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Record Times



A monthly newsletter for Clerk of the Superior Court employees

April 2010

Vol. 16 No. 4

It is time to open the CASE and reveal award recipients



It is time once again to open the CASE and solve the mystery of who are this year's award recipients in the Office's annual employee recognition program. The recognition program, which is called CASE (Celebrating and Saluting Employees) is held annually to recognize the outstanding efforts of employees during the past year. The first area being identified and honored for their excellent service are staff members from **Durango Juvenile**. Below are the names and several photos of the winning employees from this location. Next month, the photos and names of the winning employees from Northeast, the Customer Service Center, and Northwest will be revealed.

CUSTOMER SERVICE and LEADERSHIP AWARDS
Robert Jordan



EXCELLENCE AWARD
Kathryn Martin



EXCELLENCE AWARD
Dorothy King



EXCELLENCE AWARD
Michael Lane



LEADERSHIP AWARD
Cindy Malnar



LEADERSHIP AWARD
Kiera Molina



LEADERSHIP AWARD
Kathy Waldner and Norma Barron



→
Another CASE photo, plus other Office news-photos on page 3 ...
→

ALL DURANGO JUVENILE C.A.S.E. AWARDS

Customer Service Award - Robert Jordan | Lori Morris | Michael Aiston **Excellence Award** - Kathryn Martin | Dorothy King | Norma Barron | Kelly Laird | Michael Lane **Leadership Award** - Cindy Malnar | Norma Barron | Kathy Waldner | Kiera Molina | Robert Jordan **Teamwork Award - Support Staff Team** - Yardan Paz, Sofia Murta, Erica Bradford, Valerie Leon, Cruzita Minero, Jan Price, Kelly Laird, Lori Morris, Belen "Eva" Aguilar, Michael Aiston, Rachel Robles, Norma Barron, and Kiera Molina



Michael K. Jeanes
Clerk of the Court

A Minute with Michael



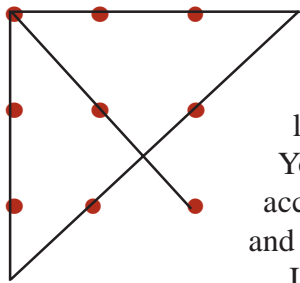
Thinking outside the box

“Think outside the box” has become a cliché. People have used the term to describe creative, innovative thinking, and its value is clear: Sometimes we have to throw away our preconceptions and look for new approaches instead of repeating the same old strategies.

But where did the phrase come from? Although its origin is uncertain, it seems to spring from a simple puzzle popularized by management consultants in the late 1960s. In the puzzle, nine dots are arranged in three rows of three. The challenge is to connect all the dots with four lines while not lifting one’s pen or pencil off the paper.



The problem seems insoluble at first glance, because most people instinctively stay within the confines of the “box” — the square created by the nine dots. Only by drawing a line beyond the area of the square can one solve the puzzle. You have to go outside of the box.



Many of you, during challenging times for our Office and county, have thought outside of the box as we have had to do more with less resources. You have found new ways to accomplish the same task in a faster and more efficient manner. You have looked for ways to help reduce costs. You have demonstrated outstanding teamwork. You have made extra efforts to communicate with co-workers about what needs to be accomplished. You have worked hard to maintain the quality service we are known for, and you have done all of this and more with a positive “can-do” attitude.

I want to thank you for thinking outside of the box. We have needed it and it has made a difference. It has been inspiring for me to see all that you have accomplished. This is one of the many reasons I look forward to our upcoming CASE awards, so that I may recognize your efforts.

Retirement rate changes coming in July

Beginning July 1, the Arizona State Retirement System (ASRS) contribution rate will increase for both employees and Maricopa County. The deduction rate will change from 9.0 percent to 9.60 percent plus .25 percent for the long-term disability plan, for a total contribution rate of 9.85 percent for both employee and employer. This is an increase of .45 percent each. Maricopa County employees who participate in the ASRS can expect to see the increase in rates beginning on their July 16 paycheck. The county is also increasing its matching contribution to ASRS, further ensuring a guaranteed pension when you retire.



- Current employee deduction = 9.00%
- Current ASRS LTD employee deduction = .40%
- Total = 9.4%**
- Current employer contribution = 9.00%
- Current ASRS LTD employer deduction = .40%
- Total = 9.4%**
- New employee deduction = 9.60%
- New ASRS LTD employee deduction = .25%
- Total = 9.85%**
- New employer contribution = 9.60%
- New ASRS LTD employer deduction = .25%
- Total = 9.85%**

Any questions concerning retirement can be directed to Eileen Williams, Payroll/Employee Records Supervisor at 602-506-3802.



Picturing the News — photos from around the Office

More Durango Juvenile CASE winners



TEAMWORK AWARD - (from left) Support Staff Team - Kiera Molina, Erica Bradford, Kelly Laird, Cruzita Minero, Valerie Leon, and Norma Barron.

County Service Pillar event



On April 21, three former Clerk employee's names were added to the County Service Pillar. They are: Tracey Fenton (left), Cece McDermott (center), and Lydia Gonzales (right). In total, 22 names were added to the pillar this year. The pillar is for employees who have retired after 30 or more years of service.



Beam signing

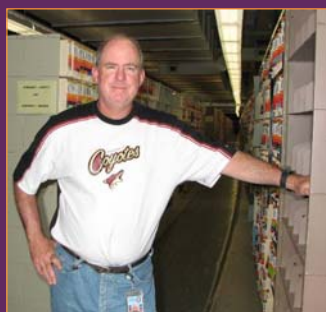
A special time was set aside for County and Court officials to sign the final beam for the Criminal Court Tower that is being constructed. Clerk of the Court Michael Jeanes (left), Chief Deputy Chris Kelly (center), and Project Manger Wendy Johnson (right) signed the beam, which was later placed on the building.



Showing support for the Phoenix Suns and Phoenix Coyotes



Diane Barnes & Veronica Olivas



Ken Lindler



GeorgeAnn Smith



Cyndie Rego



Darlene Pierson and Debbie Johnson



Cynthia Coronado and Jenela Fierro



Aaron Nash



Rick Hutton





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 Marriage Licenses and Passports

- **Aurora Avina** - “She was awesome. Extremely helpful.”
 - “Very, very kind, polite and informative. Thank you for having such an employee. Please commend her for her service.”
- **“Duffy Watson** - “Very helpful and answered all my questions. Very friendly.”
 - “Duffy is someone you can be proud of working for you.”

Northwest Filing Counter

- **Krizna Rodriguez** – “Many thanks for your quick and efficient services. It was very much appreciated.”
- “Very courteous and helpful. Awesome job.”
- “Fantastic! Everyone assisted nicely and there was no line.”

Customer Service Center Marriage Licenses and Passports

- “Passport service was helpful and courteous.”
- “Passport service was extremely helpful and nice. Could not have asked for nicer more efficient folks. Office was crowded and they remained professional and polite.”
- “Passport service was very helpful and courteous. Great job! Very fast.”



CO-WORKER COMPLIMENTS

“I would like to thank **Melanie Fay, Ken Shipley, and Ken Lindler** for all of the assistance they provided with a special project I was working on at the Customer Service Center. These individuals represent what teamwork is all about.” — *Christopher Kilgus*

CUSTOMER COMPLIMENTS

Southeast Juvenile Supervisor Diane Hoy received a call from a customer who expressed her appreciation for the assistance that **Karen Sailer** provided to her. She said Karen is a real gift and she didn’t hesitate to jump in to help. The customer appreciated how Karen was able to quickly process some documents and get them to the commissioner.

An email from another agency came to the office that read, “As part of my job, I conduct follow-up calls of people who have come to the court. I talked to two people who came in for guardianship and throughout the follow-up, they kept repeating that Southeast Juvenile’s **Sheila Sailer** was so helpful and knowledgeable.



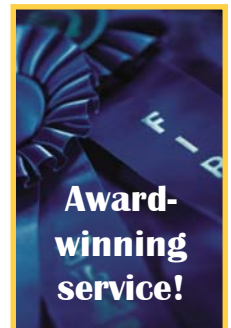
... more extra miles

CUSTOMER COMPLIMENTS

A customer left a very appreciate voicemail message with Merriel Trombley commending **Angela Walker** and **Michelle Paigen** on the help they provided her with an eFiling issue. The customer said she was having a difficult time eFiling and they both were so patient and helpful. She said Angela would not hang up the phone until she helped her eFile the document and said she was unbelievable. Merriel congratulated them both on doing a wonderful job with customer service and said their efforts are greatly appreciated.

Lauri Million sent a complimentary email to Merriel Trombley letting her know how helpful **Mike Mejia** was with an issue. She said that an issue arose right at 5 p.m. that needed some immediate follow-up and Mike took the extra effort without hesitation to make sure everything was completed. He was able to find out the information he needed even though it was past business hours. His actions really helped make sure things were done correctly. Lauri said that she really appreciated the extra help he provided.

Office receptionist Sandra Strange received a voicemail from a customer who commended Criminal File Counter's **Melody McGee**. He said Melody was very pleasant, efficient, courteous, and overall helpful. He said he doesn't compliment people often, but she really deserved it.



Snip-Snap

(A section of snippets and snapshots)

Newsletter makes a splash in Canada

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. This month the newsletter went from the farmland to the Foundland. The reason being for this is that last month, the newsletter was in Kansas on some farmland with an employee. This month, it traveled with another employee, who was in the Canadian province of New Foundland.



Pictured in the photo is Business Analyst **Pat Percival**, who was posing with a statue of mermaid in Bay Bulls, New Foundland, Canada. Besides taking pictures with the newsletter, Pat said she also took a puffin and whale boat tour while she was there. This is the second time that the newsletter has appeared in Canada in the 2010 issues.

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 description of the photo.

April Information

Humor Month

April is "National Humor Month." According to the American Assoc. for Applied and Therapeutic Humor, children laugh about 300 times a day, while adults typically chuckle only 15 times. Studies show that frequent laughter helps control pain, lowers blood pressure, and relieves stress.

April showers



Rain drops are typically less than 1/50 of an inch in diameter, but they can be as large as a 1/4 of an inch before they break up. Usually, they fall at a rate of about seven miles an hour.

How April got its name

Some scholars believe that April is derived from the Latin root word "aperire," meaning "to open" because this is the time when flowers open. Others say it is named after Aphrodite, the Greek goddess of love.



The Employee Track

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

ANNIVERSARIES

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

5 YEARS

Sandra Valdez and **Beverly MacDonald**

10 YEARS

Kathleen DeFrees, **Veronyka Lockhart**, **Nina Parmar**, and **Margarita Serrano**

15 YEARS

Alyson Moore, **Ruby Davison**, **Connie Estrada**, and **Theresa Sandoval**

20 YEARS

Terri Pavia

25 YEARS

Nancy Hannahoe



Congratulations!

NEW EMPLOYEES

- **Budget and Finance Administrator - Brad Kendrex**

HONORS

Scan-tastic achievements

• 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% -** **Scott Buckman, Margaret Brickman, Delilah Chilcoat, Eileen Fenner, Anthony Garcia, Sue Littrell, Maria Reyes, and Rebecca Shanks**
- 99.90 - 99.99 -** **Sheila Bullock, Bev Clement, Jackie Francisco, Jouseth Gamez, Margaret Gardner, and Reta Sneddon**
- 99.80 - 99.89 -** **Shannon Bowdoin and Sheila Soto**
- 99.70 - 99.79 -** **Margarita Serrano**
- 99.60 - 99.69 -** **Cindy Kasmer**



Using alternative mode of transportation is just the ticket to the movies

• **Rojas Elvia** won movie tickets through the Maricopa County Alternative Mode User Program (AMU). The AMU conducts random drawings to reward employees with movie tickets for their efforts to support the Clean Air Campaign by reducing air pollution through using an alternative mode of transportation. To enter the contest, you may visit the county's EBC site at: http://ebc.maricopa.gov/hr/trip_reduction/AMU_contest.htm





...The **Employee** **Track continued**

EMPLOYEE SPOTLIGHT



Name: Regina Ruiz
Department: Criminal Financial Obligations
Hometown: Phoenix, Arizona
Birthday: September 11
Family: *Daughter* - Nyssa / *Dogs* - Jack Burton and Mamacita
Years With Office: 4 years and 4 months
What is One Thing That You Enjoy About

Your Job: I learn something new everyday. There is so much to learn in my area with constant changes, and so I am always learning.

Favorite Activity(ies): Being in the outdoors. I love nature.

Least Favorite Activity(ies): Cleaning

The Hardest Thing That You've Done: I slept in the airport in Cancun, Mexico during a hurricane for two days. Finally, on the the third day I was able to fly out. (I will never fly stand by).

What is Something You Are Proud Of: I am proud of graduating with my degree one year earlier than expected, while working full-time.

Favorite Meal: Chilaquiles y Huevos

Where is Your Favorite Place to Eat Out: The Melting Pot

Pet Peeve: When people say that I can't do it or don't know how. Try it!

Favorite Movie or TV Show: Movies - *The Notebook* and *Crash*

A Dream I Have Is To: Be a news broadcaster

Do You Have a Hobby or Special Collection: No, not really.

What Has Been Your Favorite Vacation Destination: Cancun

What Place Would You Like to Travel To Next: Hawaii

Two People With Whom You Would Like to Have Dinner: Suze Orman and my Nana Q

What Was Your First Job: I was a cashier at my Uncle's little store in Laveen, AZ.

Nobody would believe it if they knew ... that I wanted to be a police officer and told everyone that I would be one until I reached high school.

County/Court News

Biometric screening dates

Following are the dates and locations for **Biometric screenings** from May 1 - May 7 (which is the final week of Open Enrollment):

Saturday, May 1 / 8:30 a.m. - 4 p.m.

Cigna Medical Group, 1920 E. Baseline, Tempe (in classroom)

Tuesday, May 4 / 7:30 a.m. - 4 p.m.

Lower Buckeye Jail, 3250 Lower Buckeye Rd., Phoenix (in RTC conference room)

Wednesday, May 5 / 9 a.m. - 4 p.m.

NE Court, 18380 N. 40th St., Phoenix (in multi-purpose room)

Wednesday, May 5 / 8:30 a.m. - 4:30 p.m.

Cigna Medical Group, 1920 E. Baseline, Tempe (in classroom)

Thursday, May 6 / 7:30 a.m. - 4 p.m.

Flood Control District, 2801 W. Durango, Phoenix (in Ops. Sunny Cove & Cave Buttes)

Thursday, May 6 / 8:30 a.m. - 4:30 p.m.

Cigna Medical Group, 1920 E. Baseline, Tempe (in classroom)

Friday, May 7 / 9 a.m. - 4 p.m.

Planning & Development, 501 N. 44th St., Phoenix (in Gold/Platinum Room)

The Biometric Screening schedule is by appointment only. To schedule an appointment, visit <http://ebc.maricopa.gov/ehi/> or call Cigna at 800-694-4982.

Law Day webinar on April 30

The Clerk's Office is a participating location in the Law Day statewide webcast "**Law, Justice, and the Holocaust: What You Do Matters.**"

Dr. William Meinecke from the Washington, D.C. Holocaust Museum will speak at the program. This webinar explores how decisions made by individuals really do matter. The webcast, which is eligible for 2.25 COJET hours, will be shown on April 30 from 11:30 a.m. - 2 p.m. in the Downtown Justice Center, 3rd Fl. Training Room. More information is available by calling Training's Steve Weston at x65821.

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

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