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# Record Times



A monthly newsletter for Clerk of the Superior Court employees

September 2010

Vol. 16 No. 10

## Good fortune coming through offering of investment workshops

**G**ood fortune is on its way to the Clerk’s Office through the offering of a special workshop titled the “**Annual Investor Checkup**” that any interested employees may attend. The workshop consists of information about retirement goals, asset allocation, re-balance, and increase. It is designed to help participants understand good investing principles and how to apply them, and how to succeed in their retirement plan goals. Below are the locations, dates, and times of the workshop:



- **Downtown Justice Center** - Noon - 1 p.m. / Wednesday, October 13 / 3rd Floor Conference Room
- **Northwest** - Noon - 1 p.m. / Tuesday, November 2 / Jury Assembly Room
- **Southeast** - Noon - 1 p.m. / Thursday, November 4 / Cactus Room in Southeast Juvenile Facility
- **Northeast** - Noon - 1 p.m. / Monday, November 8 / Multi-Purpose Room #300
- **Downtown** - Noon - 1 p.m. / Monday, November 15 / Testing Room, County Administration Building, 2nd Fl.
- **Durango Juvenile** - Noon - 1 p.m. / Tuesday, November 16 / Conference Room #1164
- **Downtown** - Noon - 1 p.m. / Thursday, November 18 / Cordova Room, East Court Building, 3rd Fl.

Employee’s can sign up for the workshop at the Student Online Learning Center at: <http://cocweb.coc.maricopa.gov/gateway.asp?location=http://trainingcoc.maricopa.gov/>

## Election year “Do’s” and “Don’ts”

**W**ith the Nov. 2 General Election approaching, below is the list that has been provided during past election years as a reminder of the proper and improper political activity for county employees. The Arizona Code of Conduct for Judicial Employees, effective Feb. 1, 2010 changed some prior limitations. New code of Conduct Rule 4.2 states that courtroom clerks, judges’ personal staff and high-level court managers may not hold any elective office because their actions and comments might be attributed to the judge, due to their close association with the judge.

### EMPLOYEES MAY... ---

- Cast a vote;
- Express opinions about candidates and issues;
- Attend meetings to acquire information concerning the candidates for public office and the political issues;
- Campaign for or against ballot issues, referendum questions, constitutional amendments, municipal ordinances;
- Circulate candidate nomination petitions or recall petitions;
- Campaign for themselves and hold unpaid, non-partisan, public office without taking a leave of absence if the elected office is consistent with judicial employment, the employee receives permission from the Clerk, and the employee is not a courtroom clerk;
- Offer themselves as a candidate for nomination or election to any public office which is either paid or partisan by filing nomination papers or making a formal public declaration of candidacy if the employee is authorized by the Clerk to take an unpaid leave of absence to run for office and the employee is not a courtroom clerk.
- Offer themselves as a candidate for an elective judicial department office without resigning or taking a leave of absence unless the office is within the same court in which the employee is employed and the incumbent of that office is seeking re-election. (Courtroom clerks may not hold elective office).

- Sign nomination or recall petitions;
- Make contributions to candidates, political parties, or campaign committees contributing to candidates or advocating the election or defeat of candidates;
- Engage in activities to advocate the election or defeat of any candidates or campaign committee contributing to candidates or advocating the election or defeat of candidates;

### EMPLOYEES MAY NOT... ---

- Make political endorsements in which they identify themselves as county employees;
- Use any official authority to affect the vote or the political action of any person or for any consideration;
- Be a member of any national, state, or local committee of a political party, or an officer or chairman of a committee of a partisan political club;
- Engage in any political activity or display literature, badges, stickers, signs or other political advertisements on behalf of any party, political committee, agency, candidate or ballot measure while on duty, while in uniform, or at public expense.





Michael K. Jeanes  
Clerk of the Court

## A Minute with Michael



### A day to reflect on our great teamwork

**O**n August 27, 1921 the Acme Packing Co. of Green Bay, Wisconsin was awarded an NFL franchise. The franchise became the Green Bay Packers, named after the packing company. This was a historical event in Wisconsin and for the National Football League as the Packers have been storied franchise.

Eighty years later to the day, our Office celebrated a monumental and historical event of its own. It was the celebration of the recent completion of an amazing job in teamwork doing **unpacking**. It was the day we opened the Customer Service Center – August 27, 2001. That day was the culmination of a tremendous effort of packing and unpacking 1.4 million records into the CSC. It was completed on time and August 27 was a major opening day victory for our Office.

Since that day, the Customer Service Center Management Team has hosted its annual “Staff Appreciation Event.” It is held each year on the anniversary of the opening of the facility – August 27 (or near August 27 if that day is on a weekend). Just like statistics are kept in football, the CSC has kept track of its numbers. The following are just some of the impressive CSC-related statistics that were compiled for the staff to celebrate at the event. These stats are for the time period of August 2009 - July 2010.

- Hard Files Pulled = 43,834
- CSC Staff Transactions = 12,309,978
- Phone Calls Received = 41,931
- EDM Documents Audited = 384,116
- Dispositions Completed = 46,635
- OnBase Copies = 282,496
- PrintQ Copies = 493,869
- D&C Items Received = 26,034
- Automated Dispos Completed = 21,618
- Abstracts Completed = 4,208
- Water Case Documents Received = 236
- IV-D Desk Transactions = 3,161
- Film Requests/Accessed = 10,943
- Process Server Cards Issued = 658
- Marriage Licenses Recorded = 22,485
- Marriage Licenses Issued = 6,660
- Passports Processed = 23,259
- Certifications = 48,370
- Images Filmed = 136,386
- Appeals Transmitted = 1,402
- Documents Filed = 10,226



I congratulate all of the CSC staff on their hard work to achieve these numbers. However, I also want to honor each of you who are at our other locations. I absolutely know that you have done just as impressive work in serving our customers. August 27 is not just a day to celebrate the work of the CSC staff, it is also a day to reflect on the outstanding teamwork you all perform here.

Legendary Green Bay Packer Coach Vince Lombardi said, “The achievements of an organization are the results of the combined effort of each individual.” The efforts of each of you are the reason, in my opinion, that we are number 1 ... it’s why we are champions of service!



## What to do to avoid the flu

**O**ctober is **Flu Shot Month**. Maricopa County’s Flu Shot Program will offer free flu shots from Oct. 4 - Oct. 28 to employees enrolled in any county sponsored medical plan with their Cigna medical card. On-site programs will be offered at 21 county locations during October. Employees will need to schedule an appointment on-line for the on-site location of their choice. The appointments can be scheduled by going to <https://www.securedata-trans11.com/ap/maricopacounty/index.php?page=10>



For questions about the Flu Vaccination Clinic, you may contact Employee Wellness Coordinator Janet Russell at 602-506-3758 or by email at [russellj001@mail.maricopa.gov](mailto:russellj001@mail.maricopa.gov)



## 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

#### Southeast Adult Filing Counter

- **Mariam Jordan-McTaggart** - “Mariam was more than helpful with the information she provided me. Her customer service was awesome.”
- **Ana James** - “Ana was excellent in the service she provided me.”
- **Sharon Szakacs** - “She was very polite and friendly, especially considering it was at the end of the day on a Friday.”
- **Sheelagh Ponicki** - “Sheelagh’s knowledge surpassed my expectations. She was very polite and helpful.”
- **Regina Romero** - “Regina was very helpful, friendly, and nice. She has wonderful customer service.”
- **Nicki DeLaCruz** - “Nicki was very nice and helpful.”
- **Sherry Murphy** and **Tracy Nalls** - “Sher and Tracy are always so quick, efficient, and friendly.”

#### Northwest Marriage License and Passports

- **Aurora Avina** - “Aurora was great. She gave me a great suggestion. She was fast and a bright and friendly person. You are very luck to have her.”
- “Passport staff went above and beyond to be helpful.”



### CO-WORKER COMPLIMENTS

“I would like to send a special thanks to **Leah Lindahl**, **Chris Driscoll** and **Joe Sims** for helping me out in my NE audits. They are all there willing to accept the extra work load whether by volunteer basis or when I ask for help. I really feel lucky to be a part of their team and hope to repay all of them when they might need the help. Thanks again.” – **Kelly Sleseman**

“As we strive to provide outstanding service and support to the Billing and Collections and the County Finance Collections units in maintaining and administering the collections software, ITG’s **Scott Hensel** is always willing to drop whatever he is doing and work to meet the needs of the employees and the vendor at a moments notice ... and he does it with an outstanding attitude. He goes the extra mile to learn and to teach as he support the office.” – **Chris Stimson**

“I want to thank the **DT Family Court Filing Counter staff** for all of their support, patience, and friendship over the past five years. I have enjoyed working with such a special group of people and I will definitely miss you.” – **Sandra Manzo**

“I personally want to say thank you to **Vonda Culp** and **Patti Sanderman** for allowing me to transfer into the Exhibit Department. Also, to the rest the staff, **Cheryl**, **Lillian**, **Andrea**, **Bianca**, **Sue**, **Angela**, and **Chris**, I want to say that you make it easy to learn. Thank you for everything.” – **Cheri Bagato**

“A big THANK YOU to **Ken Daniels** for his assistance at the NE Office. Your presence and your wife’s food will be missed!” – **NE Marriage License/Passport staff**

“I want to send a big THANK YOU to **Chris Driscoll**! Chris has made my transition from Civil e-File to the auditor position go very smoothly. He is extremely knowledgeable and is an awesome trainer. I thank him for taking me under his wings and showing me the ropes!” – **Angelica Mejia**



*... more extra miles*

## CUSTOMER COMPLIMENTS

Special Counsel Aaron Nash shared a positive story with several managers about the extra effort and great performances of **Gene Guidas**, **Brenda Townsend**, and **Justin Spelgatti**. Aaron said, “We had an attorney give us a last-minute (same day) subpoena for search warrant-related testimony. Gene changed his afternoon plans of being out so that he could be available. Justin Spelgatti testified (his first time) and did an outstanding job. Brenda Townsend shuffled things to make sure the regular work got done, as her staff was down 50 percent yesterday and Justin and Gene had to be in or around the court for about an hour-and-a-half. They all did a great job.”

Downtown Family Court Filing Counter’s **Clarissa Quinonez** received a card from a customer that thanked her for her excellent service. The customer wrote, “I will always remember your kindness. If it wasn’t for your kindness, support, and knowledge, it would have been much more difficult. Family Court Operations Lead Cynthia Coronado added that Clarissa demonstrates outstanding customer service skills and excellent teamwork at the counter everyday.



Northwest’s EDM QC’s **Michelle Monick** was complemented in email from Jonathan Reeves to Joyce Auchinleck. He wrote, “I wanted to point out that Michelle was exceptionally helpful while taking on a matter for a customer.” He also said that her follow-up was very timely.

Northeast Manager **Sheri Jaffe** was commended in an email from a Superior Court employee. He was grateful for some great information that Sheri provided to him to help out in an emergency situation involving a family. He said Sheri should get the “Good Job of the Day” award.

A Superior Court employee sent an email to Michael Jeanes to let him know of her appreciation for the service that SE Juvenile’s **David Lett** provided. She wrote, “I would like to sing the praises of an employee of the Clerk of Court. David is one of the most helpful people I have ever worked with. He always goes beyond what is expected in assisting us with our needs. He responds to emails and phone calls quickly and treats every request as though it is the most important thing in the world (sometimes to us, it may seem like it is).” She continued to say, “When he needs something from us, he is thorough and efficient in his request, and always does as much as he can to keep from inconveniencing us with his request, while still getting the job done, and done well. Additionally, he is always cheery. He is a gem!”

**Vonda Culp**, **Patti Sanderman**, and **Lillian Barnett** all assisted in helping an employee with the Inspector General’s Office with a large request in a short amount of time. The employee called the office and said their response to his request was “probably the fastest thing I’ve ever had done in government in 11 years.” He thanked them for the exceptional service.

A customer sent a complimentary email to Family Support Services Manager Don Vert to tell him how pleased he was with the service he received from **Jessica Quintanilla**. He wrote, “I just had the pleasure of speaking with Jessica this afternoon. I was lost in the navigational process regarding my account and the differences in roles between the varying agencies (Maricopa County vs. State of AZ) and Jessica completely de-mystified this issue for me. She went above and beyond her role at the County by walking me through the State’s processes and electronic record management. Please see that she is recognized for her efforts.”

Courier **David Wolff** was recognized for his great service by ITG’s Veronica Olivas in a recent email. Veronica needed an item and David quickly jumped in to assist getting it to her. She thanked him for his courteous and prompt service.





## The Receipting System turned one this month

September 14 was the one-year anniversary of the new Receipting System for the Clerk of the Court's Office, Superior Court, and Adult Probation. The system had been planned for several years. Since its implementation on September 14, 2009 to September 13, 2010, a total of **797,085 payments** were created and the total receipted amount was **\$119,838,393.51**. Among the benefits the new system provides is it is easier to generate reports, acquire statistical information, and offers increased functionality. It is also designed to expand for future capabilities. The Clerk's Office issues receipts at all filing counters, public counters, as well as marriage license and passport offices.



At the Office's CASE Award ceremony, held at the Customer Service Center in May, the employees who played a role in the implementation of the Receipting System were presented with a special Teamwork Award for their successful efforts on this major project.

## New Maricopa County on-line information



- Maricopa County has placed a new on-line publication called "Know Your Benefits for Fiscal Year 2010-2011" on the Employee Benefits page on the EBC. The publication provides all of the benefit changes that were implemented during the last Open Enrollment period. To access the benefits book, you may visit: <http://ebc.maricopa.gov/ehi/>
- Maricopa County launched a new website detailing its "green" projects. To visit the site, you may go to: [mygreengovernment.com](http://mygreengovernment.com)



## Snip-Snap

(A section of snippets and snapshots)

### Tree-mendous photo in California

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was seen with an employee in Arkansas at a historic military park. This month, the employee publication is seen at a national park.

Pictured below is Document Services Supervisor **Merriel Trombley**, who posed with the newsletter in front a sequoia tree at the Sequoia National Park in California. She is standing at the base trunk of one of the sequoia trees. Merriel says these are the largest trees in mass in the world.

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.



### Casual Friday anniversary

September 29 is the 15th anniversary of the implementation of Casual Dress Fridays in the Clerk of the Court's Office.

### Sept. 30 kick-off set



The County Combined Charitable Campaign is having a kick-off event at 11:30 a.m. on Thurs., Sept. 30 in the Supervisors' Auditorium. This year's campaign goal is to raise \$500,000 in donations.

### Fifth annual eVent

The Office's 5th Annual Costume eVent will be held on Friday, Oct. 29 at each Office location. The eVent allows employees to vote on their favorite co-worker costumes through a COCWEB poll survey. Look for details about the eVent in the near future.



# The Employee Track

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

## BIRTHS

- Congratulations to Northeast EDM's **Bev Clement** on the birth of her new grandson on July 30. His name is Jordan Alexander and he weighed 5 pounds 2.8 ounces and was 18 ¼ inches long. He is her second grandchild.
- Congratulations to Courtroom Clerk **Linda McNamara** on the birth of her new grandchild on Sept. 15. Her new grandson's name is Robert Michael and he weighed 6 lbs. 6 oz and was 20.25 in. long.
- Congratulations to CSC's QC3 auditor **Elvia Rojas** on the birth of her son Sabastian on Aug. 2. He weighed 2 lbs. 11 oz.

## NEW EMPLOYEES

- Courtroom Clerk – **Anne Sarber, Julie Gaebler, LoRee MacKay**
- Criminal Financial Obligations Unit – **Cynthia Mason, Danielle Welborn**
- ITG - **Debra McNeil**



## OFFICE ANNIVERSARIES

The following employees celebrate milestone anniversaries with the Clerk of the Court's Office in September:

### 5 YEARS

**Patricia O'Reilly, Erendira Bautista, Kimberly Epling, Jacques Porter, Priscilla Huff, Clarissa Quinonez, and Linda Wagman**



**10 YEARS**  
**Maria Reyes**

**15 YEARS**  
**Anamae Beard, Christine Danos, Dorothy King, Sheri Jaffe, and Stace Williams**

**20 YEARS**  
**Pam Woods, Roselle Smith, and Charlie Gill**

**25 YEARS**  
**Lauri Million**



## EMPLOYEE MOVES

- **April Covarrubio** transferred from her courtroom clerk duties at the Downtown Criminal Court to the Northwest Office with Family Court.
- **Sandra Manzo** moved to Northwest Office after working at the Downtown Family Court Filing Counter for the past five years. She nows serves in the lead position at NW.
- **Kristin Edwards** was selected to be the new EDM Court Operations Supervisor at Downtown. She was previously working as the lead in the CR EDC/RCC area for the last three years.
- **Patricia O'Reilly** transferred from the CSC's Quality Control section to Disposition and Abstract.





## ...The Employee Track continued

### EMPLOYEE SPOTLIGHT



**Name:** Roxana Anderson  
**Department:** Courtroom Services Manager  
**Hometown:** Decatur, Illinois  
**Birthday:** December 27  
**Family:** Married and have 3 children and 1 grandchild. I also "inherited" 3 more children by marriage ... and no, we are not the Brady Bunch.  
**Years With The Office:** 15½ years

**What is One Thing That You Enjoy About Your Job:** The people I work with would be the best part of my job.

**Favorite Activity:** I enjoy camping and being outdoors.

**Least Favorite Activity:** Any housework that keeps me from camping and doing anything else that I enjoy.

**The Most Adventurous Thing That You've Done:** I spent a year in Turkey when I was 18. I wasn't able to walk down the street without someone trying to touch my hair.

**Where is Your Favorite Place to Eat Out:** I don't have a favorite restaurant, but I enjoy Wineburger's occasionally.

**Pet Peeve:** Angry drivers

**Favorite Movie or TV Show:** **Movie - Princess Bride.** It makes me smile every time I watch it.

**A Dream I Have Is To:** be tall

**Do You Have a Hobby or Special Collection:** If I shared my hobby with anyone at work, I would never hear the end of it.

**What Has Been Your Favorite Vacation Destination:** Spain was pretty amazing.

**What Place Would You Like to Travel To Next:** I would love to go to Switzerland or Ireland someday.

**Two People With Whom You Would Like to Have Dinner:** Any two members of my family. We always have a great time.

**What Was Your First Job:** I prepared study packets for teachers in high school both my junior and senior years.

**Nobody would believe it if they knew ...** that I used to work at an open pit copper mine south of Tucson. One summer I was pulled from the accounting department and temporarily assigned out in the pit driving a 75-ton dump truck. I was too short to reach the bottom rung of the ladder without a running start.

### Crow calls it a career

On September 30, Distribution's Marjorie Crow is retiring after 35+ years of service. Marjorie began working for the Office on January 20, 1975 in the Microfilm Department. She is the third longest serving employee in the Office. (Duffy Watson is the longest at 42 years and Denise Glab is second at 36 years).



On June 23 of this year, Marjorie was honored at a special service awards ceremony by the Board of Supervisors for her 35 years of service. Michael Jeanes was at the ceremony with her.

Marjorie said when she first started working for the Office she thought she might only be here for two or three years. She has worked in several departments in her 35 years some of which include Micrographics, Probate/Mental Health, Civil, Domestic Relations, and CR Merge/Sort, and Distribution.

Marjorie said her plans for the future include "just taking it easy for awhile," and visiting a friend in Louisiana.

She said she has really enjoyed all of her co-workers, the Office, and the work. "If I didn't enjoy it so much, I wouldn't have stayed here so long," she said with a smile.



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