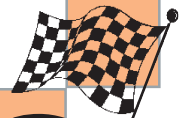


Record Times



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

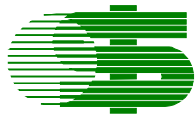
Maricopa County news and notes

It has not been a slow summer concerning news in Maricopa County. Following are some of the news items that have come out recently in Maricopa County.

County supervisors approve 2004 - 2005 budget

The County Board of Supervisors approved a \$2.481 billion budget for the fiscal year '04-'05. This year's budget includes an overall property tax rate cut by seven cents per \$100 of assessed valuation. This means an overall tax rate of \$1.4748.

The debt service on the 1986 General Obligation Bonds will be paid off. Therefore, the county is no longer carrying a secondary property tax rate to pay for debt service. The 7-cent reduction is directly attributable to paying off those bonds. Maricopa County is the only large urban county in the Western U.S. and one of few in the country to carry no General Obligation debt. This is the lowest overall property tax rate for Maricopa County in 25 years.



The budget also provides funding for raises for county employees.

Supervisors approve funding to combat West Nile Virus

The Board of Supervisors approved \$2.1 million for increased funding and efforts to combat the West Nile Virus. The supervisors approved a plan recommended by the County Public Health and Environmental Services Departments to increase ground-based efforts to fight the West Nile Virus. Health officials pointed to the fact that Arizona already has more confirmed cases of West Nile Virus than any other county in the country.



Electing to help

The Maricopa County Elections Department is looking for people to work the polls for the upcoming September 7 primary election and the upcoming November 2 general election. More information is available by calling 602-506-1511.

County Leader of the Year

Maricopa County District 2 Supervisor Don Stapley was named the "2004 County Leader of the Year" by American City and County Magazine. Supervisor Stapley is currently in his third term as a county supervisor. Supervisor Stapley's efforts to create a new Health Care District to preserve the County Health Care System was cited as one of the reasons for the award.

Remaining blood drive dates

The County Blood Drive is being held throughout August. Following are the remaining dates and times (all of which are at the County Administration Building, 301 W. Jefferson, 1st floor) for employees who wish to donate blood.

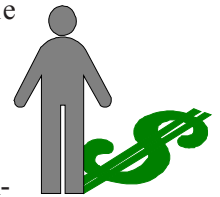
- Aug. 23 - 9 a.m. - 2 p.m.
- Aug. 24 - 10 a.m. - 3 p.m.
- Aug. 25 - 7 a.m. - noon
- Aug. 26 - 9 a.m. - 2 p.m.
- Aug. 30 - 9 a.m. - 2 p.m.



...continued on page 2 - More county news

\$um special help

Several county residents have \$um reasons to be happy this month, thanks to the cooperative work between the Clerk of the Court's Financial Services Division and the County Attorney's Office.



The County Attorney's Office recently assisted the Clerk's Office in locating addresses to people who were owed restitution - in total 733 new addresses which represented \$251,045.16 in restitution monies.

"Frequently, individual victims of crime who are owed restitution move without notifying the Clerk's Office of their new address," Financial Services Associate Clerk Gordon Mulleneaux said. In these cases, their money is held by our office. Our staff makes efforts to locate these people, but in some instances they are unable to locate them."

Currently, the office is holding approximately \$1 million of unclaimed monies and assets for crime victims.

During a restitution work group meeting, the issue of the unclaimed money and the lack of addresses was brought up. Jane Mabery of the County Attorney's Office offered to conduct a search for these people on their database to see if they had more current addresses. Her efforts turned out to have \$um significant results as she turned up with the 733 "good" addresses.

THE INSIDE TRACK

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Michael's

message



Michael K. Jeanes
Clerk of the Court

The language of acronym

Our organization, like most organizations, has a list of acronyms that pertains to the business it conducts, the programs and services it offers, the committees and work groups that work within it, and the special projects it is working on. Keeping track of all these acronyms can be challenging and somewhat like learning a new language. I thought it would be helpful to provide you a list of some of the acronyms that are used or are seen within our office, so that they might become more familiar to you. Below are

some acronyms from the letters A - J. Next month, I will list from K - Z.

- | | |
|---|--|
| AC - Associate Clerk of the Court | FC - Family With Children |
| ACS - Automated Court System | FN - Family No Children |
| AOC - Administrative Office of the Courts | FR - Fileroom |
| ARS - Arizona Revised Statutes | FS - Financial Services |
| AS - Administrative Services | FSC - Family Support Center |
| ATLAS - Arizona Tracking and Location Automated System | FTS - File Tracking System |
| CAW - Civil Arrest Warrant | ICIS - Integrated Court Information System |
| CCB - Central Court Building | ICJIS - Integrated Criminal Justice Information System |
| CR - Criminal | ITG - Information Technology Group |
| CRS - Courtroom Services | IV-D - Social Security Act, Section IV-D (governs all states) |
| CS - Customer Services | J & O - Judgment and Order |
| CSC - Customer Service Center | JADS - Joint Application Development System |
| CV - Civil | JAVS - Jefferson Audio Visual System |
| DCSE - Division of Child Support Enforcement | JCEF - Judicial Collections Enhancement Fund |
| DES - Department of Economic Security | |
| DV - Domestic Violence | |
| ECB - East Court Building | |
| EDMS - Electronic Document Management System | |

More county news

...continued from page 1

County Parks offering events



The County Parks and Recreation Department is celebrating its 50th anniversary with numerous events, hikes, and programs. To find out more visit <http://www.maricopa.gov/parks/events.asp>

Open Enrollment coming

According to the County Employee Benefits Office, Open Enrollment for employee benefits is tentatively scheduled for October 14 - Nov. 8. Details will be forthcoming.

Doing Business...

A new edition of the publication "Doing Business with the Clerk of the Court" is now available on-line at: <http://www.clerkofcourt.maricopa.gov/news.asp>. The publication is a user's guide to the services, procedures, facilities, and programs of the Clerk's Office.

...and due-ing business

The Criminal Financial Obligations Unit reported a record month in July. They had 446 criminal restitution orders signed and sent to the County Collections Unit for collection activities. These orders create a judgment for restitution and fee balances and help to protect victim interest in restitution due.

What you accrue

Following is a list of the current accrual rates (in hours) of personal leave and Family Medical Leave (FML) for each two-week pay period for regular full-time employees.

YEARS	PERSONAL	FML
1 - 3	4.65	1.55
4 - 6	5.55	1.85
7 - 10	6.90	2.30
11 - 15	7.90	2.30
16 - 19	8.50	2.30
20+	8.80	2.30

Newsletter goes from cold weather to warm weather

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 time, the newsletter was seen with an employee who was in the cold winter weather in the New England area. This month it is found with an employee in the warm weather of Mexico.

Pictured here is Criminal EDM's **Jan Bevan** and her husband Jim, who took a moment to pose with the newsletter while they were in Cabo San Lucas, Mexico. The couple was on a cruise celebrating their 30th wedding anniversary.

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



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.)

CUSTOMER SURVEY — COMPLIMENTS —

Following are comments made by the public on the customer survey cards regarding the service they received from Clerk of the Court staff:

CSC Front Counter

- Employees were very helpful and accommodating in copying the records we needed for our custody evaluation, even with our short notice.
- **Connie** and **Sue** both made this process very easy for me. I wish all court employees were this helpful & courteous.
- Thank You for the excellent service to the community.
- **Martha Miller** is fabulous. She makes City/State/Federal government look good.
- **Martha** and **Debbie** were a big help and very professional clerks. Thanks to these two ladies for all their help!!!
- We did not know what papers were what and **Karen** helped us. She is a wonderful person!!! Thank you!!!

CO-WORKER — COMPLIMENTS —

“I want to thank **Jenny Shaska** and all of the courtroom clerks at Southeast Juvenile. They are always helpful and courteous. They are always willing to stop what they are doing to assist me.”

— **David Lett**

“I wish to acknowledge and thank **Brian Stone** and **Nicola Mueller** for

such excellent customer service that they consistently give to their internal customers. I can always count on a cheerful face and a ready, helpful attitude from these employees. They should be commended for their stellar service. Thank you both!”

— **Amber Farley**

“I want to thank ITG’s **Diane Barnes** who I have called for assistance. Each time Diane has been a tremendous help and her pleasant attitude helps dissolve whatever frustration I am experiencing with my computer. She deserves a HIGH FIVE!”

— **Irene Hendricks-Jones**

*Recordsetters -
Strike with
fast and
efficient
service!*



“I would like to sincerely thank the following folks who helped us move from the old (and somewhat cramped and decrepit) round building into the beautiful new and spacious Durango Juvenile Court building. Each of you did everything you could, sometimes on a moments notice, to help us in any manner asked. I was truly impressed by your team spirit.

Maureen Ramroth - for her assistance in planning for the move, always looking out for us, and taking minutes at numerous meetings; **Correnia Honaker, Scott Hensel, Adrian Roberts, Steve Lauer** - for their help in moving all the computers and printers and making sure we were up and running by the time we opened for business; **Bob Prater, Richard Lopez, and their courier staff** for helping with many items we needed for the new facility; **Larry Spoehr** and

Dell Moore for helping with last minute repairs and requests.

I also want to thank the **Juvenile Durango staff** for their planning, preparation, and patience which made the move itself go very smoothly. Nice job!

Special thanks, too, to **Diane Hoy**, who personally helped me think of all the little details that needed to be taken care of and for revising all of our forms with the new address.

You all made a monumental task an even bigger success. THANK YOU!
— **Melody Tinsley**

“I would like to extend my appreciation to all staff in my area; **Linda Rice, Chris Gering, Flor Nevarez, Elva Martin, Sharon Hall, Jennifer Rivera, Amber Farley** and **Sterling Griffin**. Your names deserve to be in print because you are so very valuable to this office. Thank you all for the humor and dedication you display on a daily basis. You make coming to work enjoyable. Thank you.”

— **Janice Bray**

CO-WORKER — COMPLIMENTS —

Notary Bond Clerk **Rosa Montoya** received a thank you bouquet, which the Collections/Accounting Area all enjoyed from a grateful customer. Rosa assisted the customer in obtaining her notary certificate, which she appreciated and couldn’t thank her enough for the help.

Accounting’s **Art Sainz** was the subject of a very complimentary phone call from a customer he assisted. The customer called the office to say how patient, helpful and courteous Art was to her. She stated that there are so many times that customers are quick to call in with complaints, but seldom call with compliments. She figured that with the type of calls we receive, from people who are wanting their money back, the office could use a compliment.

Employee News

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

— BIRTHS —

• Congratulations to Customer Service Center's **Christine Goodwill** who became the proud grandmother to a 7 lb. 3 oz. granddaughter on July 26. Her new grandchild's name is Ariel.

• Congratulations to Document Services Supervisor **Maridel Soileau** on the birth of her eighth grandchild. Her daughter Cathy gave birth to a 9 lb. 12 oz. baby boy on Aug. 2. Maridel's new grandson's name is Cade Matthew.

• Another congratulatory note is sent to Civil Docket's **Marsha Fuentes** on the birth of her new 6 lb. 7 oz. grandson who was born on July 3. His name is Que James.

— NEW EMPLOYEES —

- **Theresa Aparicio** – SEA Fileroom
- **Arlene Chee** – Durango Junile
- **Tara Farr** – SEA Fileroom
- **Jackie Ortiz** – Northwest
- **Clay Proulx** – ITG
- **Angela Stevens** – CSC Front Counter
- **Matthew Yearous** – SEA Fileroom

— EMPLOYEE MOVES —

- **Cindy Malnar** was promoted from Courtroom Clerk to Office Staff Supervisor at Durango Juvenile.
- **Janeene Carrillo** transferred to the CSC's Support Service's Area from the Public Record Front Counter.

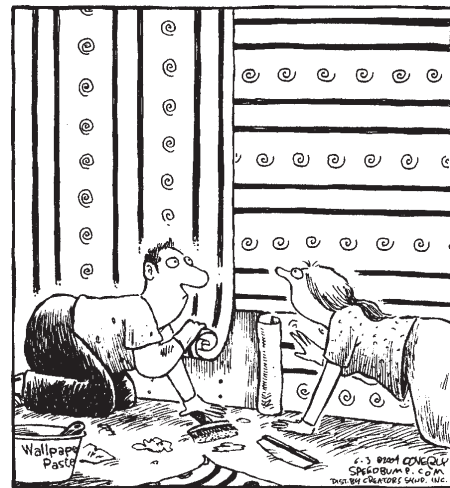
— MILESTONES —

The following employees celebrate milestone office anniversaries in August:

- | | |
|---|-----------------|
| 15 YEARS | 10 YEARS |
| Nancy Suda | Janie Tewksbury |
| 5 YEARS | |
| Joe Legander, Martin Gandarilla, and Cherylann Lugo | |

— SPOTLIGHT —

Name: Lucy Carmickle
Department: Courtroom Services
Hometown: Ajo, Arizona
Family: *Husband* - Gene / **Oldest Daughter** - Andrea / **Youngest Daughter** - Tarah
Years with Clerk's Office: I started in approximately 1976, worked until 1981, was gone less than one year, and returned, and I am still here.
Favorite Activity: Camping
Pet Peeve: Laziness
A Memorable Experience For You: Working with Justice Sandra Day O'Connor as her Court Clerk
Most Adventurous Thing That You've Done: Hiking down to some waterfalls in Hawaii using suspending ropes with my husband and children.
A Person You Would Like to Meet: The President
What Was Your First Job: At A&W Rootbeer as a carhop.
Nobody would believe it if they knew... that I am number 5 out of 10 children.



Have a Happy and Safe Labor Day Holiday

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

Election year "May's" and "May Not's"

The following is a list of proper and improper political activity for employees

EMPLOYEES MAY...

- Cast a vote;
- Express opinions about candidates and issues;
- Attend meetings to acquire information concerning the candidates for public office and the political issues;
- Sign nomination or recall petitions;
- Make contributions to candidates, political parties, or campaign committees contributing to candidates or advocating the election or defeat of candidates;
- Campaign for or against ballot issues, referendum questions, constitutional amendments, municipal ordinances;
- Engage in activities to advocate the election or defeat of any candidates or campaign committee contributing to candidates or advocating the election or defeat of candidates;
- Campaign for themselves and hold unpaid, nonpartisan, public office; and
- Circulate candidate nomination petitions or recall petitions.

EMPLOYEES MAY NOT...

- Make political endorsements in which they identify themselves as county employees;
- Use any official authority or influence to affect the vote or political action of any person or for any consideration;
- Be a member of any national, state, or local committee of a political party, or an officer or chairman of a committee of a partisan political club;
- Offer themselves as a candidate for nomination or election to any public office which is either paid or partisan by filing nomination papers or making a formal public declaration of candidacy;
- Take part in the management or affairs of any political party, or any partisan campaign or recall efforts; and
- Engage in any political activity while on duty, while in uniform, or at public expense.

