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Record Times



A monthly newsletter for Clerk of the Superior Court employees

April 2008

Vol. 14 No. 4

CASEY comes to bat for annual employee recognition



CASEY is at bat in the Clerk of the Court's Office once again. CASEY is the nickname of the Office's Annual Employee Recognition Award Program that is presented to employees during the annual Celebrating And Saluting Employees (C.A.S.E.) event. He made his first appearance at the plate in the Northwest Office on April 9, second appearance on April 15 at the Customer Service Center, and a third appearance on April 23 at the Northeast Office. The result of his appearances is that several employees scored with special awards for their outstanding Office performances during the past year.

Following is a list of the **Northwest, Customer Service Center, and Northeast** CASEY award-winning employees, along with the photos at the events (on page 1 and page 3). These award-winning staff members were nominated by their co-workers for the awards and then the nominations were evaluated by a review team of associate clerks and managers, who selected the winners. The CASE Award winners from **Southeast, Durango Juvenile, and Downtown** will be listed in the May issue of the *Record Times*.

This is the seventh year for the CASE Award Program, which is held to recognize employees for their exceptional work in various categories. The award categories are: Customer Service (internal and/or external), Excellence, Leadership, and Teamwork (for three or more employees).

NORTHWEST C.A.S.E. AWARDS

Customer Service Award - Duffy Watson, Aurora Avina, Diane Jamison

Excellence Award - Margaret Brickman, Michelle Monick

Leadership Award - Keri Wade

Teamwork Award - **Courtroom Clerk Team:** Diane Berkland, Paula Brown, Lynne Glenn, Jennifer Hill, Marian Smith, and Gracie Smith / **Filing Counter Team:** Jackie Ortiz, Krizna Rodriguez, and Jessica Bernal

TEAMWORK

NW Filing Counter Team
Jackie Ortiz, Jessica Bernal,
and Krizna Rodriguez

TEAMWORK

Courtroom Clerk Team
(pictured) Marian Smith
and Lynne Glenn

LEADERSHIP
Keri Wade

EXCELLENCE
Michelle Monick

EXCELLENCE
Margaret Brickman

CUSTOMER
SERVICE
Diane Jamison



 The **Customer Service Center and Northeast** CASE Award winners and the photos from the events are listed on page 3.



Michael K. Jeanes
Clerk of the Court

A Minute with Michael



Here we Grow again

The U.S. Census Bureau's 2007 population estimates showed that Maricopa County ranked first in the nation's counties in the number of new residents from the years 2000 - 2007, with an increase of more than 800,000 new residents. There were 10 counties across the country that grew by more than 200,000 people. Of those 10 counties, Maricopa County ranked fifth for the percentage growth. Below are lists that show the counties with the most growth:

PERCENT CHANGE 2000 - 2007

- 1 - Collin County, TX - 48.6%
- 2 - Riverside County, CA - 34.2%
- 3 - Clark County, NV - 33.5%
- 4 - Wake County, NC - 32.7%
- 5 - Maricopa County, AZ - 26.3%**
- 6 - Tarrant County, TX - 18.8%
- 7 - San Bernardino County, CA - 17.5%
- 8 - Harris County, TX - 15.7%
- 9 - Bexar County, TX - 14.5%
- 10 - Los Angeles County, CA - 3.8%



NEW RESIDENT GROWTH 2000 - 2007

- 1 - Maricopa County, AZ - 808,020**
- 2 - Harris County, TX - 535,277
- 3 - Riverside County, CA - 528,197
- 4 - Clark County, NV - 460,798
- 5 - Los Angeles County, CA - 359,224
- 6 - San Bernardino County, CA - 298,357
- 7 - Tarrant County, TX - 271,210
- 8 - Collin County, TX - 238,914
- 9 - Wake County, NC - 205,124
- 10 - Bexar County, TX - 201,562

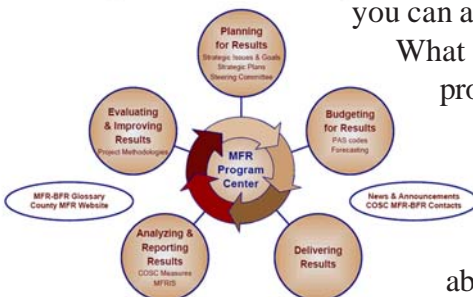
With this tremendous growth comes several challenges, the most significant of which is an increased workload that has already increased due to the County's Hiring Freeze (creating staff shortages). Added to this, is the challenge to maintain the quality customer service for which our office is well known. The phrase "Doing more with less," is becoming very true in our office. I wish that I could say that it is going to be easy, but it is going to be very challenging for all of us. There is another saying that you may have heard that says "TEAM stands for Together Everyone Achieves More." Let's pull together as a team during these difficult times to achieve the most we can with what we have.

Thank you for your continued hardwork and dedication.

A new portal in the neighborhood

by Pat Percival

What is the meaning of those circles and where can you find the answers? The graphic (at the left corner) represents your doorway to "one-stop shopping" for news and information regarding our Managing for Results Program (MFR). It's the homepage background to our new "MFR Program Center" website you can access via the COCweb.



What answers will you find on the website? You can learn about each of the five processes within the MFR cycle, review COSC MFR Results and budget data, read minutes of the MFR Steering Committee meetings, access the County's dashboard, and much more. On the COCweb, scroll to "Resources/Research and Planning" and click on the "MFR Program Center" link. Click on links provided on the homepage to access the MFR information you want. If you have questions about the site itself, contact Pat Percival (6-3511) or Rich McHattie (2-0487).



The 2008 CASEY Award winners ... continued from page 1

CUSTOMER SERVICE CENTER C.A.S.E. AWARDS

Customer Service Award - Edith Witherspoon, Cheryl Marzella, Diane Barnes, Veronica Olivas, Don Christoph, Scott Hensel

Excellence Award - Ken Lindler, Tom Riggs, Candy Terry

Leadership Award - Cheryl Marzella

Teamwork Award - Support Services/Disposition Team: Susan Baldwin, Christina Cady, Catherine Diaz, Diana Eaton, Kathryn Folk, Christine Goodwill, Rene Howard, Kathryn Kruse, Kelly Laird, Marie Righetti, Sylvia Rosales, Annette Tallabas, Tawnie Wells, Sharon Wilson, Edith Witherspoon, and Cheryl Marzella / **Public Records Team:** Margaret Wagner, Connie Estrada, Janeene Carrillo, Evelyn Laborin, Eustolia Espinoza, Martha Miller, William Cruz, Debra Cooper, Scott Mandel, Melissa Martinez, Regina MacColl, Rick Stefano, Aide Estrada

NORTHEAST C.A.S.E. AWARDS

Customer Service Award - Leslie Slaughter, Hector Castaneda, Gerri-Lynn Cohen, Alex Ocanas, Cynthia Kelly

Excellence Award - Jonathan Reeves, Kelly Sleseman

Leadership Award - Angie Green, Robin Tomlinson, Maggie Smith

Teamwork Award - Filing Counter Team: Kelly Sleseman, Monica Crowley, Martha Wanke, Sandy Seeley, Megan Simpson, and Kelle Dyer

TEAMWORK
CSC Support Services/Disposition Team



TEAMWORK
CSC Public Records Team



CUSTOMER SERVICE
Edith Witherspoon



CUSTOMER SERVICE
Scott Hensel



CUSTOMER SERVICE
Veronica Olivas and Diane Barnes



CUSTOMER SERVICE and LEADERSHIP
Cheryl Marzella



EXCELLENCE
Ken Lindler



EXCELLENCE
Candy Terry



CUSTOMER SERVICE
Leslie Slaughter



CUSTOMER SERVICE
Hector Castaneda



TEAMWORK
NE Filing Counter Team
(pictured) Kelly Sleseman and Monica Crowley



CUSTOMER SERVICE
Gerri-Lynn Cohen, Cynthia Kelly, and Alex Ocanas



EXCELLENCE
Jonathan Reeves



EXCELLENCE
Kelly Sleseman



LEADERSHIP
Maggie Smith & Robin Tomlinson





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 Filing Counter

- **Jackie Ortiz** - "Not paid enough. She is outstanding and courteous to everyone around."



Hit
the ground
running to
serve customers

CO-WORKER COMPLIMENTS

"I want to give a heartfelt 'thank you' to ALL of my fellow teammates in the **Criminal Financial Obligations Unit** for your kindness and generosity, but most of all, for your support during some very difficult times. You are truly a great bunch of people. I would like to give an extra special thank you to **Cyndie Rego** for 'going the extra mile' to help me out. You are a great friend." — **Tracy Lundblad**

"We would like to send a BIG thank you to all of the people who have been helping us with translating and coverage while we have been short-staffed. **Hector Castaneda, Martha Wanke, and Monica Crowley** have been invaluable to us. **Kelle Dyer, Kelly Sleseman, Alex Ocanas, and Elva Martin** have helped us immediately with customers, as have **Sheri Jaffe and Angie Green**. Thank you for the help! We appreciate every bit of it!" — **Dawn Arnold, Kyle Duncan, and Jean Walker (NE Marriage License/Passport staff)**

"We would like to give a special thank you to **Gordon Mulleneaux, Nancy Killian, and Darlene Anderson** for assisting us with locating business addresses. Once an address is located, restitution funds are then released." — **Criminal Financial Obligations staff**

"I would like to thank **Dave Lett** for being so helpful. Every time there is a complicated copier jam, he stops what he is doing to come help. It saves us a lot of down time with the copier, which is heavily used here." — **Monica Randez**

"I would like to send a very big thank you to Personnel's **Mitzi Munoz** for all the help she offered and gave to me during my name change transition. Because of her assistance, everything went quickly and smoothly." — **Feliz Bustamante**

"I want to thank Public Records Supervisor **Cheryl Marzella** for helping me at different times. She is always pleasant, professional, calm, and knowledgeable. Her excellent customer service skills are admirable." - **Len Keso**

CUSTOMER COMPLIMENTS

Fileroom Supervisor Ed Morris recently commended Court Supplies' **Ralph Estrada** in an email to his supervisor. He wrote, "I want to take a moment to commend Ralph for his diligence this morning. There was a file on the table for NW and Ralph didn't recognize the party it was addressed to and questioned it. Upon further investigation, it was determined that it should go to NE. Ralph's attention to detail prevented a file from being sent to the wrong location and ensured that our customer at NE would receive what they needed in a timely manner. My personal thanks to Ralph for a job well done."



...more extra miles

A customer sent an email to the Office to thank Civil Filing Counter's **Lori Cummings** for her assistance. He wrote, "Thank you so much for your diligence and persistence, and especially for your kindness in this matter. Also, thank everyone else within your office who facilitated my registration."

Supreme Court Hearing Officer Andrew Marshall recently sent an email to Michael Jeanes saying, "I rarely have time to write such messages, however; making time is sometimes necessary. I haven't been down to the Records Center since it was in the basement of the CCB. I was recently there (**Customer Service Center**) and the experience was very fast, helpful, and totally hassle free. I have been practicing in Maricopa County for 23 years and cannot remember ever having such an experience at any governmental record-keeping facility."

Family Court Operations Lead Cynthia Coronado sent an email to EDM Manager Joyce Auchinleck letting her know how much she appreciated **Eileen Fenner's** assistance. She wrote, "I want to let you know how much I appreciate Eileen's input and advice as it pertains to our filings and appearance. She always goes out of her way to provide staff with pointers and techniques to ensure our work is top notch. I really appreciate the time she takes out of her busy schedule to assist us."



Snip-Snap

(A section of snippets and snapshots)

Newsletter goes from being indoor to the outdoors

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was seen with two employees indoors at a famous restaurant in Massachusetts. This month, the newsletter is spotted with two employees in the outdoors of Ohio.

Pictured here is Customer Service Center's **John Whitford** and Courtroom Clerk **Deb Whitford**, who posed with the newsletter on their camping/biking trip at Nimisilla State Park in Portage Lakes, Ohio.

You may submit photos of yourself reading the *Record Times* at any time for this special feature.



TO SUBMIT A PHOTO, print a newsletter page(s), take your photo(s) with the page(s), and send it to Public Affairs' Len Keso (mail code CD-PA) with your name, department, and a description of the photo.

The photo may be sent in print or digital format.

A Little April Foolishness

- When everything is coming your way, you're in the wrong lane.
- I almost had a psychic girlfriend, but she left me before we met.
- Shin: a device for finding furniture in the dark.
- What happens if you get scared half to death twice?
- How do they get deer to cross at those yellow road signs?



Origins of April's name

Some scholars believe that April, first termed "Aprilus" or "Aprilis," is derived from the Latin root word "aperire," meaning "to open" because it is the time when flowers open. Others contest that the month is named after Aphrodite, the Greek goddess of love.



The Employee Track

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

BIRTHS



● Congratulations to Criminal EDM's **Erendira Bautista** on the birth of her new 6 lb. 7 oz. baby girl on March 26. Her new daughter's name is Alexandra. This is her first child.

● Congratulations to Courtroom Services **Karen Stone** on the birth of her fourth grandchild on April 15. Her new granddaughter's name is Morgan Rose and she weighed 7 lbs. 2 ozs.

OFFICE ANNIVERSARIES

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

5 YEARS

Kenneth Miller Jr., Evonne Gonzales, Eustolia Espinoza

10 YEARS

Martha Miller, Debra Merkling, Maria De La Cruz

15 YEARS

Eileen Bacarella

20 YEARS

Ken Daniels



EMPLOYEE RETIREMENT



On April 25, SEA Court Operations Supervisor **Janice Bray** will retire after 22+ years of service to the Clerk of the Court's Office. She began her career with the Office on July 29, 1985. A Retirement Party was held in her honor on April 24 at the Downtown Justice Center. Following is a brief interview with Janice:

What was your first job with the Office? I worked Downtown for the Lower Court Appeals at the Judgment Desk and Filing Counter.

What departments have you worked in during your 22 years here? The Filing Counter; Marriage License/Passports; Public Records; Fileroom; Exhibits; Discovery & Classified Materials and Appeals.

What have you enjoyed about the Office? Meeting and working with so many talented individuals and the variety of work I have been privileged to learn and share with new members of the Office.
Any specific project you enjoyed? I enjoyed working with other team members to develop and enhance the File Tracking and Exhibit Tracking systems.

What will you miss? I will miss my co-workers and being a part of the Appeals project to electronically transmit records on appeal to the Appellate Courts. The Electronic Court Record is amazing!

What are your plans for retirement? Initially, I plan to travel and see the United States and, of course, to also enjoy being with my family and friends.





...The **Employee** **Track continued**

EMPLOYEE SPOTLIGHT OF THE MONTH



Name: David "Dave" Steinmetz

Department: Southeast Juvenile

Hometown: Born and raised in Fairfax, Iowa ... have lived in Scottsdale since 1971

Birthday: May 8 / **Years With Office:** 7 in July

One Thing You Enjoy About Your Job or the

Clerk's Office: The people contact ... love working

with and helping the public. The people I work with are great too!

Least Favorite Activity: Getting up in the morning.

Favorite Activity: Putzing in my yard.

Something You Are Proud Of: I owned my own wedding photography studio for over 15 years ... photographed up to 400 weddings per year.

The Hardest Thing That You've Done: Watching and caring for parents as they age and their health declines.

Favorite Meal: Roast pork, sauerkraut, and bread dumplings topped with lots of gravy.

Where is Your Favorite Place to Eat Out: Black Angus or the Scottsdale Culinary Institute (Le Cole)

Favorite Movie or TV Show: **Movie -** *Oklahoma*. **TV Show -** *My Favorite Martian* (yes, it's an oldie)

A Dream I Have Is To: Retire with enough money and good enough health to travel the world.

A Pet Peeve: Zero tolerance/intolerance. Tolerance of others and their beliefs and opinions is what made this country great and a peaceful place to live.

Do You Have a Hobby/Collection/or Special Interest: **Special Interest** - photography. **Hobby** - Artwork with colored pencils.

What Has Been Your Favorite Vacation Destination: Road trip: New Orleans, LA – Fort Lauderdale, FL. – Key West, FL.

Where Would You Like to Travel To Next: Australia, Tahiti, South Africa, Italy, Greece, Egypt ... can you tell that they are all warm places?

Two People With Whom You Would Like to Have Dinner With: My wife and daughter.

What Was Your First Job: Worked in a small chicken hatchery after school scrapping chicken poop off the trays. I loved it. I was 13 and made .50 cents an hour and felt very independent.

Nobody would believe it if they knew ... I was an exchange student in Chile for a year while attending the University of Iowa.

FUN AND GAMES

Word Play

Try to decipher the common words and phrases in these puzzles. For example:

Head

Heels = Head over Heals

1. ChiMadena
2. ggse
3. Home Home
Range
4. tailr lirta
rialt ttria
5. va ders
6. jobinjob
7. nine
cumulus
8. XXed
9. ABCDEFGHIJKLMNOPQRSTUVWXYZ
10. eggegg

eeee's e
11. peep, squak, caw
12. economy

ANSWERS

1 - Made in China; 2 - scrambled eggs; 3 - Home, home on the range; 4 - trail mix; 5 - space invaders; 6 - in between jobs; 7 - on cloud nine; 8 - double crossed; 9 - missing you (u); 10 - two eggs over easy; 11 - fowl language; 12 - growing economy





The County News Relay



Maricopa County officials announced that county employees raised \$585,358 for the **2007 County Combined Charitable Campaign**.



On May 8, the Maricopa County Hispanic Network and the Diversity Office is sponsoring a **Cinco de Mayo Celebration** at noon in the Board of Supervisors Conference Room, 301 W. Jefferson, 10th Fl. There will be musical entertainment, a historical dramatization, and a guest speaker



For those interested in adopting a pet, Maricopa County Animal Care and Control opened the **New West Valley Animal Care Center** on March 13 at 2500 S. 27th Ave. in Phoenix.



Maricopa County recently announced there is a new vendor for the **Guaranteed Emergency Ride Home Program**. Effective last month, Discount Cab began providing taxi cab service to County employees who carpool, vanpool, bus, skate, or walk to work and need a return ride due to an unforeseen emergency.



To participate, employees are required to complete an on-line voucher through the EBC that includes the instructions for placing a transportation order. There is no need to pre-register for the ride. All you need to do is process the request with the on-line voucher the day you need the ride. The online address for the voucher is:

http://ebc.maricopa.gov/default/surveys/survey.asp?survey_id=1197



The Judicial Branch of Arizona in Maricopa County is celebrating **Law Day 2008** with a special event from noon to 1:30 p.m. on May 1 in the Board of Supervisors Auditorium, 205 W. Jefferson. The event includes a special panel discussion on: **“The Rule of Law: Recognizing the Importance of an Impartial Judiciary.”** This program is a collaboration between Superior Court and the State Bar of Arizona. Speakers include: Hon. Barbara Rodriguez Mundell, Presiding Judge, Judicial Branch of Arizona in Maricopa County; Hon. Pendleton Gaines, Judge, Judicial Branch of Arizona in Maricopa County; Hon. Maurice Portley, Judge Arizona Court of Appeals - Division One; Daniel McAuliffe, State Bar of Arizona President; and Edward Novak, State Bar of Arizona President-Elect.



The **Arizona Diamondbacks** are offering discount tickets to Maricopa County employees to a select number of their games. The games for the month of May are:

- **Friday, May 2, 2008 @ 6:40pm vs. New York Mets**
- **Sunday, May 18, 2008 @ 1:10pm vs. Detroit Tigers**
- **Saturday, May 31, 2008 @ 5:10pm vs. Washington Nationals**

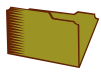


For instructions on how to purchase the tickets, visit the County EBC's employee discount page at: http://ebc.maricopa.gov/hr/employee_rewards/esma/default.asp?t=sports





The Clerk's file of facts



The following are the remaining **CASE Award/Service Pin event** dates, times, and the Office locations:

- **Wedn., April 30 - Southeast** / 12:15 p.m. / Saguaro Room
- **Wedn., May 7 - Durango Juvenile** / 12:15 p.m. / Large Conference Room
- **Tues., May 13 - Downtown** / 12:15 p.m. / Supervisors' Auditorium



Eighty-two Clerk of the Court employees representing **815 years of experience** will receive service pins during the 2008 Service Pin events.



There were **23,628 marriage licenses recorded** with the Office in 2007.



The results of the **2007 Employee Satisfaction Survey** are available on the Office COCWEB under "Employee News."



In March, the Office received 2,861 Civil eFilings, 8,416 Criminal eFilings, 25 Family Court eFilings for a total of 11,302 eFilings during the month. This is an increase of 2,954 eFilings from March 2007.

The Newsletter Finish Line



Longest-serving Clerk employee honored for his 40 years of service

On April 7, the Maricopa County Board of Supervisors honored the Clerk of the Court's longest-serving employee for his 40 years of service to the Office — **Duffy Watson**. Duffy was among several Maricopa County employees, who were honored for their 30 or more years of service to the County at a special service award ceremony. Duffy, who began working for the Clerk's Office on Feb. 5, 1968, received a certificate, walnut clock, crystal glass, and a congratulations from each supervisor. During the tribute, Duffy was joined by Clerk of the Court Michael Jeanes, Associate Clerk Carol Schreiber, Court Operations Administrator Vonda Culp, and Court Operations Manager Diane Jamison.

In addition, at the Northwest CASE Award/Service Pin event on April 9, Clerk of the Court Michael Jeanes presented Duffy with a special 40-year Service Plaque from the Clerk of the Court's Office.



Duffy (center) is honored at the Board of Supervisors' Service Award Ceremony.



Duffy receives a 40-year plaque from Michael Jeanes