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Record Times

A monthly newsletter for Clerk of the Superior Court employees

December 2009

Vol. 15 No. 12

2009 Ho-ho-holiday Drive has fa-la-la-labours results

The boxes in the halls were decked with donations, making for yet another *fa-la-la-la-labulous* Office Holiday Drive this year. The following are summaries of each Holiday Drive activity:

SHOEBOX - This *sock-cessful* activity concluded on Dec. 4. Employees donated **681** pairs of socks, thousands of toiletry items (soap, shampoo, toothpaste, and more), plus many empty shoeboxes. All of the donated items will be used to help the homeless in the community through the Shoebox Ministry organization. Shoebox Program Director Laura Borgeson said, "That was an awesome collection! The shelters are asking for more help than ever, and we can't keep up with the requests. Thanks to your generosity we will be able to make this a Merry Christmas for a few more agencies. Thanks for doing this." Over the past eight years, the Clerk's Office has donated



3,531 pairs of socks for this holiday activity.



TOYS FOR TOTS - This *toy-rrific* holiday activity concluded on Dec. 11. Employees donated **369** new, unwrapped toys for children in the community, who would not have otherwise had a toy for the holiday season. This is the sixth year the Office has participated in this effort. The Toys for Tots Drive is sponsored by the U.S. Marine Corps Reserve. The toys were delivered to the Marines, who separate the toys by age and gender

and then distribute them to various agencies/organizations. Over the past six years, the Office has donated **2,261** toys for this holiday activity.



OPERATION COBBLER - This *shoe-per* holiday drive activity, which was held at the Customer Service Center, concluded on Dec. 4. This year, staff donated **403** pairs of older shoes for this activity. The shoes will be cleaned and repaired and given to schools, homeless shelters, and others, who are in need of them. In the past nine years, the CSC staff has donated a total of **3,840** pairs of shoes for this activity.



BLANKET DRIVE - This holiday drive activity is taking place through Dec. 24 at the Northeast Office and it is being *covered* with generosity. As part of this effort, staff are currently donating blankets, coats, gloves, hats, and more to help the homeless in the community. This is the fourth year that the NE staff has participated in this drive. Over the past years, they have donated more than **100** blankets and other items.

PET DRIVE - The Drive is being held at SEA to *pet-icularly* assist the Arizona Humane Society by providing items for cats and dogs. This is the first year they have participated in this effort. The Drive concludes on Dec. 31. Thus far, among the items donated, are more than 20 blankets, plus beds, toys, several large bags and cases of food, and other items.





Michael K. Jeanes
Clerk of the Court

A Minute with Michael



An end of the year thank you

During this season of giving, I want to give you my heartfelt thank you for the remarkable job you did in 2009. It was perhaps the most challenging year we have ever faced, and you came through it shining even brighter. While it may not always seem so to you, please know that the work you perform here has great impact in our community. You are helping to make people's lives better. Each of you are very important to the customers we serve and to me. I appreciate your willingness to give our customers caring, quality service. I am grateful for your flexibility and for your positive attitude...even when the news has been negative. I am also truly thankful for your team spirit. It is inspiring and it is one of the factors that have helped us through these difficult times. Finally, thank you also for your impressive generosity in the various holiday drive efforts in the Office (mentioned on page 1). I wish you and your families the happiest of holidays!

Quick Clerk clips



- Pictured to left - A **dessert contest** was held at the supervisors' luncheon this month. **Kathy Whittiker** (front row, center) finished first with a chocolate chip cheese ball with chocolate graham crackers, 2nd place went to **Dorothy King** (front row, left) for lemon bars, and 3rd place went to **Lois Rees** (front row, right) for a chocolate layered delight dish. The judges were (2nd row, left to right) Associate Clerks **Carol Schreiber** and **Gordon Mulleneaux**, Chief Deputy **Chris Kelly**, and Associate Clerk **Rich McHattie**.
- The Human Resources Office recommends that if you wish to have a record of **year-to-date totals** for all deductions taken during 2009 you must print your final pay stub no later than December 31.
- **Effective January 1, 2010**, the fee for filing a new Transcript of Judgment from another court will increase from \$26 to \$41.
- The Clerk of the Court staff contributed **\$4,587** to the 2009 Combined Charitable Campaign, which is a 75% increase over last year's contribution amount.

Important dates in 2010

PAY DATES - The following is a list of the pay days for employees in 2010.

JAN.	FEB.	MAR.	APR.	MAY	JUNE	JULY	AUG.	SEP.	OCT.	NOV.	DEC.
15	12	12	9	7	4	2	13	10	8	5	3
29	26	26	23	21	18	16	27	24	22	19	17
						30					30

HOLIDAYS - The following is a list of the scheduled holidays for 2010:

- New Year's Day - Fri., Jan. 1
- Martin Luther King Jr. Day - Mon., Jan. 18
- President's Day - Mon., Feb. 15
- Memorial Day - Mon., May 31
- Independence Day - Mon., July 5
- Labor Day - Mon., Sept. 6
- Columbus Day - Mon., Oct. 11
- Veterans' Day - Thu., Nov. 11
- Thanksgiving Day - Thu., Nov. 25
- Christmas Day - Fri., Dec. 24





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 Marriage License and Passports

- “Your phone customer service was very helpful and my visit here for a passport was very efficient.”
- “The service was fast and easy when I came in to apply for a marriage license.”
- “The service I received was excellent.”

Customer Service Center Public Records

- **Rick Stefano** - “He was very helpful and friendly.”
- **Stella Rodriguez** - “Stella was a great help and was very courteous.”
- **Connie Estrada** – “She was extremely informative and helpful. She is truly an asset to the system in Arizona.”

Giving the gift of quality service



CO-WORKER COMPLIMENTS

“I would like to send a thank you to my co-worker **Ana James** whose smile and humor helps make each day more enjoyable.” – *Nicki DeLaCruz*

“This year has brought many changes to our department. Everything from the remodeling of our facilities, cross training jobs, transfers, and even new supervisors. This is a big thanks to all of those who have played a part in all our changes. I am grateful to all of those who worked long hours dealing with the remodel at SEA, and to **Carol Schreiber, Vonda Culp** for their support, and **Patti Sanderman**, our newest supervisor. Last, but not least, thanks to the people who work so hard to make it work in our department – **Kenny, Lori, Kimberly, Sharayah, Al, and Veronica.**” – *Judy Barney*

“Many thanks to the **EDM QC Department – Chris Cerrato, Kim Dollins, Michelle Monick, Eileen Fenner, Bev Macdonald, Patti Carter, and Anamae Beard.** They are a wonderful team, who work with great energy and commitment to keep the ECR as error-free as possible. I wish them a Merry Christmas and Happy New Year.” — *Joyce Auchinleck*

CUSTOMER COMPLIMENTS

A customer recently sent an email to the Office to commend **Christine Morris**. She wrote, “Christine, I appreciate the time you spent with me on the phone. You certainly were pleasant, knowledgeable, and had GREAT customer care.”

A customer sent a note to the Office to express her appreciation for the assistance that **Judith Flowers** provided to her. She wrote, “Thank you so much. You are a wonderful problem solver and I appreciate it.”

Mail Services Supervisor Francis Horst sent an email Family Court Filing Counter Supervisor to make her aware of the help that **Cynthia Coronado** and **Antoinette Brown** provided. They made the extra effort to ensure that some mail got to the appropriate person in a expedient manner. Francis said they did great work.

Judge Gordon expressed gratitude in an email for the services that **Alex Ocanas** provided. The judge said Alex is a superb clerk and he demonstrates commitment, skill, and a work-ethic that reflects extraordinarily well on the Clerk’s Office (and the Court). The judge also said that Alex has a “can do” attitude and is unflappable with the high work load we have.





... more extra miles



CUSTOMER COMPLIMENTS

An author-journalist from California sent a letter to Michael Jeanes to tell him about the wonderful service the Office provided to him. He wrote, "This is to express my sincere gratitude for the exceptionally efficient and friendly help I received during my visit to Phoenix. Topping the list was **Aaron Nash**. This remarkable young man paved the way for me with detailed advance preparations. Through his efforts, all of the materials I wished to see had already been gathered and waited for me at the appropriate places. Aaron accomplished this with admirable skill and a pleasant, congenial manner.

In the Exhibits section, **Lillian Barnett**, soft-spoken and cheerful, provided a comfortable workplace for me, and seamlessly handed me each photograph. I also observed and admired her careful handling of these items. Like Aaron, Lillian made it a satisfying, enjoyable experience.

At the Customer Service Center, **Connie Estrada** said with a friendly smile, "Oh yes, the records you need are right here." In my 15 years of researching crime stories in various court facilities, I have never before had this type of immediate service.

I scanned through a 14-inch stack of records, and identified nearly 150 pages for copying. Other courts have limited same-day copying to 10 - 20 pages. Your folks completed the task for me in one hour!

Evelyn Laborin, cashier, ended my day with equally cordial treatment. The purpose of the trip was for the examining court files and evidentiary exhibits related to a book I am researching. I plan to acknowledge these individuals and your department in the book. Please accept my heartfelt congratulations for this exemplary service and the superlative performance."

Juvenile Durango's Kathryn Martin sent an email to Juvenile Manager Cindy Malnar to make her aware of the excellent service that **Michael Lane** provides. She wrote, "I just want to let you know how much I appreciate the help Michael is always giving us. He, not only assists with minutes entries, but also with computer-related problems. He is just so knowledgeable about computer issues and it really makes our lives easier that he is here to help out."

CFO Supervisor Angela Smith received an email from an adult probation staff member that was very complimentary of **Cathy Bridget**. She wrote, "I sent CRO requests to Cathy Bridget approximately once a month. In July and August, Cathy made sure over 50 CRO's were filed, thus I was able to send this information to victims. I wanted to let her supervisors know how much I value her and her hard work. She is always very kind and patient with me and obviously does a great job."

Durango Juvenile Supervisor Kiera Molina received a voice mail from a law firm's staff member who wanted to let her know about the great customer service that **Erica Bradford** provided. The caller had been trying to get a question answered from a department for over a week without a response. She called another department and then was transferred to Erica. She said, "Erica went over and above to make sure I received an answer on my request immediately. It took her less than 10 minutes to call me back with an answer. Erica was very helpful and went the extra mile and out of her way to get an answer for me. I really appreciate that you have an employee in your office with such terrific customer service skills."

A process server sent a complimentary letter to Michael Jeanes to make him aware of how pleased she was with the assistance of Process Server Coordinator **Sandra Tarin**. She wrote, "Ms. Tarin was professional, accessible, courteous and easily answered questions. I appreciate her assistance in this process."

An assistant at a law firm sent an email to the Office to thank the eFiling Team – **Michelle Paigen, Angela Walker,** and **Joycelyn Mathews-Pate**. She said, "You gals are great. You are so helpful and very willing to work with us."





The Employee Track

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

BIRTHS/ADOPTIONS



Courtroom Clerk Carole Hernden and her newly adopted daughter at the Court's "National Adoption Day" event in November.

- Congratulations to Courtroom Clerk **Carole Hernden** on the adoption of her new two-year old daughter on Nov. 21. Her daughter's name is Madalyn Leigh. Carole's adoption was finalized at the Court's "National Adoption Day" event held at Durango Juvenile last month. There were 278 adoptions finalized at the adoption day event. Carole has three other children – a son and two daughters.
- Congratulations to ITG's **Dustin Herrington**, who became the proud father to a 7 lb. 7 oz. baby boy on Dec. 10. His new son's name is Fenyx Nikolai.
- Congratulations to CSC's **Cecelia Alfaro-Arndt**, who gave birth to a 7 lb. 15 oz., 19½ in. baby boy on Dec. 9. Her new son's name is Daniel Alexander.
- Congratulations to Courtroom Services Manager **Roxana Anderson**, who became a grandmother for the first time on Dec. 4. Her new granddaughter's name is Paisely Irene and she weighed 5 lb. 7 oz. and was 18 in. long.

OFFICE ANNIVERSARIES

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

20 YEARS

Yvonna Smith

10 YEARS

Tina Hays

5 YEARS

Teresa Haaser, Christina Nekho, Shanna Perrez, and Cathleen Bridget

RETIREMENTS



Carol Miller

- Courtroom Clerk **Carol I. Miller** is retiring from the Office on Dec. 31 after 31 years of service to the Office. She said, "It has been my privilege to work as a courtroom clerk for the Maricopa County Clerk of the Superior Court and the Maricopa County Superior Court Bench for 31 years. Our County has been awarded many commendations for being innovative and in the forefront of modernizing the judicial system. Therefore, this has never been a boring job. That is the hook—the job has been interesting, enjoyable, overwhelming some times, but extremely satisfying! What more could you ask for. Much credit goes to the professional team of employees who comprise the Clerk of the Court staff that I have interacted with over the years and wish to thank. Kudos to you ALL.

And lastly, thanks to **Michael Jeanes**, our fearless leader, who has brought us into the new Millennium."

- Courtroom Clerk **Marian Smith** is retiring on Dec. 31 after 10 years of service to the Office. She began working for the Office on July 19, 1999. She wished all of her co-workers a great 2010.

HONORS

- Public Affairs' Project Manager **Aaron Nash**, who was serving as President-Elect of the Public Lawyers Division of the Maricopa County Bar Association, was advanced immediately to become president. He will complete the last year of the previous president's term, followed by a two-year term of his own.



...The Employee Track continued

EMPLOYEE SPOTLIGHT FOR DECEMBER



Name: Julie Ann Erb
Department: SE Juvenile
Hometown: Cypress, California
Family: **Husband** - Ken / **Son** - Matthew (7) / **Pets** - Shep (dog) and Jello (cat)
Birthday: January 24
Years With Office: Almost three
One Thing You Enjoy About Your Job: I enjoy

helping people. We also have a great team here at SE Juvenile and it's rewarding to be part of this team.

Favorite Activity(ies): Spending time with my family outdoors; camping in our RV; exploring; and dirt bike riding.

Least Favorite Activity(ies): Cleaning my floors.

The Hardest Thing That You've Done: Watching my father die.

What is Something You Are Proud Of: I am a published poet.

Favorite Meal: Anything my husband barbecues.

Where is Your Favorite Place to Eat Out: Outback Steakhouse

Pet Peeve: People who are late.

Favorite Movie or TV Show: **Movie** – "Pretty Woman"

A Dream I Have Is To: Live on the beach.

Do You Have a Hobby or Special Collection: One of my hobbies is that I love to paint (anything) - the house, walls, furniture, my son ☺

What Has Been Your Favorite Vacation Destination: Hawaii, for the beauty, and Washington D.C., for the history.

What Place Would You Like to Travel To Next: The Caribbean

Two People With Whom You Would Like to Have Dinner: John Bon Jovi and Keith Urban, but not at the same time.

What Was Your First Job: I worked at Knott's Berry Farm in the Roaring 20's. On my first day, I served popcorn from a popcorn truck outside of the Parachute Jump.

Nobody would believe it if they knew ... that I had lunch with Milton Berle in the Polo Lounge at the Beverly Hills Hotel.



Snip Snap

(A section of snippets and snapshots)

Wonderfall photo

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was spotted in New York City, New York. This month, the newsletter didn't travel too far. It crossed the state of New York and went just across the border into Canada.

Pictured below is Administrative Services Coordinator **Linda Samson** and her grandson Caleb, who posed with the newsletter while they were at Niagara Falls in Ontario, Canada.

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 (mailcode CD-PA) with your name, department, and a photo description.



Holly-day Trivia – More than 400 species of holly trees and shrubs are found in England, central & southern Europe, America, China, and Japan. With its glossy green leaves and bright red berries, holly is a traditional holiday decoration. Holly's hard, white wood is used for cabinetmaking and ornamental carvings because it has a fine grain and polishes easily.

