

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 Durango Juvenile (DJ), the Customer Service Center (CSC), and Downtown (DT) 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 Employees) recognition events. The reason the C.A.S.E. isn't all the way closed yet is because the



Northwest Office and the Southeast Adult/Southeast Juvenile Office's events have not been held yet. The Northwest event will be held June 29 and the Southeast Adult/Southeast Juvenile event will be held July 1. The DT, DJ, and CSC events were held in mid-June and many employees were presented with special certificates in recognition of their excellent service.

In addition to the CASE awards, 86 service pins were presented to employees at these three events, including a 35-year pin for Marriage License and Passports' **Duffy Watson**. 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 the Customer Service Center, Downtown, and Durango Juvenile. The Northwest and Southeast winners will be listed in the July issue of Record Times. These winners were nominated by co-workers. The nominations were reviewed, provided to the associate clerks, and then the winners were selected.

CUSTOMER SERVICE CENTER

➤ **Excellence Award** - Shane Monroe and Cheryl Marzella

➤ **Customer Service Award - Customer Service Public Counter Staff** (Susan Baldwin, Margaret Wagner, Veronyka Lockhart, Feliz Gorny, Connie Estrada, Carmen Diaz, Dreametta Hendrix, Ramona Velasquez, Bertha Yanes, Regina MacColl, Martha Miller, Essie Espinoza, Debra Cooper, Janeene Carrillo, and Karen Gonzales)

➤ **Teamwork Award - Software Project Management and Quality Assurance Team** (Candy Terry, Meg Kelleher, Diana Garbarino, John Walker, Timothy Potratz, and Al Thomas) / **Discovery and Confidential Team** (Aurora Avina, Suzanne Lambries, Patricia Wolff, and Mary Young) / **LAN Administrators Team** (Ruben Trejo, Reggie Graham, Stace Williams, and Steve Lauer).



Among the Customer Service Center "Casey" award winners were (from left) Ruben Trejo, Reggie Graham, and Stace Williams (not pictured Steve Lauer).



Michael with Durango Juvenile service pin recipients (from left) Rebecca Miller, Kerry Reynolds, and Nancy Suda.

Downtown and Durango Juvenile winners are listed on page 2 - See CASE

A fond farewell to Expedited Services

On June 1, Michael Jeanes announced that a significant change is occurring in the Clerk of the Court's Office. The change is that a cooperative agreement has been reached between the Clerk's Office and Superior Court to transfer Expedited Services (a component of the Family Support Center) to Family Court Administration. This transfer becomes effective July 1, 2004.

"The decision was made after careful consideration, in an effort to meet Family Court goals to improve coordination of family court-annexed programs, and to provide the best possible remedies to the families served by our ...continued on page 2 - See Expedited Services



Above is the new Durango Juvenile facility which is set to be officially dedicated on July 12. Clerk of the Court staff from the current Durango Juvenile facility will be moving to the new building on July 30. Their new offices will be located on the first floor. The first court hearing will be on Aug. 3.

THE INSIDE TRACK

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Michael's

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Michael K. Jeanes
Clerk of the Court

Lincoln settles a problem

We are halfway through the year and I thought it would be nice to take a little breather and share with you a humorous story about Abraham Lincoln. The story relates to something our own filing counters see daily – lawsuits. Here it is:

Abraham Lincoln was not a greedy man. He ran a legal practice, but he never encouraged litigation that was unnecessary. One day, as Lincoln was working at his practice, a man entered the establishment in an

impassioned state. He pleaded with Mr. Lincoln to bring suit against a man who was impoverished and in debt. The man wanted to sue the debtor for \$2.50. Lincoln tried to reason with the man, but he was set on getting his revenge. When Lincoln saw that he could not talk the man out of bringing the lawsuit against the debtor, he then asked for \$10 in legal fees to head up the lawsuit. The man paid the money to Lincoln. Lincoln then hunted down the debtor and gave him half of the legal fee. The debtor used part of the money to pay off the man who brought the lawsuit against him. And in this way, the man who brought the suit was completely satisfied that justice had been done, the debtor got out of debt, and Lincoln likely had a good laugh about it all.

-adapted from Bartlett's Book of Anecdotes

Still an opportunity to provide your input

Employees who have not been able to participate in the Maricopa County Employee Survey, still have an opportunity to do so. There are four meetings left. The survey takes approximately 30 minutes. The survey dates and times are:

Tues., June 29 - 9:30 - 10:30 a.m. - Central Court Building Training Room, 2nd Floor

Tues., June 29 - 2 - 3 p.m. - Customer Service Center, Sonoran Conference Room

Wed., June 30 - 9:30 - 10:30 a.m. - Customer Service Center, Sonoran Conference Room

Wed., June 30 - 1:30 - 2:30 p.m. - West Court Building Training Room, 2nd Floor

Expedited Services will be missed

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office and the Court,” Michael said. “It is expected that the transfer of Expedited Services will occur in the least disruptive way possible, with staff continuing to work with no significant changes in duties, compensations, or locations.”

“While it is difficult to adjust to change when a sense of loss is involved, it is made easier knowing that the ultimate goal is constructive,” Michael said. “We have many reasons to be proud of the accomplishments of Expedited Services and its staff, and wish them all the best.”

Expedited Services was established as part of the Family Support Center in 1988 for the purpose of enforcing the court’s orders for child support and visitation, now known as parenting time. Over the past 16 years, the department has expanded its services and garnered national recognition for its innovative programs.

The Expedited Services offices are located on the third floor of the Central Court Building, at the Southeast Court Complex, and at the Northwest Court Complex. Currently, there are 28 employees in Expedited Services.

More CASE

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DURANGO JUVENILE

☞ **Excellence Award** - Esther Chavarria and Carrie Montoya

☞ **Customer Service Award** - Michael Mosiman

☞ **Leadership Award** - Tami Mayes and Kerry Reynolds

☞ **Teamwork Award** - Rachel Robles, Isabel Sernas, and Jamie Welch

DOWNTOWN

☞ **Excellence Award** - Lela Frizzell, Lillian Barnett, Harriette Bills, Maria DeLaCruz, Anje Anderson, Richard Lopez, **Mailroom Services** - (Frances Horst, Mary Davis, and Patti Carter)

☞ **Customer Service Award** - Tonia Melius, Kyle Nelson, Don Vert

☞ **Leadership Award** - Rick Hutton and Jane Tewksbury

☞ **Teamwork Award** - **Downtown Courtroom Services Managers**

Team - (Julie Carlson, Dorothy King, Diane Jamison, Pam Woods, Gerri-Lynn Longbein, Cindy Brewer, and Liz Russo) / **JAVS Team** - (Deborah Whitford, Kathy Ballard, Denise Glab, Wendi Bobrowski, Andi Gonzalez, and Barbara Navarro) / **Civil Document Team** - (Everett Lee, Leslie Malson, Olivia Cardenas, Sharese Hopkins, Marcella Lartz, Carmen Amaya, Katie Sullivan, Kim Whitson, Michelle Paigan, Linda Hardaway, Veronica Trevino, Reta Sneddon, Anthony Garcia, Susana Galaviz, Kathy Baskom, Nancy Martinez, Tina Hays, Julie Gerloff, Jean Walker, Maria Saenz, Walter Rockwell, and Eric Hardy, and Marsha Fuentes).

Wanted: Vacation photos with the newsletter

Each month, employees are invited to send the Public Affairs Office a photo of themselves reading the Record Times while they are on vacation. 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.)

CO-WORKER — COMPLIMENTS —

“I want to thank **Cirila Navarro** for being so uplifting and positive. It is a joy to come to work and see her smiling face. Thank you.”

— **Carol Eccel**

“Criminal Docket was a true life saver for me last week – especially **Dora** and **Jan**. They both went above and beyond the call of duty to help me out of a jam. A huge thank you goes out to those two.”

— **Marjorie Boyett**

“I want to thank Downtown Document Service Supervisors **Sheri Jaffe** and **Karen Rose** for their patience in answering my millions of questions. Their knowledge of Civil and Family Court is amazing.”

— **Toy VanDamme**

“I want to send a thank you to Personnel and Payroll’s **Sue Ortiz**, **Mitzi Munoz**, and **Kari Lund** for the help they provided me with submitting documents to the Maricopa County payroll. Mitzi and Kari were out of the office when I e-mailed them with the information, and so Sue stepped right in for them and helped me within the day.

Also, when Mitzi and Kari returned to the office they responded to my original e-mail in a very timely fashion. I appreciate all of the work that they do and wanted to recognize them in a positive way. Way to go!”

— **Alicia Burd**

“There are a lot of people who help me and are always more than willing to do so. However, **Cheryl Marzella** has been a tremendous help in many ways. She will not just make me a middle person between her and the customer. She just simply says, ‘send them to me, I will help them.’ No matter if the customer is at my desk physically, on the phone, or contacting us through our website. I know she is always willing to help.”

— **Sandra Strange**



Julie Grindey recently sent out an email to office supervisors commending Payroll’s **Lisa Kellar**. She wrote, “I think that we all owe Lisa a VERY BIG thank you. Lisa received the paychecks at 5 p.m. last night (the night before they were to be distributed), and stayed until 10 p.m. to complete all of the processing. All checks were ready for distribution, and all direct deposits were on time as scheduled.”

Court Supplies Supervisor Bob Prater added, “Lisa has always gone well beyond to get things done. I’ve never met a more dedicated, conscientious, and hard working person than Lisa. There have been many times during that period where she has done way more than is generally required just to make sure her constituents get what they need. I don’t know if the Clerk’s Office knows how lucky we are to have her in such a demanding position.”

Document Services Director **Michele Delk-Garey** sent an email to Court Supplies Supervisor Bob Prater

complementing Facilities’ **Larry Spoehr** and **Dell Moore**, who helped her with a project. She wrote, “You are all doing a great job for us as usual.”

OTHER — COMPLIMENTS —

Judge Steven Sheldon sent an email to Family Support Center Associate Clerk Kat Cooper to commend Expedited Services’ **Niki Swank** for the work she did on a case. He wrote, “Just wanted you to know how much Niki’s help has meant to me. It would have taken an inordinate amount of time for me to set down with these folks and get this issue straightened out. I think this is an example of what an indispensable service great clerks, like Niki, play in the efficient workings of our Court.

I know the report took a considerable period of time to put together. It is now in a form that can go into permanent record, has resolved the issue between the parties, and has permitted me to do many other cases.”

A bailiff sent a BIG thank you to **CSC Fileroom** for their fast service in delivering a file. The thank you was “big” because he wrote in a 30-point size font, “YOU GUYS ARE THE BEST!!!” after they delivered the file in less than 30 minutes.

Expedited Services **Teresa Vargas** was complemented by Family Support Project Manager Aaron Nash in an email for her work on a case. He wrote, “I believe Teresa’s work in determining and then explaining the parties’ incomes for the purpose of establishing a child support obligation assisted the court in efficiently resolving the petitioner’s objection. This was another example in a series of judicial decisions upholding the thorough work being done by the Expedited Services conference officers.

FSC Associate Clerk Kat Cooper added to the email, “Teresa, you are an excellent model for others!”

Employee News

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

— BIRTHS —

Congratulations to Courtroom Clerk **Angie Pedro** who is the proud new grandmother to a 7 lb. 5 oz. baby boy. Her grandson's name is Aidan Very.

Congratulations to Financial Services **Chris Stimson** on the birth of his new 8 lb. 13 oz. granddaughter on June 13. His new grandchild's name is Jordon Leigh.



— MARRIAGES —

Congratulations to Family Courtroom Clerk **Chrystal Duenas** who got married to Angel Castro on May 29.

— NEW EMPLOYEES —

- **Katherine DiGangi** – SEA Fileroom
- **Cesare DiRienz** – CCB Conference Officer
- **Terry Gunderson** – Mailroom
- **Alayna Huff** – Downtown Civil Docket
- **Jennifer Johnson** – Criminal Financial Obligations
- **Barbara Little** – OCH Probate Filing Counter
- **Anthony Manzollilo** – CCB Expedited Services
- **Jenniet Mlambo** – Courtroom Clerk
- **Iole Ostrander** – Courtroom Clerk
- **Dulcelinda Ramirez** – Courtroom Clerk
- **Robin Randall** – CCB Expedited Services
- **Cesar Rivera** – OCH Probate Filing Counter

- **Brian Stone** – SEA Fileroom
- **Courtney Walker** – Durango Juv.

— RETIREMENT —

Northwest Courtroom Clerk **Aurora Sandoval** is retiring from the Clerk of the Court's Office on July 7 after 17-1/2 years of service. She is one of the original six courtroom clerks who was assigned to the Northwest Court when it opened in July 2002.

— EMPLOYEE MOVES —

- **Diane Barnes** transferred to the ITG Help Desk from the Downtown File Transfer area.
- **Elise Manton** transferred from the CSC Fileroom to the SEA Fileroom.
- **Patti Carter** transferred from the Mailroom to the RCC/Downtown.

— AWARDS/HONORS —

The lifesaver of the month is... **Deborah Barnaby**, Guideline Specialist at Southeast, is the recipient of Family Support Center's Lifesaver award for June. She went above and beyond for several months by helping out in Wage Assignment while a co-worker was out for FML. Deborah took charge of training the temporary employee that was brought in to work half-time, and filled in the cracks between guideline appointments with the other Wage Assignment duties.

— MILESTONES —

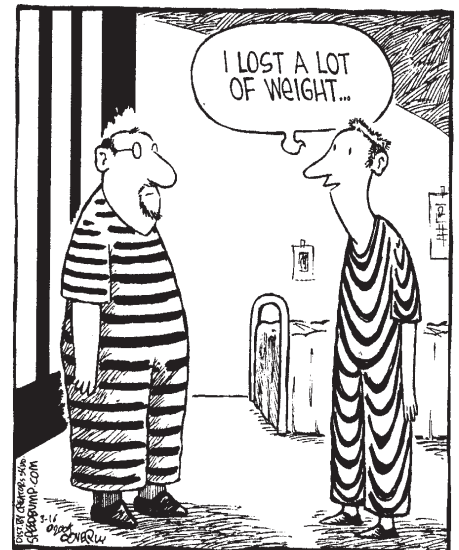
The following employees celebrate milestone anniversaries with the Clerk of the Court's Office in June:

- 15 YEARS**
Gloria Kuder
Valla Davis
- 5 YEARS**
Leah Lindahl

EMPLOYEE

— SPOTLIGHT —

Name: Jamie Welch
Department: Juvenile Durango
Hometown: Phoenix, AZ
Family: *Husband* - David / *Son* - Joshua
Birthday: November 21
Years with Clerk's Office: 4 years
Favorite Activity: I like to do interior decorating
Activity Dislike: Washing dishes
Pet Peeve: When things are not put back where they belong
A Memorable Experience For You: The birth of my son has been the most memorable experience for me. He has brought so much joy to my life.
What Is The Hardest Thing That You've Done: Leaving my son for the first time when I went back to work.
A Person You Would Like to Meet: Tim McGraw
What Was Your First Job: My first job was working at Wal-Mart.



Have a happy and safe



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Editor

Len Keso