **Adrienne Southard** - “Very professional, friendly, and accommodating.”
- **Hector Castaneda** - “Very helpful, courteous, and went out of his way to help.”

Going the extra mile



SEA Filing Counter

- **Sharon Skakacs** - “Sharon was thorough, friendly and competent.”
- **Sheelagh Ponicki** - “Sheelagh was helpful and nice.”
- **Jessica Folts** - “Jessica was knowledgeable and friendly.”
- **Regina Romero** - “Regina helped us with translation and gave us direction.”
- **Adriane Noyes** - “Adriane processed my paperwork quickly and explained the options for service.”
- **Vanessa Martinez** - “Vanessa took time to answer our probate questions. Thank you for your patience.”

NE Office

- Enjoyed each and every person from the door and back again.”
- This court is a pleasure to work with.”



CUSTOMER COMPLIMENTS

Courtroom Clerk Caryn Smith sent an email to Betty Finney that complemented new courtroom clerk **Angela Diaz**. Caryn wrote, “I just wanted to let you know what a joy it is to have Angela as my trainee. She is FABULOUS! I am singing a song of joy right now. I have great feelings for the type of clerk she is going to be. She has just jumped right in and fills out the sentencing paperwork and she has already done minute entries. Her notes are really good and the whole process seems to make sense to her. I just wanted to let you know what an ace you hired!”





... more extra miles

CUSTOMER COMPLIMENTS

Courtroom Services Manager Susan Morris sent an email to Ed Morris to share some nice remarks about courier **Dominic Navarro**. She wrote, "He does an excellent job! He checks with me every time he comes to pick up exhibits, etc."

County Diversity Director Edward Guerrero sent an email to Courtroom Clerk **JakinDee Perez Kosaka** expressing his appreciation for her participation in the County Diversity Program. He wrote, "Thank you JakinDee for you participation in support of the Diversity Program. I have no doubt that you are as committed to this program as you are to your courtroom clerk duties. The Diversity Program is very fortunate to have you as a member. Thank you for all that you do to promote diversity within the County and for representing the Clerk's Office so well."

CSC Marriage License & Passport Services Supervisor **Cheryl Marzella** received an email from an employee of the County Attorney's Office who wanted to share his appreciation for the work of her staff. He wrote, "I want to thank you and your staff who provide copies of certified documents for the Asset Recovery Bureau. You and your staff do an excellent service. This service is very important for our work and is very much appreciated. Thanks goes to **Anabel Quintana, Sarah Percival, Ramona Velasquez, Angelique Rodriguez, Marcella Carrillo, Carmen Diaz, and Angela Delucia.**"

CO-WORKER COMPLIMENTS

"I would like to say a big 'Thank You' to my three trainers – **Linda Talbo, Kaci Johnson and Julie Bower**. Thank you for all your patience and willingness to share in your wealth of knowledge. I hope to make each one of you proud as I float through IPTC. Thank you again!!!" – **Kendra Sotello-Stevenson**

Take a shot at getting your photo in the newsletter



If you are taking a vacation soon, don't forget to take your camera and the *Record Times* newsletter with you. Employees are invited to submit a photo of themselves with the newsletter while they are on vacation for a special feature section in the monthly newsletter. To participate: **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.

Tips from the Trainer

by Steve Weston

Be patient – for all good things take time

As you seek to develop your leadership capabilities, patience is required. It takes time for others to recognize you as a leader; to set their mind's eye upon the vision you have created and are seeking to share with others; to view your vision as one they would choose to follow. You see, you do not get to decide that you will be a leader – only those who choose to follow get to

ascribe that distinction upon you.

The man to whom I ascribe the title of my greatest leader, John Wooden, proffered the following advice to those of us seeking to become leaders: "Before success comes patience . . . When we add to our accomplishments the element of hard work over a long period of time, we'll place a far greater value on the outcome. When we are patient, we'll have a greater appreciation of our success."

Take your time, develop your vision for the future, share that vision with others, and allow them to decide whether you are worthy of followers – through such patience will leadership come.



The Employee Track

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

BIRTHS

• Congratulations to Courtroom Clerk **Caryn Smith** on the birth of her third grandchild on May 1. Her new grandson's name is Daniel John. He was 7 lbs. 4 oz. and was 21 in. long.

OFFICE ANNIVERSARIES

The following staff celebrate milestone Office anniversaries in May:

- **5 Years - Stacy Kennow, Kathryn Martin, and Constance White**
- **10 Years - Tysia Nelson**
- **15 Years - Vonda Culp and Isabel Osuna**

NEW EMPLOYEES

- **Civil Docket - Aaron Fulks & Jennifer Vigil**
- **Courtroom Clerks - Angela Diaz, Clarice Lankford, & Morgan Miholich**
- **eFile - Jennie Johnson**
- **ITG - Tom Anderson**
- **Juvenile Durango Distribution - Cynthia Corona**

GRADUATIONS

- Congratulations to Courtroom Clerk **Kate Skelton**, who earned her bachelor's degree in Criminology and Criminal Justice from ASU in May.
- Congratulations to Civil Filing Counter's **Angela Walker**, who earned a bachelor's degree in Criminology and Criminal Justice & Public Policy Management from ASU with honors in May.

EMPLOYEE SPOTLIGHT



Name: Araceli Rodriguez

Department: Administration, Receptionist

Hometown: Phoenix, AZ

Birthday: December 9

Family: Two brothers (Alex and Ariel)

Years With the Clerk's Office: Six years

What is One Thing That You Enjoy About Your Job: The people I work with

Favorite Activity(ies): Target shooting. I go

at least once a week.

Least Favorite Activity(ies): Cooking

The Most Adventurous Thing That You've Done: When I went bungee jumping last year in California. I am afraid of heights, but it was a dare and I wanted to do it. It ended up being fun.

What is Something You Are Proud Of: that I am going to school to earn a degree in nursing. I am taking classes at Gateway Community College.

Favorite Meal: Chicken Alfredo

Your Favorite Place to Eat Out: Arrivederci

Favorite Movie or TV Show: Movie - *The Notebook*

A Dream I Have Is To: Finish my degree and graduate before I am 30.

A Hobby or Special Collection: I like to go horseback riding. My family owns some horses.

What Has Been Your Favorite Vacation Destination: Wisconsin Dells, Wisconsin. I have visited there more than 10 times and have been to all of the waterparks.

Where Would You Like to Travel To Next: I would like to go to Spain for my birthday.

A Pet Peeve: When people are driving and don't use their turn signal.

Two People With Whom You Would Like to Have Dinner: My grandparents

What Was Your First Job: Babysitting

Nobody would believe it if they knew ... my marksmanship at the range.

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