

Record Times



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



Spook-tacular contest offers shrill of victory

Once again, several Clerk of the Court employees experienced the “shrill of victory” at the Office’s annual Spook-tacular Costume Contest on Oct. 31. In fact, 39 employees were proclaimed as the 2005 “Hallo-winners.” Each costume winner received a small prize and a special certificate for their costumes. The contests were held at each Office location throughout the day. Below are photos of all of the winners and a list showing this year’s costume winners in alphabetical order by location and last name.

CUSTOMER SERVICE CENTER

Aide Estrada, Melanie Fay, Christina Flores, Lyn Hannan, Kat Johnson, Stace Williams, and Jessica Rosset

DOWNTOWN

Janice Bevan, Rylee Caigne, Marjorie Crow, Yolanda Escalante, Diana Facio, Joseth Gamez, Juanita Hernandez, Martha Martin, Jennifer McKernan, Pat Percival, and Kelly Sleseman

DURANGO JUVENILE

Dorothy King, Rebecca Miller, Sherman Prezzy, and Jan Price

NORTHEAST

Kelle Dyer, Jessica Insalaco, and Sheri Jaffe

NORTHWEST

Krizna Blanco, Margaret Brickman, Jackie Ortiz, and Keri Wade

SOUTHEAST ADULT

Molly Alcala, Deborah Barnaby, Kimberly Epling, Sharon Hall, Deborah Holden, Jenni Rivera, and Regina Romero

SOUTHEAST JUVENILE

Patty Enyart, Diane Hoy, and Karen Walker



Customer Service Center



Downtown



Southeast Adult



Durango Juvenile



Northwest

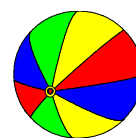
Merry-copa returns

The holidays are here and so is the Annual Office Holiday Charity Drive, which means the workplace is being transformed once again from Maricopa County to “Merry-copa County.” The following are this year’s activities:

● **Shoebox Ministry** – This activity (held through Dec. 7) provides staff the opportunity to donate socks and toiletries, which are given to the homeless and near homeless through the Shoebox Ministry. Donations may include new socks, travel or trial-sized toiletries, and/or empty shoeboxes. Collection boxes are located throughout the Office. Last year, staff donated 378 pairs of socks, 122 shoeboxes, and more than a thousand toiletry items.



● **Toys for Tots** – This activity (held through Dec. 15) is sponsored by the U.S. Marine Corps Reserve. Staff



who want to participate should purchase any new, unwrapped toy and place it in one of the Office collection boxes. The toys will be delivered to a Marine warehouse, sorted by age and gender, and distributed to children in need. Last year, staff donated 255 new toys.

● **Operation Cobbler** – This activity (held through Dec. 19 at the Customer Service Center) allows employees to donate old, worn, and/or unwanted shoes. The shoes are given to a local business, who repairs, cleans, and delivers them for free to schools, libraries, homeless shelters, and others. Last year, staff collected 584 pairs of shoes.



➔ More Halloween photos on page 2



Michael's

message



Michael K. Jeanes
Clerk of the Court

What I am thankful for

It is hard to believe that 2005 is coming to an end and we are about to enter another new year. We often like to reflect on the things we are thankful for during this time of year, and I would like to share with you a few things that I am grateful for:

- 1) The entire Office team, because again this year, I have observed incredible dedication to serving our customers and a continuing willingness to explore new ideas.
- 2) The men and women of our armed forces...their sacrifices ensure our freedom.
- 3) The families of our service men and women...they provide critical support even while having to eat Thanksgiving dinner without their loved ones.
- 4) The group of judges and other officials from Kosovo with whom I recently met. They showed me why the spread of freedom is so important. Their desire for freedom and democracy is truly an inspiration. One of them spent 10 years in a horrible prison just because he disagreed with the government.



- 5) My family, because that's what it's all about. Taking care of our children and doing everything we can to ensure their success is the most important job.

I wish you and your families a wonderful Thanksgiving!

This and that

- In October, a delegation of seven leading Kosovar jurists recently toured the Clerk of the Court's Office and Superior Court. They were visiting Arizona to study the state's court system to help them lead a judicial reform in their country. "Ten years ago, such a delegation from former Yugoslavia would have been impossible," says Stephen Batalden, ASU Director of Russian and East European Studies. "There was no Kosovo Supreme Court, no elected presidency, and no independent judiciary."
- County casual day stickers are available for \$2 and may be worn on Tuesdays only through Dec. 30. Contact Jack Patton at japaton@mail.maricopa.gov for information.
- Twelve more Public PCs were brought online at the Customer Service Center, bringing a total of 24 at the facility for customers to use. Stations 1-12 print to the Public 1 printer and the remaining stations print to the newly added Public 2 printer.

More Halloween photos



Southeast Juvenile



Northwest

COCWEB is clicking

The new COCWEB is *clicking* with staff. To ensure things keep clicking, ITG has implemented some new features. Per employee requests, ITG has programmed the menu to stay expanded or collapsed (whichever the employee last performed) after the employee logs off. In addition, they set up a single click function to login to Peoplesoft rather than having to remember the steps to access the site.

ITG says more enhancements are planned for the future. Training and Staff Development said they will highlight some of the new COCWEB features in their computer classes.

Juvenile staff help make Adoption Event a success

On Nov. 19, the Juvenile Division was involved in the "Celebrate Adoption Event." There were 119 hearings among 15 judges and 144 children adopted. The Clerk's Office had five courtroom clerks covering the hearings and two office staff to issue certified copies. Juvenile processed 90 copies and 93 certifications for a total of \$2,763. The staff who worked at the event were **Iris Crawford, Alicia Burd, Katie Meade, JoAnn Cumming, Linda Moya, Jerica Sherer, Rachel Robles.**

Most Educational photo contest winner

This past summer, the *Record Times* conducted a photo contest asking employees to submit photos of themselves reading the newsletter while they are on vacation. Winners were selected in seven different categories.



Pictured here is Courtroom Clerk **Deb Whitford**, who received first prize for this photo in the "Most Educational" category. Deb is in Cogh, Ireland posing with the newsletter and a statue of immigrants from the Irish potato famine.

Employees may submit photos of themselves reading the *Record Times* at anytime for this feature. Please send photo(s) to Len Keso, Public Affairs and Education Office, 2nd Fl., CCB.



Who are you thankful for? – Thanksgiving Tributes

“I am thankful for all of my co-workers and their kind words of sympathy and caring during the passing of my mother. Thank you so much for the cards, prayers, plants, flowers, and kindness. I especially thank those who took the time to attend the services that were held so far away. It is good people like you who make this world a better place.” – **Mitzi Munoz**

“I am very thankful for the people who are always willing to help out at Administration’s Reception Desk and the Customer Information Desk when coverage is needed. I am also thankful for the supervisors who are so willing to move their priorities around, enabling their staff to cover either of these desks. Special thanks to **Don Vert** whose assistance is so very much appreciated. Everyone in our office is so helpful.” – **Nancy Killian**

“Thankful is an understatement! The opportunity to work in the COSC Human Resources is priceless. **Julie, Lisa, and Mitzi**, thank you for having faith in me and welcoming me into your awesome department.” – **Renee Gillison**

“I want to thank **Vonda Culp** for many years of support, guidance, friendship, and being the best boss anyone could ever have! We’ll miss you, but also look forward to working with you as a customer.” – **Meg Kelleher**



“We are thankful for our supervisors and staff who work so diligently to make the Office run smoothly and efficiently. We could not be successful managers without you. We sincerely appreciate your efforts.” – **Brenda Burton, Rick Hutton, Sheri Jaffe, and Kathy Whittiker**

“I am thankful for retired courtroom clerk **Janice Arnold** who returned to the Office and is helping out.” – **Lucy Carmickle**

“I want to thank the ladies in **Distribution and Duplication** for always copying my paperwork ahead of the time requested and for always being so pleasant.” – **Grace Tucciarone**

“I would like to thank my staff **Mary Davis, Terry Gunderson, and Mike Smith** for doing their best through all the new changes in the Mailroom. I am very happy to have such a great team to work with.” – **Frances Horst**

“I am thankful for **Jenna Ashe and her staff**, as well as the **Support Finance Research staff** for all the work they have done to help resolve issues with the new child support electronic pay cards. Although many of the calls received in regards to the EPC are from upset custodial parents, the staff in both areas maintain a high level of customer service and understanding of the frustration these customers are faced with.” – **Don Vert**



“I am thankful for so many things – new challenges, working with so many amazing and talented individuals, my direct team members, the SEA supervisors/managers and of course, our immediate counterparts and their team members.” – **Janice Bray**

“I am thankful for **Michael Jeanes’** supportive, encouraging and enthusiastic spirit. He often and regularly expresses his appreciation of staff and their efforts. He contributes a positive, light-hearted, but professional tone to the organization. I am also thankful to be able to express my opinions via the recent employee satisfaction survey.” – **Diana Mansell**

“I am thankful for **Kathy Whittiker** – for her calm manner, her seemingly never-ending patience, and for the leadership she provides. I am thankful for the **awesome staff at SEA** (from

the file counters to the file room and everything in between) and the teamwork they display daily.” – **Penny Boettcher**

“We are very thankful for all the help **Diana Eaton** has given the Correspondence Department. She truly is a great team player and her willingness to help has made each day run a lot smoother.” – **Janeene Carrillo and Sue Baldwin**

“I am thankful for and VERY grateful to all of the **Juvenile Courtroom Clerks**. I send my sincere gratitude and thanks to all of them for their dedication to their work. They do a tremendous job of working as a team and doing whatever is necessary to help get the work out. Thank you for your continued efforts and support.” – **Tami Mayes**

“I am thankful for working with a bunch of great individuals. I am thankful for all the assistance and patience I received from **Janice Bray, Penny Boettcher, Brenda Burton, Donna Hall, Ed Morris, Ken Shipley, Carol Schreiber, Bob Prater, Gloria Kuder, and Betty Finney**. I am especially thankful for the **Fileroom/ML/ Customer Service staff** for their hardwork, and for enduring my brief moments of madness. I would like to thank **Franci Diaz**, but since she failed to change allegiance to the White Sox, she remains unworthy” (*tongue in cheek*). – **Joe Altnether**



“I am thankful for the great group of **Civil/Probate/MH courtroom clerks**, who give so much everyday and always come through in time of need.” – **Diane Jamison**

“I send a special thanks to RCC DT’s **Alison Cole**. She has worked over and above, always with a smile, to help make the RCC DT run smooth during our time of transition.” – **Dyle Sanderson**

Continued on page 4 – Who are you thankful for...



Who are you thankful for continued from page 3

"I am thankful for **Dina Arzaga** who is always willing to help. Even when she is busy, she will drop her work and assist us. She always smiles and makes every-day a positive day. She is so considerate, compassionate, and giving." – **Kiki Luciu**

"I thank all the **SE Juvenile clerks** and our supervisor, **Jenny** who make work worth coming to each day. It is a delight to work with all of you." – **Katie Meade**

"I am thankful for my new supervisor **Maridel Soileau** for giving me a chance to better myself by hiring me. I have had nothing but blessings since working here." – **Erica Bookman**

"Thank you **Joe Silberschlag**. I will always remember my first day here and how much Joe made me feel welcome. His outgoing, warm, witty, and friendly personality is perfect for his position here and I am so grateful for that. He also remembers my name every time I see

him in the hallway. Thanks Joe...you are one in a million." – **Denise Nelson**

"I am thankful for our diligent and very hardworking **Family Court Docket staff, supervisors, and directors**. We have an amazing group of knowledgeable, forward-thinking people who work tirelessly to keep this place running. Every member of the team is an absolute asset. The amount of work and accuracy they produce constantly amazes me. It is a privilege to work with every single one of them." – **Laura Lyon**

"I want to thank **Melody McGee** for her patience in training me, and **Jo Harbour** for her patience when I ask questions. Also, I am thankful for **Dora Sandoval** who is training me. These women are wonderful people to work with and they have made me feel comfortable." – **Pamela Dougherty**

"I am thankful to **Michael Jeanes, Gordon Mulleneaux, Darrell Brinkley,**

and especially **Steve March**. They have been open-minded to realize that employees can telecommute and be very productive. Thank you for helping the County be one of the best workplaces for commuters." – **Tricia Ortega**

"I am thankful for **Elizabeth Ikard, Nancy Kielblock** and **Debra Merkling** who are very kind with their time and knowledge. With their help, my first three weeks have been enjoyable and informative and training has been a great experience." – **Laura Dagna**

"I was hired as a courtroom clerk and came in fearing the worst. I knew there would be a lot to learn. I was assigned to train in Judge Wilkinson's Division with **Denise McGraw**. She has been absolutely incredible with her coaching and encouragement. She knows her job extremely well and allows me the opportunity to expand my knowledge. Two thumbs up and a sincere thank you to Denise and the staff in that division." – **Alma Kirkendall**

EMPLOYEE NEWS

— ENGAGEMENT —

Congratulations to Customer Service Center's **Traci Ranft** who got engaged on Oct. 26 and is planning to be married in Dec. 2006.

— ANNIVERSARIES —

The following employees celebrate office anniversaries in November:

15 YEARS

Gordon Mulleneaux

10 YEARS

Lisa Gish

5 YEARS

Christina Tirado, Nadine Guerrieri, and Cynthia Kelly



— EMPLOYEE MOVES —

• **Vonda Culp** was promoted to Court Operations Manager from ITG Applications Support Manager

• **Laura Eng** was promoted to Courtroom Services Administrator

from Courtroom Services Manager.

• **Maria Reyes** and **Giannina Franco-Perez** transferred to Micrographics from Document Filing.

— NEW EMPLOYEES —

- **Veronica Becerra** - Criminal Exhibits
- **Jennifer Craig** - Civil Filing Counter
- **Laura Dagna** - Grand Jury
- **Kristy Davis** - Criminal Financial Obligations
- **Leticia Gonzales** - Criminal Financial Obligations
- **Danielle Seaton** - Criminal EDM
- **Lani Harrison** - Southeast Juvenile
- **Nicole James** - NE Filing Counter
- **Peggy McFadden** - Civil Docket
- **Sandra Seeley** - NE Filing Counter

— OTHER NEWS —

SEA EDM's **Irasema Martinez** was one of four contestants selected out of 200 county employees to participate in the Channel 3 TV

Weight Loss Challenge. Her name was randomly drawn by County Manager David Smith.



Some good-hearted and bowl-some fun!

Recently, three Clerk of Court employees (**Kathy Ballard, Roxana Luiszer, and Alyson Moore** - pictured above) decided they could spare some time to strike up a team to participate in the County's Fourth Annual Bowling Tournament on Oct. 29. They teamed up with two other county employees Jim Price and Don Anderson to form a team called the "Quintuplets." They finished in 7th place. There was also a costume contest at the tournament, which they participated in as well...as obviously seen above.