

# Record Times



Vol. 12 No. 3

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

MARCH 2006

## Employees reach service "pinnacles"

Let the pin-pointing begin. It is that time of the year again when the Office pin-points employees for their service by presenting them with pins – service pins to be exact. The pins are given to employees at the annual Celebrating and Saluting Employees Events. Below is a list of dates, locations, and times of this year's events, as well as a list of those who are scheduled to receive a service pin from the Clerk's Office and/or from Maricopa County.

### EMPLOYEE EVENT DATES, LOCATIONS, AND TIMES

- April 26** - Northeast / 12:15 p.m. / Multi-Purpose Room
- May 2** - Customer Service Center / 12:15 p.m. / Lower Level Conf. Room.
- May 8** - Southeast Adult/Juvenile / 12:15 p.m. / Saguaro Room
- May 17** - Northwest / 12:15 p.m. / Office Area
- May 25** - Downtown / 12:15 p.m. / Supervisors' Auditorium
- May 31** - Juvenile Durango / 12:15 p.m. / Large Conference Room

⊗= Clerk's Office Pin Recipient    ⊗⊗= Maricopa County Pin Recipient    ⊗⊗⊗= Clerk and County Pin Recipient

DOWNTOWN		5 YEARS	5 YEARS continued
<b>30 YEARS</b>	<b>15 YEARS continued</b>	Madonna Anderson ⊗⊗	Ronald Lopez ⊗⊗
Marjorie Crow ⊗	Gordon Mulleneaux ⊗⊗	Janice Bevan ⊗	Denise McGraw ⊗⊗
Carol Schreiber ⊗	Terri Pavia ⊗	Julie Bower ⊗⊗	Tina Meadows ⊗⊗
<b>25 YEARS</b>	Letha Rasmussen ⊗⊗	Mary Cabral ⊗⊗	Jennifer Myers ⊗⊗
Darrell Brinkley ⊗⊗	Roselle Smith ⊗⊗	Elisa Canas ⊗	Belva Nasingoetewa ⊗⊗
GeorgeAnn Smith ⊗	Chris Stimson ⊗⊗	Carol Eccel ⊗⊗	Kendra Neal ⊗
<b>20 YEARS</b>	Pamela Woods ⊗⊗	Ralph Estrada ⊗	Flor Nevarez ⊗⊗
Janice Arnold ⊗	<b>10 YEARS</b>	Patricia Fernandez ⊗	Maira Perras ⊗⊗
Marian Catt ⊗⊗	Lillian Barnett ⊗⊗	Jody Fisher ⊗⊗	Margarita Serrano ⊗⊗
Richard Gonzalez ⊗	Lisa Bonilla ⊗⊗	Laura Franco ⊗⊗	Dora Sandoval ⊗⊗
Nancy Hannahoe ⊗	Betty Finney ⊗⊗	Andi Gonzalez ⊗	Rosemarie Scott ⊗⊗
Andy Rodriguez ⊗	Lisa Gish ⊗⊗	Gary Gorraiz ⊗⊗	Angela Smith ⊗⊗
Barbara Smith ⊗⊗	Len Keso ⊗	Catherine Gray ⊗⊗	Yolanda Soliz ⊗⊗
Lauri Thomas ⊗⊗	Roxanna Luiszer ⊗⊗	Nadine Guerrieri ⊗⊗	Cathy Sullivan ⊗⊗
<b>15 YEARS</b>	Erika Morgenstern ⊗⊗	Mark Harris ⊗	Christina Tirado ⊗⊗
Lisa Kellar ⊗⊗	Alyson Moore ⊗⊗	Schelondia Haynes ⊗⊗	Grace Tucciarone ⊗⊗
Sue Littrell ⊗⊗	Michelle Paigen ⊗	Charles Jackson III ⊗⊗	Merriel Trombley ⊗⊗
	Theresa Sandoval ⊗⊗	Kirt Jobe ⊗	
	Doug Wood ⊗	Cynthia Kelly ⊗⊗	
		George Knecht ⊗⊗	

CUSTOMER SERVICE CENTER		5 YEARS	5 YEARS continued
<b>20 YEARS</b>	<b>10 YEARS</b>	Anamae Ramirez ⊗⊗	Annette Galarza ⊗⊗
Diana Garbarino ⊗	Anje Anderson ⊗⊗	Rebecca Shanks ⊗⊗	Tina Gonzales ⊗⊗
John Walker ⊗⊗	Tina Barrett ⊗⊗	Stace Williams ⊗⊗	Veronyka Lockhart ⊗⊗
<b>15 YEARS</b>	Ruby Davison ⊗⊗	<b>5 YEARS</b>	Cirila Navarro ⊗⊗
Charles Gill ⊗⊗	Connie Estrada ⊗⊗	Sue Baldwin ⊗	Nina Parmar ⊗⊗
Correnia Honaker ⊗⊗	Christine Goodwill ⊗	Angela Chavarria ⊗⊗	Maria Reyes ⊗⊗
Margaret Wagner ⊗	Reggie Graham ⊗⊗	Ivan Diaz ⊗	Velia Rosales ⊗⊗
	Ed Morris ⊗⊗	Diana Eaton ⊗⊗	Annette Tallabas ⊗⊗
		Ramon Flores ⊗⊗	

## The CASE of the award-winning staff

The CASE has been opened and the verdicts are about to be read. Soon, the Office will know who is proven to be found, without any reasonable doubt, of providing outstanding service for the



Clerk's Office. Each year, the CASE, which stands for Celebrating and Saluting Employees, is

opened to allow employees the opportunity to nominate their co-workers for special recognition awards. Those awards include: **Excellence** (for demonstrating overall excellence); **Teamwork** (for three or more employees who demonstrate excellence in working together); **Customer Service** (for demonstrating excellence in serving internal and/or external customers); and **Leadership** (for demonstrating excellence in a leadership capacity).

The CASE awards and service pins will be presented at each Office location (event dates & times are listed in this issue's "Service Pin" article. Award nomination information listed is below).

## 4/5/6 by 7

The deadline to nominate a co-worker(s) for a CASEY award is **4/5/6 by 7 p.m.** (April 5, 2006). The nomination form is available on the COCWeb under "Employee News." You may nominate employees from any office location.

➔ Service Pin recipients for Southeast, Durango Juvenile, NW, and NE are on Page 2

# Michael's

message



Michael K. Jeanes  
Clerk of the Court

## EDMS nears 10 millionth document

Since implementation in 2002, our Office's electronic repository has stored over 9,000,000 documents and over 30,000,000 pages. At the current rate of over 11,300 documents each day, the 10 millionth document will enter our repository in mid-April.

Our Office created an Electronic Document Management System (EDMS) court wide in January, 2002 after a successful pilot in Probate. One feature of our EDMS is

a document repository or digital library, which contains the images of Superior Court documents filed with the Clerk's Office. These filings include paper documents converted to an electronic form by scanning, or digital documents created by computer and electronically filed. Features of the electronic court record include minute entries distribution by email and electronic filings.

Our Office began scanning paper filings in all adult case types initiated in 2002. In 2005, we began scanning all paper filings in all adult case types, regardless of the year initially filed. We scanned and imaged an average of 11,300 documents each business day in 2005. By maintaining the court's records electronically, we will continue to expand the scope and speed of services to our diverse customers.

I give you 10 million thank you's for the tremendous work all of you have done to make EDMS a successful endeavor. I appreciate your efforts as we move forward to expand the electronic court record and reach even greater goals.

## Here we grow again

According to the Census Bureau, Maricopa County will soon be the nation's 3rd largest county by population behind Los Angeles County and Chicago's Cook County. The Census reports that Maricopa is ranked number one nationally in population gains for the year ending July 1, 2005, and since the 2000 census. They report that an average of 375 people arrive in the Valley daily.

## A familiar face at an Arizona place

Each month, employees are invited to submit a photo of themselves reading the *Record Times* while they are on vacation. For the past several months, the newsletter has been seen all over the world from photos employees submitted as part of a newsletter photo contest. This month, the newsletter is found right here in Arizona with someone who is very familiar to the Office.

Pictured here is Clerk of the Court **Michael Jeanes**, who is posing with the newsletter at the Petrified Forest/Painted Desert National Park Center near Holbrook, Arizona.

Employees may submit photos of themselves reading the *Record Times* at anytime to the Public Affairs Office. All you need to do is print a newsletter page(s), take your photo with the page(s), and send the photo to Len Keso with your name, phone number, and a photo description.



## ...Service Pin continued

<b>SOUTHEAST ADULT/JUVENILE</b>	<b>DURANGO JUVENILE</b>
<b>30 YEARS</b> Lydia Gonzales ☒	<b>25 YEARS</b> Melody Tinsley ☒
<b>20 YEARS</b> Janice Bray ☒☒ Lela Frizzell ☒☒	<b>20 YEARS</b> Teri Dunn ☒☒
<b>15 YEARS</b> Kathy Whittiker ☒	<b>10 YEARS</b> Dorothy King ☒☒
<b>10 YEARS</b> Beth Giles ☒☒ Anne Lieske ☒☒	<b>NORTHEAST</b>
<b>5 YEARS</b> Ellen Campo ☒ Kathleen DeFrees ☒☒ Annette Lepak ☒☒ Linda Moya ☒☒ Sheila Sailer ☒☒ Mary Scott ☒☒	<b>10 YEARS</b> Sheri Jaffe ☒☒
	<b>5 YEARS</b> June Mabry ☒☒ Kathryn Wendroff ☒☒
	<b>NORTHWEST RCC/GLENDALE</b>
	<b>5 YEARS</b> Keri Wade ☒☒ Kay Winchell ☒

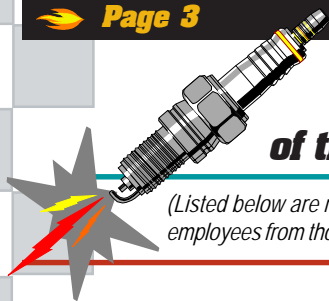
## News from Northwest

On the very last day of March (the 31st), a first-ever will occur at the Northwest Regional Court. On that day, the Clerk's Office will begin issuing marriage licenses at this location. **Duffy Watson** and **Aurora Avina** are transferring to this office from the Customer Service Center to serve in this capacity. The reason for the expansion is that four justice courts are moving into the facility and will be unable to issue marriage licenses. The justice courts moving into the building are Hassayampa (formerly Wickensburg), Lake Pleasant (formerly Peoria), Manistee (formerly Glendale), and North Valley.

## The County Corner

The Maricopa County Library District website ([www.mclidaz.org](http://www.mclidaz.org)) offers downloadable eBooks, audio books, and eMusic. Depending on the format selected, downloads are available for use on personal PCs, laptops, Smartphones, transfers to MP3 devices, and some can be burned to CD. The downloadable materials are available anytime through their Web site with a library card number and a PIN.





## 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.)

### CO-WORKER COMPLIMENTS

"I would like to compliment my supervisor **Diane Hoy**. With a son in the military during the war, my family's schedule can turn upside down on a minutes notice. Just this weekend, after much anxiety and waiting, we got a phone call from the base. They were bringing my son's platoon home a few weeks early. We had 15 hours notice to travel 850 miles to his 'Welcome Home' ceremony. After driving all weekend and no sleep, we arrived back in Arizona at 3 a.m. on Monday. Once again, Diane was understanding and accommodating. Thank you Diane. You are always so good about these crazy situations." — **Monica Randez**

"I want to thank **Aurora, Mary, Patty, and Sarah** in the **Discovery and Confidential area** for the continual courtesy and excellent customer service. They are always kind and courteous and we appreciate their service." — **Lillian Barnett**

"I would like to thank **Sheri Jaffe** and her entire staff for working with me and helping me in my new position. It is truly great to be back. Thank you for everything." — **Kandi Williams**

"I am a new employee and I want to send a thank you to **Theresa Sandoval** and **Crystal Machelski** in EDC for all of their help, patience, and training. They really have made me feel welcome and are both very helpful." — **Trisha Lynch**

"I want to thank all of the **Customer Service Center** and **Fileroom staff**. They all work hard behind the scenes and without a lot of recognition. I believe that they are great at what they do. In times of need, I am thankful that there are true hardworkers, like them, out there." — **Helene Johnson**

"I have the pleasure of working with two exceptional fellow courtroom clerks at the Northwest Regional Center. They are **Andrea Marquis** and **Marian Smith**. Both exemplify teamwork and camaraderie on a daily basis. Marian and Andrea, thank you, thank you, thank you!" — **Lynne Glenn**

### EMAIL COMPLIMENTS

**From Superior Court's Betsy Jobs to Fileroom Supervisor Ed Morris** - "You saved a poor judicial assistant from having a melt down. Hurrah for the **Fileroom** heroes!"

**From Courtroom Clerk Lynne Glenn to Courtroom Services Manager Diane Jamison** - "I would like you to know what a pleasure it is working with NW Filing Counter's **Keri Wade**. She is both extremely knowledgeable and helpful. I have expressed this to her personally on many occasions, but thought that you should know this as well."

**From the STAR Call Center's David Sobieski to Clerk of the Court's Michael Jeanes** - "Just wanted to pass on to you that **Linda Johnson** has been very helpful working with Jenna concerning an upset caller. We appreciate her support."

### OTHER COMPLIMENTS

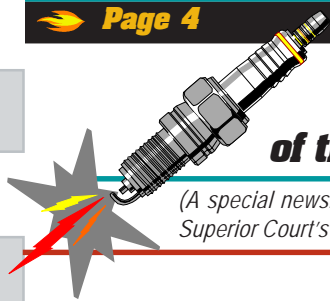
Mailroom Supervisor **Frances Horst** received a complimentary handwritten card from a customer. The customer wrote, "I want to express my gratitude and praise for the outstanding professionalism and customer service you demonstrated in working with me. I have spent endless hours working with different state court systems and personnel. Yet, until working with you, I have never had such a productive experience. Your thoroughness and diligence in getting my package to the right person, picking it up the same day, and personally seeing to it that it be sent out the same day was great. What made it phenomenal was the effort you went to in locating it when it seemed lost. I have rarely seen the kind of integrity, work ethic or level of commitment you have to getting the job done well!"



A customer sent a letter to the Office to commend the service of SE License Service's **Lori White**. She wrote, "I came into your office to obtain a passport and happened to get a lady by the name of Lori White to do my paperwork. It was necessary to get my passport in a hurry. I cannot say enough good things about Lori. I have never, either with the state government or for that matter with any employee anywhere, had someone be so helpful. She has gone out of her way to be kind, considerate, and helpful. I hope you know what a gem you have in her."

Accounting's **Gary Gorraiz** was the subject of a nice note from a customer. She wrote, "I was very impressed with the quick service and warm smile of Gary. He is an asset to your Office."





# 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.)

## MARRIAGES

- Congratulations to Public Affairs Manager **Aaron Nash**, who got married on Feb. 25 to Michele Coaker. Training's Joe Legander performed the ceremony. Training's Joe Silberschlag issued the marriage license to them and was an usher at the ceremony. The couple went to the Florida Keys for their honeymoon.
- Congratulations to Family Court Filing Counter's **Diana Facio**, who got married on March 4 to Matt Rexinger in Tempe.

## BIRTHS

- Congratulations to ITG's **Diane Barnes** on the birth of her 6 lb. granddaughter on March 14. Her new grandchild's name is Alyssa Leeann. She is Diane's third grandchild.
- Congratulations to Fileroom's **Adam Marquez** who became a proud father to a 5 lb. 15 oz. baby girl on Feb. 8. His new daughter's name is Bella Violet.



## NEW EMPLOYEES

- **Appeals** - Sarah Baker
- **Billing Unit** - Clarissa Perez
- **Civil Filing Counter** - Alana Dunbar
- **Criminal Financial Obligations Unit** - Courtney Cain
- **Courtroom Clerk** - Shirley Bindenagel, Donna Galligan, Angela Harrell, Jennifer McQueen, Lisa Riley, Kelly Spross, Karla Sonnier, Yvonne Thompson, and Wendy Yank
- **Early Disposition Court** - Trisha Lynch
- **Family Court Filing Counter** - Monserrat Vejar
- **Fileroom** - Theresa Flores
- **ITG** - Christopher Lewis, Davis Shula, Jay Slusher and Darcy Unger
- **Public Records** - Rick Stefano
- **SEA EDM** - Sheri Klinger
- **Training and Staff Development** - Stephen Weston



## OFFICE ANNIVERSARIES

The following employees celebrate milestone Office anniversaries in March:

### 25 YEARS

Melody Tinsley

### 15 YEARS

Esther Chavarria

### 10 YEARS

Angelique Rodriguez and Maria Aldaba

### 5 YEARS

Sally Enteman, Michelle Brady,  
Joann Cumming, Jessica Folts,  
and John Morley



## ON THE MOVE

- **Patricia Burnett** transferred from Support Orders to Support Finance.
- **Fred Rubalcaba** transferred from Court Supply to the Facilities Unit.
- License Services **Duffy Watson** and **Aurora Avina** transferred to the NW Regional Court to issue marriage licenses and work in public records.
- **Lori Cummings** transferred to the Civil Filing Counter from Civil Docket.

## EMPLOYEE SPOTLIGHT

**Name:** Kathy Whittiker  
**Department:** Financial Services, Document Management  
**Hometown:** Las Cruces, New Mexico  
**Family:** Two sons and three grandchildren  
**Birthday:** Decemeber 29  
**Years with Clerk's Office:** Going on 15 years  
**Favorite Activity:** I like to do lots of things, but reading is my favorite  
**Something I'm Proud of:** My family  
**The Hardest or Most Adventurous Thing You've Done:** Having children was the hardest and raising them the most adventurous. Or maybe the other way around.  
**My Favorite Meal:** Chinese food  
**A Pet Peeve:** Carrying a purse  
**A Dream I Have Is To:** Travel  
**Two people you would like to have dinner with:** Actors Ed Harris and Harrison Ford  
**What Was Your First Job:** In high school, I was hired through the school to tutor other students.  
**Nobody would believe it if they knew...** that I once lived on a farm and drove large wheat trucks from the fields to the grain bins. Scooping grain is great exercise.



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