

# Record Times



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



## The CASE of the award-winning staff

The CASE isn't quite closed yet, but some aspects of the verdict are in. More than 80 employees from Northwest and Downtown were proven, without any reasonable doubt, of providing outstanding service for the Clerk of the Court's Office during the office's annual C.A.S.E. (Celebrating and Saluting Employee) recognition events. The reason why the C.A.S.E. isn't closed is because the Southeast, Customer Service Center, and Durango Juvenile Office's events have not been held. The Southeast event will be held June 7, the Customer Service Center event will be held June 28, and the Durango Juvenile event will be held June 30. The order of the events at each location is rotated yearly. The Northwest and Downtown events were held this month and many employees were presented special C.A.S.E. award certificates in recognition of their excellent service. Clerk of the Court Michael Jeanes also presented his own special award called the "Jeane-ius Award." (See his column on page 2).



Michael Jeanes presents 30-year service pins (from left) to Dina Arzaga and Denise Glab at the Downtown Event.

In addition to the C.A.S.E. and Jeane-ius awards, 41 service pins were presented to employees at these two events, including two 30-year pins (Dina Arzaga and Denise Glab) and three 25-year pins (Michael Cearfoss, Carol Miller, and Olivia Rosson). Clerk of the Court and Maricopa County service pins are presented to employees in recognition of their years of service to the office/county.

Following is a list of the award-winning C.A.S.E. employees from Northwest and Downtown. The Southeast winners will be announced in the June issue of Record Times and the Customer Service Center and Durango Juvenile winners will be listed in the July issue. These winners were nominated by their co-workers. The nominations were reviewed by the associate clerks, and the winners were selected.

### NORTHWEST AWARDS

- ▶ **Case Qualities Award** – Margaret Brickman, Kelle Dyer, Jackie Ortiz, Keri Wade, Diane Berkland, Marian Corriveau, Lynne Glenn, Andrea Marquis, and Genevieve Vincelette
- ▶ **Customer Service Award** – Michele Delk-Garey and Gerri-Lynn Longbein

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Clerk of the Court Michael Jeanes poses with Northwest C.A.S.E. award winners (from left) Andrea Marquis, Diane Berkland, Jackie Ortiz, Genevieve Vincelette, Margaret Brickman, Marian Corriveau, Lynne Glenn, and Keri Wade.

## Bags of generosity

No matter the season, it seems like the staff at the Customer Service Center (CSC) loves to give. This past winter season, the staff conducted a charity drive called "Operation Cobbler" in which staff donated 584 pairs of shoes for those in need.

But Spring is here now, and the staff took the opportunity to *spring* into another charity drive. This one was called "Operation Spring Cleaning," and it resulted in a



Some of the boxes and bags of items CSC staff donated to help those in need.

clean sweep of generosity once again. The CSC staff donated 2,471 articles of clothing during this month-long drive, which will be delivered to the Central Arizona Shelter Service for the homeless.

### **New COC Web MAYbe coming sooner than you think**

by Anje Anderson

Quality Assurance is testing the security features on the new COC Web and things are looking very good. When you log in to the new COC Web, there are "behind the scenes" security features that identify the pre-selected permissions that will automatically link you to most of the applications you need. As the user, this means you only have to log in to the COC Web. You will no longer have to remember several different logon and password combinations.

Look for the update in June, we MAY have some dates.

Continued on page 2 - See CASE...

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Michael K. Jeanes  
Clerk of the Court

### The 2005 Jeane-ius Award winner

Each year at this time, we present our annual C.A.S.E. awards to recognize employees who have done an outstanding job over the past year. In addition, to the C.A.S.E. awards, I also present a special award of my own called the "Jeane-ius Award" that is given to an individual or group of individuals who have been performing at an exceptional level for the office. Some of the past winners of this award include: **2004** - The E-Filing Implementation Team and the EI/EIO Team; **2003** - Melanie Fay, Sheri Jaffe, and Gilbert Lopez

(post-humous); **2002** - Lauri Thomas; and **2001** - Joan Bolt.

This year, I am presenting the award to EDM Manager **Mark Jensen**. For those of you who were not able to attend the Downtown Event in which Mark was presented this award, following is what I said about why he is deserving of this award.



Mark Jensen's efforts have been somewhat understated – in the past years, employee recognition has pointed out a group of people which included Mark. But a big part of our progress comes as a result of Mark's direct leadership and diligence. So many times we talk about EDM in terms of the technology, but EDM is so

much more than that and as a result of Mark working with many different people, he has led us through the numerous and varied aspects of this obstacle course.

EDM is now implemented and has been proven viable in our work environment. We have achieved some aspect of the goals and objectives associated with all phases defined in the master plan that Mark worked so diligently on to develop. Many other government agencies throughout the state, and County now point to our office as they prepare to move forward with this same type of EDM program. Our office has stated what we were going to do and then we have gone out and done what we said we would do. Mark hasn't done it all alone, but in the area of leadership – yep, he's got that!

Mark has also continuously demonstrated concern for the ongoing integrity of the record. He has years of experience with the "paper" record and is of great value to me, the Clerk's Office, and the community as he now strives to take us down the correct path in properly and legally maintaining our electronic record.

### Newsletter shows up in a world famous location

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 cruising the Mexican Riviera. This month, the newsletter is spotted *rocking* in another part of the world.

Pictured here is Courtroom Clerk **Elizabeth Crowden** who is posing with the newsletter in front of the world famous Stonehenge in England.

Employees may submit photos of themselves reading the Record Times at anytime to the Public Affairs. Please include name, phone number, and a photo description.



## CASE continued...

### DOWNTOWN AWARDS

► **Excellence Award** – Lauri Thomas, Patti Sanderman, Janice Bray, Linda Samson, Erika Morgenstern, Sandy Pack, and Joyce Auchinleck

► **Customer Service Award** – Andy Rodriguez, Maridel Soileau, Tonia Melius, Dorothy King, CJ Allen, and Frances Horst

► **Leadership Award** – Gordon Mulleneaux, Angela Smith, Sheri Jaffe

► **Teamwork Award – RCC Downtown Team** - (Dyle Sanderson, Patti Carter, and Pam Dougherty); **Courtroom Clerk Team** - (Linda Owens, Roselle Smith, Sandy Carrillo, Patsy Valenzuela, and Maureen Van Dyke); **Criminal Financial Obligations Team** - Jennifer Johnson, Benny Lopez, Jacqueline Figueroa, William Wong, and Kendra Neal;

**Centralized Services Team** - (Bob Prater, Richard Lopez, Frances Horst, Mike Ball, Fernando Cabral, Robert Manning, John Morley, Dominic Navarro, Eddy Ramirez, Freddie Rubalcaba, Corrine Wood-Collins, Mary Davis, Terry Gunderson, Mike Smith Dell Moore, and Larry Spoehr); and the **Downtown Family Courtroom Clerk Team** - (Laura Black, Nova Brown, Wendy Brown, Mary Cabral, Loretta Carlson, Chris Danos, Chrystal Castro-Barrios, Cynthia Cramer, Tracey Fenton, Valerie Figueroa, Evonne Gonzales, Beth Kredit, Marybeth Leyva, Denise McGraw, Mary Minkow, Deborah Monroe, Susan Morris, Patty Noell, Aurora Sandoval, Marian Smith, Sharon Smith, Yolanda Soliz, Lorie Stroud, Gail Verbil, Claire Vigil, and Karyn Wyatt)

► **Jeane-ius Award** - Mark Jensen

### How to reduce postage costs for the office

Below are two ways to reduce postage costs, according to the County's Customer Operations personnel:

- 1. Convert from registered mail to certified mail.** (Registered mail is intended for mailing articles of value. By converting to certified mail, you save at least \$4.85 on each piece. You can still use Return Receipt Requested.)
- 2. Use letter-size envelopes instead of "flat" size.** (Non-standard size mail weighing 1 ounce or less could subject your mail to an 11-cent surcharge. Maximum size letter mail is 6-1/8" x 11-1/2" and not more than 1/4" thick. *Additional ideas will be provided in upcoming Record Times issues.*

# Recordsetters

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

## CUSTOMER SURVEY CARD COMPLIMENTS

Following are comments the public wrote on the office's customer survey cards about the service they received from staff:

### Civil Filing Counter

● "Olivia Cardenas is a super clerk with a super attitude!"

### SE Public Records

● "Judy Barney was exceptionally pleasant and helpful."

● "Veronique was awesome. She provided me with outstanding customer service and was very pleasant and courteous. I strongly believe she should be commended and recognized."

● "Sharayah has been extremely helpful every time I have come in."

## CO-WORKER

### — COMPLIMENTS —

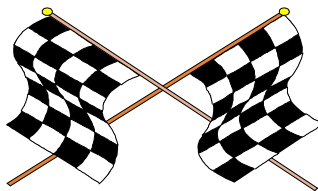
"We wish to thank **Janice Bevan** and **Maridel Soileau** for their invaluable help while we experienced down time on our scanner. As always when asked for their help, they complied not only with their time and the disruption of their own work, but also in their spirit as well with a continuous smile and a 'no problem' philosophy. They made what could have been a difficult day into a smooth and helpful one. We tip our hats to you ladies and say a heartfelt thank you."

— **Patti Carter, Alison Cole, Dyle Sanderson, Pam Dougherty, Tara Farr, and Belva Nasingoetewa**

"I want to thank my co-workers in Abstracts and Dispositions. **Sharon Wilson, Rene Howard, Tawnie**

**Wells, Bill Cruz, and Cathy Diaz** – you all work hard and I just wanted you to know that I appreciate all you do and have done for me. You all have a great sense of responsibility in your job, and your knowledge has taught me so much about how the court system works. You are always there to answer any questions I have no matter how simple they may seem. You make coming to work a pleasure. I enjoy working with everyone of you."

– **Kathryn Kruse**



### RECORDSETTERS KNOW HOW TO FINISH A JOB!

"I want to thank **Sheri Jaffe** and her wonderful staff, including **Anna Valenzuela, Delilah Chilcoat, Judith Flowers, Beverly Macdonald, and Rita Pickering-Koch** for their time and expertise in giving me an overview of their department. I am so impressed with the work done in this department."

– **Susan Morris**

"I want to thank my fellow co-workers in **Micrographics/EDM**. They have all assisted me with training the File Room/Document Filing staff by answering questions and showing them how to perform certain functions.

I especially want to thank **Rebecca, Anamae** and **Julie** for helping me to train nine File Room/Document Filing staff on how to prepare documents for filming. They have all shown great teamwork. It's a pleasure to work with all of them.

I also want to thank **Ed Morris** and **Sylvia Anderson** for reassigning 15 of their staff to be cross-trained on Micrographics/EDM functions."

– **Ruby Davison**

"In addition to **Court Supply**, I want to thank the **ITG Desk**, especially **Diane**, for routing my computer problems in a very timely manner."

– **Grace Tucciarone**

## OTHER

### — COMPLIMENTS —

Courtroom Clerk **Kathy Ballard** received some complimentary words from Courtroom Clerk **Barbara Navarro** who covered for her in her absence. Barbara said she found that Kathy had everything so organized and well prepared that it was a pleasure to go in and cover for her.

A Superior Court staff member sent a note to **Michael Jeanes** to express her appreciation for Document Services Supervisor **Sheri Jaffe**. She wrote, "I want to let you know how helpful **Sheri Jaffe** has been to me. She gave me a lot of help with some matters that came up. She was prompt in the responses and very helpful. I thought you would appreciate an uplifting note about a great employee."

Courtroom Clerk **Barb Navarro** recently received a couple of nice kudos from people:

From **Gerri-Lynn Longbein** – "Barb, you are an amazing clerk! I don't know how you do all that you do...but thank you so very much for going way above and beyond in helping out not just another clerk, but a completely different case type. You are an incredible asset to the Office."

From **Judy Greer** – "Barbara has been a god-send for me. There has been a shortage of CR clerks and she has been very kind and willing to help me with my work (in addition to completing her own work). Barbara is very nice, professional, considerate, and very positive.

From **Judge Paul Gatz** – "Barbara has been an outstanding clerk with our division for about seven years."

# Employee News

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

## — BIRTHS —

• Congratulations to Family Court Filing Counter's **Rosalie Cabrera-Razo** on the birth of her 8 lb. 2 oz. baby girl on March 18. Her new daughter's name is Daisy Liliana.



• Congratulations to Public Records Supervisor **Tina Barrett** on the birth of her 6 lb. 15 oz. grandson on April 27. Her new grandchild's name is Adrian Alexander. He is her first grandchild.

• Congratulations is given to SE Courtroom Clerk **Kimmi DeSanna** on the birth of her 7 lb. 12 oz. baby boy on May. Her new son's name is Frankie Joe.

## — NEW EMPLOYEES —

• **Amalia Alcalá** – CR Certification Desk / Appeals

• **Diana Facio** – Family Court Filing Counter

• **Aeva Glasse** – Appeals

• **Ivette Huerta** – Courtroom Clerk

• **Jessica Ireland** – CSC Support Services

• **Sandra Manzo** – Family Court Filing Counter

• **Joan Mueller** – SEA EDM

• **Larry Pettit** – CSC Fileroom

• **Leslie Slaughter** – Courtroom Clerk

• **Bridgette Vance** – OCH Probate

• **Kristi Perkins** – Courtroom Clerk

• **Michelle Wetherell** – Courtroom Clerk



## OFFICE

### — ANNIVERSARIES —

The following Clerk of the Court employees celebrate milestone office anniversaries in May:

#### 15 YEARS

**Chris Stimson**



#### 10 YEARS

**Doug Wood, Beth Giles, Michelle Paigen, and Anne Lieske**



#### 5 YEARS

**Mary Cabral, Annette Galarza, Gary Gorraiz, Rosemarie Scott, Yolanda Soliz, Kathryn Wendoff, Carol Eccel Sheila Sailer, and Dora Sandoval**

### — EMPLOYEE MOVES —

• **Belva Nasingoetewa** has transferred from Distribution to RCC Downtown.

• **Tara Farr** has transferred from the SE Fileroom to the RCC Downtown.

• **Alyana Huff** was promoted from Civil Docket to the Civil Filing Counter.

• Courtroom Clerk **Pat Dacey** transferred from Downtown to NW.

• Courtroom Clerk **Marian Corriveau** transferred from NW to Downtown.

### — AWARDS/HONORS —

• Congratulations to CR Document Services **Melody McGee** for winning Harkins movie tickets through Maricopa County's Alternative Mode User Program (AMU). AMU conducts a random drawing to reward employees with movie tickets for their efforts to reduce air pollution by using an alternative mode of transportation, such as riding the bus, carpooling, vanpooling, or riding a bike.

• Courtroom Clerk **Erika Morgenstern** has recently graduated with honors from A.S.U.



### — SPOTLIGHT —

**Name:** Darlene Pierson

**Department:** Support Finance

**Hometown:** Phoenix, Arizona

**Family:** *Husband* - Don / *Daughter* - Lindsy / *Son* - Chris

**Birthday:** August 20

**Years with Clerk's Office:** 16 years

**Favorite Activity:** Family barbecues

**Least Favorite Activity:** Grocery shopping

**I'm Most Proud of:** My family and friends. They are the best.

**Most Adventurous Thing You've Done:** In my younger days, my friend and I stowed away on another friend's lear jet that was flying to California

**My Favorite Meal:** Mexican Food

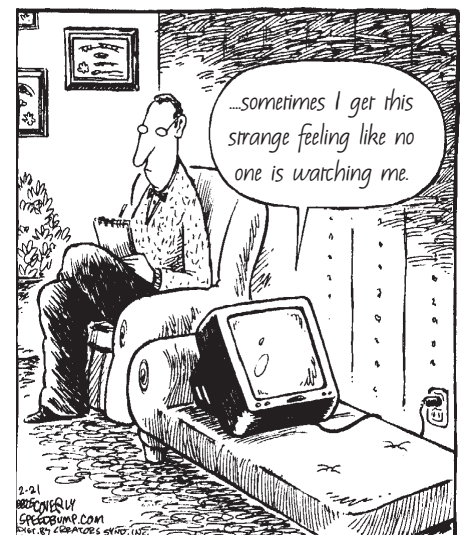
**A Pet Peeve:** Having someone pull out in front of you and then drive under the speed limit

**A Dream I Have Is To:** Live forever to watch my kids and future grandkids and their kids.

**Two people you would like to have dinner with:** Crazy Jack Nicholson and Kurt Russell for whatever reason

**What Was Your First Job:** I was a cashier at Angels Hardware and Lumber store

**Nobody would believe it if they knew...** that I have never tried shrimp or lobster. I just don't like the way they look or smell.



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