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Record Times



A monthly newsletter for Clerk of the Superior Court employees

June 2010

Vol. 16 No. 6

Casey makes final Office appearances for the year



The Casey awards made their final appearances for 2010 at the Downtown and Southeast office locations. The Casey's are the Office's employee recognition award for Teamwork, Leadership, Customer Service and Excellence. The following are photos and names of employees who received a Casey award at these closing events. The employees who received a Casey award at Durango Juvenile, the Customer Service Center, Northeast, and Northwest were printed in the April and May issues of the *Record Times*.

DOWNTOWN - TEAMWORK AWARD
(pictured) Monserrat Vejar, Kristy Kee
and Dorotha Stephens



DOWNTOWN - TEAMWORK AWARD
Laura Franco, Lorraine Sheehan,
and Lorie Stroud



SE - TEAMWORK AWARD
(pictured) Lori White, Judy Barney,
Veronica Becerra, and Sharayah Dunst



SE LEADERSHIP AWARD
Vanessa Martinez



➔ More photos on page 3

Mulleneaux decides it is time to say "au revoir" (good bye)



Leadership team gets together for a final group photo. The Office's leadership team recently took Gordon out for a farewell luncheon. Pictured from left are Deputy Director Gordon Mulleneaux, Chief Deputy Chris Kelly, Deputy Directors Marian Catt, Becky Magana, and Rich McHattie, and Clerk of the Court Michael Jeanes.

On June 30, Deputy Director Gordon Mulleneaux will retire from the Clerk of the Superior Court's Office after 19+ years of service. The following is a farewell interview with him.

What was your first assignment with the Clerk's Office?

My first assignment was in 1990 at which time I interviewed the 15 Arizona county clerks of the court to determine if it was possible to increase the "Document Storage and Retrieval Fee" from \$5 dollars to \$10. I traveled to each of the other 14 county Clerk's Offices in the state, and took pictures and documented how each Clerk was storing their County's Court Records. We utilized this information to explain to legislators why the state clerks, on a state-wide basis, needed to have additional financial resources to manage court records/files. As a result of this effort, the fee was increased in 1991.

Where were you working before you came here?

After receiving my M.P.A. in 1969 from ASU, our family moved and lived in four states. Our family returned to Arizona in 1983 and I worked for D.E.S. for several years. In 1989, I became a law firm administrator for a law office in Pittsburgh, PA. In late 1990, I joined the Clerk of the Court's Office.

Continued on page 4 – See Mulleneaux



Michael K. Jeanes
Clerk of the Court

A Minute with Michael



Inspirational words of wisdom that we are applying

James A. Brewer, a hospital worker by trade, nurtured a lifelong passion for inspirational writing. His routine for more than 41 years was to rise at 4:30 a.m. four days a week and write 200 one-liners. Brewer started this routine at age 16 and over the years his work has been published in numerous newspapers and national publications. Here is some of the motivational wisdom from this disciplined and optimistic writer that I would like to share with you:

- "Every moment is the right one to be kind."
- "A smile increases your face value."
- "Remember: Every job is a self-portrait of the person who did it. Autograph your work with excellence."
- "Footprints in the sand of time were not made by folks who stood still."

All four of these quips can be used as personal reminders to help inspire us to continue to achieve, improve, and grow in our individual lives, but each of them can also serve as a tip for us to strive for here at work. I am grateful that the message of the first three quips, being kind, smiling, and doing our jobs with excellence, are among our many strengths here. Nonetheless, we always can work on improving our efforts. One thing that I often like to say is "the biggest room in the world is the room for improvement."

When I read the last quip, I couldn't help but think about our Office and smile with great pride. I thought about the fact that despite all our Office has been through over these past two years with significant staff shortages, reduced resources, and budget cuts, our Office is covered with footprints. We have refused to stand still when it would have been easy to do so. We have continued to move forward, make progress, do the best we can under the difficult circumstances, and take steps to keep serving our customers with excellence. We have left footprints ... and these footprints have created paths that have made the journey for our customers easier to walk. Thank you for your determined spirit to keep moving and not stand still.



Solar project heats up efforts to save money for county

Maricopa County became the most recent government agency to go solar with an agreement to install solar photovoltaic energy systems on three downtown county structures. The solar arrays will produce up to 1,550 megawatt hours of power a year and save an estimated \$870,000 in energy costs. The solar arrays are expected to be installed this summer on the Jefferson Street Garage, the Jackson Street Garage, and the Downtown Justice Center. APS will pay the county 22.5 cents per kilowatt hour for the renewable energy credits. County officials estimate APS will buy the renewable energy credits from the county for \$166,000 annually per solar installation. Since the county will not own the solar array, at least initially, the panels will be installed at no cost to the county.

In addition, in January, the supervisors approved a \$25.3 million energy conservation construction program designed to reduce overall energy and water consumption and pay for itself in utility savings.





...Casey award winners continued from page 1

DOWNTOWN C.A.S.E. AWARDS

Teamwork Award - Civil Filing Counter Team - Kristy Kee, Eva Perez, Monserrat Vejar, Julie Garcia, Dorotha Stephens, Adam Asher, and Mike Mejia / **EDC Team** - Laura Franco, Lorraine Sheehan, and Lorie Stroud / **RCC Courtroom Clerk Team** - Olivia Hernandez, Teri Gaulke, Laura Dagna, Anita Treacy, Marsha Ebel, and Jacques Porter / **Civil Docket Team** - Velia Rosales, Suzanne Lambries, Jeannette Thornton, Travis Joy, Cindy Martin, Yvette Morales, and Regina Frigo / **Not Guilty/IA On Summons/Bond Forfeiture Team** - Rebecca Miller, LaVonia Diggs, and Susan Fromm / **4th Avenue Jail Probation Violation Team** - Kathleen Apodaca, Chiquita Williamson, and Genevieve Yulwel / **Special Project Team** - Mark Leong, Jon Reeves, and Chris Driscoll | **Excellence Award** - Lisa Kellar / Charles Jackson / Elizabeth Ramirez / Connie Vila / Elisa McGrath / Rick Hutton / Annette Cordell / Jouseth Gamez, Pamela Dougherty, Erendira Bautista, Tara Farr, and Brenda Townsend | **Customer Service Award** - Jolene Stroble, Yolanda Soliz, Eric Toledo, Liz Ramirez, Jacques Porter, Yvonne Gano, Connie Vila, Laurie Wistuber, and Melinda Wilson / Christina Saunders / Joseph Sims / Kelly Schermerhorn, Caryn Smith, Alyson Moore, and Hollice O'Shaughnessy / Michelle Paigen, Lori Cummings, Angela Walker, and Joycelyn Mathews-Pate / Cheryl Odell | **Leadership Award** - Caryn Smith / Karen Stone, Susan Morris, and Laura Eng

SOUTHEAST C.A.S.E. AWARDS

Teamwork Award - SEA Filing Counter Team - Vanessa Martinez, Mariam Jordan-McTaggart, Regina Romero, Sheelagh Ponicki, Sharon Szakacs, Nicki DeLaCruz, and Ana James / **Marriage Licenses/Passports/Public Records Team** - Ken Daniels, Drayson Alcantar, Sharayah Dunst, Veronica Becerra, Kimberly Epling, Al Ogawa, Lori White, and Judy Barney / **RCC/EDC TEAM** - Jessica Folts, Sherry Murphy, and Tracy Nalls / **SEA Document Management/EDM Team** - Alison Cole, Alison Knapp, and Sheila Bullock | **Excellence Award** - Pat Rolling / Linda Westbrook / Ana James | **Customer Service Award** - Kendra Depue | **Leadership Award** - Vanessa Martinez

DOWNTOWN - TEAMWORK AWARD

Susan Fromm, LaVonia Diggs, and Rebecca Miller



DOWNTOWN - TEAMWORK AWARD

Marsha Ebel, Anita Treacy, Jacques Porter, Olivia Hernandez, Laura Dagna, and Teri Gaulke



DOWNTOWN - CUSTOMER SERVICE AWARD

Kelly Schermerhorn, Hollice O' Shaughnessy, Alyson Moore, and Caryn Smith



DOWNTOWN - TEAMWORK

(pictured) Mark Leong and Jon Reeves



DOWNTOWN - TEAMWORK AWARD

Laurie Wistuber, Jolene Stroble, Connie Vila, Yolanda Soliz, Liz Ramirez, Yvonne Gano, and Jacques Porter



DOWNTOWN - EXCELLENCE

Charles Jackson



DOWNTOWN - CUSTOMER SERVICE

(pictured) Angela Walker and Lori Cummings



DOWNTOWN - LEADERSHIP AWARD

Laura Eng, Susan Morris, and Karen Stone



DOWNTOWN - EXCELLENCE AWARD

← Lisa Kellar

DOWNTOWN - CUSTOMER SERVICE AWARD

Cheryl Odell →



DOWNTOWN - EXCELLENCE AWARD

← Annette Cordell

More photos on page 5



...Mulleneaux continued from page 1

What made you decide to come to the Clerk's Office?

I was acquainted with the previous Clerk (Judith Allen) while working at D.E.S. and was impressed with her vision for Child Support programs. In my judgment, she was a progressive leader. She focused on the importance of the Clerk's Office, she worked to modernize the Office and bring resources for modern technology and processes. I supported and continue to support improvement in the delivery of public services.



What have been the main responsibilities in your current position?

My main responsibility has been to make certain that the excellent staff in this division receive the tools, training, and equipment they need to carry out their responsibilities. We perform complex tasks in a very efficient and accurate manner. Our staff can perform these tasks best when they have access to all the proper tools.

What have you enjoyed about your job?

I have enjoyed the diversity and complexity of tasks in the Clerk's Office. We work with many counties, state, and outside agencies in carrying out our legislative mandates. In working with these various entities, I have enjoyed the dialogues and the formulating of public policy to serve the court and the public.

What are a few of the major changes you have seen in the Office since you started?

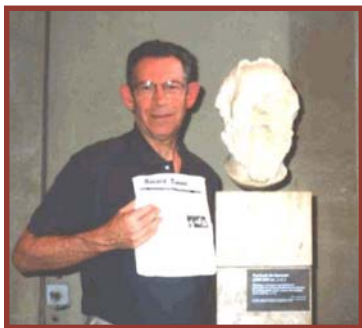
The major changes have been how we provide our services. Much like the rest of the business world, the public we serve can receive our services by electronic and web-based methods. The traditional methods of service are changing for the better to give public interaction and access on more of a 24/7 basis.

Is there a particular project or projects that you accomplished that you are proud of?

There are many projects which were completed with my assistance and support: (1) The IVR system for phone calls by our child support clientele; (2) Both the 1983 and 2009 new cash receipting systems; (3) The 1996 Clerk's system to process Adult Probation payments; (4) Approval of the new user fees by the Board of Supervisors, which allowed us to build the Electronic Court Record and the modernization in our office; and (5) various pieces of legislation for Clerk's Offices, and especially legislation which benefit/assist victims of crime.

What was one of the biggest challenges you faced?

How to efficiently and effectively give all parties appropriate access to the public information we manage at the Clerk's Office.



Gordon once took the *Record Times* newsletter with him on one of his vacations to France. He posed next to some artwork in a French museum and submitted the photo to the newsletter's popular employee photo feature section.

What will you miss?

I will sorely miss the interaction with all the creative, good, hard-working, and smart people at the Clerk's Office and the other public agencies that I have interacted with.

What are your retirement plans?

My wife describes me as an "eternal student" – so I will continue my "studies" by continuing my travels to Europe. I'm also enrolled at ASU to work on a "dream" degree in European History. I also plan to do some humanitarian volunteering work. We have eight grandchildren and two daughters that live out of state (Sacramento, CA and Washington D.C.) so my plans also include seeing more of them.

Any words of advice to employees as you leave?

"Watch the little things; a small leak will sink a great ship."

— **Benjamin Franklin**

And remember that the Clerk's Office is a great place for improvement. The Office has always supported staff in their creative changes to improve the work atmosphere and work processes. The Clerk's Office and the County support their employees in their goals to improve. I encourage all to work hard to take advantage of all opportunities offered by the Clerk's Office and if you do so, you will have an amazing career here.



In 2000, Gordon dressed up for the Office's Halloween Costume Contest. He was a French artist.



...Casey award winners continued from page 3

DOWNTOWN - EXCELLENCE AWARD

(pictured) Brenda Townsend and Pamela Dougherty



DOWNTOWN - TEAMWORK AWARD

Suzanne Lambries, Jeannette Thornton, Yvette Morales, Cindy Martin, and Velia Rosales



DOWNTOWN - EXCELLENCE AWARD

Connie Vila



DOWNTOWN - EXCELLENCE AWARD

Elizabeth Ramirez



DOWNTOWN - EXCELLENCE AWARD

Elisa McGrath



DOWNTOWN - EXCELLENCE AWARD

Rick Hutton



DOWNTOWN - TEAMWORK AWARD

(pictured) Kathleen Apodaca



Customer Services!



SOUTHEAST - TEAMWORK AWARD

(pictured) Nicki DeLaCruz, Vanessa Martinez, and Sheelagh Ponicki



SOUTHEAST - TEAMWORK AWARD

(pictured) Tracy Nalls



DOWNTOWN - LEADERSHIP AWARD

Caryn Smith



SOUTHEAST - TEAMWORK AWARD

Alison Knapp, Sheila Bullock, and Alison Cole

Leadership!

Teamwork!

Excellence!



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

- “**Duffy Watson** - “Duffy was very kind and friendly.”

Northwest Filing Counter

- “This location has been very supportive and very helpful.”
- “Very efficient, helpful, friendly, and made the process a pleasant experience.”

Family Court Services

- “I was very, very nervous and the staff made me feel very comfortable!”
- “Very great service and courtesy!”



Knowing the blueprint to providing quality service

CO-WORKER COMPLIMENTS

“I would like to send out a very big thank you to the Downtown Criminal Clerks, especially **Denise McGraw** and **Saralyn Yoder**, for all of the help they have been to me while training in my new case-type. They have routinely stopped what they have been doing to answer my questions (and there have been A LOT of questions). Thank you.”
– *Eileen Rosel*

“I want to take a moment to thank Civil Docket Auditor/Trainer **Chris Driscoll**. Whenever, questions and/or issues arise regarding CV Docket, he is always quick to answer and resolve the issue. By helping me, he is helping court staff, attorneys, and litigants. So, on behalf of us all, thank you.” – *Jared Rutledge*

“A big ‘Thank You’ to my co-workers in **Family Support Services/Finance Division** for graciously hosting a surprise luncheon in honor of my recent graduation from Arizona State University. It was a surprise and their thoughtfulness was appreciated.” — *Deborah Johnson*

“I would like to say thank you to the supervisor, leads, and staff at the **Downtown Civil Filing Counter, EDM, Civil eFile, and Civil Docketing**. It was a good experience working with you.” – *Adam Asher*

“I would like to thank **Brad Kendrex, Deb Brooks, Lisa Priefer** and **Sheri Hill** from Budget and Finance for excellent customer service and support for ITG procurements and for assisting us in all of our project-related needs. They are very professional and always ready to help. Thanks.” – *Ron Bitterli*

CUSTOMER COMPLIMENTS

A customer took time to call the Office to say how much they appreciated the help of Durango Juvenile’s **Rachel Robles**. They said she was very helpful and her customer service is excellent.





... more extra miles

CUSTOMER COMPLIMENTS

A customer took time to ask if he could speak to CFO Manager Jane Tewksbury regarding the service he received from **Christine Morris**. The customer stated that Christine was very helpful, patient, and provided excellent customer service.

Elections' Karen Osborne sent a note thanking **Downtown Civil Filing Counter staff** for their excellent efforts processing the elections cases. She wrote in her note, "Thank you for an excellent job at keeping us current on all of the court challenges and helping us to do our job quickly and smoothly."



Snip-Snap

(A section of snippets and snapshots)

Two more places to add the newsletter's map of destinations reached across the world

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. For the past two months, the newsletter has been pictured in different countries – Canada and China. This month, it is spotted twice again outside of the USA.

Pictured in photo 1 is General Accounting Manager **GeorgeAnn Smith**, who posed with the newsletter while she was in front of Saint Basil's Cathedral in Moscow, Russia. Pictured in photo 2 is Civil Notice Desk's **Katie Sullivan** and her husband Rick, who posed with the newsletter while they were on a beach at Antigua.

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.



June Information

Following are odds and ends related to the month of June:

- In both common and leap years, no other month begins on the same day of the week as June.
- According to many food historians, the donut was invented on June 22, 1847 by sea captain Hanson Gregory.
- June is **National Rivers Month**. The rivers in the U.S. add up to 3.5 million miles in length.



• The first full moon in June is called the "honey moon" because beekeepers once believed that this was the best time to harvest honey. Over time, the term came to be associated with the trip taken after a wedding.

• June was named for the Roman goddess Juno. In their mythology, she was the goddess of women and marriage, which is how the tradition of June weddings originated.



The Employee Track

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

MARRIAGES



- Congratulations to Customer Service Center QC3 Auditor **Maria Saenz**, who got married to Rigoberto Medina on May 24.

BIRTHS

- Congratulations to SEA Courtroom Clerk **Kimberly DeSanna** on the birth of her 7 lb. 15 oz., 19.5 in. baby boy on June 9. Her new son's name is Draven.

OFFICE ANNIVERSARIES

The following employees celebrate milestone anniversaries with the Clerk's Office in June:

5 YEARS

Regina Romero, Annie Fair, Justin Mayse, and Ana James

10 YEARS

Linda Moya



NEW EMPLOYEES

- Billing & Deferral - **Sarah Bradburn**
- Courtroom Clerks - **Veronica Morales, Norma Otero, Christina Soto, Summer Stewart**
- Durango Juvenile Courtroom Clerks - **Adenia Ah Mu, Danielle Kallweit-Parker**
- Downtown Probate Docket/EDM - **Rubi Rojas**
- NE Marriage License/Passport - **Nancy Robles**
- Civil EDM - **Rosemary Lake**
- NE Filing Counter - **Kelly Spross**
- Summer Intern - **Alex Shapos**

HONORS/AWARDS

- Congratulations to Human Resources' **Katie Meade** on recently earning her Masters of Arts degree in Human Resources from Ottawa University.
- Congratulations to Courtroom Clerk **Melinda Wilson** on earning her Bachelor of Arts degree in Social and Criminal Justice from Ashford University this month.
- EDM QC staff member **Patti Carter** was a recipient of a Teamwork Award at the Customer Service Center's Case Event on May 4. Her name was mistakenly left out in last month's newsletter issue.

EMPLOYEE TRANSFERS

- Courtroom Clerk **Robin Peck** transferred from Northeast to Downtown.
- Courtroom Clerk **Melinda Wilson** transferred from Downtown Family Court to Northeast.





...The Employee Track continued

EMPLOYEE SPOTLIGHT



Name: Janeene K. Carrillo

Department: NE Court Records, Marriage Licenses and Passports

Hometown: Clifton, Arizona

Birthday: November 9

Family: Three sisters, one brother, one daughter, and one Chihuahua

Years With The Clerk's Office: 5 years

What is One Thing That You Enjoy About Your Job: I have learned from everyone who I have worked with. The people here become like family and I won't ever forget you. I enjoy times spent with co-workers and I appreciate becoming a part of a stellar organization.

Favorite Activity: Acting / **Least Favorite Activity:** Driving

The Most Adventurous Thing That You've Done: Escaping out of a sinking jeep in a river, middle of the river ... some people know the story.

What is Something You Are Proud Of: To be attending Boston University earning my Masters in Criminal Justice and International Relations.

Favorite Meal: Salmon, just salmon

Where is Your Favorite Place to Eat Out: Charlestons

Pet Peeve: When people driving on the freeway travel side by side one another ... either pass or stay behind. ☺

Favorite Movie or TV Show: Movie - Fried Green Tomatoes "Did I ever tell you about the lake..."

A Dream I Have Is To: go to Israel to walk the Holy land.

Do You Have a Hobby or Special Collection: I like to collect shoes and dresses and some of my hobbies include fishing and interior decorating.

What Has Been Your Favorite Vacation Destination: I haven't really traveled anywhere I really liked except home.

What Place Would You Like to Travel To Next: My ancestor location of Spain and Portugal ... it is in the works!

Two People With Whom You Would Like to Have Dinner: Elizabeth Taylor and Leonardo Di Caprio

What Was Your First Job: An instructor assistant at the Eastern Arizona College.

Nobody would believe it if they knew ... that I can't swim for the life of me (underwater). I can't hold my breath and almost drown each time I try even for a few seconds.

35 Years of Service



On June 23, at a special service awards ceremony, the Maricopa County Board of Supervisors honored Distribution's **Marjorie Crow** for her 35 years of service to the county. Marjorie received a certificate, clock, and a special tribute. Marjorie was among eight county employees who were honored for their 30 or more years of service. Also among those eight employees was the Assessor's Olivia Cruz, who was honored for her 55 years of service to Maricopa County. Pictured above (from left) are Clerk of Court Michael Jeanes, Marjorie, and Supervisors' Chairman Don Stapley.

Marjorie began working for the Office in 1975 in the Microfilm Department. Marjorie is the third longest serving Clerk employee.

ENJOY

YOUR



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