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Record Times



A monthly newsletter for Clerk of the Superior Court employees

June 2011

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CASE is closed for another year – Final awards are presented



The C.A.S.E. is now closed, but the 10th year of the Office’s Annual Award Recognition Program (called Celebrating And Saluting Employees or C.A.S.E.) was a memorable one. This year’s program will be most remembered for the change from making the C.A.S.E. Award being a “location award,” presented at each office location, to being an “overall office” award. As a result of this change, there were fewer winners, but the award took on a higher significance and it made receiving an award more distinguishing for the person. In addition, the award itself was improved from being a paper certificate to a wood plaque.

The C.A.S.E. awards were presented to employees in the following four categories: Leadership, Customer Service, Excellence, and Teamwork. The May issue of the *Record Times* included the names and photos of some of this year’s C.A.S.E. Award winners. Below are photos and names of the remaining employees who received a C.A.S.E. Award. The awards were presented at various times and by various people to add an element of surprise. The employees who received a C.A.S.E. Award were nominated by a co-worker. The nominations were reviewed by the deputy directors and chief deputy, and winners were selected.



2011 C.A.S.E. Awards Winners

★ LEADERSHIP AWARD
Candy Cole-Terry
(with Michael Jeanes)



★ LEADERSHIP AWARD
Gene Guidas
(with Correnia Snyder)



★ EXCELLENCE AWARD
Eddy Ramirez
(with Michael Jeanes)



★ EXCELLENCE AWARD
Don Christoph
(with Michael Jeanes)



★ CUSTOMER SERVICE AWARD
Hollice O’Shaughnessy
(with Laura Eng)



★ CUSTOMER SERVICE AWARD
Michael Lane
(with Michael Jeanes)



★ CUSTOMER SERVICE AWARD
Michelle Paigan



★ CUSTOMER SERVICE AWARD
Veronica Olivias and Diane Barnes
(with Michael Jeanes)



Clerk of the Superior Court’s Office



Michael K. Jeanes
Clerk of the Court

Michael's Minute



Congratulations and thank you

I would like to make mention of our 2011 CASE Award winners and our Jeane-ius winner and congratulate them on their outstanding work. They are:

Teamwork - Accounting/Billing Unit - Cassandra Salt, Diana Hoover, Edie Friss, Fred Mohr, Harriette Bills, Holly Lee, Linda Castleberry, Madonna Anderson, Richard Gonzalez, and Rosa Montoya

Leadership - Angie Green, Candy Cole-Terry, Gene Guidas, and Dora Sandoval

Customer Service - Caryn Smith, Diane Barnes, Hollice O'Shaughnessy, Janelle Field, Mark Leong, Michael Lane, Michelle Paigen, Shanna Perez, and Veronica Olivas

Excellence - Christopher Driscoll, Debbie Pluff, Don Christoph, and Eddy Ramirez

Jeane-ius - Aaron Nash

In addition, I want to sincerely thank everyone who participated in the program by sending in a nomination. You deserve a big round of applause. We want the CASE Awards to be employee-generated and so by taking time to submit a nomination, you make the program work. I wish we could recognize all of you as well. To me, it says a lot about your character by you taking time to complete the nomination form so that one of your co-workers has a chance to be recognized for their work. I truly appreciate your true team spirit and selfless act. As has been stated numerous times, C.A.S.E. stands for Celebrating And Saluting Employees and I want to take this opportunity to celebrate and salute all of the nominators, not only for this year, but in the past years. You have helped make this program be a success for over 10 years now.



The pin cycle – old pins out, new pins in

New Clerk of the Court service pins are being presented to employees who hit their milestone office anniversary this year. The pins were redesigned this past year and are now in the shape of a courthouse to be more reflective of the Office. The pin is also a little larger than the previous Office pin. In addition, the new pin prominently displays the year of the service award, which the previous pin did not. The pins are color-coded. Each milestone year is a different color than the others. The pins come in 5, 10, 15, 20, 25, and 30 years.

Another big change is the new pins include a small synthetic stone (similar to the Maricopa County service pin). The color of the synthetic stone matches the color of the pin.

A record **135 employees** are receiving service pins from the Clerk's Office and/or Maricopa County this year. They represent **1,395 years of experience**.

Some older pins are available

There are some remaining older service pins still available for those employees who may have lost their pin or the backing to the pin. To request an older pin, please send an email to Len Keso that includes:

1) Your name; **2)** Year of pin(s) requested (the pins are 5, 10, 15, 20, 25, 30); **3)** Year you started with Office (for verification); **4)** Your interoffice mail code. The older pin supply is limited, and so the pin requests will be handled in a first-come, first-serve basis.



The Clerk of the Court new service pins are in! Pictured above, top row, left to right are the new 5, 10, and 15-year pins, (lower row) and the 20, 25, and 30-year pins.



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

Northwest Filing Counter and NW Marriage License & Passport Counter

- **Sandra Manzo** – “Sandra was excellent.”
- **Duffy Watson** – “Duffy was great and did a great job with customer service.”

Customer Service Center Public Records Counter

- **Angela Delucia** – “Angie at the front desk is very helpful and polite. She provided excellent service. I appreciate it very much.”

Southeast Adult Filing Counter

- **Margie Carpenter** – “Margie was very helpful and courteous.”
- **Ana James** – “Ana was super helpful. She was nice, pleasant, and very efficient. I would wait to be helped by her next time.”
- **Regina Romero** – “Regina listened and was able to provide what my firm needed.”
- **Sharon Szakacs** – “Sharon made a difficult situation easier to handle.”
- **Jessica Folts** – “Jessica was very helpful with an unusual filing that I had.”
- “**SEA filing staff** are nice, quick, and courteous.”



Going the extra smile 😊

CO-WORKER COMPLIMENTS

“I would like to send a big thank you to **Sheila Bullock** and **Shannon Bowdoin**. I was out on medical leave and when I came back they helped me get back into the swing of things. It’s amazing how many things I forgot. Thank you ladies!”
– *Alison Cole*

CUSTOMER COMPLIMENTS

Commissioner Davis sent an email to Courtroom Services Trainer Betty Finney to compliment Courtroom Clerk **Susan Hack**. He wrote, “Susan has been a delight to have in our organization. I don’t know who made the hiring decision for Susan, but he or she should give themselves a pat on the back.”

Betty replied, “Thank you for your kind words with regards to Susan. She is an awesome addition to our team and we are very fortunate to have someone of her caliber.”

SEA Courtroom Services Manager Penny Boettcher recently sent an email to Shipping & Receiving Manager **Ed Morris** to commend the work of him and his **staff**. She said, “You always provide such good customer service! You have a really good crew working for you.”

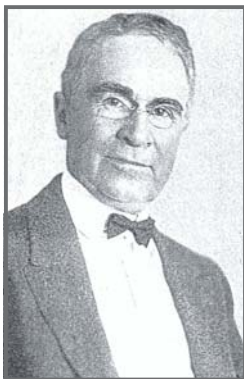


This month's history lessons

Interesting items from the past in recognition of Arizona's upcoming 100th anniversary of statehood



A look at the third Clerk of the Court, C.S. Berryman



C.S. Berryman

In recognition of the upcoming **100th Anniversary of Arizona's statehood** in February 2012, the Public Affairs Office recently completed a research project on information about the people who have served as the Clerk of the Superior Court for Maricopa County starting in 1912 when Arizona was first created. Last month, James Miller Jr, the second Clerk of the Court was featured. This month C.S. Berryman, the third Clerk of the Court, is highlighted. He served in office from 1918 - 1927.

Claude Steele Berryman was born on May 5, 1865 in Versailles, Kentucky. Claude left school at an early age after his father passed away; however, he was self-educated and developed the habit of reading the best books and magazines he could. He was particularly observant and became an unusually informed man on a wide range of topics. He also helped educate his four younger brothers and cared for his widowed mother. His first job was with the Woodford Sun publication, which was published in Versailles, KY.

Berryman later became identified with the Standard Oil Company as a sales manager in Kentucky. He held this position until 1897 when he and his brother Hervey became partners in

...continued on page 4 - See Berryman

Arizona History - How much do you know? (Part 4)

In recognition of the 100th Anniversary of Arizona's statehood approaching on Feb. 14, 2012, Training and Development's Steve Weston is providing a series of articles over the next few months related to the history of Arizona, Maricopa County, the Court, and the Clerk's Office. This month's article is part 4 of the series.

Did you know that in June of 1966 (the 13th, to be exact), the Supreme Court of the United States handed down its decision in a case against the State of Arizona; that decision establishing what we now call the "Miranda Rights." In *Miranda v. Arizona*, a case that actually combined similar four cases from across the country, the Court ruled that anyone taken into custody by the police must be assured their constitutional protections under the 5th Amendment, thus preventing involuntary self-incrimination.

Prior to this landmark ruling, police interrogations of suspected criminals were often rather brutal and could, at best, be described as highly pressurized and confrontational. Suspects were placed in small, dark rooms with little or no light, denied the basic necessities of life, and subjected to harsh and lengthy questioning; often times resulting in the suspect admitting their guilt (sometimes untruthfully, just to put an end to the grilling). The Court, having reviewed the conditions of the interrogations in question, ruled that the practices violated the 5th Amendment and established the following guidelines for use by investigators for all suspects taken into custody:

1) You have the right to remain silent; 2) Anything you say can and will be used against you in a court of law; 3) You have the right to an attorney; 4) If you cannot afford an attorney, one will be appointed for you.

Last year, the Court, in a closely split decision (5-4), established the first major alteration to the Miranda ruling. In this new decision, handed down on June 1, 2010, the Court ruled that in order for your right to remain silent to take effect, you must speak up and declare that right, or the understanding of it. According to the ruling, if the suspect either refuses to talk at all, or continues to speak to the investigating officer(s) after having been advised of his or her rights, they have ostensibly waived their right to remain silent.



So, in order to remain silent, you now must first declare the intention to do so; and, as Walter Cronkite used to say at the end of his newscast, "And that's the way it is!" *(by Steve Weston)*



... C.S. Berryman continued from page 3

the wholesale grocery firm of Barklery-Berryman Company. Claude was in charge of the Prescott, Arizona branch of the business. Information was not available on whether this venture is when and why he moved to Arizona, but at some point he did move to Arizona.

In 1904, Berryman married Miss Evangeline Seeds in Phoenix. They lived on North Central Avenue in Phoenix. They later had four children.

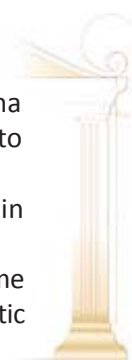
In 1908, Berryman began being active in real estate. Many of the largest real estate deals in Phoenix at that time passed through his office. In the *History of Arizona Biographical Volume III* it says Berryman, "was an enthusiastic and optimistic Arizonian always, and, having great faith in the future of the state and of the Salt River valley."

In 1920, Berryman was elected to the office of the Clerk of the Superior Court of Maricopa County, and he was re-elected four years later for a second term. After his second term, he resumed his real estate operations.

"He was a friend to every man, possessed a forceful and attractive personality and held firmly to the highest of ideals in both public and private life," it says in the *History of Arizona* publication. In the *Men and Women of Arizona Past and Present*, it says, "He was among those citizens of Phoenix, who did their full share in developing the commercial and civic interests of the community, whose record is marked by earnest purpose, laudable endeavor and definite accomplishment. He long held a leading place in this community."

It was said that Berryman's brother, Clifford was probably the best known political cartoonist in America during that era. Clifford Berryman also gained nation-wide fame as the originator of the "Teddy Bear."

Claude Berryman passed away at the age of 64 due to a brief illness. All Maricopa County offices closed between the hours of 10 a.m. - 12 p.m. in his honor after his passing.



Snip-Snap

(A section of snippets and snapshots)

The newsletter's new as-sign-ment

Each month, employees are invited to submit a photo of themselves reading the *Record Times (RT)*. Last month, the newsletter was spotted on a Massachusetts beach next to a sign. This month, the *RT* is seen next to several signs in another state that begins with the letter "M."



Pictured in the photo to the left is Administrative Services' **Ayat Sweid**, who posed with the newsletter in a very informative spot in Dearborn, Michigan.

You may submit photos of yourself reading the *RT* 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 inter-office mail the print photo to Public Affairs Office's Len Keso (mail code DJC/PA) with your name, department, and a brief description of the photo.

You may submit more than one photo from your vacation and you may submit photos from other vacations as well for this newsletter feature.

Popular baby names

According to *New Parent* the five most popular baby names for 2011 are:

BOY	GIRL
Jacob	Isabella
Ethan	Emma
Jayden	Olivia
Alexander	Sophia
Michael	Ava





The Employee Track

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

OFFICE ANNIVERSARIES

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

5 YEARS

Laura Estrada, Ken Lindler, and Sally Valdez

10 YEARS

Deb Brooks, Melanie Fay, and Anna Valenzuela

20 YEARS

Elva Martin-Mendoza

30 YEARS

Mark Jensen and Al Ogawa

Celebrating thirty years with the Clerk of the Court's Office this month!





Mark Jensen

Al Ogawa

NEW EMPLOYEES

- NE Marriage License/Passports/Public Records – **Tamra Phillips**

GRADUATION

- Congratulations to SEA RCC/EDC's **Tracy Nalls**, who graduated from the American Intercontinental University in May. Her degree was in Information Technology with Computer Forensics.

AWARDS/HONORS

Lean-ingful selections

Congratulations to **Merriel Trombley, Joyce Auchinleck, Chris Cerrato, Kathryn Martin, Sig Perez, Michelle Brady,** and **Kristin Wolfe** on being selected for the pilot team of the Office's Lean Six Sigma initiative.

Scan-tastic job

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:

100% - Margaret Brickman, Scott Buckman, Feliz Bustamante, Regina Frigo, Margaret Gardner, Rubi Rojas, Rosemarie Scott, Rebecca Shanks, and William Wong



99.90 - 99.99 - Kenna Cumbley, Jackie Francisco, and Doris Mofford

99.80 - 99.89 - Janice Bevan, Valerie Clark, Anthony Garcia, and Jouseth Gamez

99.60 - 99.69 - Erendira Bautista, Sheila Bullock, Bonnie McGovern, and Margarita Serrano





The Employee Track continued

EMPLOYEE SPOTLIGHT

Name: David Griego
Department: Information Technology Group
Hometown: Phoenix, AZ
Birthday: July 2
Family: **Wife** - Megan; **Sons** - Alexander (5) and Tyler (3)
Years With Office: 6 years



What is One Thing That You Enjoy About Your Job: In my job with ITG, I get to visit every department at every Clerk of the Court building regularly, and so I get to meet a lot of great people.

Favorite Activity(ies): Big game hunting
Least Favorite Activity(ies): Field dressing an animal
The Most Adventurous Thing That You've Done: Skydiving
What is Something That You Are Proud Of: serving as part of "Operation Iraqi Freedom"
Favorite Meal: Meatloaf and scalloped potatoes
Your Favorite Place to Eat Out: any sushi restaurant
Your Favorite Movie or TV Show: **Movie** - *Pulp Fiction*. **TV Show** - *Boston Legal*

A Dream I Have Is To: retire early.
A Hobby or Special Collection: I have every GI Joe figure and accessory ever made since 1982 (They are action figures, not dolls).
What Has Been Your Favorite Vacation Destination: Thailand
Where Would You Like to Travel To Next: Iceland
A Pet Peeve: People who push elevator buttons that are already lit.
Two People With Whom You Would Like to Have Dinner: William Shatner and Kurt Warner
What Was Your First Job: Grocery bagger at ABCO Foods
Nobody would believe it if they knew... I led the stage rush that prematurely ended U-Fest 1996.

Customer Service Center service pin recipients

5-YEARS



(from left) Tom Riggs, Elizabeth Castaneda, Patricia O'Reilly, and Linda Wagman

10-YEARS



(from left) Ramon Flores, Maira Perras, Maria Reyes, and Annette Young

15-YEARS



(from left) Stace Williams, Anamae Ramirez-Beard, Rebecca Shanks, Christine Goodwill, Tina Barrett, Connie Estrada, and Ruby Davison

25-YEARS



Michael Jeanes presents Diana Garbarino her 25-year Maricopa County and Clerk of the Court service pins.

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For past issues of the RT, you may visit: <http://cocweb.coc.maricopa.gov/oldcontent/news/recordtimes/default.asp>

Chief Deputy Chris Kelly / Newsletter Editor Len Keso

