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Record Times



A monthly newsletter for Clerk of the Superior Court employees

February 2011

Vol. 17 No. 2

Maricopa County's 140th birthday celebrated this month



Maricopa County celebrated its **140th birthday** on Feb. 14 at a public event at the Board of Supervisors Auditorium. On Feb. 14, 1871, the Arizona Territorial Legislature established Maricopa County by carving out a portion of Yavapai County, one of the four original Arizona counties. The creation of counties in Arizona predates Arizona becoming a state in 1912. During the next 10 years after its creation, Maricopa County's boundaries changed often, but by 1881, also the year Phoenix became incorporated, they were established as they are today. In 1889, Phoenix became the Territorial capitol. *(More about Maricopa County's history on page 6 – See "Historical Look")*

In CASE you were wondering...recognition event coming soon

Following are the dates and locations for the annual Office C.A.S.E. (Celebrating and Saluting Employees) Awards/Service Pin event. More details will be provided via email.

- **April 28 - Northeast** / 12:15 p.m. / Jury Room
- **May 4 - Customer Service Center** / 12:15 / Employee Lounge, 1st Floor
- **May 10 - Southeast Adult & Juvenile** / 12:15 p.m. / Saguaro Room
- **May 16 - Northwest** / 12:15 / Office Area
- **May 24 - Downtown** / 12:15 p.m. / Supervisors' Auditorium
- **June 2 - Durango Juvenile** / 12:15 p.m. / Large Conference Room



Office has a record-breaking day on Feb. 14

While there isn't a Leap Day on the February calendar this year, there was still a "Leap Day" in the Clerk of the Court's Office ... and it was Monday, February 14. The reason why is because traditionally February 14, Valentine's Day (or the Friday before Valentine's Day, if the holiday falls on a Saturday or Sunday) is the busiest day of the year for the **Marriage License and Passport Office**, and so staff is *leaping* from one customer to another. On average, the Office issues between double to triple the amount of licenses during this time than it does on a normal business day. This year, the tradition carried on as the Office issued **new all-time record of 163 licenses** on Valentine's Day. This surpasses last year's record of 156 licenses that were issued. Below is a list showing the amount of licenses staff issued on Valentine's Day (or the Friday before Valentine's Day) over the past several years.

The love for obtaining a marriage license for Valentine's Day





Michael K. Jeanes
Clerk of the Court

A Minute with Michael



Happy 140th birthday Maricopa County!

I had the honor of being one of the guest speakers at the **Maricopa County 140th Birthday Celebration** on Feb. 14 in the Board of Supervisors Auditorium. It was a special event with all of the county elected officials and some former elected officials taking part. It was particularly interesting to hear from the Keynote Speaker Vince Murray, a historian, who told the audience about the interesting history of how Maricopa County was created. Since this is such a historical month for the county we live in and work for, I would like to share you with a portion of the remarks that I made at that event.

With the 140th birthday of Maricopa County being celebrated today on Valentine's Day, perhaps a more appropriate name ... for today only ... might be **Mari-Cupid** County. And perhaps Cupid's arrow did strike this area 140 years ago, because since February 1871 when the Territorial Legislature created this county, people have loved living here. The love of this area has made Maricopa County one of the fastest growing counties in the nation over the past several years. People love the weather, they love the desert scenery, they love the numerous opportunities here for recreation, education, business, industry, agriculture, technology, and entertainment, and they love the southwestern lifestyle and hospitality.

Yet, another explanation on why so many people call this great county "home" may go back again to 140 years ago when Maricopa County was created. Maricopa County was named after a tribe who called themselves "People." So, it is no wonder that a county whose name means "people" is the most populous county in Arizona and is one the most populous counties in our nation. People are what have helped make this county special. People are one of the main reasons why so many others throughout the world are attracted to this land. People are what this county is about and it is what our county government is about ... to serve its people.

In fact, in my office today, we will be serving a lot of people. As Clerk of the Court, one of the functions I oversee is the Marriage License Office and Valentine's Day is traditionally the busiest day of the year for this office. We can triple the amount of business on this day than any other day of the year from people purchasing a marriage license.

The people we are serving today in our Marriage License Office are there because of love ... Cupid has struck their hearts. And these couples have chosen Valentine's Day to celebrate their love. Similar to what we are doing today ... celebrating a love that is of a different kind ... a love for this great county called Maricopa. A county that is named after "people," filled with people, and loved by millions of people.

I am one of those that loves this county. I am not only proud to live in Maricopa County, but I am also VERY proud to serve for Maricopa County. It is a great county with great people. And our office plans to continue to do its part to make the government of Maricopa County do an even greater job at serving its people.

Thank you to each of you who do a GREAT job serving the people of Maricopa County!



A yearly comparison of eFiling statistics

The chart on the right shows a comparison of the Clerk of the Court's Office eFiling statistics for the month January during the years of 2007 through 2011:

	Civil eFilings	Criminal eFilings	County Attorney eFilings	Family Court eFilings
JAN. '07	1,473	6,121	4,729	0
JAN. '08	2,830	8,224	5,590	14
JAN. '09	4,317	9,857	5,999	112
JAN. '10	10,094	10,804	6,191	97
JAN. '11	12,578	9,842	5,312	125





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

- **Jessica Folts** - "Jessica walked me through a complex problem and was very helpful and patient."
- **Ana James** - "Ana was extremely helpful and was quick in servicing customers in line."
- **Mariam Jordan-McTaggart** - "Mariam was very helpful, kind, and patient."
- **Sheelagh Ponicki** - "Sheelagh was very nice and definitely knew her job."
- **Sharon Szakacs** - "Sharon was exceedingly patient and very helpful."
- **Nicki DeLaCruz** - "Nicki provided very good service."

Northeast Filing Counter

- "Awesome service, great location, nice people, overall great experience."



CO-WORKER COMPLIMENTS

"The Civil Docket and eFiling Area would like to thank **Wendy Johnson, Fernando Cabral** and **Freddie Rubalcaba** for providing outstanding internal customer service to our area. We really appreciate all that you have done for us and our new area is wonderful!" – *Merriel Trombley*

"I would like to thank all the staff members of **Shipping/Receiving/Facilities** and the **Mailroom** for all the help and training they have provided, and continue to provide, in helping me to learn the different functions of the areas since I became the Shipping/Receiving/Facilities supervisor." – *Ed Morris*

"A special thank you goes to Downtown Courtroom Clerk **Summer Stewart** and NE Courtroom Clerk **Jennifer Escarcega** for traveling again to the NW Regional Court to cover court. A thank you also goes to their managers, **Susan Morris, Karen Stone,** and **Gerri-Lynn Cohen** for freeing them up to assist us." – *Diane Jamison*

CUSTOMER COMPLIMENTS

CSC Marriage License and Passport Supervisor Cheryl Marzella recently took time to express her appreciation for the **Shipping/Receiving staff** through an email to their supervisor Ed Morris. She told him that he has the best group of guys working for him.

A representative of a law firm took time to write Court Operations Lead **Jon Reeves** to let him know of her appreciation for his work and for eFiling Team's **Michelle Paigen**. She wrote, "Your enthusiasm to problem solve, and willingness to go numerous extra miles is greatly appreciated, and is most definitely noteworthy. I do not want to leave out Michelle Paigen either. Her willingness to problem solve, and go the extra mileage late Friday afternoon before a three-day weekend, is greatly appreciated also." Jon and Michelle's supervisor added, "Thank you both for your outstanding customer service."





... **more extra miles**

CUSTOMER COMPLIMENTS

Superior Court's Douglas Rayes sent an email expressing his heartfelt gratitude to the Office and to all those who were involved with the **Veteran's Stand Down Project**. This was a national event on Saturday, February 5 where various organizations/agencies/governments came together in different cities across the nation focusing on veteran services. In an effort to participate, the Superior Court and Clerk's Office set up a remote courtroom to hear approximately 50 cases at the Veteran's Memorial Coliseum where the event was held. Rayes said, "Two courts operated simultaneously. The Clerk's Office and the Criminal Court Administration put together all of the cases to be heard, pulled the files, and created calendars. The Clerk's Office also insured that we had on-site record availability. They even had staff at their Customer Service Center to courier the older files that were not available in iCIS."

Among those from the Clerk's Office who helped were **Patty Espinoza, Linda Talbo, Susan Lamarsh, Hollice O'Shaughnessy** and **Melody McGee**, who provided court support. Clerk Administrator **Correnia Snyder** and Clerk supervisors **Pam Woods** and **Jennifer Myers** helped with unforeseen issues that came up. The CSC staff members who were involved are: **Melanie Fay, Donna Hall, Tina Barrett, Ken Shipley, Aide Estrada, Cheryl Marzella, and Ramon Flores**. In addition, a few ITG staff members did some work in advance of the event.



Snip-Snap

(A section of snippets and snapshots)

Newsletter seen in front of famous landmark



Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was spotted at the southern most tip of the continental US. This month the newsletter is found at a famous world landmark in another country.

Pictured left is CSC Administrator **Vonda Culp**, who is at the Eiffel Tower in Paris, France.

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 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, department, and a photo description.

Top phobias of the year

- 12) Thunder and lightning
- 11) Confined/Open spaces
- 10) Dogs
- 9) Spiders
- 8) Public speaking
- 7) Financial ruin
- 6) Heights
- 5) Flying
- 4) Terrorism
- 3) Others
- 2) Social Media Embarrassment
- 1) Technology Service Interruption



—MSN Health & Fitness

Stressful jobs

According to a Payscale.com survey, the most stressful jobs in the U.S. include: High School Teacher, Social Worker, News Reporter, Fundraiser, Special Events Coordinator, Marriage/Family Therapist, Substance Abuse Counselor, TV/Film Producer.



The Employee Track

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

BIRTHS

- Congratulations to Disposition/Abstracts' **Elizabeth Castaneda** on the birth of her baby boy on Jan. 21. Her new son's name is Kareem and he weighed 7 lbs. 4 oz. and was 20 in. long.

MARRIAGES



- Congratulations to ITG's **Ruben Trejo** who got married on January 15 to Virginia Eylicio.

OFFICE ANNIVERSARIES

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

- | | | | | | | | | | | | | | |
|--------------------|---|-------------------------|---|---|-------------------------|---|---|---------------------------|---|---|---------------------------|---|---|
| 20 YEARS | • | 10 YEARS | • | • | 10 YEARS | • | • | 5 YEARS | • | • | 5 YEARS | • | • |
| Beth Kredit | • | Joe Altnether | • | • | Jules Herbuveaux | • | • | Gozal Atabaeva Coy | • | • | Christopher Kilgus | • | • |
| • | • | Margaret Gardner | • | • | Tonia Melius | • | • | Courtney Cain | • | • | Elva Rojas | • | • |
| • | • | Jo Harbour | • | • | • | • | • | Robert Gonzales | • | • | Steve Weston | • | • |

NEW EMPLOYEES

- CSC Public Records - **Esmeralda Canez**
- CSC Support Services - **Anabel Quintana**
- Exhibits - **Janice Bray**
- NE Filing Counter - **Marendra Sullivan**
- NE Marriage Licenses & Passports - **Nancy Rodriguez**
- SEA Filing Counter - **Margaret Carpenter**



EMPLOYEE MOVES

- **Susan Baldwin** transferred from CSC Support Services to Civil Exhibits.
- **Cheryl O'Dell** became the new Civil eFiling and Docket Lead after serving as the Civil Exhibits Lead since 2005.
- Courtroom Clerk **Carole Hernden** transferred from Downtown to the Northwest Court.

EMPLOYEE NEWS

- Maricopa County's EBC website has a page that provides information to a variety of discounts for county employees. To access the page, visit http://ebc.maricopa.gov/hr/employee_rewards/esma/





...The Employee Track continued

EMPLOYEE SPOTLIGHT



Name: Anamae Beard

Department: CSC EDM Quality Control

Hometown: Philippines

Birthday: May 18

Family: *Husband* - Bill / *Daughter* - Kiley, who is age 2.

Years With Office: 15 years

One Thing You Enjoy About Your Job: I

enjoy interacting with the diverse group of people who work here. I also enjoy the opportunity to learn new things.

Favorite Activity(ies): Hanging out with my family and friends.

Least Favorite Activity(ies): Cooking

The Hardest Thing That You Have Done: When I faced my fear of heights and went skydiving last October. My brother kept talking to me about going and pushing for me to do it and so I finally did. It was scary and fun, but I am still afraid of heights.

What is Something You Are Proud Of: When we bought our house about five years ago.

Favorite Meal: Pho and Sushi

Where is Your Favorite Place to Eat Out: Ninja

Pet Peeve: I don't like when people are being rude

Favorite Movie or TV Show: Movies on the Lifetime Channel

A Dream I Have Is To: Finish my college degree

Do You Have a Hobby or Special Collection: I collect all kinds of angels. I have probably more than 100 different angels in various sizes and shapes.

What Has Been Your Favorite Vacation Destination: Philippines

What Place Would You Like to Travel To Next: Hawaii

Two People With Whom You Would Like to Have Dinner: My husband and my dad

What Was Your First Job: It was here in the Clerk of the Court's Office for the Micrographics section in the old Records Management Center at the Durango Complex.

Nobody would believe it if they knew ... that working here at the Clerk of the Court's Office is the only place of employment that I have ever had.

A historical look at Maricopa County

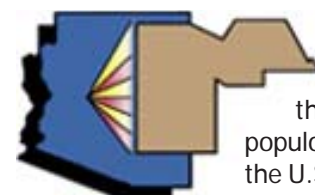
With the 140th birthday of Maricopa County being this month, the following information from the *Maricopa County Insider* – Feb. 1990 provides a look farther back into the history of the area Maricopa County now covers and how the county came into being.

During the 16th and 17th centuries, Spanish conquistadores in search of gold were the first Europeans to discover and explore the land Maricopa County now covers.

In the 18th century, Jesuit and Franciscan priests, the most famous of whom were Padres Kino and Garces, came to this land and helped establish several of the famous Indian missions of the great Southwest.

In the 1800s, the land out West, including Maricopa County, was attractive, but since the area was under Spanish control, American exploration was discouraged. However, after 1822, the Spaniards relaxed their restrictions and allowed American traders entry into what was called the Territory of New Mexico; most of what is now Maricopa County was included in this area. In 1846, the Mexican War erupted, ending in the Treaty of Guadalupe Hildago, which ceded territory north of the Gila River to the US. Land south of the Gila River to the Rio Grande River was acquired through the Gadsen Purchase in 1853.

Maricopa County was part of Socorro and Dona Ana Counties in the New Mexico Territory until 1863, when the Arizona Territory came into being. In 1864, the Maricopa land became part of Yavapai and Pima Counties. Seven years later the county of Maricopa was created on Feb. 14, 1871.



Today, Maricopa County is the 4th most populous county in the U.S.



Yolie Allen decides after 44 years, it is time to retire



On Feb. 28, Courtroom Services Manager **Yolie Allen** will retire from Maricopa County with 44 years of service – the past 24 years of that time being in the Clerk of the Court’s Office. Her 44 years of service, makes her the longest-serving “Maricopa County/Clerk of Court Combined-Serving” employee in the Office. The longest “Clerk’s Office Only-Serving” employee is Duffy Watson, who just reached 43 years this month. Following is an interview the *Record Times* conducted with Yolie about her retirement.

What have you enjoyed about your job? Being in Judge Gregory Martin’s courtroom as his criminal courtroom clerk doing all the high profile cases. To name a few: The Buddhist Temple Murder trial in 1991, the Bob Crane (Hogan’s Heroes) murder trial in 1993, and the Armored-Car murder trial in 1994 (which, in 2002, because of this case, the death sentence was overturned by the Supreme Court along with 167 other death penalty sentences in five states, ruling that juries and not judges must make the death penalty decision, which is known as the “Ring” case.)

What was your first job? Typist I at \$1.48 per hour! I was in a work experience program in high school in which students learned to fill out resumes, apply for jobs, and be allowed to work in the afternoons of our senior year. So, I was only 17 years old when I started with the County.

When you started, did you think you would be here as long as you have? No, I didn’t really think about how long.

What are the biggest changes you have seen from when you started?

- Downtown went from a small-town atmosphere to a big city;
- Going from typewriters, to word processors, to computers;
- All the high rise buildings everywhere;
- Going from 18 judges to 95 judges;
- There was no Central Court Building;
- The East Court Building was called the Court building;
- The West Court Building was called the Administration building;
- All the building doors were unlocked; and
- No security anywhere.



What are some areas you have worked in?

- I started in Personnel (now Human Resources) as a Typist.
- I was then promoted as the Secretary for the County Safety Officer.
- I was promoted again as the Secretary for the Budget Director (now Office of Management and Budget).
- Next, I became the Administrative Secretary for the Purchasing Director (now Materials Management).
- I also was loaned to the Board of Supervisors and County Manager’s departments to fill in as a secretary.
- I remained on-call for 2-1/2 years while I raised my son, CJ. During this period, the County started introducing smaller computers to the departments. I was brought back to Materials Management to clean all the “junk” from the bid specifications in the transfer from the large county computer to the department computer. A programmer from the Computer Department had me clicking on a program that would clean out the “junk.” Well, I would have to click this program every five minutes to make it work. I didn’t like that. So, I changed it to work for about 30 minutes before I had to re-enter the program. Two days later, the programmer came in to see how I was doing. I showed him what I did. He left and was very angry with me. I did not know what I did. So, I went in to see the boss and explained what happened. He started laughing. Then he tells me the reason the programmer left in a huff was because I made his program work better than he did!
- I came to the Clerk’s Office as a Courtroom Clerk (while on the “Administration-side,” I was always fascinated with the “Court-side” of the County.
- Finally, I am leaving as a Criminal Courtroom Services Manager.

Continued on next page...



....Yolie's retirement continued

Do you have a favorite memory or a moment that stands out in your mind about your time here?

- When we had the media camera for the first time in the courtroom of a murder trial. The microphone was placed at my desk. I thought, "Well, they will have my voice in the video, but the camera will be on the defendant. I'll have to remember not to mumble." I was very nervous. The time came to read the verdict. Afterwards, the local media news reporter came up to me and said I did a wonderful job and I articulated all the words very well. That was a relief. I then rushed home to see the news, thinking I would hear my voice, but the camera would be on the defendant. Well, the camera was on ME! I was so glad that I did NOT know the camera was on me. I probably would have fainted. After that, it got easier and easier to have the cameras in the courtroom. In fact, I then had to start remembering there were cameras and not to do something silly - like fall asleep! No, just kidding about falling asleep.
- Sticky notes behind my door (only a few people will understand this one).

Is there a particular project you accomplished that you are proud of? When I was the Secretary to the Arizona Chapter of the National Institute of Governmental Purchasing and in that capacity I revised the "NIGP Dictionary of Purchasing Terms."

What will you miss the most? The people.

What are your retirement plans?

- I will be leaving two or three days after my retirement to visit my son, daughter-in-law and granddaughter!
- I have 55 plus items on my "things to do around the house" list.
- I am planning on taking a cruise around the Hawaiian Islands in 2012 (have to wait for my cousin's husband to retire at the end of the year at the age of 51!).
- I will be taking the family to Disney World.
- I will be going to a friend's retirement in April in New Mexico.
- I will attend my aunt and uncle's 65th wedding anniversary in June in New Mexico.
- I will visit the kids at least once a month (who doesn't want to go to California during our summers?).
- I want to tour the United States.
- I will NOT have to click on any e-mails!

Congratulations Yolie!



Any words of advice or final comments you wish to share with employees before you leave?

Treat others as you would like to be treated.

THE COUNTY CORNER

Diversity network holds event for Black History Month

The African American Knowledge Network, a Maricopa County affinity group, celebrated **Black History Month** with its 6th Annual Forum on Feb. 24 at the Board of Supervisor's Auditorium. Maricopa County Public Works Deputy Director, Donna Brown, served as the event moderator while keynote speaker, Essen Otu, Mountain Park Diversity and Cultural Competency Director, addressed this year's AAKN theme: "Taking Responsibility for Developing Tomorrow's Leaders." Other program participants engaged the attendant through singing and acting. The forum culminated with the recognition of County Manager, David Smith, and retiring Adult Probation Officer, Gloria Washington. "Those who came were challenged, inspired, and empowered," AAKN member E. Lamont Leonard said.

For more information about AAKN, please contact Donna McHenry at 602-372-2471 or through email.

