

Record Times

Vol. 12 No. 12

December 2006

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

The Drive to make it a merrier December



For the third year in a row, the Annual Office Holiday Drive has been *fa-la-la-lalulous, sock-cessful, toy-riffic, and shoe-per*. The following are the reasons why:

Shoebbox Ministry - This *sock-cessful* activity concluded on Dec. 5. Employees donated an Office record of 550 pairs of socks (previous record was 378), an Office record of 231 shoeboxes (previous record was 216), and thousands of toiletry items including

toothbrushes, razors, soap, shampoo, wash cloths, and more. All donated items will be given to the homeless in the community through the Shoebbox Ministry.

Staff at Shoebbox said, "Wow! Thank you very much. That's amazing. With your help we will be a lot closer to meeting all of the requests."

In the past six years, the Clerk's Office employees have donated a total of 1,795 pairs of socks for this effort.

Toys for Tots - This *toy-rrific* holiday activity concluded on Dec. 7. This is the third year that the Clerk's Office has participated in this effort. Once again, employees responded generously by donating 293 new, unwrapped toys (a new Office record) 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 delivered to 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 a total of 808 toys for this holiday activity.



Operation Cobbler - This *shoe-per* holiday drive activity, which was held at the Customer Service Center (CSC), concluded on Dec. 16. This year, staff donated 226 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. The Micrographics section was the CSC unit that donated the most shoes this year.

In the past six years, the CSC staff has donated a total of 2,255 pairs of shoes for this holiday activity.

Season for giving

Along with the Holiday Charity Drive, Clerk of the Court staff also demonstrate their generosity in another way this season. Currently, Clerk staff have contributed \$4,287 to the Maricopa County Combined Charitable Campaign (CCC).

To date, the overall contribution amount for Maricopa County employees is \$400,247.

Related to the CCC, the final Casual Day is Jan. 23. Stickers are \$2 and must be purchased by Dec. 29. Employees interested in purchasing a casual sticker may contact the Office of Management and Budget's Jack Patton via email at jpatton@mail.maricopa.gov. SE employees may contact Tonia Tunnell at tunnell@risc.maricopa.gov for stickers.

Home for the holidays

The holiday season is here and so is the opportunity to look at the upcoming holidays in 2007. The scheduled holidays are:



- **New Year's Day** - Mon., Jan. 1
- **Civil Rights/Martin Luther King Jr. Day** - Mon., Jan. 15
- **Presidents' Day** - Mon., Feb. 19
- **Memorial Day** - Mon., May 28
- **Independence Day** - Wed., July 4
- **Labor Day** - Mon., Sept. 3
- **Columbus Day** - Mon., Oct. 8
- **Veterans' Day** - Mon., Nov. 12
- **Thanksgiving Day** - Thur., Nov. 22
- **Christmas Day** - Tues., Dec. 25

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Michael K. Jeanes
Clerk of the Court

A familiar saying comes to mind

The saying "Time flies when you are having fun," could never be more true than this past year. This year seems to have flown by quicker than most. I hope that you feel as I do that the reason why it went so fast is that there is a form of joy that comes from accomplishing the significant work we are doing ... work that is making a real difference in people's lives and within the Justice system.

It has been a year like no other with so many advancements and improvements in our service. However, I have to say that the **biggest** reason why it has been an enjoyable year for me is all of **YOU**. You are a special group of people, and I truly am honored to serve as your leader. I appreciate you and what you do for our customers. It means so much to me to work with such a dedicated, professional, courteous, talented, caring, innovative, service-oriented group of individuals. I wish each of you the happiest of holidays!

It's "pillar time" for another former employee



On Dec. 20, former Clerk of the Court employee **Dina Arzaga's** name was placed on the County's Service Pillar of Honor (located on the Central Court Plaza) for her 32 years of service to Maricopa County. She served the Clerk's Office from 1974 to 2006. Dina is the 5th Clerk employee to be added to the Service Pillar. To be eligible for the Pillar, an employee must have retired from the county after 30 or more years of service.

This and that

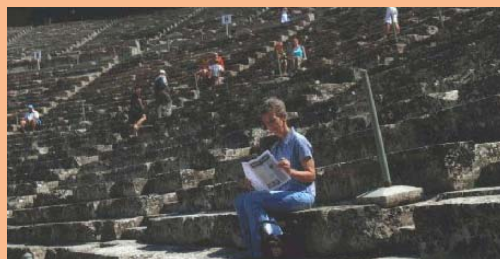
- A "Unity Day Celebration" is being held from 10:30 a.m. - 12:30 p.m., Jan. 16 in the Board of Supervisors' Auditorium.
- Nearly 2,500 county employees are relocating to the new Downtown Justice Center.
- Yuma County Judge Pro Team Kathryn Stocking-Tate explained that the term "China Doll Affidavit" refers to a case dealing with attorney fee applications made by the prevailing party in a lawsuit. The case cite is: Schweiger v. China Doll Restaurant, Inc., 138 Ariz. 183, 163 P.2d 927 (Ariz. Ct. App. 1983).

Newsletter goes from being read while standing to sitting

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was seen being read by an employee who was "standin' on the corner in Winslow, Arizona." This month, it is seen being read by an employee who is sitting on another *corner* of the world.

Pictured here is Financial Services Manager **GeorgeAnn Smith**, who read the newsletter while sitting in an Open Air Theater in Epidaurus, Greece. The theater seats 14,000 people.

Employees may submit photos of themselves reading the *Record Times* at any time. **TO SUBMIT** a photo, you may print a newsletter page(s), take your photo with the page(s), and send it to Public Affairs' Len Keso with your name and a photo description.



Countdown to 1/1/07



On Dec. 22, the final 10 day countdown to launch the Office's 1/1/07 initiative arrives. Then, on Jan. 1, 2007 the blast off into the future of court records for the Office will occur. Starting that day, the Office will be allowed to dispose most paper documents it receives and the electronic court record will be considered as the original document.

In preparation for this historic Office event, staff has taken the necessary measures to ensure a successful lift-off – processes are set, training has been occurring, information has been distributed, and equipment is in place.

Most recently, the Office took one final action to ensure a smooth 1/1/07 flight. A Rapid Response Team (RRT), comprised of Clerk employees, has been put together to answer questions and help resolve day-to-day process issues that may arise for court personnel. To contact the RRT, you may email ECRhotline@mail.maricopa.gov. A phone number for the RRT also will be made available in the future.

Reporting on the Report

The Clerk of the Court's 2005-2006 Annual Report titled, "**Service Innovation**" is now available. It was



completed earlier than any other previous report. The report, which provides an overview of the Office and the accomplishments it made this past year, is distributed to the public, libraries,

law firms, local government leaders, Maricopa County staff, state offices, national organizations, and Office guests and customers.

To view a hard copy of the report, employees may contact Len Keso at 66114 or access an electronic version on the Clerk of the Court's website in the "Latest News" section at www.clerkofcourt.maricopa.gov after Jan. 2.

Have a happy holiday season!

Recordsetters of the Clerk of the Court' Office

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

CUSTOMER SURVEY CARD COMPLIMENTS

Civil Filing Counter

- “Thank you for hiring **Megan Simpson**. Not only did we need the help, but she is personable, professional, and sweet. Great work!”
- “**Lori Cummings** was very friendly and didn't once complain about my 41 TJ's. In fact, she seemed to enjoy being busy.”
- “**Angela Walker** was very nice, courteous, helpful, and generous in her effort.”
- “**Nicole Zamora** is very courteous and goes the extra mile to get the job done.”

CSC Public Counter

- “We conduct on-site research regularly and are familiar with the staff in your department. Although we have always been taken care of, we wanted to let you know that the entire staff recently went far above and beyond with regard to customer service – specifically **Karen** and **Martha**. All of the personnel were wonderful and managed to process our request for a total of over 1,250 pages – all individually certified the same day! As I mentioned ... above and beyond.”

CO-WORKER COMPLIMENTS

“A BIG thank you goes out to **SE Juvenile Office** staff. Through the recycling efforts, we were able to purchase 35 toys that totaled over \$196. We were also able to provide 68 shoeboxes and almost 2,400 items to fill those shoeboxes. This is incredible and the efforts throughout the year will help many this holiday season.” – **Diane Hoy**

“I want to thank the entire staff at the **SE Adult facility** for being such a great group to work with – from the courtroom clerks, to the filing counter, RCC, scanning, the fileroom, and marriage license and passports. Each and everyone is always professional and ready to help when asked. A special thanks also to my co-manager, **Patti** for being such a good listener.” – **Gloria Kuder**

“I want to thank **Jeanette Farrison** and **Ron Bitterli** for the new juvenile JSL program. It is totally awesome! Every time I work on it, I love it more. Also, a thank you to Jeanette and **Marta DeLeon** for the training they provided.” – **Patty Enyart**

“With the Fugitive Safe Surrender behind us, we want to thank all of our staff for their hard work and dedication in making this project a success. In addition to keeping the daily workload current, this incredible team managed to initiate, docket, scan, and prepare several thousand Justice Court cases prior to the deadline. The entire team pulled together and achieved incredible results in record time. We truly appreciate everyone's efforts. Many thanks to all of our **Criminal EDM, Docket, Filing Counter, RCC, EDC** and **Grand Jury staff**. You showed what a team can accomplish. You're the best!” – **Roxana Luiszer and Brenda Townsend**

“I want to thank **Larry Pettit, Ron Lopez,** and **Joseph Chino** for going out of their way to help me with anything that is asked of them. They are truly dedicated to their jobs and deserve a lot of thank you's.” – **Ramon Flores**

“I want to thank **Betty Finney** for being the best supervisor anyone could have. She is very helpful and is always there when you need something. She is appreciated for all of her dedication, hardwork, and the time she gives.” – **Nicole Taylor**

“I want to thank all my co-workers in Appeals – **Pam, Denise, Nita, Maira, Sarah, Emmy** and **Shandi**. You all make it a better place to work. Thank you all for the teamwork you provide. Also, I want to thank the ladies in Exhibits – **Cheryl, Leah, Angela, Flor, Lillian, Sue,** and **Marlene**. You are always quick to provide us with help. Thank you to **Patti** for being the supervisor that she is.” – **Cheri Bagato**



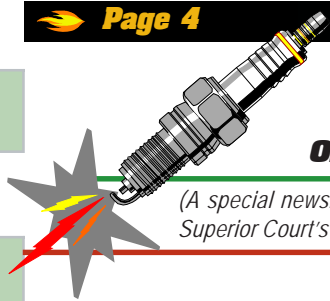
The quality service that Recordsetters provide is a gift to customers

“I want to thank **Anna Valenzuela, Cynthia Gonzalez,** and all of my co-workers at the **FC File Counter** for all the support and help they have offered me upon my return from maternity leave. They have been very supportive and they are a great group of people to work with.” – **Diana Rexinger**

OTHER COMPLIMENTS

Training and Staff Development's **Steve Weston** received a very complimentary evaluation from an employee who attended one of his classes. The student said, “From the moment that I walked into the classroom, I felt the energy emitting from Steve. He greeted each student and made eye contact. He began to speak and we were each drawn into his world. He spoke freely of his life and the trials and hurdles that he had overcome. Every person in the room felt as if he was speaking directly to them. His style of teaching was so dramatic, his message so clear and personal, he touched each of us in turn. He held each of us in the palm of his hand and delivered a message that was so true and clear that you could not help but see it. The man changed my life on that day. I am now focused, relaxed, and confident in where I am going. Steve is a true master in his field.”





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 Southeast Juvenile's **Patty Enyart**, who became a proud grandmother to a 10 lb. 2 oz. granddaughter on Nov. 27. Her new grandchild's name is Noel Rose.
- Congratulations to Southeast Juvenile's Courtroom Clerk **Marlene Rivera-Guthrie** on the birth of her baby boy on Dec. 11. Her new son's name is Gabriel.



MARRIAGES

- Congratulations to NE Court Manager **Gerri-Lynn Longbein**, who is getting married on Dec. 22 to Larry Cohen. Judge Karen O'Connor is performing the marriage ceremony. The couple is going to London, England for their honeymoon.

NEW EMPLOYEES

- **Appeals** - Shandi Rea
- **Civil Docket** - Cindy Cardona
- **Civil Filing Counter** - Melissa Swiderski
- **Courtroom Clerks** - Mary PostertLeSueur, Debra Pluff, Stacey Taylor, Pamela Yentzer, Veronica Hill, Allison McCormick, Deborah McGivern
- **Criminal Financial Obligations** - Micaela Rios and Linda Dunkleberger
- **Durango Juvenile** - Jody Hubbard
- **Fileroom** - Idella Hamilton
- **Juvenile Courtroom Clerk** - Linda Ambert
- **Micrographics** - Maria Gatica and Jacqueline Francisco
- **NE EDM** - Judy Knox
- **NE Filing Counter** - Christina Eichner
- **SEA Adult EDM** - Betty Mitchell
- **SEA Family Court Docket** - Christina Farnsworth
- **SEA Fileroom** - Valentina Rabbani, Natalia Buyantuyeva



RETIREMENTS

- Accounting's **Brenda Malson** is retiring on Dec. 29 after 19 years of service.
- Courtroom Clerk **Letha Rasmussen** is retiring on Dec. 29 after 16 years of service.
- Criminal Financial Obligations' **Sandy Pack** is retiring on Dec. 29 after 14 years of service.

OFFICE ANNIVERSARIES

The following employees celebrate Office anniversaries in December:

20 Years -Janet Price **15 Years** - Linda Johnson **10 Years** - Luther Morris

ON THE MOVE

- **Brandi O'Dell** was promoted to Court Operations Lead at SE Juvenile. She was serving as a Court Operations rep. in RCC/EDC at SEA.
- **Veronique McClelland** transferred to SEA/EDM-Auditor from the CSC Public Counter.
- **Alex Ocanas** transferred from downtown to Northeast and is the first courtroom clerk to be assigned to Night Court.

SPOTLIGHT



Name: Jo Harbour
Department: Criminal Court Filing Counter
Hometown: San Jacinto, CA.
Birthday: Dec. 21

Years With Clerk's Office: Nearly six
Favorite Activity: I enjoy photography and boating and my favorite thing to do is travel.

Least Favorite Activity: Getting up early

I'm Proud Of: Graduating from A.S.U.

The Hardest Thing That You've Done: When I was 19, I had a job going door to door selling hardbound books. I traveled in a van with the other employees doing this for a year. We went from Hawaii to Rhode Island.

My Favorite Meal: Seafood with a fresh salad, warm bread, and cheese.

A Dream I Have Is To: Go on a sailboat touring areas along Italy, Greece and the Mediterranean Sea

A Pet Peeve: When someone asks a question, but then they don't listen to the answer.

Two People You Would You Like To Have Dinner With: Condoleesa Rice and Jay Leno

What Was Your First Job: I worked at Jack in the Box

Nobody Would Believe It If They Knew... that I had to fire a Santa and two of his elves at a mall photo booth three days before Christmas.



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