

1
2
3
4

Record Times



A monthly newsletter for Clerk of the Superior Court employees

March 2009

Vol. 15 No. 3

Pencil in these employees to receive service recognition

The time to *pin* down the employees who should be recognized for their years of service to the Clerk of Court's Office and/or Maricopa County has arrived. During the months of April and May, the Office will present employees with service pins for reaching milestone anniversaries (5, 10, 15, 20, 25, 30, and 35 years of service) during the 2008 calendar. The pins will be presented at ceremonies held at each Office location. The following are employees scheduled to receive a Clerk/County service pin this year:



● = Clerk's Office Pin Recipient ■ = Maricopa County Pin Recipient ●■ = Clerk and County Pin Recipient

DOWNTOWN

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

5 YEARS

Alejandro Aguirre ●■
Janice Bevan ●
Harriette Bills ●■
Ruth Bonz ■
Sheryl Brown ●
Scott Buckman ■
Hollice Cameron ●■
Cynthia Coronado ●■
Marsha Ebel ●■
Regina Frigo ●■
Jouseth Gamez ●■
Anthony Garcia ■
Evonne Gonzales ●■
Diana Hoover ●■
Diana Mansell ●■

5 YEARS continued

Kenneth Miller Jr. ●■
Cheryl O'Dell ●■
Jessica Quintanilla ●■
Diana Rexinger ●
Eileen Rosel ■
Caryn Smith ●■
Margaret Smith ●■
Brenda Townsend ●■
Linda Vitanovec ●■
Russell Vojir ■
Chiquita Williamson ■

10 YEARS

Penny Boettcher ●■
Maria De La Cruz ●■

10 YEARS continued

Susan LaMarsh ●■
Debra Merkling ●■
Karla Molina ●■
Rosa Montoya ●■
Linda Owens ●■
Lorie Stroud ●

15 YEARS

Eileen Bacarella ●■
Brenda Burton ●

20 YEARS

Loretta Carlson ●■
Linda Castleberry ●■
Linda Domanico ●

20 YEARS continued

Patricia Espinoza ●■
Len Keso ■
Lorraine Muhammad ●■
Michelle Paigen ■
Arthur Sainz ●■
Josephine Schuldts ●
GeorgeAnn Smith ●
Karen Stone ●■
Diane Torpey ●■
Patricia Valenzuela ●■
Deborah Whitford ●■

30 YEARS

Lucy Carmickle ●■
Marlene Rennaker ●

Service pins are for Office anniversaries reached in calendar year 2008.

➔ More service pin recipients are listed on page 3.

The 2009 Service Pin Ceremony locations and dates

The following are the dates, times, and the Office locations that the service pins will be distributed to Clerk employees:



- April 16 - Northeast** / 12:15 p.m. / Jury Room
- April 21 - Southeast (Adult and Juvenile)** / 12:15 p.m. / Saguaro Room
- April 28 - Durango Juvenile** / 12:15 p.m. / Large Conference Room
- May 6 - Customer Service Center** / 12:15 p.m. / Employee Lounge
- May 12 - Downtown** / 12:15 p.m. / Supervisors' Auditorium
- May 26 - Northwest** / 12:15 p.m. / Office Area



Michael K. Jeanes
Clerk of the Court

A Minute with Michael



Teamwork and looking at different angles

In my column last month, I shared an anecdote about overcoming adversity. This month, I want to share a story about teamwork under difficult circumstances, which we all can relate to right now. You may remember this story.

When Kerri Strug was a young girl, she had a big dream. She wanted to go to the Olympics and become an individual all-around champion – like Mary Lou Retton. At 13, she made the huge decision to move away from home, from Arizona to Texas, to work with the famous gymnastics coach Bela Karoli. She worked hard and the move put her dreams within reaching distance.

Eventually at the 1996 Olympics in Atlanta, Strug seemed to be approaching the possibility of living her dream of becoming an all-around individual champion. Before she could qualify for that part of the competition, however, Strug participated in the team competition as a vaulter. The team competition was an event dominated by the Russians for decades and never won by the U.S. On Strug's first vault attempt, however, the young athlete fell, injuring her ankle. Despite her very painful injury, the gold medal for her team was at hand and she still had a second vault to attempt. She was determined to help make that victory happen by giving an all out effort despite the pain to achieve something that had never been done before. She set her mind to not just finish the competition, but complete it with an even better performance knowing she was hampered. On her second attempt, she vaulted beautifully and managed to stick the landing to solidify her team winning the gold medal before she collapsed in pain.

As a consequence of her performance, she qualified for the individual all-around competition, but due to her injury she acquired during the team event she was unable to compete.

Now Strug says that while she was disappointed that she could not compete in the all-around, she realizes that by helping her team win, she had achieved something that she had not been aware was even possible when she arrived at the competition. Life, she says, has taught her that it's important to look at situations from many angles. And it's important to be open to possibilities you might not know are there.

I share this inspiring story because I think there are some similarities with our Office today. First, I see many employees making sacrifices to assist our overall team. Second, like Strug, our Office has been injured ... injured by the economic times. Third, despite our injury, many of you are giving every effort to ensure the success of our team even though it has been hard and painful. And finally, like Strug, who said she learned to look at situations from many angles and be open to new possibilities, I believe you have remained positive, determined, open to the new possibilities, and have been willing to look at different angles in order to accomplish our business goals. Thank you for your gold medal team performance!



A few Office notes



A new option has been added in the PeopleSoft system that allows employees to **print their pay stub**. To print your pay stub, go to **“Employee Self Service”** and then in the **“Payroll and Compensation”** section click on **“View Paycheck.”** When your paycheck appears on the screen, you will see at the top of the page a button that says **“Print Pay Stub.”** Click on this button to print your pay stub.



The **Open Enrollment** period is May 4 - May 15. Any changes employees make to their benefit plan during Open Enrollment will be effective July 1, 2009 - June 30, 2010. Open enrollment is an opportunity to enroll in or change medical, pharmacy and dental plans, as well as change participation in the flexible savings account, Mariflex, and supplemental life insurance amounts.



The 2009 Clerk of the Court Service Pin recipients

... continued from page 1

● = Clerk's Office Pin Recipient ■ = Maricopa County Pin Recipient ●■ = Clerk and County Pin Recipient

Service pins are for Office anniversaries reached in calendar year 2008.

CUSTOMER SERVICE CENTER

5 YEARS

- Cheri Bagato ●
- Eustolia Espinoza ●■
- Scott Mandell ●■
- Donald Pemberton Jr. ●
- Freddie Rubalcaba ●■
- Kenneth Shipley ●■
- Linda Wagman ■

Commitment!

5 YEARS continued

- Regina Watt ●■
- Mary Young ●■
- 10 YEARS**
- Cecilia Alfaro ●■
- Jacqueline Balderrama ●■
- Chris Cerrato ●■

10 YEARS continued

- Pam Crawford ●
- Francisca Horst ■
- Jolene Howard ●
- Suzanne Lambries ●■
- Martha Miller ●■
- Dominic Navarro ●■
- Adrian Roberts ●■

Ability!

15 YEARS

- Jeanette Farrison ●■
- Steven Greth ■
- Lorna Ondersma ●■
- Ruben Trejo ●■

20 YEARS

- Oscar Garcia ●■
- Timothy Potratz ●■

SOUTHEAST

(Southeast Adult and Southeast Juvenile)

5 YEARS

- Alison Cole ●■
- Donna Ganther ■
- Barbara Nance ●■
- Angela Sedillo ●
- Sharon Smith ●■
- Sharon Szakacs ■

Experience!

10 YEARS

- Angela Allegretti ●
- Ellen Campo ●

15 YEARS

- Sonia Canez ■
- Carrie Gerhardt ●■
- Teresa Robinson ●■

Efficient!

20 YEARS

- Ken Daniels ●■

Service!

NORTHEAST

5 YEARS

- Claire Vigil ●■

Knowledge!

10 YEARS

- Wendi Tenover ●■

NORTHWEST

5 YEARS

- Margaret Brickman ●■
- Jennifer Hill ■

15 YEARS

- Diane Jamison ●

Quality!

DURANGO JUVENILE

5 YEARS

- Beverly Allie ●■
- Rosalie Cabrera-Razo ●■
- Jamie Govoni ■

5 YEARS continued

- Lori Morris ●■
- Vanessa Sandoval ■
- Dawn Wood ●■

15 YEARS

- Laverne Willkomm ●■

Dedication!

20 YEARS

- Norma Barron ■

Skill!



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

Northeast Marriage License and Passports

- “Staff were very informative and tried to make sure my wait was brief.”
- “I was extremely impressed with the service and professionalism in the office.”
- “The entire legal process can be difficult. The employees here have been WONDERFUL!”

Southeast Juvenile

- “Everyone in the Office was very courteous and helpful.”

Northwest Marriage License and Passports

- **Aurora Avina** - “Aurora is AWESOME! Give her a raise.”
- “Excellent overall service received.”

Downtown Family Court Filing Counter

- **Lakiesha Nelson** - “I would like to give special thanks to Lakiesha for everything she has done for me.”
- “I received courteous service. Very helpful.”



Always providing service that is uplifting!

CO-WORKER COMPLIMENTS

“I want to compliment and thank **Terri Ernster** for all of her assistance and willingness to assist me with research on Juvenile cases. Her willingness to help really shows she is a teamplayer for the Clerk’s Office. Thanks Terri!”
– *Christina Nekho*

“I want to thank ALL of the **Downtown Courtroom Clerk staff and supervisors** for all of the support they give to each other, especially in the times of tragedy and need for one another and our families. It’s a blessing to work with such a wonderful group of people and I just want to thank every one of them, even the ones I will one day meet. Thank you.” – *Jacques Porter*

“I would like to thank **Michael Jeanes** for being an outstanding leader. He has done an incredible job of keeping us informed during this difficult time. He has gone above and beyond in his efforts to meet the demands of the current budget crisis without reducing the work force. I believe he genuinely cares for his team and I appreciate all he does for the agency.”
– *Chris Kilgus*

CUSTOMER COMPLIMENTS

A customer from Wisconsin sent a card to the Office expressing his appreciation for Downtown Civil Filing Counter’s **Mike Mejia**. The customer wrote, “Thank you so much for your help! Truly appreciated it. Good to know there are good people in the Arizona Court.”





... **more extra miles**

CUSTOMER COMPLIMENTS continued

ITG's Scott Hensel sent an email to several ITG staff informing them of the excellent work eFile Team's **Michelle Paigen** did in resolving an issue. He wrote, "Another victory scored for the eFile Support Team. We have been working with a law firm regarding an issue that was causing us major headaches. We discovered the root cause, informed them of our findings, and then worked with them to correct the problem. Thanks goes out to Michelle Paigen for her excellent follow-up with the law firm and for her outstanding customer service effort."

Document Services Supervisor Merriel Trombley added, "Way to go Michelle! As usual, you provided excellent customer service."

Family Court Services Manager **Don Vert** received a very nice compliment in an email from a customer in Canada, who he helped with some information. She wrote, "You have been the most helpful person I have run into in 25 years." The customer apparently contacted the Clerk's Office to resolve a child support issue after hearing Dr. Phil mention Maricopa County and child support collections on one of his shows.

Inductees into the new "Hall of Name" and the "Hall of Claim"

In a recent newsletter article survey, Clerk employees were asked if they have or have had an unusual or interesting nickname and if they have an unusual or interesting claim to fame. The following are responses from employees who responded to these survey questions and were selected to be inducted into the *Record Times*' fictitious "Hall of Name" and "Hall of Claim." Due to the amount of survey responses received, not every submission was able to be used.



The Record Times' Hall of Name

- ◆ **Employee:** Terri Langford / **Nickname:** The Terri / **Reason:** I got it from a minor mistake on an email.
- ◆ **Employee:** Feliz Bustamante / **Nickname:** Navidad / **Reason:** Since my first name is Feliz people add the "Navidad," which means Merry Christmas.
- ◆ **Employee:** Angie Green / **Nickname:** Channel 8 / **Reason:** I participated in a documentary about Rheumatoid Arthritis the summer before 9th grade. I was interviewed and followed around for an entire day. I was new to Arizona and figured they would show the episodes in the summer, then school would start and nobody would see it. Well, they ended up showing reruns through my four years of high school, and many people saw it. So I got the nickname of "Channel 8" because it was on PBS.
- ◆ **Employee:** Oscar Garcia / **Nickname:** Osc. / **Reason:** I received it long ago when a work computer only allowed us to use three letters as a log-in name.
- ◆ **Employee:** Sandra Valdez / **Nickname:** Bashful / **Reason:** When I get embarrassed, my face and ears get red and I do a half-smile.
- ◆ **Employee:** Linda McNamara / **Nickname:** Boston / **Reason:** Some people here call me this because that was my home growing up and the place where my family and sports teams come from.
- ◆ **Employee:** Mariam McTaggart / **Nickname:** Messy Mimi / **Reason:** I am always spilling food on my shirt ... always.
- ◆ **Employee:** Melanie Sahli / **Nickname:** Queen Bee Mel / **Reason:** I collect bees and once when I was in charge of a very large parent committee at my son's school, I was busy delegating some duties. Someone asked me if I thought I was the queen bee. Of course, I told them I was and that they were the worker bees. The name stuck and even my e-mail address refers to the "queen bee." I have many bees displayed in my cubicle.

Article continued on next page... See "Hall inductees..."



...Hall inductees continued from page 5

The Record Times' Hall of Claim

- ◆ **Employee:** Christina Nekho / **Claim to Fame:** I know about five languages. Romanian being my native language, English (of course), French (studied for 12 years), Arabic (from my husband's side), and I am learning Spanish.
- ◆ **Employee:** Steve Weston / **Claim to Fame:** I am a published author.
- ◆ **Employee:** Don Vert / **Claim to Fame:** I had my picture displayed in the Smithsonian for a Computerworld Smithsonian Award.
- ◆ **Employee:** Chrystal Castro / **Claim to Fame:** In 1991, I was an extra in a TV Disney movie called "Teen Angel."
- ◆ **Employee:** Mary Rogers / **Claim to Fame:** I have a lot of ancestors, grandparents, uncles, aunts, and cousins buried in Oakridge Cemetery, which is the same place where Abraham Lincoln is buried. My mother's side of the family lived in Springfield, Illinois for a long time.
- ◆ **Employee:** Charlotte Levine / **Claim to Fame:** I am one of the choir members who sings the opening song for Suns games.
- ◆ **Employee:** Len Keso / **Claim to Fame:** I have taken my family (wife and two children) to all 50 states.
- ◆ **Employee:** Merriel Trombly / **Claim to Fame:** One of my great grandmothers walked in the Trail of Tears. The Trail of Tears was the forced relocation and movement of Native Americans from their homelands to Indian Territory in the Western US in the 1800's. Also, a distant cousin of mine is Jimmy Dean from Jimmy Dean sausage.
- ◆ **Employee:** Sharon Wilson / **Claim to Fame:** I make paper snowflakes to decorate the Office for Christmas. I have even been asked to teach people how to make snowflakes the way that I do.
- ◆ **Employee:** Feliz Bustamante / **Claim to Fame:** I've climbed Mt. Humphrey's (the tallest mountain in Arizona) to the peak.
- ◆ **Employee:** Sheelagh Ponicki / **Claim to Fame:** I am known as the "mom" of the filing counters, as well as the "head cook."
- ◆ **Employee:** Meg Kelleher / **Claim to Fame:** My picture was in the Alexandria, MN, local newspaper one summer – the only picture on the page without a dead fish in it.



Snip-Snap

(A section of snippets and snapshots)

Newsletter is around a display in famous institute

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was seen with an employee who was at the Super Bowl in Florida. This month, the newsletter is spotted with an employee who was next to a super ball in Pennsylvania.

Pictured to the right is SEA Supervisor **Charlotte Levine**, who posed with the newsletter while standing next to a round display at the Benjamin Franklin Institute in Philadelphia, Pennsylvania.

You may submit photos of yourself reading the *Record Times* at any time for this feature. **To submit a photo:** **1)** Print the front-cover newsletter page; **2)** Take your photo(s) with the newsletter page during your vacation; **3)** Email the digital photo or interoffice mail the print photo to Public Affairs' Len Keso (mailcode CD-PA) with your name, department, and a brief photo description.



March news numbers

- March is "**National Craft Month.**" According to the Craft and Hobby Association, the average crafter spends 7.5 hours per week on their hobby. Some of the most popular crafts are cross-stitching/embroidering (45% of crafters), painting (25%), and cake decorating (22%).

- "**National Spring Cleaning Week**" is held in March. According to a Soap and Detergent Association survey, 26% of Americans rated their home a nine or 10 for cleanliness; 86% believe their homes are cleaner than their neighbors.

There are two main theories as to where the act of spring cleaning originated from: either to prepare for upcoming religious festivities or to remove debris that collected during the winter months.





The Employee Track

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

BIRTHS



- Congratulations to Juvenile Durango Manager **Cindy Malnar** on the birth of her 8 lb. 11 oz., 21.5 in. granddaughter on March 5. Her new grandchild's name is Tatum Nanette.
- Congratulations to Criminal Financial Obligation Unit's **Linda Valdez** on the birth of her 8 lb. 5 oz. granddaughter on March 10. Her new grandchild's name is Aspen Page. She is Linda's 8th grandchild.

MARRIAGES



- Congratulations to Courtroom Clerk **Melinda Kesauer**, who got married on Feb. 2 to John Wilson in Las Vegas, NV. Melinda's husband is currently serving in the Air Force. When he completes his service in a few months, the couple would like to travel to Singapore or Malaysia to see a Formula One race for their honeymoon.
- Congratulations to Courtroom Clerk **Hollice Cameron**, who got married on Dec. 27 to Kevin O'Shaughnessy in Denver, CO.
- Congratulations to CSC Disposition Clerk **Rene Howard**, who got married on Feb. 20 to Pat Smyth.
- Congratulations to Customer Service Center's **Sally Valdez**, who got married on Feb. 14 to Ricardo Valdez Jr. in Las Vegas, NV. They stayed in Las Vegas for their honeymoon.

EMPLOYEE ANNIVERSARIES

The following employees celebrate milestone anniversaries with the Office in March:

5 YEARS

Kirsten Alger, Veronica Becerra, Janeene Carrillo, Chrystal Castro, Catherine Diaz, Sarah Dignard, Karen Gonzales, Evette Landrum, Barbara McDonald, Brenda Miller, Araceli Rodriguez, Tiffany Soto, and William Wong

10 YEARS

Mary Minkow



OTHER EMPLOYEE NEWS

- **Charlotte Levine** transferred from Downtown to SEA to supervise FC, CV, CR, and PB for docket and EDM.
- **Joycelyn Mathews-Pate** transferred from EDM QC to Downtown Civil Docket.
- **Patti Carter** transferred from Southeast EDM QC to the CSC EDM QC.
- Congratulations to ITG's **Dustin Herrington**, who earned a bachelor of science degree in Information Technology from the University of Phoenix on March 11.





...The Employee Track *continued*

EMPLOYEE SPOTLIGHT FOR MARCH



Name: Tonia Melius
Department: Courtroom Clerk
Hometown: Las Vegas, Nevada
Family: **Children** - Lori, Jessica, Sara, Milo, and Skye / **Pet Cats** - Bear, Misty, Silvia, and Bailey
Birthday: September 16
Years With Office: Eight years

What is One Thing That You Enjoy About Your Job: Meeting and assisting so many interesting people

One of Your Favorite Activities: Hiking South Mountain with friends and my herd of kids

An Activity That You Dislike: Lecturing

The Hardest Thing That You've Done: Moving to Arizona with two little ones and two suitcases was both difficult and adventurous at the same time, and now, after 10 years, Arizona is home.

What is Something You Are Proud Of: I am proud of being a civil floater clerk for more than eight years. It is pretty rare that a clerk favors floating over being assigned to a division, so I have been able to provide consistent help in an area where it is needed most.

Favorite Meal: Prime rib, baked potato, broccoli, and ice tea

Where is Your Favorite Place to Eat Out: Texas Roadhouse

Favorite Movie or TV Show: "House" is my favorite television show right now, and a favorite movie would be "It's a Wonderful Life."

A Dream I Have Is To: Help as many kids as I can to find themselves a better way of life.

Do You Have a Hobby/Collection/or Special Interest: My special interest would be my work with children and families in need.

What Has Been Your Favorite Vacation Destination: Lake Tahoe

What Place Would You Like to Travel To Next: Denmark, London, Ireland, and I could go on and on!

Two People With Whom You Would Like to Have Dinner: Princess Diana and Ray Charles

What Was Your First Job: Recreation aide at a city park at age 15.

Nobody would believe it if they knew ... that I landed a Cessna airplane when I was 14 years old. My father was sitting next to me, but he just observed.

AWARDS

The CASE of the eight county pin winners



The following eight Clerk of the Court employees won a Maricopa County lapel pin as a result of sending in a nomination for the Office's C.A.S.E. Recognition Program. Employees who submitted a nomination for the Office's Annual CASE awards this year were eligible for a random drawing for the pins. The winning employees are:

Tina Barrett, Erica Bradford, Brenda Burton, Nicki DeLaCruz, Kelle Dyer, Aide Estrada, Michael Meija, and Timothy Potratz.

IN MEMORIAM

In memory of
Nancy Kielblock



**Courtroom Clerk
from 1994 - 2009**

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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

