



# Record Times



Vol. 13 No. 12

December 2007

A monthly newsletter for employees of the Clerk of the Superior Court's Office

## The 2007 Ho-ho-holiday Drive results

Last year's Annual Office Holiday Drive was *fa-la-la-labulous*. But, this year's Drive saw a *pa-rum, pum, pum, pumping* up of donations by Clerk of the Court employees to the various charity causes. The following are summaries of each Holiday Drive activity:



**SHOEBOX** - This *sock-cessful* activity concluded on Dec. 7. Employees donated **491** pairs of socks, **289** empty shoeboxes (an office record), and thousands of toiletry items including toothbrushes, razors, soap, shampoo, wash cloths, and more. All donated items will be used to help the homeless in the community through the Shoebox Ministry. This was the 6th year the Office participated in the Shoebox Drive. In total, the Office has donated 2,072 pairs of socks and approximately 1,007 shoeboxes, plus many thousands

of toiletry items during its six years of participating in this holiday activity.

**TOYS FOR TOTS** - This *toy-rrific* holiday activity concluded on Dec. 14. Employees donated a new Office record **426** new, unwrapped toys for children in the community, who would not have otherwise had a toy for the holiday season. The Toys for Tots Drive is sponsored by the U.S. Marine Corps Reserve. Toys were collected and then picked up by the Marines, who separate the toys by age and gender and then distribute them to various agencies/organizations. Over the past three years, the Clerk's Office has donated 1,233 toys for this holiday activity.



**OPERATION COBBLER** - This *shoe-per* holiday drive activity, which was held at the Customer Service



Center, concluded on Nov. 30. This year, staff donated **918** pairs of old, worn, and/or unwanted shoes for this effort. The shoes will be cleaned and repaired by a local shoe repair shop, who will then provide them for free to schools, libraries, homeless shelters, and others. In the past seven years, the CSC staff has donated a total of 3,173 pairs of shoes for this activity.



## Fenton reaches 30-year mark with Office

On Dec. 19, Courtroom Clerk Tracey Fenton celebrated her 30th



anniversary with the Clerk of the Court's Office. She is the seventh staff member who currently has 30 or

more years of service with the Office. Following is a brief interview conducted by the *Record Times* with Tracey about her accomplishment:

**What was your first job here?** I was a courtroom clerk assigned to one of two civil commissioners. I dictated calendar minutes into an ancient dictating machine with a huge recording tape and a "transcriber" would type up the actual minute entry.

*Continued on page 2... See Fenton*

## Home for the holidays



The holiday season is here and so is the opportunity to look at the upcoming holidays for 2008. The scheduled holidays are:

- **New Year's Day** - Tue., Jan. 1
- **Civil Rights/Martin Luther King Jr. Day** - Mon., Jan. 21
- **Presidents' Day** - Mon., Feb. 18
- **Memorial Day** - Mon., May 26
- **Independence Day** - Fri., July 4
- **Labor Day** - Mon., Sept. 1
- **Columbus Day** - Mon., Oct. 13
- **Veterans' Day** - Tue., Nov. 11
- **Thanksgiving Day** - Thur., Nov. 27
- **Christmas Day** - Thur., Dec. 25



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Michael K. Jeanes  
Clerk of the Court

## The end of another year

Another year has come and gone and it was a year to remember. It all began with our 1/1/07 initiative and it is ending with the beginning of eFiling in Family Court. In between these two significant accomplishments is a long list of other achievements we have made during the year.

During this season of giving, I want to give all of you high praise for all that we achieved this year. I truly appreciate all of your efforts, hardwork, dedication, teamwork, professionalism, and innovation.

I also want to thank you for the care you provide our customers. Our service has become well known. Customers are saying that they cannot believe the great service they are receiving from a governmental agency. You are part of what people see when they visit the Clerk's Office. In the course of a year, most of us make hundreds of contacts. How you feel on a given day affects the people you work with. You help set the tone here. You must know that when you bring real enthusiasm to the job, you make a contribution that few others can equal.

Thank you again for your excellent service during 2007. Now let's go out and make it a "Great '08!" I wish each of you the happiest of holidays!

## Employees give in another way this season

Along with the Office Holiday Drive, Clerk of the Court staff also generously donated in another way this season. Currently, staff has contributed \$2,204.08 to the Maricopa County Combined Charitable Campaign (CCC).

Related to the CCC, the final **Casual Day** is Jan. 22. Stickers are \$2 and must be purchased by Dec. 31. Clerk employees may dress casual **on Tuesdays only** for this activity. To purchase a sticker, employees may contact the Office of Management and Budget's Jack Patton by email at [jpatton@mail.maricopa.gov](mailto:jpatton@mail.maricopa.gov). Southeast employees may contact County Recorder/Elections' Tonia Tunnell at [tunnell@risc.maricopa.gov](mailto:tunnell@risc.maricopa.gov)

## ...Fenton continued

**Did you think you would work here as long as you have when you started?** Actually yes. I liked it from the very beginning and knew I was working someplace special.

**What is the biggest Office change you have seen?** Going from typewriters, correct-o-type, and carbon paper to computers and electronic systems.

**What have you enjoyed most about your job?** The variety of work; the amazing people I have worked with and for; the feeling of accomplishment after a particularly challenging situation; the wonderful lifetime friends I have made; and the progress of the Office.

**What work accomplishment are you proud of?** I was elected to serve on the Wendell Editorial Advisory Board of the Supreme Court, on which I still serve, and being invited to speak at the New Judge Orientation for two years.

**Any particular memory that stands out during the 30 years?** There are many, but one memory was in the 70's when the commissioner I was assigned to had to enter a custody order for the parties' pet snake. Of course, they were back on the calendar when they found out the snake was pregnant.

**What areas have you worked in?**  
**Commissioners Court:** CV, FC, IV-D, Default Dissolutions, and CR. **Judges Court:** FC, MH, CV, CV Presiding, PB Presiding, and Chief Presiding.

**Any work advice to pass on to employees?** Truly enjoy your job and do the best job you can do. If you're not happy or giving 100% then you are cheating yourself and wasting your time.

**How much longer do you think you will work?** Tomorrow is my last day. KIDDING! Actually I'd like to stay for several more years. It's in my blood.

## National Adoption Day News

In November, the Clerk's Office participated in the Court's National Adoption Day Event. There were 8 calendars going, 19 judges taking shifts, 10 courtroom clerks covering hearings, and three Office staff issuing certified copies of final orders of adoption for the adoption of 194 children. The Clerk's staff who participated were: Annette Lepak, Carrie Montoya, Cruzita Miner, Erica Bradford, Jamie Govoni, JoAnn Cumming, Kathryn Martin, Kathy Waldner, Katie Meade, Patricia Rolling, Priscilla Huff, Robert Jordan, and Yolanda Escalante.

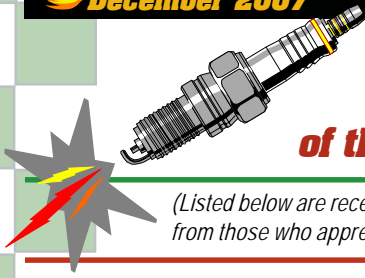
## Newsletter is read in the northwestern U.S.

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was seen with two employees in two different locations - California and Aruba. This month, the newsletter is spotted with just one employee in a very scenic spot in the northwestern United States.

Pictured here is EDM QC's **Beverly Macdonald**, who took a moment to pose reading the employee newsletter while she was on vacation in Oregon. Mt. Hood is in the background.



You may submit photos of yourself reading the *Record Times* at any time for this 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 with your name, department, and a description of the photo.



## Recordsetters of the Clerk of the Court' Office

(Listed below are recent letters, email messages, and phone calls about Clerk employees from those who appreciate their recordsetting efforts to provide excellent service.)

### CUSTOMER SURVEY CARD COMPLIMENTS

#### Downtown Civil Filing Counter

- **Pedro Santiago** - "Very pleasant, great customer service, very organized."
- **Megan Simpson** - "Mrs. Simpson was very polite and super speedy. We need more employees like her."
- **Olivia Gable** - "Fast, efficient, and charming, a pleasure to conduct court business with."
- **Meredith Bond** - "Meredith is a great person and very professional, always has a smile."
- **Mireka Knox** - "Fast, friendly, and knowledgeable, an invaluable asset to the County."
- **Angela Walker** - "Angela was excellent and very helpful and very, very nice to us. Thank you."

#### Northwest Office

- **Aurora Avina** - "She was very helpful, informative, and professional. Thank you for the pleasant experience."
  - ◆ "Aurora was very informative and helpful."
  - ◆ "Aurora went way out of her way to help me."
- **Keri Wade** - "Keri was very nice and an excellent lady."
- **Krizna Rodriguez** - "Krizna was great."
- **Jackie Ortiz** - "Jackie was very clear with her instructions and tried to be helpful to me. Thanks."
  - ◆ "Jackie was great."
  - ◆ "Jackie did a great job."

#### Northeast Office

- **Monica Crowley** - "Monica is an excellent clerk. She is helpful, professional, courteous, and kind. She makes an unpleasant situation as pleasant as possible."
- **Kelly Sleseman** - "I am astounded at the quality of Kelly's work. It is a constant source of amazement to me."
- **Kelle Dyer** - "Very knowledgeable, extremely friendly, and gave excellent service."
- **Sandra Seeley** - "Very professional, very helpful."

#### Southeast Adult

- **Nicki DeLaCruz** - "Nicki was very helpful, utmost courteous, and friendly."
- **Sharon Szakacs** - "Sharon was pleasant and helpful."
- **Jessica Folts** - "Jessica is always very helpful, nice, and knowledgeable."
- **Sheila Ponicki** - "Sheila, thank you for your excellent service."
- **Ana James** - "Ana was competent and friendly."
- **Regina Romero** - "Regina was extremely helpful and polite. She made the process easier for me."

### CO-WORKER COMPLIMENTS

"I want to extend a big thank you to all staff for their continued teamwork and professionalism – **Vanessa, Jessica, Nicki, Ana, Mariam, Regina, Sheila, Sharon, Terri, Linda, Cristina, Deb, Leah, Veronique** and **Angela**. Best wishes to **Deb Holden**, who will be leaving the Office to pursue her dream. She will be attending culinary school to become a pastry chef. Welcome back to our auditor at SEA, **Leah Lindahl**, who has moved back to Arizona and rejoined the Office. Thank you **Kathy Whittiker** for being such a wonderful mentor and manager." – **Franci Diaz-Smock**

"I want to thank Training's **Josh Jakubczak** for all of his recent help in setting up COJET classes at Durango. He is prompt and courteous and always willing to assist me in answering my questions. Thank you so much Josh!" – **Alicia Burd**



"I would like to extend my appreciation to all of the Clerks and their divisions who assisted me during my probationary period. I am grateful for the incredible amount of staff support that is shared by the departments. I am very proud to be part of such a great organization." – **Laura Nixon**

"I want to thank CSC Filerom Supervisor **Ed Morris** for his assistance with all of my file tracking needs. I have had to contact him almost everyday for the past couple of weeks with a file tracking issue or application request. He responds to my requests having such a pleasure to assist attitude and he quickly gets it completed. I really appreciate it." – **Kiera Molina**

More Recordsetters on page 4....





## ...Recordsetters continued from page 3

### ♦ CO-WORKER COMPLIMENTS ♦

“I want to thank **Gordon Mulleneaux, Darrell Brinkley and GeorgeAnn Smith** for being so open-minded and considering me for the new telecommuting project. I also want to send a special thanks to **Michael Jeanes** for making telecommuting available to employees. From the time that I began my employment here in Dec. 2004, I have only had good experiences. Having such wonderful managers is a blessing and I hope to continue to be a Clerk of Court employee until retirement (which is a long time away). I also wanted to send out a thank you to the **Cash Management Services Division**. I work with a wonderful group of people and I will always cherish them.” – **Christina “Kiki” Nekho**

“We would like to give a heartfelt thank you to the **Court Supplies staff** for their help this year with the Office’s Holiday Charity Drives (Shoebox and Toys for Tots). They helped our Office collect boxes to use as the donation boxes, set up the boxes in the various office locations, pick up all of the boxes filled with donations, deliver the boxes to our Office for counting and organizing, and then deliver them once again to the organizations. They were prompt in responding to our needs, accommodating, friendly, and professional. We greatly appreciate their help with this big project during the holiday season. These great guys are: **Richard Lopez, Fernando Cabral, John Morley, Dominic Navarro, Eddy Ramirez, Robert Manning, Ralph Estrada, and Jason Campos.**” – **Len Keso and Aaron Nash**

### ♦ OTHER COMPLIMENTS ♦

**Jane Tewksbury, GeorgeAnn Smith, and Buddy Rios** received a very kind, heartfelt card from a customer they assisted. The customer wrote, “It is important to me that I let you know how grateful I am to have crossed paths with you. I acknowledge you have made a difference in my life. It has been a very long, tiring road I’ve traveled after falling victim to the felony crimes in 2004. It is those rare gems I have discovered along the way, like you, that nourished me in some way at the depth of my soul so that I might continue on this journey. More so than depicted in the Mastercard commercials, your good intention is *priceless.*”

A customer sent a thank you card to NE Public Records’ **Jean Walker** for the assistance she provided her. She wrote, “Thank you for your superb, friendly service yesterday. Your assistance greatly helped. More importantly, your smile reminded me to smile.”

A customer took time to write the Office to express her appreciation for the service provided to her by SE Court Operations Supervisor **Franci Diaz-Smock**. She wrote, “I would like to thank Franci for the wonderful help regarding a service process. Her help was outstanding.”

A customer sent an email to NW Court Operations Manager Diane Jamison to say thank you for the service she received from two employees. She wrote, “I wanted to express my gratitude and deep appreciation towards two of your staff members: **Duffy Watson and Angie Green**. They were wonderful and assisted me with obtaining a marriage license for a dying patient whose last wish was to

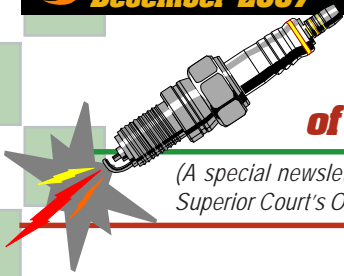
get married ASAP. They were very professional and expressed compassion towards a family that was in a very emotional place.”



Public Affairs’ Aaron Nash sent an email to Chief Deputy Chris Kelly and Associate Clerk Carol Schreiber that complemented **CSC’s Donna Hall, Cheryl Marzella, and their staff**. He wrote, “Just wanted to let you know what a great job Donna, Cheryl and Cheryl’s group did with an out-of-state media call today. The reporter was on deadline and needed a complete copy of a 1990 and 1995 case, totaling nearly 200 pages, with one case on microfilm. The group turned the order around and had it ready for pick up in under two hours. Reporters on both coasts have commented how they can’t believe the efficiency and professionalism of the Clerk’s Office.”

The chief deputy for the County Assessor sent an email to Joyce Auchinleck letting her know what a great job EDM QC’s **Chris Cerrato** did in providing him a demonstration of OnBase. He wrote, “Chris did a great job yesterday walking us through the system. Please give him a big thank you from the Assessor’s Office.”

Juvenile Durango’s Beverly Allie wrote a nice email about **Lori Morris**. She wrote, “What a big help Lori was to me with an unusual code for a petition. With her help, I was able to docket the petition under the correct docket code. She also helped me have a better understanding of information that needs to be inputted.”



## Employee News of the Clerk of the Court' Office

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

### BIRTHS



- Congratulations to Family Court Services Manager **Don Vert**, whose wife gave birth to a 6 lb. 11 oz. baby boy on Oct. 16. His new son's name is Logan John.

- Congratulations to CSC Support Services' **Annette Tallabas** on the birth of her first grandson on Nov. 21. His name is Xavier Antonio and he weighed 7 lbs. 14 oz.

- Congratulations to SE Courtroom Clerk **Anne Pagel-Spaulding**, who became a new grandmother on Nov. 5 to a 5 lb. 11 oz. baby boy. Her new grandchild's name is Hunter Thomas.

- Congratulations to Fileroom's **Adam Marquez**, who became the proud father to a 7 lb. 10 oz. baby boy on Nov. 25. His new son's name is Adam Jr.

- Congratulations to Fileroom/QC Auditing Team's **Shannon Bowdoin** on the birth of her 8 lb. 7 oz. baby boy on Nov. 30. His name is Nicholas Christian.

- Congratulations to **Nohemi Romero**, STAR Call Center agent for the Clerk, who gave birth to a 10 lb. baby boy on Nov. 24. Her new son's name is Anthony.

### MARRIAGES

- Congratulations to Family Court Filing Counter's **Angela Johnson**, who got married on Nov. 9 to Michael Felch. They went to Waikiki Beach, Hawaii on their honeymoon.



### NEW EMPLOYEES

- **Accounting Operations** - Troy VanNorman
- **Appeals** - Maricela Flores
- **Civil Docket/EDM** - Amy Meaney, Jeannette Thornton
- **Civil Exhibits** - Melissa Medina
- **Criminal Financial Obligations** - Kelly Penn
- **Courtroom Clerks** - Christina Shapiro, Eric Griesser, Audrey Kimble, and Bobby Lester, Julie Bies, Candace Botello, Armetta "Amy" Negron
- **Distribution** - Darlene Marquez
- **Family Court Docket** - Erika Rivera
- **Family Court EDM** - JennieRebecca Pantoja
- **Human Resources** - Diane Weikamp
- **Notary Bond Clerk** - Holly Lee
- **Probate EDM/Docket** - Sheila Hernandez
- **Juvenile Durango File Maintenance** - Valerie Leon, Nina Warburton
- **NE EDM/Docket** - Cynthia Kasmer, Kyle Duncan
- **NE Marriage License and Passports** - Kyle Duncan
- **SEA Docket** - Leah Lindahl



### SPOTLIGHT

**Name:**

Aaron Nash

**Department:**

Public Affairs and Education

**Hometown:**

Marshall, Michigan

**Family: Wife -**

Michele / **Daughter -** Alex (19 months)

**Birthday:** Dec. 19

**Years With Clerk's Office:** 5 years

**Favorite Activity:** Spending time with family and friends

**Least Favorite Activity:** Watching Nicolas Cage "act"

**Something You Are Proud Of:**

Representing kids in child abuse and neglect cases

**The Most Adventurous Thing That You've Done:**

Riding a bus through Cabrini-Green (Chicago) that was being pelted with rocks and eggs.

**Favorite Meal:** The grilled chicken my wife made on June 1, 1999, but anything else she makes is a close second.

**A Dream I Have Is To:** Always enjoy what I have.

**A Pet Peeve:** The Super Bowl being played on Sunday instead of Saturday.

**Two People Who You Would Like to Have Dinner With:** Lao Tzu and Michael Jackson (writer from the UK, not the singer)

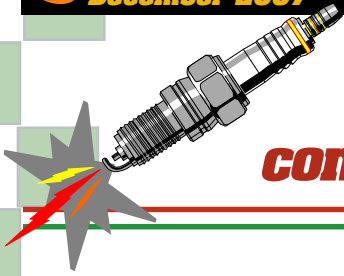
**What Was Your First Job:** After delivering newspapers as a kid, my first job was bussing tables.

**Nobody Would Believe It If They Knew ...** that I toured the East Coast and Canada in the 80's with a singing group. Our group even had 2 or 3 albums. Today, I can't hold a note.



### EMPLOYEE INTEREST

On Oct. 22 - 24, Courtroom Clerk **Eileen Rosel** attended training for protecting the health and safety of the public in case of an event at the Palo Verde Nuclear Generating Station (PVNGS). Many agencies are required to respond in case of a PVNGS incident. The volunteers for this team are trained to help monitor air, soil and plant samples to expedite the accessibility of restricted areas due to radioactive contamination as well as assisting in the monitoring and decontamination of affected individuals.



# Employee News continued from page 5

## OFFICE ANNIVERSARIES

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

### 30 YEARS

Tracey Fenton

### 20 YEARS

Diana Garbarino

### 15 YEARS

Gerri-Lynn Cohen

Linda Rice

Christine Goodwill

### 10 YEARS

Patricia Burnett

Spencer Quissel

### 5 YEARS

Melody McGee

Marlene Rivera-Guthrie

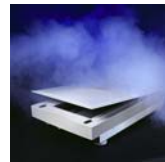
## AWARDS/HONORS

### Starting the new year with a new degree

ITG's **Scott Hensel** recently earned his Bachelor of Science degree in Information Technology from the University of Phoenix. Not only did he accomplish this feat while working full-time, he did so with a 3.9 GPA.

### They have the "scan do it" attitude

Every month, the employees who are responsible for scanning documents are audited on their work. Each quarter, the scanners who have achieved a high quality on their images for that quarter receive a special certificate. The following are employees who received certificates for their outstanding rating:



**Platinum Certificates (99.8% accuracy or higher)** – Evette Landrum, Anthony Garcia, Travis Joy, Rayleen Smith, Jouseth Gamez, Crystal Machelski, Stephanie Coombs, Belva Nasingoetewa, Aurora Acosta, Marjorie Crow, Margaret Brickman, Bonnie McGovern, Judy Knox, Rebecca Bennett, Alison Knapp, Betty Mitchell, Brenda Miller, Elva Martin, and Sarah Dignard.

**Gold Certificates (99.6 - 99.7% accuracy)** – Darrell Lather and Juanita Summerhill

**Silver Certificates (99.5% accuracy)** – Antoinette Brown

### Using an alternative mode of transportation is the ticket to the movie

**Dawnya Witherspoon** recently won movie tickets through the County's 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.

## ON THE MOVE

Courtroom Clerk **Marybeth Leyva** transferred from Downtown Courtroom Services to SE Courtroom Services.

**Benny Lopez** transferred from Criminal Financial Obligations to the Downtown Family Court Filing Counter.

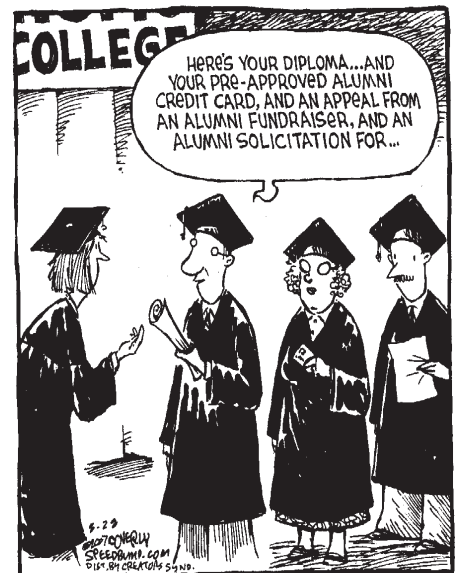
## EMPLOYEE SPECIAL EVENT NEWS



Pictured above is a pumpkin that Northeast's Sandra Seeley carved for their department's "Pumpkin Carving Contest" on Halloween. This pumpkin, which has the words "Clerk of Superior Court" carved into it was selected for the "Most Creative Award." In total, there were 18 pumpkins that were entered into the contest.



Pictured here are the "Chamber Maids," a group of courtroom clerks who performed at the Courtroom Services Holiday Luncheon. They are (from left): Connie Vila, Iris Stewart, Kendra Depue, Tracey Fenton, Chris Danos, Deb Whitford, Sheryl Brown, and Carol Miller.



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