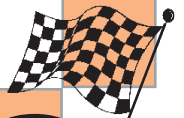


# Record Times



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



## Court-struction zone spans from NW to NE



The gavel isn't the only thing pounding in the courthouse this year, there are many hammers that also can be heard pounding from the Northwest and Northeast direction — that's because of construction workers who are expanding the Northwest Court (NW) and building a new Northeast Court (NE).

On Oct. 27, the court held a groundbreaking ceremony at NW to build four justice courts (Glendale, North Valley, Peoria, and Wickenburg). These justice courts and Superior Court will be connected to the lobby of the current NW facility to serve all court customers. The Clerk's Filing Counter will remain in its current location.

Court officials project the expansion to be completed this summer.

The new NE Court is expected to be completed in September, according to Superior Court. This facility will be located on the SE corner of State Route 51 and Union Hills. It will house the Clerk's Office (a Filing Counter, Marriage Licenses and Passports), 12 Superior Courtrooms, and four justice courts.

## 30 years is something to 'Grow' about



On Jan. 20, Distribution/Duplication's **Marjorie Crow** celebrated her 30th anniversary with the office. Following is a brief interview the Record Times conducted with Marjorie about her accomplishment.

**What was your first job here?** I started working here in 1975 in the Microfilm Department.

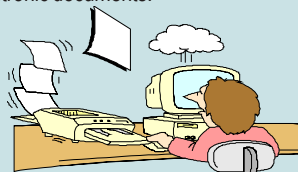
**When you started, did you think you would work here as long as you have?** No, I thought I would be here for just 2 or 3 years.

...continued on page 4 – see "30 years"

### OnBase keeps "OnGrowing"

Following is a chart showing the annual growth of the OnBase Repository. OnBase is the software program designed to manage the processing and retrieval of the office's electronic documents.

YEAR	PAGES	DOCUMENTS
2002	6,249,839	1,956,559
2003	6,481,725	2,007,854
2004	7,475,599	2,368,029
<b>TOTAL</b>	<b>20,207,163</b>	<b>6,332,442</b>



## Celebrate diversity and civil rights

The County Board of Supervisors are inviting employees to celebrate the diversity in Maricopa County and Arizona's civil rights history at an event called "Diversity and Our States Civil Rights Day," from 7:30 to 9 a.m. on Jan. 26 in the Supervisors' Auditorium.



For this event, the county plans to have county supervisors in attendance, breakfast, music, and the celebration of civil rights history beginning with the 1965 Voting Rights Act, Title VI, VII, IX and the Maricopa County Diversity Plan.

Breakfast will be served at 7:30 a.m. with a brief program and a featured speaker will follow. No reservations are required. More details may be obtained from the County Diversity Office at 602-506-8094.

### College Fund-amentals

The County is sponsoring a College Funding Seminar called, "How to Send Your Child to College Without Risking Your Family's Financial Future from noon - 1 p.m. on Jan. 25.



Lunch is provided. Space is limited. To register for the seminar go to the Training Homepage on the EBC website or call 67230.

### THE INSIDE TRACK

Pg. 2 - 2005 Munch Schedule

Pg. 3 - Recordsetters

Pg. 4 - Employee News



# Michael's

e  
s  
s  
a  
g  
e



Michael K. Jeanes  
Clerk of the Court

## Munch to talk about in 2005

Another new year is upon us and with that comes new dates for my monthly Munch meetings with you. I have been holding these meetings for several years now and they have been enjoyable and beneficial to me. I hope that you have gained from them as well. They provide a great opportunity for us to meet face to face to discuss issues, get to know one another, and have any of your questions answered about the office.

If you haven't been to a Munch yet, please come, I would enjoy meeting you. If have

attended them before, I look forward to seeing you again. Here are this year's Munch dates and locations:

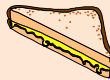
*(Dates in bold signify everyone is invited. Non-bolded dates signify the Munch is a non-supervisory discussion.)*

### Central Court - 2nd Floor Conference Room / Noon - 1:30 p.m.

Jan. 13; **Feb. 10**; March 10; **April 14**; May 12; **June 9**; July 14; **Aug. 11**; Sept. 8; **Oct. 13**; Nov. 10; and Dec. 8

### Durango Juvenile - Conference Room / 12:30 - 1:30

Jan. 20; **March 17**; May 19; **July 21**; Sept. 15; and Nov. 17



### Customer Service Center - Lower Level Conf. Room / Alternate times Noon - 1 p.m. and then 1 - 2 p.m. (except 4/21 also noon - 1 p.m.)

Feb. 17; **April 21**; June 16; **Aug. 18**; Oct. 20; and Dec. 15

### Southeast Adult - Cafeteria / 12:30 - 1:30 p.m.

Jan. 27; **March 24**; May 26; **July 28**; Sept. 22; and **Nov. 24** (this date will be rescheduled)



### Southeast Juvenile / 12:30 - 1:30 p.m.

Feb. 24 (Yucca Room); **April 28** (Yucca Room); June 23 (Ocotillo Room); **Aug. 25** (Saguaro Room); Oct. 27 (Yucca Room); and Dec. 22 (Yucca Room)

### Northwest - Jury Room / Noon - 1 p.m.

Feb. 18; **April 15**; June 17; **Aug. 19**; Oct. 21; and Dec. 16

I try to avoid, if at all possible, rescheduling the Munches, but there are times when it is unavoidable. Please know that you do not have to wait until a Munch if you have an issue you would like to discuss.

## Newsletter is in a New York 'state' of mind

Each month, employees are invited to send the Public Affairs Office a photo of themselves reading the Record Times while they are on vacation. Last month, the newsletter was seen in New York City. This month, it is in another well-known area in New York state.

Pictured here is Customer Service Center's **John Whitford** who took a break to read the newsletter while he was biking past Niagara Falls. John rode his bike from Buffalo, New York up to Niagara Falls and down to Ohio.

Employees may submit photos of themselves reading the Record Times for this feature at anytime to the Public Affairs Office. When submitting a photo, please include your name, phone number, and a description of the photo.



## Ancient history: Life before the computer

- An *application* was for employment;
- A *program* was a TV show;
- *Memory* was something you lost with age;
- *Log on* was adding wood to the fire;
- *Hard drive* was a long trip on the road;
- A *cursor* used profanity;
- A *keyboard* was a piano;
- A *mouse pad* was where a mouse lived;
- A *CD* was a bank account;
- *Compress* is what you did to garbage;
- *Cut* - you did with a pocketknife;
- *Paste* - you did with glue;
- A *web* was a spider's home; and
- A *virus* was the flu.



## Office New Year Resolutions - all in good pun

**Court Supplies** - May 2005 be a year that is **stocked** with great things;

**Mailroom** - May it be a year that **sends** them success;

**File Counters** - May they be able to put their **stamp** on another great year;

**ITG** - May it be a **memory**-making year

**Accounting** - May this year be a **credit** to their excellent talents; and

**Exhibits** - May the **evidence** of their quality work be brought forth again.

## Some numbers from 2004

●The Customer Information Center (CIC) assisted 130,193 people in 2004. The CIC is located in the Central Court Building and is designed to assist court visitors with their questions and/or directions. Their busiest hour is from 8 - 9 a.m.

●Following are the 2004 Filing Depository boxes statistics. The Filing boxes allow customers to file their documents without having to stand in line at a filing counter. The office has two external boxes and several internal boxes.

CCB Night	32,366
CCB Internal	127,841
CCB FC Internal	17,494
SEA Internal	12,119
SEA Night	2,935
OCH Internal	12,325
NW Internal	183
<b>Total</b>	<b>205,263</b>

# Recordsetters

(Following are recent letters, email messages, memos, and/or phone calls about Clerk of the Court employees from those who appreciate their **recordsetting** efforts in providing excellent service.)

## CO-WORKER — COMPLIMENTS —

“Recently I moved from Juvenile Durango to the Central Court Building as a clerk for Judge Gerst as he has been reassigned to a juvenile calendar. The only clerk that is assigned downtown for the past 2-1/2 years is **Teri Dunn** (you have to know that all juvenile clerks are located at Durango and so she has been working solo for a few years now). It has been a big change for me and during this transition, Teri has managed to make this a more enjoyable experience for me and has helped things run much smoother. I would like to let her know how much she is truly appreciated.”

— **Carrie Montoya**

“I would like to include a very big thank you to **Susan LaMarsh** from Southeast Docket, **Keri Wade**, **Kelle Gauss**, **Margaret Brickman** and **Jackie Ortiz** from Northwest, and **Reta Snedden** from Civil Docket. Due to staff shortages in the month of December, we have found ourselves needing some help in the docket/EDM area. These girls willingly and very efficiently stepped in and helped us with the docketing and scanning of probate documents, which is helping to get our area caught up. This really shows teamwork at its best. So a very big thank you to these girls for all the help they have provided to our area.”

— **Maridel Soileau**

“I would like to congratulate **Laura Lyons** on her new position as our

auditor/trainer. I think that she will do a great job and I am very happy for her and glad that she got the position with the office.”

— **Candice Williams**

“I would like to extend my thanks to SEA’s **Leah Lindahl** for assuming the Audit tasks for my Northwest docket staff. Leah did an awesome job. I appreciate her work and willingness to assume the additional workload.”

— **Michele Delk-Garey**



“I want to thank the Clerk’s Office for the emotional, spiritual, and financial support it gave to me during my three months at the University Medical Center in Tucson while my daughter was undergoing a bone marrow transplant, and her subsequent death due to infections on Dec. 10. The Clerk’s Office is truly part of my heart and is considered a part of my immediate family. I thank all of you who donated leave time to me during this time. You can’t imagine how comforting that was to me.”

— **Julie Bower**

## OTHER — COMPLIMENTS —

Quality Assurance Unit’s Dave Forde sent an email to Support Services Orders Linda Domanico complimenting the help Window 10’s **Jessica Quintanilla** recently

provided. He wrote, “I received an email from Melody asking how to perform a “drawdown” of excess cash in a cash drawer. I was somewhat familiar with the process, but was not totally confident with my level of expertise. I thought I would try to find an ‘expert’ in the process and went to find Jessica Quintanilla.

When I contacted Jessica, she was in the process of making her deposit with Art. When she finished, she went back to Window 10 to inform Sharon Sterns that she was going to help Melody. Jessica noted there were two or three customers in line and rather than leaving Sharon alone with these customers, Jessica asked Darlene Pierson to help at the window.

Jessica then walked Melody through the drawdown process and then suggested Melody contact her at the end of the day so she could help her with the total. Jessica also said she would get a copy of the format written drawdown procedure and give it to Melody for future reference.

I greatly appreciated Jessica’s expert knowledge and her willingness to help.”

A customer sent a note to Document Services Supervisor Maridel Soileau to express her appreciation for the service she received from Probate’s **Jessica Bernal**. She wrote, “I wanted to say thank you to Jessica. She found and added to the docket the physician report I asked her about on Thursday. I really appreciate how hard you all work in such a busy place.”

An employee from the Maricopa County Adult Probation Office wrote the Office’s Criminal Financial Obligations Unit to say thank you to **Marjorie Boyett**. She wrote in her note, “Thank you so much for your prompt attention to this matter. You and your staff have always been so professional and helpful.”

# Employee News

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

## — BIRTHS —

• Congratulations to Downtown Civil Filing Counter's **Ana Lopez** on the birth of her 8lb. 2 oz. grandchild on Jan. 6. Her new granddaughter is named Natalia Yasmin.

• Congratulations to RCC Glendale's **Kay Winchell** on the birth of her 6 lb. 1 oz grandson on Dec. 20. His name is Gavin Dean.

## — ENGAGEMENT —

Congratulations to SE Courtroom Clerk **Eileen Smith** on her recent engagement to Chris Rosel. They are planning a February wedding.



## — NEW EMPLOYEES —

• **Marta DeLeon** – *Criminal Financial Obligations Unit*

- **Jacqueline Figueroa** – *Criminal Financial Obligations Unit*
- **David Griego** – *ITG*
- **Janet Peat-Kluwe** – *CSC Public Counter*
- **Jeannette Miller** – *Civil Filing Counter*
- **Kendra Neal** – *Criminal Financial Obligations Unit*
- **Melissa Raizola** – *Support Services Finance*
- **Brenda Sweet** – *CSC Public Counter*
- **Michelle Verhaagen** – *ITG*

## OFFICE

### — ANNIVERSARIES —

The following employees celebrate office anniversaries in January:

#### 30 Years

**Marjorie Crow**

#### 20 Years

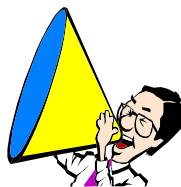
**Marian Catt**

#### 15 Years

**Letha Rasmussen**

#### 5 Years

**Catherine Gray, Elisa Canas, Angela Smith, and Kay Winchell**



## ...30 years continued

**What are some of the biggest changes you have seen in the office?** The two biggest changes are when the Docket started, and when imaging started.

**What do you enjoy about working in the Clerk's Office?** I enjoy the people and the variety of the jobs available.

**What is something you are particularly proud about while working here?** That I have made it 30 years!!!!

**What are some of the departments that you have worked in?** I started in Micrographics, and I have also worked in Probate/Mental Health, Civil, Domestic Relations, and Criminal Merge/Sort areas, the counter, and I have helped in the file room when needed. I now work for Distribution/Duplication.

**How much longer do you think you will work?** I'm not real sure, but maybe three or four more years.

**Any other comments about your 30 years of service?** I was here before the jail and the parking garage were built. I also remember that the Filing Counters were over where the cafeteria is now.

• **Marjorie is the office's third longest, continuous serving employee – Denise Glab is first (31 years), followed by Dina Arzaga (30-1/2 years). Duffy Watson is the longest-serving employee (35+ years), but he had a small break in service when he retired.**

## EMPLOYEE

### — SPOTLIGHT —

**Name:** Flor Nevarez

**Department:** Civil Exhibits

**Hometown:** Phoenix

**Family:** *Husband* - Gilbert III / *Son* - Zebastian (4 mo.)

**Birthday:** March 6

**Years with Clerk's Office:** 4 years

**Favorite Activity:** Playing with my son  
**Least Favorite Activity:** Mopping the floors

**Pet Peeve:** People not putting their turn signals on when they are changing lanes

**A Memorable Experience For You:** The birth of my son

**Most Adventurous Thing That You've Done:** When I went parasailing in Hawaii

**A Person You Would Like to Meet:** Michael Jordan

**What Was Your First Job:** I was a carhop at Sonic Drive-In

**Nobody would believe it if they knew...** that I was a shy person who never spoke to anyone around me.



**Record Times.** Published monthly by the Clerk of the Court's Public Affairs Office for distribution to employees on the last payday of each month. Contact PA&E, CCB, 201 W. Jefferson, Phoenix, Ariz. 85003 (602-506-6114) or by e-mail LKeso@cosc.maricopa.gov

Editor

Len Keso