

Record Times



A monthly newsletter for Clerk of the Superior Court employees

May 2011

Vol. 17 No. 5

Change in CASE program brings new distinction to office award



For the past 10 years, Casey (the nickname of the Office’s annual recognition award) has made an appearance in each office location and been given to a least a few employees at each location. This year, the employee recognition program has changed from being a “location award” to an “overall office award.” This means this year’s award recipients were selected as an overall office winner and not just for their location. This change gives the CASE Award (which stands for Celebrating And Saluting Employees) more meaning, makes it more distinguishing, and a greater honor to receive one as it now represents the entire Clerk of the Court’s Office.

The CASE awards are continuing to be presented to employees in the same four categories: Leadership, Customer Service, Excellence, and Teamwork. However, when they are presented, at whichever location the employee(s) work(s), there may not be a winner in each category and each location may not have a winner. Unlike previous years when the awards were presented at a set time and place, this year’s awards will be presented at various times to add an element of surprise for the recipients.

The following are photos and names of employees who work in the Downtown and Northeast office areas who recently received a Casey. More awards will be presented. The employees who received a CASE 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
Angie Green



LEADERSHIP AWARD
Dora Sandoval



EXCELLENCE AWARD
Christopher Driscoll



EXCELLENCE AWARD
Debbie Pluff



Unavailable for photos were:

Gene Guidas – Leadership Award

Hollice O’Shaughnessy – Customer Service Award

CUSTOMER SERVICE AWARD
Mark Leong



CUSTOMER SERVICE AWARD
(from left) Shanna Perez, Janelle Field and Caryn Smith



TEAMWORK AWARD
Accounting/Billing Team - (from left, 1st row): Madonna Anderson, Holly Lee, Linda Castleberry, Harriette Bills (2nd row) Diana Hoover, Edie Friss, Fred Mohr, Richard Gonzalez, Cassandra Salt. (not pictured: Rosa Montoya)





Michael K. Jeanes
Clerk of the Court

Michael's Minute



The 2011 Jeane-ius Award recipient

Each year, besides the CASE Awards, I present a special award called the “**Jeane-ius Award**” to an individual or team who has performed at an exceptional level. This year, Special Counsel **Aaron Nash** received the award. The following is the narrative that I spoke about him at the recent Downtown Service Pin/CASE Award event on why he is deserving of this award.



Michael Jeanes presents the 2011 Jeane-ius Award to Aaron Nash at a Service Pin/CASE Award event held at Downtown on May 24.

Aaron Nash has been working for our office since 2002. He started in the Family Support Center, became our Project Manager in Public Affairs, and is now presently our Special Counsel. During his time in our Office, he is sometimes asked if he is related to Steve Nash of the Phoenix Suns. While he isn't, there are a few similarities to draw upon that show why he is so valuable to our team at the Clerk of the Court's Office and why he is standing up here today to receive our MVP award.

First, Aaron is a team player. He willingly takes on tasks to help out others in the Office. Aaron consistently, without hesitation, assists with the most complex and sensitive issues we face. This includes working with other judges, attorneys and parties concerning the complexities of our legal system.

Like Steve Nash, Aaron is a very involved team member. He provides legal advice and research, serves as our liaison with the state legislature, handles our media relations, oversees our Facebook and Twitter accounts, teaches an eFiling class to representatives from law firms, and is editor of *The Brief*, which is a monthly publication that goes out to law firms.

Aaron is also great at providing assists. Besides his work here in the Office, he provides assistance to other professional committees and organizations. He participates in the National Association for Court Management's Planning Committee and Early Career Professionals. He serves as chair of the Maricopa Lawyer's Editorial board. He is a board member of the Public Lawyers Division, and a member of the Bench/Bar Committee. He also provides tremendous assistance to all other Superior Court Clerks statewide.

Aaron is also a person who continues to work on improving his game. Last summer, he worked to develop an intern program for the Office in cooperation with ASU. This was a first for the Office and it was very successful. This year, Aaron worked with the School of Public Affairs at ASU to bring in a Marvin Andrew Fellowship intern to the Office.

Steve Nash is known as being a very smart player, who knows the game well. Aaron is very knowledgeable about our Office and all of its processes, functions, and services. In addition, his legal expertise is invaluable to us, and his understanding of the court system and government operations is amazing. He is able to answer a question on variety of issues and if he happens not to know, he knows where to go to find the answer.

Steve Nash is involved in charitable efforts. Aaron also has a heart to help others in the community. For the past 7 years, Aaron has overseen our Annual Toys for Tots charity drive. Under his leadership, our Office has collected 2,606 toys for children who would not have otherwise had a toy during the holiday season.

Aaron is calm under pressure, supportive of his teammates, has a passion for his work, has great skills, is very coach-able, dependable, consistent, and has the right game plan and strategy for winning customer service.

Aaron Nash...this year's Jeane-ius winner and our 2011 MVP!

Pin-pointing some facts about this year's service pins

A record **135 employees** are receiving a service pin from the Clerk's Office and/or Maricopa County this year. They represent **1,395 years of experience**. Last year, 87 employees received a service pin representing 815 years of experience. This year, six employees are receiving their 25-year pin.



Service



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 Public Records Counter

- **William Cruz** – “I want to thank him for the exceptional service that I received today. With his attitude and overall demeanor, he made my day and quite possibly my months! His kindness is genuine, but he was also very professional and did not give up on helping find a solution to my request. You have a true gem in your department. Thanks again. Believe me it makes all the difference in the world.”

CO-WORKER COMPLIMENTS

“I want to send my appreciation to the Courtroom Services Management – **Marian Catt, Laura Eng, Pamela Woods, Roxana Anderson, and Betty Finney** – for their support and for the wonderful experience I have had with the Office these last nine years. Because of them, I have truly enjoyed my position as a courtroom clerk and it has been rewarding. I also want to thank all my co-workers that have made my time here enjoyable. I will miss you all.” – **Gina Vacanari**

“We would like to give **Rebecca Shanks** a BIG thank you. She is always helping the Addition and Corrections department with the Recovery Rolls project. You are greatly appreciated.” – **Micrographics staff and Supervisor**

CUSTOMER COMPLIMENTS

A returning customer sent a letter to SE Juvenile Supervisor Diane Hoy to let her know how happy she is with the service she receives from **David Lett**. She wrote, “David Lett provides great service. He always seems to go above and beyond. He is quick to respond. If there is a delay in locating a file, he will inform me. He is very helpful and when he prints out the pages, he does his best to make them legible to read from the old microfilm. When I arrive for my scheduled time, Mr. Lett is ready and on time. I appreciate you having such a helpful clerk as Mr. Lett.”



Answering the call
for great service

A customer and website user sent an email to the Office to say, “The website is excellent and the employees I have met have been courteous and knowledgeable.”

An employee from the Court Reporting Department sent an email to Shipping & Receiving Supervisor Ed Morris to compliment Courier **David Wolff**. She wrote, “David has always been very pleasant to our department when he stops by and picks up our transcripts. He is a good worker and a very fine employee. He is also accommodating to our needs. We always look forward to his smile every day.”

Courtroom Clerk Linda Firriello sent an email to Courtroom Services Training Coordinator Betty Finney to tell her how much she appreciated Courtroom Clerk’s **Lisa Timpauer’s** efforts in her division. She said, “When I returned, I found my desk orderly with copies of Under Advisements and notes bringing me up-to-date on the matters she covered. She was especially well prepared for a Pretrial Conference where Motions in Limine were argued, and the minute entry she prepared was concise. On a sealed case, Lisa thought to make me a copy of the minute entry of an Evidentiary Hearing. She seemed to read my mind. She is a very professional clerk and knows her job well. We are lucky to have her.”



This month's history lessons

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



A look at the second Clerk of the Court, James Miller Jr.

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, William E. Thomas, the first Clerk of the Court was featured. This month James Miller Jr., the second Clerk of the Court, is highlighted. He served in office from 1915 - 1918.

James Miller Jr. arrived in Maricopa County around 1903 when he was about 23 years of age. He came from California....most likely from Los Angeles. He lived in Mesa and worked his way through school and became associated with the Arizona Lang Company. In 1912, he was elected as the Clerk of the Board of Supervisors. He held that position until two years later when he was elected as the Clerk of the Superior Court. During his spare time, he took up the study of law. He resigned as Clerk of the Court in September 1918 to enter into a partnership with Judge A.C. Baker in the practice of law. "His sterling and studious character had attracted the attention of Judge Baker," it said in his obituary printed in the *Arizona Republican*. When he took the examination for his license to practice law in May 1918, he received the second highest grades of all candidates. Miller then died in November 1918 after getting pneumonia followed by influenza. He was 38.

Written in his obituary is, "Probably no office holder in Maricopa County enjoyed such wide friendship as did James Miller Jr. during his term as the superior court clerk." It says "The sterling qualities which characterized the entire life of James Miller Jr. brought to him the unqualified respect and friendship of all who knew him. He was from boyhood a student and a worker."



James Miller Jr.

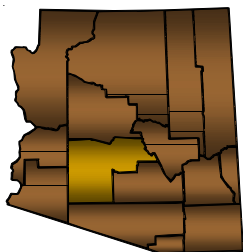
Miller was married to Hattie Phelps. The couple had eight children, two boys and six girls.

Arizona History - How much do you know? (Part 3)

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 3 of the series.

Did you know that in May of 1885, Geronimo left the Apache Reservation in Arizona for the last time, and all due to a poor assumption on his part? Having grown weary of the oppressive rules employed by the Department of Indian Affairs and the U.S. Cavalry, which included no alcohol of any kind, Geronimo staged a corn beer festival to get a reaction from the government. Hearing no response for quite some time, Geronimo assumed the worst kind of retribution was going to be handed down, so he, along with 92 members of his tribe, including women and children, left the reservation and headed south toward Mexico.

General Crook, made famous for his winning ways in the Indian Wars, was unable to re-capture Geronimo's band, so he retired in shame; turning over command of the region to General Nelson Miles. Over the next 18 months, General Miles, who had committed 5,000 troops to the effort, was still unable to bring Geronimo back to the reservation. Finally growing weary of the battle and missing his family, who had been previously transferred to Florida, Geronimo and his remaining 38 warriors surrendered unconditionally to General Miles in September of 1886.



After spending two years imprisoned in Florida, Geronimo finished out his life at Fort Sill in Oklahoma, where he died of pneumonia in 1909; bringing to an end the era of the great Indian warrior leaders in America. By the way, the poor assumption was made because Geronimo was not aware that the news of the corn beer festival never left the reservation due to a communications failure – oops! (by Steve Weston)



Who received a service pin at the Downtown ceremony?



25-Year Pin Recipients (from left to right): Lauri Million, Andy Rodriguez, Nancy Hannahoe, and Marian Catt



20-Year Pin Recipients (from left to right): Chris Stimson, Lisa Kellar, Correnia Snyder, and Pam Woods



15-Year Pin Recipients (from left to right): Len Keso, Chris Danos, Roxana Anderson, Lisa Bonilla, and Alyson Moore



5-Year Pin Recipients Chris Kelly & Rich McHattie

More photos on page 7



Snip-Snap

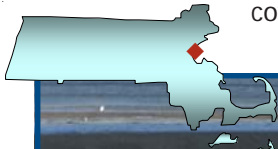
(A section of snippets and snapshots)

Newsletter has cool time at beach on Atlantic coast

Each month, employees are invited to submit a photo of themselves reading the *Record Times* (RT). Last month, the newsletter was spotted in Africa. This month, the newsletter is back in North America.

Pictured in the photo below is Courtroom Clerk **Linda McNamara**, who was in the snow and cold weather at Revere Beach in Revere, Massachusetts earlier this year. She said she will be returning to the same place this summer when the weather will be much warmer.

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 photos of yourself with the newsletter more than once from any vacations you take for this newsletter feature.

Origins of phrases

Put your two cents in - This phrase comes from gambling, where poker players had to place a small bet called an "ante" before they would be allowed in the game.

Flying by the seat of your pants - In the early days of aviation, pilots lacked today's sophisticated instruments. They had to feel the plane's response to their actions, largely, as it were, through the seat of their pants, figuring things out as they went along.





The Employee Track

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

BIRTHS

- Congratulations to Southeast Courtroom Clerk **Teresa Nestor** on the birth of her fourth grandchild on March 27. Her new granddaughter's name is Kathryn Elizabeth. She was 9 lbs. 13 oz. and was 20 in. long.

OFFICE ANNIVERSARIES

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

5 YEARS

Hector Castaneda, Linda Firriello, Angie Green, and Lisa Mooney

15 YEARS

Cheryl Marzella, Anne Pagel-Spaulling, and Deborah Payment

30 YEARS

Darlene Pierson



NEW EMPLOYEES

- Accounting - **Kristen Ralston**
- Billing and Referral Unit - **Dabney Nunley**
- Courtroom Clerks - **Kelly Berndt and Mellissa Sharp**
- Criminal Financial Obligations Unit - **Gaile Raines**
- Southeast Juvenile - **Evelyn Barber**



EMPLOYEE MOVES



- **Araceli Rodriguez** transferred from CSC Marriage License and Passport Office to be the Office Receptionist.
- **Sandra Tarin** transferred from the CSC Support Services to the Civil Exhibits area.
- **Charlotte Concholar** transferred from the CSC Fileroom/QC Section to the CSC Public Records, Abstract and Disposition section.

SERVICE PINS



The remaining Office Service Pin ceremonies for Clerk of Court and County pins are:

- **Customer Service Center** - June 1 at Noon in the Sonoran Room;
- **Southeast Juvenile** - June 16 at 12:30 p.m. in the Cactus Room;
- **Southeast Adult** - June 28 at 12:30 p.m. in the Conference Room; and
- **Durango Juvenile** - Rescheduled. New date to be announced soon.





...The Employee Track continued

EMPLOYEE SPOTLIGHT

Name: Veronica Olivas / **Department:** ITG Help Desk

Hometown: Phoenix, AZ / **Birthday:** June 14

Family: Son - Ruben / **Years With Office:** 10

What is One Thing That You Enjoy About Your Job: Being able to help others. I am always learning something in the process.

Favorite Activity(ies): Singing

Least Favorite Activity(ies): Cleaning my room.

The Most Adventurous Thing That You've Done: I climbed to the top of Diamond Head (an extinct volcanic crater in Hawaii).

What is Something You Are Proud Of: I haven't had fast food in 5 months.

Favorite Meal: My mom's tamales (red and green)

Your Favorite Place to Eat Out: Texas Roadhouse

Favorite Movie or TV Show: **Movie** - *Urban Cowboy*. My favorite part is when Bud and Sissi dance to the "Orange Blossom Special" and then Bud ends with a hoedown.

A Dream I Have Is To: I always wanted to be a famous singer and song writer.

A Hobby or Special Collection: Karaoke. My favorite song to sing is *Dreams* by Fleetwood Mac. I am also fascinated with historic buildings and I would like to learn how to surf.

What Has Been Your Favorite Vacation Destination: Hawaii (Oahu)

Where Would You Like to Travel To Next: New York City - I would need at least a month to do all that there is to do there. I would start with the Empire State Building.

A Pet Peeve: It bugs me to see motorcycles parked in parking spots that are intended for cars.

Two People With Whom You Would Like to Have Dinner: Jennifer Lopez and John Travolta (we'll go dancing after dinner)

What Was Your First Job: I was a seamstress at Tux N Tails.

Nobody would believe it if they knew... I wanted to become a stand-up comedian.



...Downtown service pins photos continued



(from left) Schelondia Hodges, Catherine Gray, Annette Galarza, Velia Rosales, and Madonna Anderson



(from left) Janice Bevan, Julie Bower, Elisa Canas, Mary Cabral, and Jody Fisher



(from left) Nadine Guerrieri, Jennifer Myers, Belva Nasingoetewa, Merriel Trombley, Lois Rees, Dora Sandoval, and Margarita Serrano



(from left) Kristen Wolfe, Jared Rutledge, Clarissa Quinonez, Lisa Smith, Jacqueline Perallon, Mark Leong



(from left) Laura Dagna, David Griego, Ivette Huerta, Deborah Johnson

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Chief Deputy Chris Kelly Newsletter Editor Len Keso





Ideas of things to do during this summer

Summer leadership program offered for your teenagers



Maricopa County is offering a special program for children ages 12 -17 called the **Maricopa County Teen Leadership Experience Program** (MCLE) that is designed to allow youth to see how county government works. The program began this month and will continue through Aug. 23.

MCLE is a no cost, self-directed, self-paced program with activities, workshops, and volunteer opportunities at more than 16 county departments. At the end of the program in August, participants will receive a Certificate of Completion and be recognized at a formal meeting of the Maricopa County Board of Supervisors. In addition, there will be prizes and drawings offered during the summer program.

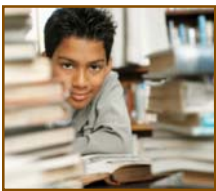
More information and an informational video is available on the MCLE website at: www.mcladaz.org/mcle. Employees may also contact MC Teen Leadership Experience Coordinator Victoria Sanchez in the County Human Resources Department's Workforce Development Division at sanchezv003@mail.maricopa.gov



Discounts offered for summer activities

Are you going around in circles thinking of things to do and/or places to go this summer? The first choice on where you should look just might be First Choice, the gift shop located in the Downtown Court Complex. The gift shop has **discount tickets** for several destinations including: Knott's Theme Park, Legoland, Castles n-Coasters, and Sea Life Aquarium at the Arizona Mills Mall; local waterparks like Big Surf, SunSplash, and Wet 'n Wild Waterpark; and tickets for Harkins Movie Theaters, concerts, the circus, and other local events.

First Choice is open 6:30 a.m. to 3:30 p.m. Monday - Thursday and 6:30 a.m. to 2 p.m. on Friday. For ticket prices and more details, you may call the gift shop at 602-262-2321.



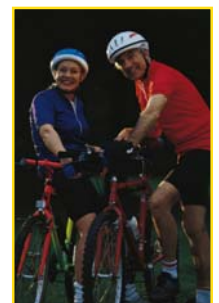
Summer reading program offered through County Library District

The Maricopa County Library District is offering a **Summer Reading Program**. The program began this month. More information is available on the participating library locations and who the sponsors are by visiting the County Library website at <http://www.mcladaz.org/> or by calling 602-652-3000.

Summer night bike rides

The Maricopa County Parks and Recreation Department is having an activity called "**Night Bike Ride First Fridays at Estrella Mountain Park.**" This self-guided ride offers different levels of rides. There is an easier 1.6 mile ride and a more difficult and lengthy ride of 9.5 miles. Riders start between 6:30 - 8 p.m. and finish no later than 8:30 p.m.

The first Night Ride is scheduled for Friday, June 3 at Estrella Mountain Park. More information is available by visiting the website at: <http://www.maricopa.gov/parks/estrella> or by calling Park Ranger Patricia Armstrong at 623-932-3811.



Summer football games



The Arizona Rattlers (Arena Football Team) is offering discount tickets with up to \$10 off the regular prices to employees. The discount is available for their June 11, June 18, and July 2 games. To purchase a ticket, you may call 1-800-745-3000. Ask for a "live" representative" and make sure to give the password: 1ESMESM to the get the discount rates.