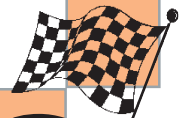


# Record Times



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



## Events are in bloom with arrival of Spring

The Spring season is here, and what better time is there to *spring* some events upon employees than now. The County has several events planned in April for employees to participate in. Following is a summary of these events:

### Maricopa County Employee Picnic

The 5th Annual Employee Picnic is being held from 11:30 a.m. to 3:30 p.m. on April 25 at the Pera Club, 1 E. Continental Drive in Tempe. The picnic will include midway games, live entertainment, lunch, and various other activities. Tickets are on sale at First Choice, 101 W. Jefferson (inside the Change of Venue), Monday and Tuesday, 8:30 a.m. - 3:30 p.m.; Wednesday, Thursday, and Friday, 8:30 - 11 a.m. The cost of the tickets is \$13 for a family up to four people; \$4 for each additional family member; \$5 for individual tickets; and free for children 2 and younger. More information about the picnic and tickets sales for other areas are available by sending an e-mail to Nancy Santos at [nsantos@mail.maricopa.gov](mailto:nsantos@mail.maricopa.gov).



### Employee Golf Tournament

Maricopa County is sponsoring an employee golf tournament on April 24 at the Papago Park Golf Course. It is a four person, best ball format. The start time is 7:30 a.m. The cost to participate is \$65 and includes: 18 holes of golf with cart; unlimited practice ball (one hour prior to play); prizes for longest drive and closest to pin (men and women); prizes for 1st, 2nd, and 3rd place teams; and lunch. More information is available by calling Captain Ron Reddie at 602-506-6880.



### Employee Softball Tournament

Maricopa County is sponsoring an employee softball tournament that will be held at the County Picnic on April 25. The cost to participate is \$50 per team. It is a single elimination tournament, and the teams must be co-ed. The games will be played at the Pera Club. More information is available by calling Sandra McLemore at 602-256-1821.



### Employee Volleyball Tournament

A co-ed volleyball tournament will also be played at the Maricopa County Picnic on April 25 at the Pera Club. The cost to participate is \$25 per team. All teams must have four men and four women to play. All games will be played with six on the field. It is a double-elimination tournament. More information is available by calling Laura Koller at 602-506-7221.



## Pillars erected to honor employees

Maricopa County employees are the pillars that keep the county government standing, and now employees actually have three standing pillars on the Central Court Building Plaza to recognize their contributions of service.



In February, the Maricopa County Board of Supervisors dedicated three "Pillars of Honor" to recognize various groups of county employees – those who have retired with 30 or more years of service; those who have lost their lives during service; and those who have received significant regional or national recognition in their service. County Supervisor Fulton Brock is the person who came up with the idea for this employee recognition.

"This is a striking monument to the great work that Maricopa County employees do, day in and day out," Brock said. "I am proud to be associated with the fine people commemorated on these pillars."

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# Michael's

message



Michael K. Jeanes  
Clerk of the Court

## A lesson in overcoming obstacles

According to the U.S. Census Bureau, the U.S. population has topped 290 million for the first time. If the trend continues the country could reach the 300 million mark in four years. The Bureau reports that here in Arizona our population grew 2.6 percent from July 1, 2002 to July 1, 2003 for a total population of 5,580,811. This growth was only surpassed by Nevada which grew at a rate of 3.4 percent.

It is likely that this growth can be attributed to more births than deaths, more people coming from abroad, and people moving from other states. As we all know, the majority of

Arizona's growth is happening right here in Maricopa County, and with this increase in growth, there will be an increase in demand for our services. This means we will continue to face new obstacles, and therefore, it will be imperative that we work harder at working together. Here is an inspirational story that we are all familiar with that relates to overcoming obstacles and working together:

Helen Keller was born in June 27, 1880 in Tuscumbia, Ala. When Keller was 19 months old, she was struck by a fever that left her blind and deaf. Through the devotion of her tutor, Anne Sullivan Macy, Keller learned to speak, read, and write.

Helen Keller was a rebellious and frustrated child. When she couldn't speak or understand what was going on around her she often exploded into tantrums.

Out of desperation her father took her to a doctor who referred her to the respected Perkins Institute for the Blind. She was only six years old. Slowly, over time, and through the painstaking dedication of Sullivan, Keller learned that objects had names. Eventually, Keller learned to read Braille and it was discovered that she was a very bright student. She later graduated with honors from Radcliffe.

Later in life, Sullivan became Keller's assistant, and together they became advocates for people with disabilities. They became the stellar example of what can be accomplished when people truly work together to overcome obstacles.

## This little newsletter goes to market

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 with an employee and her son who were at a military base in Ft. Jackson, South Carolina. This month, the newsletter is seen with an employee who based herself in another country.

Pictured here is Criminal Financial Obligation Unit Supervisor **GeorgeAnn Smith** who took a moment to view the newsletter while viewing the Rynek Glowny Market in Krakow, Poland. GeorgeAnn says it is the largest market square in Europe.

Employees may submit photos of themselves reading the newsletter at anytime. Please include your name, phone number, and a photo description with submission.



## ...Events continued

### Employee Picnic Craft Fair

Employees who are interested in having a craft booth at the employee picnic on April 25 may do so by sending an e-mail to Bernadette Munoz at **Bmunoz@mail.maricopa.gov**. There are a limited amount of spaces. The cost is \$25 for county employees.

### 50th Anniversary Celebration

The County Parks and Recreation Department is having a 50th Anniversary event on April 17 at Estrella Mountain Regional Park. There will be food, music, educational programs, and local and state guest speakers. The cost is \$5 per vehicle. More information is available by calling 623-932-3811.

## Juvenile's new experience

by Melody Tinsley

The State Legislature met in a second special session that ended Dec. 13, 2003. House Bill 2024 included a provision that allows for a jury trial in hearings terminating parental rights, if requested by the parent whose rights are being terminated. This bill contained an emergency clause making it effective on Dec. 18, 2003.

This was a whole new world for juvenile staff. The courtrooms at Juvenile don't have jury boxes. It was decided that for cases from Durango, the jury trials would be held downtown and for SE cases, the jury trial would be held at SEA. The courtroom clerks did not know the procedures for jury trials but were eager to learn – special thanks to **Marian Catt, Diane Jamison, Betty Finney, Melanie Sahli, Cynthia Kelly, Denise Glab, Michelle Brady, and Letha Rasmussen** for their efforts to help train.

On Feb. 27, 2003, the first jury trial began before Judge McVey. **Carrie Montoya** was the courtroom clerk. The case went to the jury the following week and the jury quickly returned a verdict that DES had proven its case and the father's parental rights were terminated. Because of the confidentiality of severance cases, at the conclusion of the trial, the jury was admonished not to disclose the identity of any of the parties.

At this time, nine more jury trials are scheduled through July, 2004.

# 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 CARD

### — COMPLIMENTS —

#### CUSTOMER SERVICE CENTER

- "I drove from California for the file. **Denise** provided me with exemplary help and explanations."
- "**Anna Wong** is terrific. She handled our requests with ease and professionalism. She was courteous, caring, patient, and very thorough."
- "Nice to see tax dollars used in an efficient manner."
- "**Debbie** went way above normal customer service to help me."
- "Clerk of the Court staff - just a quick note of thanks for your courtesy and assistance to my friend Randy in his file review. Very much appreciated." – Mr. Reinkensmeyer, Court Administrator
- "May I say **Linda Johnson** is an excellent representative of your department. I needed a copy of a document and it has been lost since Aug. 2003. She was able to track it down. She's surely a value to your department and to the public. I work in the public and will remember how she made me feel as I serve others."
- "Everyone was very helpful and courteous. I needed numerous files and they were consistently helpful. My copies were made in a quick manner."
- "**Martha Miller** was a very nice, kind employee. Thanks for the good work."
- "Very knowledgeable, friendly, and courteous staff."
- "**Sue Baldwin** assisted me through several large files I had to review. She was totally professional, always courteous, helpful, and truly excellent."

#### SOUTHEAST JUVENILE

- "Very helpful and polite."
- "Very professional and courteous."

● "I always receive the utmost of professionalism and efficiency by **Sheila Sailer**."

#### DURANGO JUVENILE

- "Thank you for making a dependency filing a high priority. We really appreciate it."
- "Whenever I come **Isabel** has a smile and is very helpful and pleasant. You don't feel rushed. You feel you are important to her. It is important because I came 20 miles and I didn't feel bad when I got here."



## CO-WORKER

### — COMPLIMENTS —

"I want to thank everyone who helped file papers from Feb. 2 - Feb. 13. The extra help allowed us to reduce our backlog and stay current with filing papers. Thanks to **Drayson Alcantar, Janice Bray, Chris Gering, Sharon Hall, Monica Jimenez, Veronique McClelland, and Judy Barney** for all the hard work in eliminating our backlog." – **Joe Altmether**

"Here's a long overdue thank you to **Paul Gooding**. He has been most generous with his time and knowledge in nurturing my fledgling attempts to learn/utilize Transact SQL. His patience and insight have both proven to be boundless."

— **Timothy Potratz**

"I really want to thank **Larry Spoehr** and **Dell Moore**. They got the space setup for the iFIS (Integrated Financials System) team setup in record time and with very short notice. Dell even took the time to paint over some scratched surfaces on the modular furniture – way beyond the call of duty. Those two are outstanding examples of providing

seamless customer service."

— **Ken Troxel**

"We are short staffed and the whole department is pitching in to keep up with the workflow, which we are doing very well. Thanks to everyone in the **Criminal Financial Obligations Unit**."

— **Marjorie Boyett**

"I want to compliment Criminal Financial Obligations' **Patty Fernandez** for her attention to detail. On March 2, she was loading a simple address change for a victim. When doing so, she noticed that there was no restitution order loaded in our system. She immediately gave it to me to research and I did in fact find a restitution hearing dated Feb. 23, 2004. Her attention to detail allowed for the expedient entry of the restitution into the RFR system and that is always appreciated not only by us, but by the victim most of all."

— **Matt Helm**

"I want to give a big 'thank you' to the entire **CSC-Confidential staff** for the speed and efficiency that I always receive when requesting files. This helps us give quick and effective service to the public each and everyday."

— **David Lett**

"I would like to recognize two employees. A customer waited at least 15 minutes to speak to me to compliment **Jessica Folts** and **Keith Reed**. He said Jessica was very courteous, professional, and helpful with his filings. He also said that Keith was extremely helpful with his name change a few months ago.

I would also like to personally thank **Mitzi Munoz** and **Lisa Kellar** for their patience and willingness to help with the new payroll system."

— **Toy VanDamme**

## — OTHER COMPLIMENTS —

An attorney sent a note to Courtroom Clerk **Sandy Carrillo** to thank her for taking the extra step and telephoning him to provide him with the date of an upcoming hearing.

# Employee News

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

## — BIRTHS —

Congratulations SEA Family Support Center's **Esmi Vasquez** on the birth of her 7 lb. 9 oz. baby boy on Feb. 15. Her son's name is Diego Malachi.

## — NEW EMPLOYEES —

- **Patricia Dacey** – Crtrm. Clerk
- **Ivan Diaz** – CSC Fileroom
- **Rande Eggleston** – FC EDM/Docket
- **Rebecca Gonzales** – Civil Docket
- **Colleen Harrington** – Crtrm. Clerk
- **Evette Landrum** – Support Services Finance
- **Andrea Marquis** – Crtrm. Clerk
- **Shane Monroe** – ITG
- **Walter Rockwell** – Civil Docket
- **Maureen Van Dyke** – Crtrm. Clerk
- **Laura Whitaker** – Crtrm. Clerk

## — EMPLOYEE MOVES —

- **Christina Rodriguez** transferred to the CSC's License Services from Family Court EDM.
- **Michelle Paigen** has transferred from Administrative Services to Civil Document Services.
- **Criminal Financial Obligations' Emma Short** was promoted to Specialist II.
- **Elise Manton** transferred from Micrographics to the CSC File Room.
- **Jessica Rosset** transferred from Micrographics to the CSC File Room.

## — AWARDS/HONORS —

**National Communicator Award** Public Affairs' **Len Keso** was named the National Association of County Information Officers' (NACIO) "Communicator of the Quarter." NACIO is a national organization

affiliated with the National Association of Counties (NACo). Len was selected for chairing this year's NACIO's Awards of Excellence competition for county government communication projects from across the nation.

## The lifesaver of the month is...

Expedited Services Conference Officer **Dee Shultz** is the recipient of the FSC Lifesaver Award for March. She is extremely helpful, is a good trainer, and always ready to share her vast experience and expertise in numerous ways. Also, Dee's compassion for the job shows in the way she handles her heavy workload, achieving an excellent job in balancing her work, and showing care and concern for her fellow co-workers.



## On the Spot

The following employees received "Spot Awards" for providing quality customer service:

- **Diane Barnes**, CSC/CCB
- **Tina Barrett**, CSC
- **Olivia Cardenas**, CCB Civil Filing Counter
- **Rose Crowley**, CSC
- **Kitty Curtner**, Appeals
- **Eustolia Espinoza**, CSC
- **Connie Estrada**, CSC
- **Cynthia Gonzalez**, Family Court File Counter
- **Martha Miller**, CSC
- **Elnora Snyder**, CSC
- **Annette Tallabas**, CSC

## — MILESTONES —

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

### 25 Years

Michaele Cearfoss

### 5 Years

Mary Minkow



## EMPLOYEE

### — SPOTLIGHT —

**Name:** Emmy Greth

**Department:** Appeals

**Hometown:** Born in Nagpore, India and lived in Lake Elmo, Minn.

**Family:** *Husband* - Steve / *Two cats* - Midnight and Shadow

**Birthday:** March 23

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

**Favorite Activity:** Eating, watching movies, and shooting pool

**Activity Dislike:** House chores and paying the bills

**Pet Peeve:** When there is a long line in a store that has four registers, but only one of them is open

**A Memorable Experience For You:** My wedding day to my husband Steve

**Hardest Thing You've Done:** Keeping in touch with my old friend. We're still friends unto this day, even though we live in separate states and we have known each other since kindergarten.

**A Person You Would Like to Meet:** The cast of the show "Friends."

**What Was Your First Job:** Arby's Restaurant

**Nobody would believe it if they knew...** that I bungee jumped at "Bungee Over AZ."



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