



## New order to Order of Assignment process

The temperature is rising and so is a new project in the Office – the Electronic Order of Assignment (OA). The project rose to the forefront this past month and helps streamline the OA process so that the payee receives their court-ordered support sooner. The recent past process was paper-driven and required several steps by various areas to complete, which caused long delays in support payments being collected and distributed.

Through the new OA process, attorneys and parties no longer need to file a paper order of assignment with the Clerk's Office. Using the most current information provided by the parties via the filing of the Sensitive Data Sheet and at the time of the hearing, the order of assignment is created by the courtroom clerk and transmitted to Family Court Services electronically for processing. Staff at Family Court Services, appointed as Special Commissioners, sign and finalize the order. OAs for consent decrees and default decrees are created by staff in Family Court Services. The OA is printed out and sent to the employers. The OA is eFiled and the image is available in OnBase.

This new electronic OA process improves the accuracy of information and expedites the delivery of orders to employers, thus improving the speed at which families receive their support. The goal is to expedite the processing time of OAs from 45 days to three days from the date of Order.



Courtroom Clerk Audrey Jackson provides a demonstration of creating an electronic order of assignment in the courtroom.



Family Court Services' Lisa Bonilla demonstrates her department's role with the electronic orders of assignment.

## Thirty years of service and still counting for Cece



Cece McDermott

**O**n June 28, Civil Docket Auditor/Trainer **Cece McDermott** will celebrate her 30th anniversary with the Clerk of the Court's Office. She is the 9th staff member who currently has 30 or more years of service with the Office. She will be honored next month for her service by the Maricopa County Board of Supervisors at a special service award ceremony for county employees with 30 or more years of service. Following is a brief interview conducted by the *Record Times* with Cece about her service accomplishment:

**What was your first job in the Office?** I was a data entry operator for the Data Entry Dept.

**What were you doing before you began working here?** I was living in Colorado and raising two children. I worked for the town's weekly newspaper as a typesetter.

**When you started here, did you think you would be here as long as you have?** When I started here, I was looking for a place I could grow with and accumulate some skills. I am glad that I decided to stick around.

**What departments have you worked in here?** I have worked in Data Entry, Docket, and Distribution.

**Is there a particular job or project that you worked on that you are proud of?** I participated in the implementation of the iCIS system.

... Continued on page 3 – See Cece



Michael K. Jeanes  
Clerk of the Court

## A Minute with Michael



### It depends on how you look at it

A man pulled into a gas station on the outskirts of town. As he filled his tank, he remarked to the attendant, "I've just accepted a job in town. I have never been to this part of the country. What are the people like here?"

"What are the people like where you came from?" the attendant asked.

"Not so nice," the man replied. "In fact, they can be quite rude."

The attendant shook his head. "Well, I'm afraid you will find the people in this town to be the same way."



Just then another car pulled into the station. "Excuse me," the driver called out. "I am just moving to this area. Is it nice here?"

"Was it nice where you came from?" the attendant inquired.

"Oh, yes! I came from a great place. The people were friendly, and I hated to leave."

"Well, you will find the same to be true of this town," the attendant said.

"Thanks!" yelled the driver as he pulled away.

"So what is this town really like?" asked the first man, now irritated with the attendant's conflicting reports.

The attendant just shrugged his shoulders. "It's all a matter of perception. You will find things to be just the way you think they are."

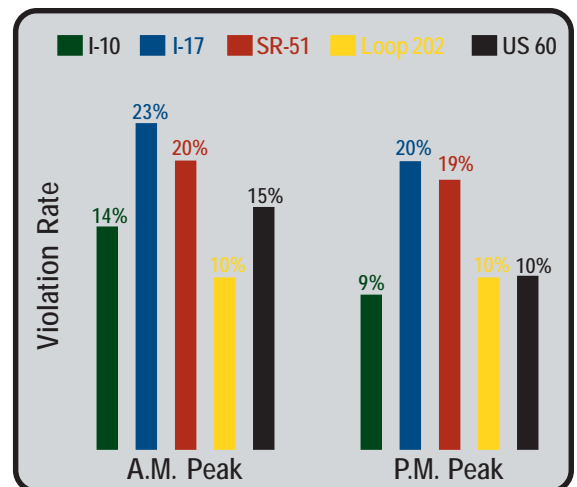
I share this simple little story to emphasize the importance of a positive attitude, which we all need to maintain during these challenging times. I appreciate you and thank you for all that you do. I believe this is a great place because there are great people here. Keep smiling!

## Some driving news – the HOV Lane

According to the Maricopa Association of Governments (MAG), as many as 23 percent of the total vehicles in the HOV lanes are single drivers. The HOV lanes are the lanes on the freeways restricted to carpool vehicles, motorcycles, buses, or vehicles displaying alternative fuel vehicle plates from 6 a.m. to 9 a.m. and from 3 p.m. to 7 p.m., Monday through Friday. MAG attributes the high number of violations to the fact that HOV lanes are not separated by a barrier, which makes it easy for a violator to use the HOV lane for passing to accelerate or as a temporal express lane to avoid congestion.

The mandatory fine is \$350 for driving illegally in the HOV lane. Moving in and out of the HOV lane is also dangerous to drivers in both lanes.

Source: Monday Morning Breathe





## Cece reaches 30 years of service ... continued from page 1

**What are some of the biggest changes you have seen in the Office?** The advances in technology. We were just starting to computerize when I started here. Now we have the ability to see images of the documents filed and we have the eFiling system. Also, the growth in the Clerk's Office with all the different satellite locations is a big change and the number of employees probably has doubled than it was when I started.

**What do you enjoy about your job and/or the Clerk's Office?** The people I work with. I have been fortunate to have some great supervisors over the years.

**Do you have a humorous or memorable work story?** One special memory is when I received the "Trainer Excellence Award" from the Judicial Staff Education Committee.

**How much longer would you like to work?** Another year or so.

### Looking back to 30 years ago

Cece McDermott started working for the Clerk of the Court's Office on June 28, 1978, here are few other things that occurred that year:

- Three Albuquerque men make the first successful transatlantic balloon flight in the helium-filled Double Eagle II.
- Sony introduced the "Walkman," the first portable stereo.
- The movie, *Annie Hall* won the Academy Award for "Best Picture."
- The Dallas Cowboys defeated the Denver Broncos in the Super Bowl and the New York Yankees defeated the Los Angeles Dodgers in the World Series.
- The song of the year was "Love Theme From a Star is Born."
- The median household income was \$15,064.

# 1978

## Notary function switches over to the Secretary of State

On June 2, the Secretary of State's Office (SSO) assumed the function of Notary Bonds processing from Superior Court Clerk Offices statewide. The change occurred as a result of legislation that was passed to streamline the application and certification process to become an Arizona Notary Public. All Notary applications and bonds are to be submitted to the SSO along with the Notary Application. The Secretary of State's Office now handles the entire process. More information regarding this topic is available by contacting the Secretary of States' Notary Department at 602-542-4758 or visiting the Secretary of State's website at [www.azsos.gov/business\\_services/notary](http://www.azsos.gov/business_services/notary).

## Going around in circles thinking of what to do this summer?



Are you going around in circles thinking of things to do and/or places to go this summer? The first choice on where you should look just might be First Choice, the gift shop located in the Downtown Court Complex. The gift shop has discount tickets for many destinations including: Harkins Movie Theaters; Castles-N-Coasters; local waterparks; the San Diego Zoo and Wild Animal Park; Legoland; and Six Flags (Magic Mountain), as well as discount tickets to local events. For employees in outlying areas, First Choice can mail the tickets to the employee. For ticket prices and more details, call the gift shop at 602-262-2321.



**TICK TOCK** - "Time is free, but it's priceless. You can't own it, but you can use it. You can't keep it, but you can spend it. Once you have lost it, you can never get it back." – *Harvey Mackay*



## 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

- **Kelly Sleeseman** - "Best county government service ever received. Actually best government service and one of the top for all services, private or public."

#### Northwest Marriage License and Passport Filing Counter

- **Jackie Ortiz** - "Everyone is so helpful, especially Jackie."
- **Aurora Avina** - "Aurora provided top notch service and answered all of my questions. She was a real pleasure to speak to."
- **Aurora Avina** - "Aurora was excellent."
- **Krizna Rodriguez** - "I have worked with Krizna both downtown and in Surprise and she has always given above and beyond the call to help me."

### CO-WORKER COMPLIMENTS

"I would like to thank **Wendy Johnson** for doing such a great job in resolving the issues we've had with access due to the security systems enhancements. I would like to thank **Maridel Soileau** for assisting the SEA Probate Counter with the 'out-of-the-ordinary' filings we've been receiving lately. She has a wealth of knowledge. I would like to thank **Merriel Trombley** for updating the CV filing areas with procedures, guidelines and dates on the election processes and putting up with the multiple questions I have. I would like to thank **Lauri Thomas, Gordon Mulleneaux,** and **Kathy Whittiker** for always keeping our areas updated with any administrative order, statute, and procedural changes that affect the areas. We are fortunate to have such a great management team." – *Franci Diaz-Smock*

"I would like to thank all of my co-workers at Southeast, especially **Leah Lindahl** and **Angela Allegretti**, for being so supportive of and caring when I needed it most. I greatly appreciate it." – *Terri Langford*

### CUSTOMER COMPLIMENTS

A paralegal sent a very nice note to the Office about Courtroom Clerk **Melanie Sahli**. She wrote, "I have been assisting in a trial that started in front of Judge Aceto on May 15 and it is expected to continue through the first of June. As you know, trial is always a stressful time for everyone; not only for the parties in the litigation, but also for the court staff. I wanted to take a moment to let you know how much I have appreciated working with Courtroom Clerk Melanie Sahli. She has been patient and kind in answering my numerous questions regarding marking of trial exhibits and has impressed me with her detailed work ethic. What I have also very much appreciated throughout this trial, is her calm demeanor and sense of humor. I have been working as a paralegal for over 15 years and have assisted on many trials. I can honestly say that Melanie is one of the best courtroom clerks I have had the pleasure to work around."





## ...more *extra miles*

An attorney from Georgia took time to send the following kind email to the Office about the **Clerk of the Court's website**. He wrote, "I am an attorney practicing in Gwinnett County, Georgia. My home county has a wonderful website. It is very useful and informative. I came across your website today. I just wanted to say ... very nice job. It is a great site. You should be proud."

A customer at the Customer Service Center Marriage License and Passport Office sent a nice note to Public Records Supervisor Linda Johnson to let her know what great customer service she received from **Araceli Rodriguez**. She wrote the note to thank Araceli for doing an all around great job in helping her.



## Snip-Snap

(A section of snippets and snapshots)

### Newsletter appears on opposite sides of continent

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 is on the opposite side of the world in Australia. This month it is seen with two employees, who are on opposite side of North America.

Pictured in photo #1 is Training and Staff Development's **Steve Weston**, who posed with the newsletter at Walt Disney World in Orlando, Florida. Pictured in photo #2 is ITG's **Scott Hensel**, who was in Mazatlan, Mexico during a cruise in the Mexican Riviera.

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

**TO SUBMIT A PHOTO FOR THIS FEATURE**, print the front-cover newsletter page, take your photo(s) with the page, and send it to Public Affairs' Len Keso (mailcode CD-PA) with your name, department, and a description of the photo.

The photo for the newsletter may be sent in either print or digital format.



### Do you trust the media?

Fifty-four percent of Americans say they don't trust the media, while 30 percent say they do trust the media. Here's a breakdown of the major news sources and the percentages of Americans who put their trust in them:

- Radio - 44%
- Web - 41%
- Television - 36%
- Press - 30%

### Doctor data

Nearly 80 percent of Americans say their doctors need better bedside manners. Less than half (49 percent) of those surveyed said they would describe their doctor's recent conduct as attentive, communicative, or compassionate.

### Marriage licenses

On average, approximately 230 marriage licenses are issued every day in Las Vegas.

Source for above articles—First Draft June 2008



# The Employee Track

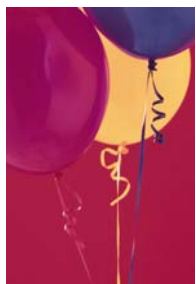
(A special newsletter section devoted to news about employees of the Clerk of the Superior Court's Office.)

## BIRTHS



● Congratulations to Southeast's Electronic Document Management - Quality Control's **Kim Dollins** on the birth of her 6 lb. 11 oz., 19 in. granddaughter on June 2. Her new grandchild's name is Mackenzie Sophia. She is Kim's third grandchild – all of her grandchildren are girls.

## OFFICE ANNIVERSARIES



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

### 5 YEARS

Cynthia Coronado,  
Rosalie Cabrera-Razo

### 20 YEARS

Linda Castleberry

### 10 YEARS

Rosa Montoya, Dominic Navarro,  
Adrian Roberts, Susan LaMarsh

### 30 YEARS

Cecelia McDermott

### 15 YEARS

Teresa Robinson

## NEW EMPLOYEES

- **Mayda Perez** - Courtroom Clerk (Her supervisor is Betty Finney)
- **Diane Sanchez** - Courtroom Clerk (Her supervisor is Evonne Gonzales)



## EMPLOYEE AWARDS AND HONORS

### Con-Graduate-lations



- Downtown Family Court Electronic Document Management's **Marta DeLeon** recently graduated from Phoenix College with her Associates in Art degree.
- Downtown Family Court Electronic Document Management's **Constance White** recently graduated from Phoenix College with her Associates in Art degree.

### Alternative mode of transportation is the ticket to the movies

**Linda Castleberry** and **Dawyna Witherspoon** recently won movie tickets through the Maricopa County Alternative Mode User Program (AMU). The AMU conducts random drawings to reward employees with movie tickets for their efforts to reduce air pollution by using an alternative mode of transportation. There are five winners per month. To visit the AMU Program website, go to <http://ebc.gov/hremployee%5Fwellness/commute%5Foptions/>





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

### EMPLOYEE SPOTLIGHT OF THE MONTH



**Name:** Darrell Brinkley  
**Department:** Document & Cash Management Services  
**Hometown:** Buckeye, Arizona  
**Family:** **Wife** - Georgianna / **Son** - Anthony (36) /  
**Daughter** - Kristen (30) and a 'spanking new' **son-in-law** - Robert (31)  
**Birthday:** April 11 / **Years With Office:** 27+

**Favorite Activity:** Road travel (even if it is only from Surprise to Wickenburg)

**Activity Dislike:** Wasted workplace time.

**The Hardest Thing That You've Done:** Coping with the potential loss of my wife from heart attack and then my son, from heart attack, within four weeks of each other.

**Favorite Meal:** If I knew it was my last meal I would want Filet Mignon Steak (medium well), baked potato (loaded with all the goodies), warm dinner rolls with butter, a tall glass of ice cold milk, and hot apple pie alamode.

**Where is Your Favorite Place to Eat Out:** Las Vegas – Joseph's at Planet Hollywood, the Ember's at the Imperial Palace, the Grand-Lux at the Venetian's Palazzo ... or the Chicago-style Hot Dog cart at Home Depot.

**Favorite Movie or TV Show:** **Movie** - *African Queen* / **TV Show** - From the past - *The Twilight Zone* and from today - *Lost*

**A Dream I Have Is To:** For my wife and I to enjoy reasonably good health and finances to travel throughout the North American continent.

**A Pet Peeve:** Pretentiousness

**A Memorable Experience:** Military service in the Republic of Viet Nam.

**First Real Job:** Cleaning up Notre Dame Stadium after games in South Bend, IN. (Almost made more money picking up currency and change than I was paid).

**What Has Been Your Favorite Vacation Destination:** 30-day road trip: second honeymoon and North American Casino Tour to two Canadian provinces and 28 states.

**Where Would You Like to Travel To Next:** Upper mid-western states during the summer (South Dakota, Minnesota, Wisconsin, Michigan).

**Two People With Whom You Would Like to Have Dinner:** Steve Wynn (mega-resort developer and Minch) and Morgan Freeman (Actor, humanitarian, and moralist).

**Nobody would believe it if they knew ...** that I am really an extremely sensitive and caring guy that loves people ... most people ... many people ... well, some folks.

### FUN AND GAMES

Can you match these words and phrases to their "colorful" definitions?

- 1 - Faithful
- 2 - An award given for excellence
- 3 - Discovered in the act
- 4 - Jealous
- 5 - Flushed with embarrassment
- 6 - Appearing scared
- 7 - Optimistic viewpoint
- 8 - Having a negative frame of mind
- 9 - Cowardly
- 10 - Owing money
- 11 - Happy
- 12 - Chatting excessively
- 13 - An expensive item of little value
- 14 - Angry
- 15 - An ambivalent issue

- \_\_\_\_\_ A - White elephant  
 \_\_\_\_\_ B - Wearing rose-colored glasses  
 \_\_\_\_\_ C - Gold Star  
 \_\_\_\_\_ D - In a black mood  
 \_\_\_\_\_ E - Red as a beet  
 \_\_\_\_\_ F - A gray area  
 \_\_\_\_\_ G - Talking a blue streak  
 \_\_\_\_\_ H - In the red  
 \_\_\_\_\_ I - Caught red-handed  
 \_\_\_\_\_ J - True blue  
 \_\_\_\_\_ K - Green with envy  
 \_\_\_\_\_ L - Yellow  
 \_\_\_\_\_ M - White as a sheet  
 \_\_\_\_\_ N - In the pink  
 \_\_\_\_\_ O - Seeing red

ANSWERS: 1J / 2C / 3I / 4K / 5E / 6M / 7B / 8D / 9L / 10H / 11N / 12G / 13A / 14O / 15F

### Snail tale



One night, a man was sitting at home and heard a knock at the door. When he opened it, he saw a snail perched on his porch. Irritated, the man booted the snail away as far as he could see.

Three years passed. Then one night, the man was sitting at home and heard a knock on his door. He opened it to see that same snail perched on his porch.

"What the heck was that all about?" asked the snail.





## The County News Relay



The Arizona Historical Advisory Commission designated the **Old Courthouse** as an official Legacy Project to mark Arizona's Centennial. The project proposal is to create a Justice Learning Center and museum on the building's 6th floor in and around a cellblock that has been renovated to appear as it did in 1929. The museum will be designed to provide visitors a glimpse of Maricopa County's history, its court cases, and important elements of the Rule of Law, including individual rights and liberties guaranteed in the U.S. and Arizona Constitutions.



A multi-media display that presents the justice system through images, sounds, and words will be one of the museum's main attractions. It will also include the roles and functions of law enforcement, courts, and corrections. The conference rooms on the floor will have displays depicting some of Arizona's most famous cases and the evolution of the court system in Maricopa County and across the state.

Grants will be pursued to complete this project. To visit the official Centennial website, go to [www.azcentennial.org](http://www.azcentennial.org).

(Source: Judicial Branch News 5/08)



The Maricopa County Board of Supervisors approved a **green initiative** this month that covers a wide range of county departments and promotes an environmentally-sensitive approach to county business and saving money. County departments have been meeting for several months to discuss ways to "green" operations, share ideas between departments and formalize a plan to deliver services with less of a negative impact on the environment. The program contains short and long-term strategies to help Maricopa County reduce energy and material use and save money, all while reducing its carbon footprint. The plan includes identified actions to help improve the region's air quality, improve water quality and quantity, and make better decisions leading to efficient, economical, and environmentally sensitive land use and development patterns.



## The Newsletter Finish Line



### Two employees included on county's Wall of Honor

The Maricopa County Communications Office created a "Wall of Honor" that is being displayed May - June in the County Administration Building to honor those county employees who are serving or have served in the Armed Forces. Among those employees are the Clerk of the Court's **Charles Jackson III** and Downtown Civil Docketing's **Walter Rockwell**.

Charles served in the U.S. Army for 21 years and 9 months. His rank was Sergeant First Class (E-7). He served in Korea, Cambodia, Thailand, Germany, and various assignments in the U.S. as an Army recruiter and assistant inspector general. Currently, he is a criminal courtroom clerk. He has also worked at the Justice Court, Superior Court and Supreme Court in various criminal positions.

Walter served in the U.S. Army for more than 20 years. He was a Sergeant First Class (E-7) and did tours in Vietnam, Korea, Germany, and Italy. Currently, he works in Civil Docket and has been employed with the Clerk's Office for almost five years.

