

Record Times



A monthly newsletter for Clerk of the Superior Court employees

September 2011

Vol. 17 No. 9

Awards bring a different type of Fall season to Office

The Fall season seems to have arrived a little early in the Office – that’s because several awards and honors have recently **fallen** on the Office and its employees in August and early September. Following is a summary of the awards:



National recognition for Office’s newly implemented project

The National Association of Counties (NACo), which represents the nation’s county governments in Washington D.C., provided a reason for the Clerk’s Office to emphasize the “super” in the title of supervisor for Criminal Financial Obligations’ **Angela Smith**. NACo recently awarded the **Victim Restitution Project** that Angela developed with a “National Achievement Award.”

This project, which she developed last year, utilizes investigators from the County Attorney’s Office to locate victims who are due restitution, but whom the Office has been unable to find. Before this program began, the Clerk’s Office was holding more than \$3 million in pending restitution funds for victims that it was unable to disburse due to not having the correct addresses from victims who had moved or changed their names. Utilizing the County Attorney’s investigative resources, additional databases, and expertise to locate these victims, the Office has released more than \$928,000 since the project began.

Maricopa County officials recently held a special ceremony to recognize the county offices who received a NACo Achievement Award this year. Pictured above are (from left): Supervisor Max Wilson, CFO’s **Angela Smith**, Supervisor Fulton Brock, County Attorney Office’s Mark Stribling, Supervisor Don Stapley, and County Manager David Smith. Not in the photo, but very deserving of recognition for their instrumental assistance with the project are CFO’s **Danielle Wellborn** and **Amy Smart**.



Road to victory - Best designed county government publication

The Office’s **Annual Report**, which is titled the *Service Route* has taken the “Award Route.” The National Association of County Information Officers (NACIO) selected the Office’s annual report as the best designed publication among the nation’s county governments in their annual “Awards of Excellence” program. The report received this “Best of Class” award in the Brochures and Publications Category. Besides this award,

the report also received an “Award of Excellence” in the overall Annual Report category. NACIO sponsors the competition each year for various county government communication projects.



Idea was \$umthing to recognize

Courtroom Clerk **Caryn Smith** discovered that the County’s **Rewarding Ideas Program** really does live up to its name. She recently received a check for **\$1,860** from the county rewarding her for the cost-saving idea she submitted to the program. She received the check and a certificate from Board of Supervisor’s Chairman Andy Kunasek during the supervisors meeting. The following was read regarding her rewarding idea:

Caryn isolated a problem where three-part NCR forms were provided by the Adult Probation Department in opposition of stipulations agreed to in plea agreements. These forms should only have been submitted to the Court when probation was either stipulated to or recommended under a no agreement plea. The recommendation was adopted and is currently utilized whenever a prison term has been stipulated to in a plea agreement. By following the stipulation in each plea agreement and eliminating the preparation of forms that are not required for sentencing, the Adult Probation Department has experienced an immediate, substantial cost savings, which resulted in a tangible savings of \$9,300.60.





Michael K. Jeanes
Clerk of the Court

Michael's Minute



A bridge to success

In the 19th century, engineers doubted they would ever be able to build a bridge across Niagara Falls. The problem: They couldn't see any way to get a line from one side of the great gorge to the other so that they could cross the river without being pulled over the powerful falls. The other common method, shooting a line from one shore to the other with a bow and arrow, was impossible because the gap was too wide.

An engineer named Charles Ellet had an idea: He sponsored a kite-flying contest. The prize was \$5 to whoever could maneuver a kite across the gorge and lower it to a height where someone on the other side could grab the string and use it to secure a line that joined the two sides. With that line in place, he could begin building the bridge.

Great ideas connect dreams with achievement - and often do so with simple tools. On the front page of this newsletter is an article about one of our employees (**Caryn Smith**), who provides an example of this. She was even rewarded for her great idea through the Rewarding Ideas Program.

I would like to encourage you to come to one of my upcoming munches and share with me some of your ideas on how we can cross the bridge to achieve more successes. With our limited resources, it is imperative that we continue to evaluate our processes to save money and time ... just look at what was accomplished with a *kite-string* budget at Niagara Falls. Please also complete the "Rewarding Ideas" form so that you too, can be financially rewarded for your ideas.



County has an eventful Fall planned

Maricopa County is planning several events for the Fall season for county employees to participate in. Following is a summary of the various events that are planned:



Rock-n-Row Cardboard Boat Regatta Race - This event will start at 10 a.m. on Saturday, Oct. 22 at Lake Pleasant Regional Park. The fee is \$20 per boat entry. Registration fee and entry form are due by Tuesday, Oct. 11. For registration, rules, entry, and questions, you may contact Barbara Lehner at 602-506-8778 or by email at barbaralehner@mail.maricopa.gov

Wii Tournament - This event will take place from Mon., Oct. 31 - Fri., Nov. 4 and will be held at the County Administration Building, Dept. of Transportation, and the Library District. Participants will compete in Bowling, Golf, and Guitar Hero (Intermediate and Pro). For questions, you may send an email to: MichelleMcClintock@mail.maricopa.gov



Halloween Hike - This event will be held on Sat., Oct. 29 beginning at 9:30 a.m. at the White Tank Nature Center in the White Tank Mountain Regional Park. The event is free. To pre-register or for more information, you may contact Barbara Lehner at 602-506-8778 or by email at barbaralehner@mail.maricopa.gov



2nd Annual Unity Ride Honoring Veterans - This event is scheduled for Sat., Nov. 5. Registration is from 7:30 - 8:45 a.m. and the last bike out is at 9 a.m. The first 100 riders will receive a free ride pin. The event includes a continental breakfast, live music, entertainment, artist sketches, and a salute to veterans. The cost is \$25 per motorcycle rider, \$10 per passenger. The ride begins at the American Legion Post #41, 715 S. 2nd Ave. in Phoenix. More information is available by calling 602-506-1962.



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

CSC Marriage License & Passport Counter

- **Angela Delucia** – “Angela is very helpful and polite. I appreciate it very much.”
- “The staff is very helpful and nice.”
- “I received good service today. Staff was very helpful and courteous.”



CO-WORKER COMPLIMENTS

“I would like to thank the **SEA staff** for their efforts in providing coverage and giving quality assistance to their teammates during the times staffing was a challenge this summer. I appreciate you all.” – **Kathy Whittiker**

“I would like to thank **Diane Barnes** and **Veronica Olivas** at the ITG Help Desk. They are patient, knowledgeable, and a pleasure to work with!” – **Diane Szaniawski**

“We would like to thank **Anita Beery, Andi Gonzalez, Ivette Huerta, Beth Kredit, Christine McCain, Jolie Matlack, Barb Navarro, Tysia Nelson, Mary Postert, Sara Quinonez, Linda Rubalcaba, Kelly Schermerhorn, and Christina Shapiro** for their patience during the transition from manager to another. We realize how difficult it can be getting accustomed to not just one managerial change, but two changes in supervision, in such a short period of time. The entire criminal team is truly awesome!” – **Pam Woods, Roxana Anderson, Evonne Gonzalez, and Sig Perez**

“I would like to extend my sincere appreciation to the **NW Clerk’s Office Team** for their hard work and willingness to help each other out when we are short-staffed and while I was out covering the Downtown File Counter for three weeks. They are such a great group to work with and I am glad to have each and every one of them as part of my team.” – **Sandra Manzo**

Farewell to a greatly appreciated supervisor **Angie Green** – We will miss your warm, wonderful smile and positive attitude. You always concentrated on our strengths and inspired us to improve ourselves. You were always understanding, empathetic, and professional in everything you did. You taught us how to accept and understand that change is welcome. We know the move to NW will open new opportunities for you. We wish you well on your endeavors and want you to know that you will be sorely missed at NE. – **NE staff**

CUSTOMER COMPLIMENTS

The following was recently written about Courtroom Clerk **Robin Brimmer-Tomlinson** in the *Arizona General Stream Adjudication Bulletin* for her excellent work in this case. “For the past three years, Robin Tomlinson has prepared the hearing minute entries for the Gila River Adjudication. She showed great interest in the proceedings, took good notes, and was prompt. Robin told us, ‘*Having the opportunity to be a part of these hearings sparked many a lively conversation with my closest friends, many of whom had not really stopped to consider the implications of water rights, where they might originate, and how difficult it might be to find a way to fairly and equitably divide those rights.*’ Thank you for your assistance and commitment.”

Commissioner Jay Davis sent an email to Courtroom Services Training Coordinator Betty Finney to thank her for allowing Courtroom Clerks **Kaci Johnson** and **Kelly Johnson** to train with his division. He wrote, “Perhaps we should be thanking you for sending such talented and delightful ladies our direction. I think I can speak for my entire staff by stating that offering them training was a pleasure and both are welcome back in this division anytime.”

...more Extra Mile comments on next page



...additional Extra Mile comments

A customer recently sent a very complimentary email to the Office about the service of Receptionist **Araceli Rodriguez**. He wrote, "I have had many questions over the past couple of weeks about my case and found the best assistance would be through your Customer Relations Department. Consequently, I wrote to your office and had a response within an hour (which is AMAZING these days) from Araceli Rodriguez. Not only was Araceli prompt, but my questions were answered completely, and I was given additional resources to further improve my understanding. I had incredibly fast responses to all of my questions from Araceli, they were complete, full of knowledge and expertise, and most importantly, incredibly helpful."

The customer added that he once oversaw the Customer Care, Customer Relations, and Customer Service Departments for an electronics company and that Araceli would have been a welcome member to his team. He said, "I want to let you know that you have a star in your midst. Congratulations on having Araceli on your team. She is such a wonderful example of what Customer Relations should be about!"

Quality Assurance's Dave Forde recently sent an email to CSC Supervisor Aide Estrada to let her know about a nice comment he heard from a customer about **Connie Estrada**. He told Aide that when he was leaving the CSC, a customer stopped him to tell him what a nice lady Connie was and that she was very helpful.



Snip-Snap

(A section of snippets and snapshots)

Newsletter pictured twice thousands of miles apart

Each month, employees are invited to submit a photo of themselves reading the *Record Times* (RT). Last month, the newsletter was spotted in another country (Morocco). This month, the newsletter is seen in two more countries.

Pictured in photo 1 is Civil Notice Desk's **Katie Sullivan** and her husband Rick, who posed with the newsletter while going through the Panama Canal. This is the newsletter's second appearance in Central America.

Pictured in photo 2, approximately 2,750 miles from Katie, is Public Affairs' **Len Keso**, who posed with the newsletter while he was vacationing in New Brunswick, Canada. This is the newsletter's sixth appearance in Canada.



You may submit photos of yourself reading the RT while on vacation at any time for this monthly newsletter feature.

To submit a photo for the newsletter:

- 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 the Public Affairs Office's (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 more than once from other future vacations as well.

National Honey Month

September is "National Honey Month." Following are a few facts about honey from the U.S. Dept. of Agriculture:

- Approximately 1,600 commercial bee-keeping operations in the U.S. produce about 60% of the nation's honey.
- In 2010, total U.S. honey consumption was 410 million lbs.
- On average, a person consumes 1.3 lbs. of honey per year.
- North Dakota is the leading honey-producing state.





This month's history lessons

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



A look at the sixth Clerk of the Court, Wilson D. "Don" Palmer

For the past several months, the *Record Times* has featured a past Clerk of the Superior Court. Last month, Robert E. Miller, the fifth Clerk of the Court was highlighted. This month W. Don Palmer, the sixth Clerk of the Court, is featured. He served in office from 1966 - 1982.

Wilson D. "Don" Palmer was born in Omaha, Nebraska on Dec. 10, 1915. During his teenage years, he had an experience that changed his life. He met Charles Lindberg, the famous aviator who was the first person to fly solo across the Atlantic Ocean. This event affected his life and instilled within him a love for aviation, which became his ambition.

He graduated from Central High School and spent as much time as he could at the Omaha City Airport. In 1933, he was appointed to be an Army aviation cadet and then became a student of the University of Maryland, under the auspices of the Army. He received a business administration degree from the University in 1934. *...continued on page 6 — See "The sixth Clerk of the Court"*



W. Don Palmer

Arizona History - How much do you know? (Part 7)

In recognition of Arizona's 100th statehood anniversary approaching on Feb. 14, 2012, Training and Development's **Steve Weston** is providing a series of articles related to the history of Arizona, Maricopa County, the Court, and the Clerk's Office.

Did you know... that the famous shootout in Tombstone back in 1881, considered the most symbolic story of the wild, old west, known around the world as the Gunfight at the O.K. Corral, lasted a mere 30 seconds?

Although he carried no badge, Wyatt Earp became the unofficial Chief of Police of Tombstone, partly because of his astute business sense, partly because of his friendship with the rather successful gambler and well-connected John "Doc" Holliday, and partly because his brother Virgil Earp was already a deputized U.S. Marshal. Together with their brother, Morgan, the Earp's and Holliday set out to rid the town of the outlaws, often provoking gunfights under the authority of Virgil's badge until one day, the outlaw bandits, the Clanton's and the McClaury's, had had enough.

Although Tombstone was the heart of the Wild, Wild West, the carrying of firearms or other deadly weapons inside the city limits was against the law. This was an attempt by the Earp's to control violence when the cowboys came to town and got drunk, and eliminate the threat that they themselves would be shot in a standoff between the interests of the business owners and the interests of the bandits.

For several days leading up to October 26, 1881, the Clanton's were in and out of jail and court for flagrantly violating the gun ordinance. The last straw came at noon on the 26th, when Ike Clanton was spotted by several townspeople being fully armed and going from saloon to saloon, getting drunker by the minute. The Earp's arrested Ike Clanton and after a visit before the judge, Clanton paid his \$25 fine and set out to find his brother and the McClaury's. Death threats between the two sides grew louder and more credible; leading both the Clanton's and Earp's to believe a showdown was inevitable.

Finally, around 3:00 p.m on October 31, 1881, the Earp's caught up with the Clanton's and McClaury's at the OK Corral, and the shooting started. Thirty seconds later thirty shots had been fired and three men were dead. Billy Clanton and both Tom and Frank McClaury were killed, while Morgan and Virgil Earp were wounded. Witnesses were confused as to who started shooting first, and people loyal to each side had their own ideas about what happened that day. *(by Steve Weston)*





The sixth Clerk of the Court – W. Don Palmer

...continued from page 5

He was introduced to Arizona through the Army Air Corps when his squadron, which was stationed in Salt Lake City, went to Arizona for winter maneuvers. His experience in Arizona made him realize that he wanted to make it home upon his retirement from the military.

His military career led him to be at Pearl Harbor on December 7, 1941. Immediately after the first wave of Japanese planes had attacked, his B-17 bomber was shot down but he was able to parachute out. He earned a Purple Heart medal.



Pictured above is a scanned image of a photocopied picture of the Clerk of the Court's Office on the 2nd Floor of the Old Courthouse prior to 1965.

In 1955, he retired from the military as a Chief Warrant Officer after serving for 21 years, he went back to Arizona and began working for the Bank of Douglas. In 1964, he resigned as Advertising Director of the Arizona Bank to become vice chairman of the nationwide movement to get U.S. Senator Barry Goldwater nominated as the Republican candidate for President. When he accomplished that goal, he organized "Americans for Goldwater" and was an active participant in the campaign.

In 1966, he won election as the Clerk of the Superior Court in Maricopa County. While in Office, he reduced the time it took for a lawsuit once it was filed to being entered as a permanent record from 72 days to 15 hours. It was written about him in the *American Biographical Encyclopedia* that he "brought the Clerk's role into the modern era and handled - with correspondingly fewer employees - a workload which increased by 118 percent. So efficient was Palmer's administration, that the Maricopa

County Clerk's Office became a Mecca for court clerks the country over. He pioneered a data retrieval system, which was copied by the U.S. Supreme Court."

Palmer was the founding president of the Arizona Association of Counties. He also served as president of the Arizona Association of Superior Court Clerks. He also was a member of the Advancement of Management.

Palmer and his wife Lucille moved to Prescott Valley in the 1990s. The couple had three children and six grandchildren. Palmer passed away in 1997.

This and that in the Office and around the County



- The Office's **6th Annual Costume eVent** will be held on Monday, Oct. 31 at each Office location. The eVent allows employees to vote on their favorite co-worker costumes through a COCWEB poll survey. Look for more details in the near future.

- On September 14, the Clerk of the Court's Office processed its 1,000,000th eFiling. The Clerk processes eFilings in most case types, including Civil, Criminal, and Family Court. This is a milestone for the Office and with the implementation of mandatory

eFiling May 1, the volume continues to grow and provides greater efficiency for customers and operations.

- Also on Sept. 14, it marked the **two-year anniversary of the new Receiving System** for the Clerk of the Court's Office, Superior Court, and Adult Probation. Last fiscal year (July 1, 2010 - June 2011), **802,046** receipts were created in the system. These receipts totaled **\$147,893,008**.

- In Fiscal Year 2010 - 2011, the Office processed a daily average of (for Adult and Juvenile Court) **14,459 documents** and an average of **37,210 pieces of paper** were filed.

- AZCentral.Com recently selected the **Old Courthouse** as its winner of the Critics Pick Award for the "Best Arizona Landmark in a Movie."





The Employee Track

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

BIRTHS

- Congratulations to SEA Courtroom Clerk **Leslie Wilkins**, who became a grandmother for the first time on Sept. 7. Her new grandson's name is Deacon Alexander. He weighed 7 lbs. 5 oz. and was 20 in. long.
- Congratulations to Appeal's **Sharon Rochford**, who became a grandmother for the first time on Aug. 29. Her new grandson's name is Bradley Daniel and he weighed 8 lbs. 3 oz.
- Congratulations to Courtroom Clerk **Amara Melchert**, who gave birth to a 9 lb. 4 oz., 21 in. long baby girl on Sept. 15. Her new daughter's name is MacKenzie Marie.



OFFICE ANNIVERSARIES

The following Clerk employees celebrate milestone anniversaries with the Office in September:

5 YEARS

Anisa Ashburn, Christina Cady, Christina Saunders, Linda Westbrook, and Genevieve Yulwel

10 YEARS

Feliz Bustamante, Katie Meade, Patti O'Dell, and Joseph Sims Jr.,

15 YEARS

Beverly Clement

20 YEARS

Kathy Whittiker

25 YEARS

Patricia Enyart and Mary Rogers



NEW EMPLOYEES



- CCB Exhibits - **Janice Bray** (on temporary special project)
- CSC Marriage Licenses & Passports – **Marcella Carrillo**
- CSC Support Services – **Jimmi Larkins-Robertson and Sarah Percival**
- ITG - **Mohan Toopal and Dominique Tuilefano**
- Juvenile Durango - **Jessica Brown and Collette "Monique" Cokley**
- QC3 Auditing - **Marion Pearson**
- SEA Filing Counter - **Adriana Noyes**

EMPLOYEE MOVES

- **Ana James** transferred due to a promotion from the SEA Filing Counter to become the new Downtown Family Court Filing Counter Lead.
- **Belen (Eva) Aguilar** transferred from Juvenile Durango to become a Courtroom Clerk.
- **Danielle Welborn** transferred from Criminal Financial Obligations Unit to the Civil eFile Department.
- **Suzanne Lambries** was promoted and is moving from Civil Docket to become an Electronic Records Specialist.
- **Patricia Wolff** was promoted and is moving from the Family Court Docket to become an Electronic Records Specialist.



...The Employee Track continued

EMPLOYEE SPOTLIGHT

Name: Jenela Fierro

Department: Family Court

Hometown: Phoenix, AZ

Birthday: October 23

Family: *Husband* - Gabriel / *Son* - Gabriel Jr. (7 months)

Years With Office: 5½ years

What is One Thing That You Enjoy About Your Job: My co-workers. They are like a

second family.

Favorite Activity(ies): Playing/watching sports

Least Favorite Activity(ies): The treadmill

The Most Adventurous Thing That You've Done: When I was about eight years old, me and my cousin Timmy wandered off into the woods while camping with our grandparents. We ended up running into a herd of deer. We took lots of pictures and even saw a momma deer care for her baby fawn. It was so neat!

What is Something That You Are Proud Of: I worked two jobs for three years to pay off my school loans and debt!

Favorite Meal: Pizza

Your Favorite Place to Eat Out: Texas Roadhouse

Your Favorite Movie or TV Show: **TV Show** - *Mickey Mouse Clubhouse* ... thanks to my 7 mo. old son :)

A Dream I Have Is To: Win the lottery and travel

A Hobby or Special Collection: Collages ... I love to take pictures.

What Has Been Your Favorite Vacation Destination: San Diego

Where Would You Like to Travel To Next: Florida (Disney World)

A Pet Peeve: Traffic

Two People With Whom You Would Like to Have Dinner: Emmit Smith and Mariah Carey

What Was Your First Job: I was a daycare teacher.

Nobody would believe it if they knew... I have a fear of heights, but I love to ride rollercoasters.



Construction Corner

by Wendy Johnson,
Special Projects Manager



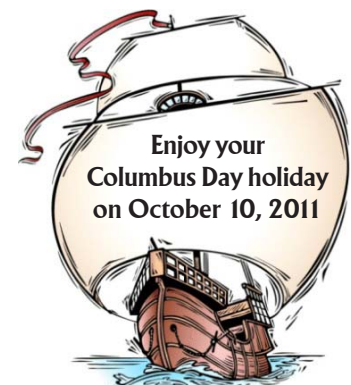
Criminal Tower

RCC/EDC courts will open for business on February 21 with the remaining building in full operation on February 27. The move schedule is as follows:

- Criminal Exhibits 1/7 - 1/29
- RCC/EDC staff and Courtroom Clerks 2/17 - 2/20
- Criminal File Counters, ITG, and designated Courtroom Clerks 2/24 - 2/26

All interiors, including painting and carpet are 90% complete with the exception of furniture. Furniture installation will begin this month. The construction team is beginning to do their "punch lists." This means they are inspecting every inch of the building and making a list of all of the outstanding issues that need to be resolved. In conjunction with their "punch lists," the Clerk's Office senior management team is also completing a separate "punch list" to ensure as many issues as possible can be resolved prior to the opening of the building.

Holiday



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Chief Deputy Chris Kelly / Newsletter Editor Len Keso

