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Record Times



A monthly newsletter for Clerk of the Superior Court employees

March 2010

Vol. 16 No. 3

Employees recognized for reaching service milestones

The time of year has arrived to recognize the Clerk of the Court employees who have reached significant service milestones with the Office and/or Maricopa County. During the months of April and May, the Office will present employees with special service pins for reaching their 5, 10, 15, 20, 25, 30, and 35 years of service anniversary during the calendar year of 2009. The following lists show the employees at each Office location who are scheduled to receive a Clerk of Court pin or a Maricopa County pin, or both at this year's ceremonies. **Related News:** Please see the news article at the bottom of this page about information regarding Maricopa County's service pin program being put on hold.



DOWNTOWN

(East, Central, and West Court Buildings, Old Courthouse, and the Downtown Justice Center)

5 YEARS

Cathleen Bridget
Chrystal Castro
Sarah Dignard
Pamela Dougherty
Tara Farr
Teresa Haaser
Colleen Harrington
Rae-Ann Hopper
Evette Landrum
Benny Lopez
Tracy Lundblad
Barbara McDonald
Andrea Marquis

5 YEARS continued

Jennifer Mendoza
Shanna Perez
Cynthia Rego
Joseph Silberschlag
Monserrat Vejar
William Wong

10 YEARS

Chris Bradford
Steve Greth
Olivia Hernandez



10 YEARS continued

Ivette Huerta
Joe Legander

15 YEARS

Sheryl Brown
Lorraine Sheehan
Jane Tewksbury
Kim Whitson

20 YEARS

Delilah Chilcoat
Carole Hernden

20 YEARS continued

Susan Morris
Linda Samson
Yvonna Smith
Diane Szaniawski



25 YEARS

Laura Eng
Sharon Wilson

35 YEARS

Denise Glab



Service pins are for Office anniversaries reached in calendar year 2009.

➔ More service pin recipients are listed on page 4.

News update about the Maricopa County service pins

For the past several years, two different service pins have been distributed to employees – one from the Clerk of the Court's Office and one from Maricopa County. This year, Maricopa County ran out of stock of their service pins and they are evaluating whether or not to continue the service pin program due to the current budget crunch. They have not re-ordered a new supply. The Clerk's Office was receiving the county pins on a quarterly basis, but the county stopped sending the pins for Clerk employees last summer. Therefore, there are unfortunately some employees who will not receive a county pin due to the county putting the program on hold. This news only relates to the Maricopa County service pins. The Clerk's Office does have a supply of pins and will distribute them to employees.





Michael K. Jeanes
Clerk of the Court

A Minute with Michael



Looking forward to our annual recognition events

As you see on the first page of this newsletter, it is time for our Office to present service pins to our employees who have reached a milestone anniversary with the Office. In addition, we will also be presenting the annual “Casey” awards to staff at the same time as the service pins. I always look forward to these events as they provide an excellent opportunity through the awards and service pins to recognize you for your hardwork, dedication, achievements, quality service, innovation, and teamwork. It is great to be able to honor you in person for your excellent efforts.

Also, please note that the service pins are awarded to everyone who reached their Office anniversary during calendar year 2009. We wait until everyone has reached their anniversary for the year, so that we can distribute the pins at one time during a special ceremony. Below are the dates, times, and locations of the 2010 CASE Award/Service Pin ceremonies. You are welcome to attend even if you are not receiving a pin this year.



- **April 21 - Durango Juvenile** / 12:15 p.m. / Large Conference Room
- **April 29 - Northeast** / 12:15 p.m. / Jury Room
- **May 4 - Customer Service Center** / 12:15 / Employee Lounge, 1st Floor
- **May 11 - Northwest** / 12:15 / Office Area
- **May 18 - Downtown** / 12:15 p.m. / Supervisors' Auditorium
- **May 25 - Southeast Adult & Juvenile** / 12:15 p.m. / Saguaro Room

An interview with the Office's new deputy director

The following is an interview the *Record Times* conducted with **Becky Magana**, the Office's new deputy director. She oversees the Financial Services, Criminal Financial Obligations, Document Management, and Family Court Services areas.

Now that you have been in the Office for about two months, what are a few of your thoughts?

A successful organization is like a three-legged stool, it's the customer, the employees, and the company that are all stakeholders in the business and are the legs of the stool. In the private sector, the focus is profitability. In these tough economic times, it's a tightrope act to balance profitability with innovation, doing the right thing for the customer, and providing growth opportunities for employees. I am looking forward to applying my experience to the Clerk's Office in a fiscally responsible way, while simultaneously focusing efforts toward the customer and employee aspects of the equation.



What are one or two things that have impressed you about the Office so far?

The caliber and integrity of the people in the organization and the commitment to customer service. It's encouraging to be a member of a team dedicated to doing the right thing.

Is there anything that has surprised you?

The complexity of the court system has been quite a revelation. I have been in numerous private/public corporate industries, small to large and it is rare for anything to surprise me. I can see my greatest challenge in this role will be to familiarize myself with how those complexities are interwoven.

Interview continued on page 3...



...Becky Magana interview continued

Where else have you worked and what did you do?

I consider myself a recovering accountant. For many years I focused solely on the financial and accounting aspects of the company. XX years ago (no, I will not disclose how many), I decided I wanted to expand into operational areas, because I am motivated by a wide scope of activity and am a committed life-long student. I have an extensive background in quality management and 6 Sigma and I have managed accounting, AP/AR, payroll, IT, project management teams, as well as client contract management, in industries that include medical, manufacturing, retail, service, outsourcing, and banking (just to name a few). The most recent positions I held were with Sprint headquarters in Kansas and Affiliated Computer Services in Tempe.

How do you think your past experience will help you in this current position?

I think my breadth and depth of experience will allow me to look at the Clerk's processes/practices with a new set of eyes. I have extensive experience in automation, from the functional perspective, and I plan to utilize that experience to assist in automating the Office.

What is one of your goals in your new position?

Initially... getting my arms around all the complexities and inner workings of the court system, along with establishing relationships within my team. I will also be heavily involved in automation efforts, with eFiling heading the top of the list.

What is one challenge that you see facing the Office?

The number of processes and complexity of the various court cases tends to create silos. I would like to explore a cross-training initiative within the downtown processes, similar to how the satellite offices operate. This gives employees a chance to grow in their skill sets, which equates to opportunities to move within the organization, as well as providing the Office with business continuity options.

Do you have a favorite quote or saying?

I have two actually: **1)** - "People who are unable to motivate themselves must be content with mediocrity, no matter how impressive their other talents," - *Andrew Carnegie* **2)** - "The definition of insanity is: doing the same thing over and over again and expecting different results," - *Albert Einstein*

Tell us a little bit about your family?

My husband of 27 years is Cipriano, who brought to our marriage four children, Marty, Marla, Mike, and Michelle, who I love like my own. He and I have two wonderful daughters, Marisa and Megan, who are the light of my life and my life's greatest contribution to society. Marisa is a project manager and Megan is in her last year at ASU studying criminology. We also have three dogs. I proudly display the cute face of the youngest canine, Diego, in my office.

Do you have any interesting hobby or collection?

I love to read and I also like to sew. I actually owned my own business at one time where I designed dance costumes and wedding gowns. I'm pretty proficient with a needle.

Are you from Arizona?

I was born and raised in Missouri, and migrated to Arizona in 2005, originally moving to Queen Creek to stay in a rural area - great for my psyche, not good for getting back and forth to work, so I moved to Phoenix a year ago.

Anything you would like to say to employees?

I look forward to working with all of you and collaborating on ways to improve our processes and tools. Bear with me while I learn your names, and how your work areas function. I assure you, I will get my arms around all of this; in the meantime, I am always open to suggestions as I realize that you know your processes better than I do. I solicit your help in shortening my learning curve.





The 2010 Clerk of the Court service pin recipients

....continued from page 1

CUSTOMER SERVICE CENTER

5 YEARS

Donald Christoph
Catherine Diaz
Eileen Fenner
Donna Hall
Richard Lupori
Shane Monroe

5 YEARS continued

Clay Proulx
Eddy Ramirez
Araceli Rodriguez
Melissa Totter
Tawnie Wells

10 YEARS

Michael Ball
Charlotte Concholar
Emily Greth
Frances Horst
Meg Kelleher

15 YEARS

Richard Lopez

20 YEARS

Candy Cole-Terry
Steve Lauer



SOUTHEAST

(Southeast Adult and Southeast Juvenile)

5 YEARS

Kirsten Alger
Veronica Becerra
Elizabeth Cacia
Franci Diaz-Smock
Sharayah Dunst
Colleen Gauna

5 YEARS continued

Tracy Nalls
Iole Ostrander
Sheelagh Ponicki
Karen Sailer
Tiffany Soto
Jeanine Skuza

10 YEARS

Judy Barney
Diane Hoy
Michael Kay
Leah Lindahl
Marlene Rivera-Guthrie

15 YEARS

Teresa Nestor-Donohue

20 YEARS

Lora White



NORTHEAST

5 YEARS

Janeene Carrillo
Bonnie McGovern

10 YEARS

Tina Hays
Mary Minkow



NORTHWEST

5 YEARS

Krizna Rodriguez

10 YEARS

Michelle Monick



DURANGO JUVENILE

5 YEARS

Joy Calhoon
Iris Crawford

5 YEARS continued

Kelly Laird
Shannon Ward

10 YEARS

Kiera Molina

20 YEARS

Valla Wrona





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

- **Rick Stefano** - "Rick went out of his way to be helpful, kind, and caring. You made a really bad day bright for a moment."
- "Excellent! They are so fast! I thought I would have to wait all day."
- "**Donna Hall, Melanie Fay, and Aide Estrada** are extremely helpful, polite, and knowledgeable. Thank you so much."
- "Fantastic! Everyone assisted nicely and there was no line."

Southeast Adult Filing Counter

- **Mariam Jordan-McTaggart** - "Mariam was personable knowledgeable and so very accommodating. We were glad to make her acquaintance."
- **Regina Romero** - "I am not sure how she kept everything in order. She was so quick and helpful."
- **Sheelagh Ponicki** - "Sheelagh was very fast and friendly."
- **Jessica Folts** - "I came from another state with an emergency and Jessica was very helpful."
- **Nicki DeLaCruz** - "Nicki was very helpful and good to us."
- **Ana James** - "Ana was extremely nice and courteous."
- **Sharon Szakacs** - "Sharon was very polite and helpful."

**Award-winning
service!**



CO-WORKER COMPLIMENTS

"I, along with Alison Cole, would like to extend a big thank you to ITG's **David Griego** for all of the help he has been in keeping our scanners in compliance with EDM/QC. He is very quick in responding to scanner issues and is greatly appreciated by all at the SEA." — *Sheila Bullock and Alison Cole*

"I think the entire **Clerk's Office** deserves an award for teamwork. With the current budget crisis, we are working with less staff, no idea of when anyone will see a raise in pay again, and a workload that is ever increasing. Through it all, I believe everyone has been doing an outstanding job. **Michael Jeanes** is wonderful about giving everyone the praise they deserve in his weekly 'It's Friday' message and even began sending an 'It's Monday' message too. The hard work that everyone is doing is worthy of an award." — *Lori Cummings*

CUSTOMER COMPLIMENTS

Southeast Juvenile's David Lett sent an email to Jenny Shaska to let her know that he appreciates the help of **Anne Lieske**. He wrote, "I want to compliment Anne for always helping me when I need assistance with a special request or urgent matter. No matter how busy she is, she is more than happy to help me help the public. It doesn't go unnoticed."

An attorney sent a letter to Michael Jeanes to compliment some employees. He wrote, "I wanted to let you know that the **eFiling staff** has done a terrific job. I am not a very technically savvy person so their assistance, whenever I call, is very much appreciated. They are a real credit to your office."





... more extra miles

CUSTOMER COMPLIMENTS

Three Japanese dignitaries recently visited the Office to learn more about the operations. Trainer Joe Silberschlag was their guide and he sent a letter to the *Record Times* to express his gratefulness to those employees who assisted with the tour. He wrote, "A huge thank you to the staff who were very gracious and helpful to our visitors – **Lois Rees, Mark Jensen, Rick Hutton, Merriel Trombley, Lori Cummings, and Mark Leong.** I would also like to thank the numerous employees at the CSC, CCB, and DJC who were very welcoming and helpful to our Japanese visitors as we toured the work areas."

A TV producer working with a Swiss production company were filming exhibits recently and the producer called to say he was impressed with the professionalism and customer service they received. The producer remembered looking at exhibits when they were at Durango many years ago and commented how much the staff and facilities have improved since Michael Jeanes has been the Clerk.

A customer sent an email to the Office to thank **Angela Walker.** He wrote, "I really, really appreciate your time, patience, and help. Thank you so very much."



Snip-Snap

(A section of snippets and snapshots)

Newsletter travels to America's heartland

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was spotted twice – once with an employee who was at the Canadian capitol building in Ottawa, Ontario and once with an employee who was in Virginia at the home of former president James Madison. This month the newsletter found itself in the heartland of America.

Pictured in the photo below is Human Resources Manager **Lois Rees**, who was on her dad's farm just south of Hesston, Kansas. Hesston is about 30 miles north of Wichita, Kansas.

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

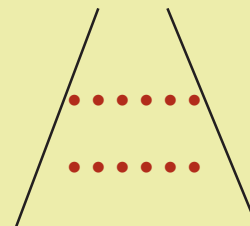


To submit a photo:

- 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.

A matter of perspective

Michael Michalko, a creativity expert, offers this puzzle to ponder: Study these rows of dots and try to see them as being unequal in length.



Both sets of dots are equal in length, yet the lines at the side of the second set of dots forced your brain to change its focus and its perception of the pattern, allowing you to see something that you could not otherwise see. The next time you can't see a problem in any other light, try changing your focus.



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 March:

10 YEARS
Schelondia Haynes, June Nothwehr, and Julie Bower

5 YEARS
Loreen Cummings



NEW EMPLOYEES

- Budget and Finance Administrator - **Brad Kendrex**
- Courtroom Clerk – **Anna Fagnani**

HONORS



It's pillar time

The Maricopa County Communications Office announced that they have rescheduled the annual **Pillars of Honor ceremony** to 9 a.m. on April 21. It will be held on the Central Court Plaza. They also announced that three former Clerk of the Court employees will be honored at the ceremony by having their names added to the Pillar of Service. The Pillar of Service is designated for employees who have retired with 30 or more years of service to Maricopa County.

The three Clerk of Court employees to have their names placed on the pillar in April are listed below. Currently, the Office has a total of five former employees whose names are on the pillar.

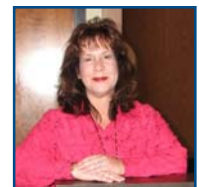
- **CeCe McDermott**, Civil Docket, Auditor
Years of Service - June 28, 1978 - Jan. 1, 2009
- **Lydia Gonzales**, Southeast Adult Courtroom Clerk
Years of Service - Nov. 6, 1972 - May 30, 2009
- **Tracey Fenton**, Downtown Family Court Courtroom Clerk
Years of Service - Dec. 19, 1977 - Nov. 30, 2009



Cece McDermott



Lydia Gonzales



Tracey Fenton

The Pillars of Honor ceremony also includes adding names to the Pillar of Salute (for those employees who have received national recognition for their efforts) and the Pillar of Sacrifice (for those employees who lost their lives in the line of duty).

The CASE of the five county pin winners



The following five Clerk of the Court employees won a Maricopa County lapel pin as a result of sending in a nomination for the Office's CASE Recognition Program. Employees who submitted a nomination for the Office's Annual CASE awards this were eligible for a random drawing for the pins. The winning employees are: **Kathryn Martin, Brenda Burton, Ken Shipley, Pam Crawford, and Nicki DeLaCruz.**



...The Employee Track continued

EMPLOYEE SPOTLIGHT



Name: Katie Sullivan
Department: Downtown Civil
Hometown: Lynn, Mass.
Birthday: December 2
Family: *Husband* - Rick / *Daughters* - Debbie, Nikki, and Lynsay / *Son* - Austen / *Grandchildren* - Justina, Haley, McKenzie, Tayton, and Lennon

Years With Office: 9+

What is One Thing That You Enjoy About Your Job: The people who I work with.

Favorite Activity(ies): Looking for my next vacation.

Least Favorite Activity(ies): The treadmill

The Most Adventurous Thing That You've Done: Hiking through the jungle in Costa Rica.

What is Something You Are Proud Of: I moved across the country by myself.

Favorite Meal: Lobster

Where is Your Favorite Place to Eat Out: Any place back East.

Pet Peeve: Rude people

Favorite Movie or TV Show: Movie - *Urban Cowboy*

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

Do You Have a Hobby or Special Collection: I collect magnets from the places that I have traveled to. I have about thirty in my collection.

What Has Been Your Favorite Vacation Destination: Tahiti

What Place Would You Like to Travel To Next: Fiji

Two People With Whom You Would Like to Have Dinner: John Travolta and Al Pacino

What Was Your First Job: I was a park instructor.

Nobody would believe it if they knew ... that as much as I complain about the cold, I went to an all ice bar called Minus 5 in Sydney.

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

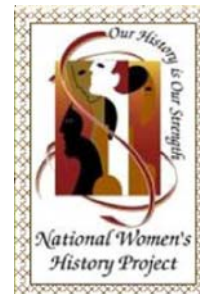
Chief Deputy Chris Kelly

Newsletter Editor Len Keso



County/Court News

Women's celebration event



The County Board of Supervisors and the County Manager's Diversity Office is inviting employees to attend the **5th Annual Women's**

Leadership Celebration at noon on March 31 in the Irish Cultural Center, 1106 N. Central Ave. in Phoenix. The theme of the celebration is "Honoring the Past, Creating the Future." The event cost is \$5, which includes lunch. Please make checks payable to the Maricopa County Hispanic Network. Cash or checks should be delivered to Selene Saucedo, County Administration, 301 W. Jefferson, 10th Floor. For additional information, please call Terri Mulholland (602) 506-5071.

Due to space, seating is limited. Paid reservations will be taken on a first-come, first-serve basis.

New departmental judges



Effective June 1, the following Superior Court judges will serve as the department presiding judges:

- Associate Presiding Judge and Juvenile Presiding Judge – Eddward Ballinger Jr.
- Criminal Presiding Judge – Douglas Rayes
- Associate Criminal Presiding Judge – Warren Granville
- Civil Presiding Judge – Robert Oberbillig
- Family Court Presiding Judge – Carey Hyatt
- Probate Presiding Judge – Rosa Mroz
- Tax Presiding Judge – Dean Fink



Open enrollment and bio-metric screening information

County officials announced the dates for Open Enrollment will be **April 26 - May 7**. Open enrollment is the time when employees are allowed to make benefit choices for the upcoming year. In addition, the dates and locations have been announced for the Biometric screenings. Maricopa County offers employees the opportunity to obtain these free, confidential screenings that include a brief lifestyle questionnaire, as well as tests in height; weight; waist circumference; body mass index; body composition; blood pressure; cholesterol; and blood glucose.

As part of this effort, the County is continuing to offer employees an opportunity to save up to a total of \$240 annually on the county-sponsored medical insurance by participating in both the Biometric Screening and the online Health Assessment that follows the screenings. The Biometric Screening schedule is by appointment only. Below is a list of the March and April dates, times, and locations of the screenings. More dates are available in May. To schedule an appointment, you may visit the Employee Health Initiative page on the EBC at <http://ebc.maricopa.gov/ehi/> or call Cigna at 800-694-4982.

Date	Day	Time	Building	Address	Conference Room	City
MARCH						
3/22/2010	Monday	9 AM - 4 PM	Legal Advocate	3800 N. Central Ave	14th fl Conference Room	Phoenix
3/24/2010	Wednesday	9 AM - 4 PM	NE Courts	18380 N. 40th St.	Multipurpose Room	Phoenix
3/24/2010	Wednesday	8:30 AM - 4:30 PM	CIGNA Medical Group - CJ Harris	1920 E. Baseline	Classroom	Tempe
3/25/2010	Thursday	9 AM - 4 PM	Mesa Adult Probation	245 Centennial Way	Events Room	Mesa
3/26/2010	Friday	9 AM - 4 PM	Adult Probation	2445 W. Indianola	Rooms A, B, C	Phoenix
3/26/2010	Friday	8:30 AM - 4:30 PM	CIGNA Medical Group - CJ Harris	1920 E. Baseline	Classroom	Tempe
3/27/2010	Saturday					
3/28/2010	Sunday					
3/29/2010	Monday	9 AM - 4 PM	Public Health Administration	4041 N. Central Ave	717 Conf. Room (7th floor)	Phoenix
3/30/2010	Tuesday	9 AM - 4 PM	Public Health Clinic	1645 E. Roosevelt	Garfield Room	Phoenix
3/31/2010	Wednesday	9 AM - 4 PM	Downtown Justice Courts	620 W. Jackson	Room #4 (2nd fl)	Phoenix
3/31/2010	Wednesday	8:30 AM - 4:30 PM	CIGNA Medical Group - CJ Harris	1920 E. Baseline	Classroom	Tempe
APRIL						
4/1/2010	Thursday	9 AM - 4 PM	Mesa Adult Probation	245 Centennial Way	Events Room	Mesa
4/1/2010	Thursday	8:30 AM - 4:30 PM	CIGNA Medical Group - CJ Harris	1920 E. Baseline	Classroom	Tempe
4/2/2010	Friday	9 AM - 4 PM	Juvenile Probation	3125 W. Durango	Training Room 1-3	Phoenix
4/2/2010	Friday	8:30 AM - 4:30 PM	CIGNA Medical Group - CJ Harris	1920 E. Baseline	Classroom	Tempe
4/3/2010	Saturday	8:30 AM - 4:00 PM	CIGNA Medical Group - Westridge	2302 N. 75th Ave.		Phoenix
4/4/2010	Sunday					
4/6/2010	Tuesday	7:30 AM - 4 PM	Flood Control District	2801 W. Durango	Ops-Sunny Cove & Cave Buttes	Phoenix
4/7/2010	Wednesday	8:30 AM - 4:30 PM	CIGNA Medical Group - CJ Harris	1920 E. Baseline	Classroom	Tempe
4/8/2010	Thursday	7:30 AM - 4:00 PM	Head Start	2150 Country Club Dr. Suite # 7	Tucson Room A & B	Mesa
4/10/2010	Saturday	8:30 AM - 4:00 PM	CIGNA Medical Group - CJ Harris	1920 E. Baseline	Classroom	Tempe
4/11/2010	Sunday					
4/12/2010	Monday	7:30 AM - 4 PM	Lower Buckeye Jail	3250 W. Lower Buckeye Road	RTC Conference Room	Phoenix
4/13/2010	Tuesday	9 AM - 4 PM	NW Courts	14264 W. Tierra Buena Ln.	Jury Assembly Room	Surprise
4/14/2010	Wednesday	9 AM - 4 PM	Environmental/Air Quality	1001 N. Central Ave	Suite 560	Phoenix
4/14/2010	Wednesday	8:30 AM - 4:30 PM	CIGNA Medical Group - CJ Harris	1920 E. Baseline	Classroom	Tempe
4/15/2010	Thursday	9 AM - 4 PM	Juvenile Probation	3125 W. Durango	Training Room 1-3	Phoenix
4/15/2010	Thursday	8:30 AM - 4:30 PM	CIGNA Medical Group - CJ Harris	1920 E. Baseline	Classroom	Tempe
4/16/2010	Friday	9 AM - 4 PM	Adult Probation	2445 W. Indianola	Rooms A, B, C	Phoenix
4/17/2010	Saturday					
4/18/2010	Sunday					
4/20/2010	Tuesday	7:30 AM - 4 PM	Flood Control District	2801 W. Durango	Ops-Sunny Cove & Cave Buttes	Phoenix
4/21/2010	Wednesday	9 AM - 4 PM	Glendale Adult Probation	6655 W. Glendale	Rm. 127/128	Glendale
4/22/2010	Thursday	9 AM - 4 PM	Public Health Clinic	1645 E. Roosevelt	Garfield Room	Phoenix
4/22/2010	Thursday	8:30 AM - 4:30 PM	CIGNA Medical Group - CJ Harris	1920 E. Baseline	Classroom	Tempe
4/24/2010	Saturday					
4/25/2010	Sunday					
4/26/2010	Monday	7:30 AM - 4 PM	Lower Buckeye Jail	3250 W. Lower Buckeye Road	RTC Conference Room	Phoenix
4/27/2010	Tuesday	9 AM - 4 PM	Downtown Justice Courts	620 W. Jackson	Room #4 (2nd fl)	Phoenix
4/28/2010	Wednesday	9 AM - 4 PM	Environmental/Air Quality	1001 N. Central Ave	Suite 560	Phoenix
4/28/2010	Wednesday	8:30 AM - 4:30 PM	CIGNA Medical Group - CJ Harris	1920 E. Baseline	Classroom	Tempe
4/29/2010	Thursday	9 AM - 4 PM	Public Health Administration	4041 N. Central Ave	717 Conf. Room (7th floor)	Phoenix
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4/30/2010	Friday	9 AM - 4 PM	Juvenile Probation	3125 W. Durango	Training Room 1-3	Phoenix