

Record Times



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



Pin-pointing employee's years of service

It's that time again when the office *pin-points* employees who should be recognized for their service. The annual office **Service Pin and C.A.S.E.** (Celebrating and Saluting Employee) **Events** are almost here and that means Clerk of the Court Michael Jeanes will be handing out service pins to employees in recognition of their years of service. Following is a list of dates, locations, and times of the events:

- June 14** - Durango Juvenile, Room 223 / 12:15 p.m.
- June 17** - Customer Service Center, Lower Level Conference Room / 12:15 p.m.
- June 22** - Downtown, Supervisors' Auditorium / 12:15 p.m.
- June 29** - Northwest, Jury Assembly Room / 12:15 p.m.
- July 1** - Southeast Adult/Southeast Juvenile, Saguaro Room / 12:15 p.m.

Following is a list of employees who are scheduled to receive a service pin from the Clerk's Office and/or from Maricopa County.

● = Clerk's Office pin recipient □ = Maricopa County pin recipient ●□ = Clerk and Maricopa County pin recipient

DOWNTOWN		
25 Years	15 Years Cont.	5 Years Cont.
<ul style="list-style-type: none"> □ Michaele Cearfoss ●□ Cecelia McDermott ●□ Marlene Rennaker 	<ul style="list-style-type: none"> ●□ Arthur Sainz □ Linda Samson ● Josephine Schuldt ● GeorgeAnn Smith ●□ Diane Torpey ●□ Patricia Valenzuela ●□ Deborah Whitford ●□ Pam Wicks 	<ul style="list-style-type: none"> ●□ Sharon Butler ●□ Sandra Cobler ●□ Pam Crawford ●□ Maria De La Cruz ●□ Brad Furman ●□ Carolyn Hernandez □ Olivia Hernandez □ Frances Horst □ Michael Kay ●□ Suzanne Kendall ●□ Susan LaMarsh ●□ Leslie Malson ●□ Michelle Markson ●□ Andrea Martin ● Debra Merkling ●□ Mary Minkow ●□ Karla Molina ●□ Rosa Montoya ●□ Dominic Navarro ●□ Linda Owens ●□ Tabitha Quintana ●□ Lisa Rincon ●□ Lorie Stroud
20 Years	10 Years	
<ul style="list-style-type: none"> ●□ Lucy Carmickle □ Belen Coffman ●□ Steve March ●□ Elyssa Schneider □ Martha Sockwell ●□ Claire Waltman 	<ul style="list-style-type: none"> ●□ Eileen Bacarella ●□ Brenda Burton ● Diane Jamison □ Bob Prater ●□ Maureen Ramroth □ Teresa Toth □ Doug Wood 	
15 Years	5 Years	
<ul style="list-style-type: none"> ● Judith Bushong ●□ Loretta Carlson ●□ Linda Castleberry ●□ Kathleen Curtner ● Linda Domanico ●□ Patricia Espinoza □ Richard Gonzalez ●□ Deborah Monroe ●□ Lorraine Muhammad ●□ Mary Rogers 	<ul style="list-style-type: none"> ●□ Tiffany Anderson □ Michael Ball ●□ Caroline Barr ●□ Wendi Bobrowski 	

CUSTOMER SERVICE CENTER
35 Years
<ul style="list-style-type: none"> ● Duffy Watson
15 Years
<ul style="list-style-type: none"> □ Aurora Avina □ William Cruz □ Aide Estrada ●□ Oscar Garcia ●□ Timothy Potratz □ John Whitford
10 Years
<ul style="list-style-type: none"> ●□ Jeanette Farrison □ Steve Greth ● Lorna Ondersma ●□ Ruben Trejo
5 Years
<ul style="list-style-type: none"> ●□ Cecilia Alfaro ●□ Chris Cerrato ●□ Rose Crowley ●□ Jolene Howard ●□ Suzanne Lambries ●□ Debra Merkling ●□ Martha Miller ●□ Adrian Roberts ●□ Jacqueline Rodriguez

DURANGO JUVENILE		
10 Years	5 Years	5 Years Cont.
<ul style="list-style-type: none"> □ Teresa Robinson ●□ Laverne Willkomm 	<ul style="list-style-type: none"> □ Rebecca Miller □ Kerry Reynolds 	<ul style="list-style-type: none"> ●□ Phyllis Strother □ Nancy Suda

Molina selected as the Clerk of the Year

The "Casey's" aren't the only awards that will be seen in the Office this summer. There is another award that is making its way to the wall of an employee in the near future. The award is the Arizona Family Support Council's (AFSC) Clerk of the Year Award and the employee receiving it is Support Services Orders' **Karla Molina**.



Karla accepts her award from Expedited Services Director/AFSC President Judy Bushong.

The AFSC, which is a statewide organization for child support-related agencies, selected Karla for demonstrating dedication to child support beyond the call of duty.

"Karla has earned respect for her exceptional work ethic, team work and sense of humor," Family Support Center Associate Clerk Kat Cooper said. "She has been an excellent role model and is deserving of this award."

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Southeast and Northwest employees are listed on page 2

Michael's

message



Michael K. Jeanes
Clerk of the Court

Your input is important

The Clerk's Office will again be participating in the County's Employee Satisfaction Survey. I want to encourage you to participate and provide us with your thoughts and opinions. Your input is important.

The County Research and Reporting staff will conduct the survey meetings. The survey takes approximately 30 minutes to complete.

Following are the dates, times, and locations of the Survey.

Wednesday, June 23

- 8:30 - 9:30 a.m. - Central Court Building Training Room, 2nd Floor
- 1 - 2 p.m. - Juvenile Durango, Room 223

Thursday, June 24

- 8:30 - 9:30 a.m. - Central Court Building Training Room, 2nd Floor
- 10 - 11 a.m. - Central Court Building Training Room, 2nd Floor
- 1:30 - 2:30 p.m. - Northwest Facility, Courtroom 2

Friday, June 25

- 8:30 - 9:30 a.m. - Southeast Juvenile, Yucca Room
- 10 - 11 a.m. - Southeast Juvenile, Yucca Room

Tuesday, June 29

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

Wednesday, June 30

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



More service pin recipients

...continued from page 1

SOUTHEAST ADULT AND SOUTHEAST JUVENILE

15 Years

- Ken Daniels
- Christine Gering
- Karen Stone



10 Years

- Carrie Gerhardt
- Teresa Robinson



5 Years

- Angela Allegretti
- Penny Boettcher
- Cathy Bopko
- Ellen Campo
- Nadine Hunt
- Iwan Tandyasraya
- Toy Van Damme



NORTHWEST / GLENDALE RCC

15 Years

- Aurora Sandoval



5 Years

- Mary Smith
- Kay Winchell

Courtroom Clerk's minute to retire has come

On June 1, Courtroom Clerk **Janice Arnold** will retire after 27 years of service to the office. Following is an interview with her:



Janice Arnold

What will you miss the most? The interaction with attorneys and staff in the courtroom.

What have you enjoyed about your job? The variety and interesting people. I have also learned a lot about a lot of different things by being in the courtroom.

When you first started, did you think you would work here as long as you have? Not really. I went to college in the evening to get my degree for something else.

What's the biggest change you have seen? Automation and growth in general. There were only about 25 judges and five commissioners when I started.

What are some of the areas you have worked in while here? Courtroom Services as a courtroom clerk, training coordinator and manager. I have worked in all areas, i.e. criminal, juvenile, family court, on and on...

Is there particular project you accomplished that you are proud of? I wrote the court clerk procedure manual (without a word processor or computer) in 1987.

What are your retirement plans? To have fun this summer. Travel, home improvements, swimming, exercise, reading... all those things you can't do when working forty hours.

Any words of advice to employees as you leave? Keep your sense of humor and treat your co-workers, superiors and the public as you would like to be treated.

Discounts available

Maricopa County has a newly redesigned Employee Discounts page on the Electronic Business Center website. The address to this discount page is:

http://ebc.maricopa.gov/hr/employee_rewards/esma/

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.)

— SURVEY COMPLIMENTS —

CCB Family Court Filing Counter

- **Melissa** always helps me at the counter. She knows me and does a great job each and every time. I commend her highly.

SE Family Court Filing Counter

- “**Jessica** is always helpful and pleasant.”
- “**Leticia** is courteous and professional.”

SE Public Records

- “**Ken** was very helpful, very courteous, and made me feel comfortable.”

- “I was very pleased with how efficient and helpful the staff was.”

- “Our experience today was great. **Iwan** was great.

- Fast, efficient service. **Veronique** got the answer we needed.

SE Probate/Civil File Counter

- **Keith** is always polite, professional and very helpful. He clearly goes beyond his job description.”

- **Lauren** is always, polite, and professional. She is exceedingly helpful and informative. She gives 110 percent to serving customers.”

Customer Service Center

- **Feliz** was great
- **Sue** went above and beyond.
- **Debbie** is an excellent helper.
- Thank you **Linda Johnson** for keeping tabs on when my copies got here.
- **Carmen** and **Angela** were great. So nice!
- **Ramona** went out of her way to help.
- **Connie** deserves a raise.

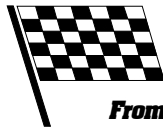
CO-WORKER — COMPLIMENTS —

“I thank my staff for being so flexible during our cross-training endeavor and for assisting whenever and wherever needed. Thank you also for your hard work and great attitudes. A special thanks to **Sherri Gene, Angela Colson,** and **Isabel Osuna** for taking on the responsibilities as trainers.”

— **Penny Boettcher**

“I want to acknowledge the great team I work with at SE: **Jessica Folts, Leticia Gauna, Vanessa Martinez, Keith Reed, Lauren Sanders, Cynthia Kurtz, Leah Lindahl, Lisa York, Pam Blue, Tracy Arrington,** and **Angela Allegratti.** Thanks to each of you for your hardwork.”

— **Toy Van Damme**



From Start to Finish, Recordsetters provide quality service!

A big thanks to the Juvenile and Adult court clerks who have been assisting in linking OnBase images to the iCIS docket screens. Since beginning work on this project last June, they have linked 60,000 images. Special thanks to Juvenile Clerks **Angel Booth, Michael Lane, Carrie Montoya, Tysia Nelson, Sandi Matheus, Toni Johnson, Cindy McCullough, Kerry Reynolds, Kiera Molina, Esther Chavarria, Nancy Suda, Valla Davis, Beverly Allie, Alicia Burd,** and their supervisor **Rebecca Miller,** and Adult Court Clerks **Anita Beery, Barbara Navarro, Lorraine Muhammad, Kathy Ballard, Andi Gonzalez,** and **Patti Sanderman.**”

— **Joyce Auchinleck**

“ITG’s **Kyle Nelson** recently helped me on three occasions and each time he was prompt and provided excellent customer service. He is doing an outstanding job and I appreciate his help.”

— **Len Keso**

“It’s nice to know your co-workers will go the extra mile without being asked. We had a difficult copy job and the electric hole puncher was down when **Sissy Synder** volunteered to do the job by hand. She even rebuilt a six-volume case so we could do a one cover certification without even being asked. We really appreciate her going the extra mile.”

— **Veronyka and Carmen**

“**Linda Johnson** and **Aide Estrada** are two supervisors who exhibit true understanding, compassion, fairness, and moral building. They demonstrate they care by pitching in when we are short-handed and their positive

attitudes are a plus to staff. It is rare to find supervisors who work so well together.”

— **Front Counter Customer Service Staff**

“We want to extend our deepest gratitude to **Diane Barnes,** who is transferring to the ITG Help Desk. She will be sorely missed as she has been a huge asset to the entire Court community with her excellent service.”

— **CCB Fileroom**

“I want to thank my co-workers. Without these ladies, work would not be what it is today. **Brandi Odell** and **Carly Smith** show great teamwork - their willingness to help one another is inspiring. This department truly has strengthened since we started working together. Their sense of humor has made our environment exciting. I also thank **Cynthia Kurtz** and **Penny Boettcher** for doing an outstanding job. Their input is not forgotten and much needed.”

— **Sherri Gene**

— OTHER COMPLIMENTS —

Aaron Nash sent an email to **Tiffany Ives** and **Lilliana Figueroa** to commend them on an excellent job they did on a case. He said, “My compliments to you for assisting the parties and the court so well on this case. It clearly took a great deal of patience and skill to complete the conference and report.”

Courtroom Clerk **Sandy Carillo** sent an email to Gerri-Lyn Longbein expressing her appreciation for **Barbara Navarro.** She wrote, “I want to convey a huge thank you to Barb who volunteered her lunch hour today to review the material for the JAVS certification test with me.”

A City of Phoenix official called Carol Myers to commend Accounting’s **Brenda Malson** and **Phyllis Hartloff.** She said they are always courteous and helpful to her and she really appreciates it.

CFO’s **Jane Tewksbury** also called Carol to commend **Diana Hoover, Harriette Bills,** and **Joann Sandoval** for being efficient, courteous, and helpful to her.

An Adult Probation official sent a note to GeorgeAnn Smith saying this about the service he received from the **Criminal Financial Obligations staff:** “If the National Clerk of Courts rated offices the way AAA rates hotels, you would be a 5-star service.”

Employee News

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

NEW EMPLOYEES

- Loreal Acevedo – SE CR Docket
- Michelle Black – Family Court Filing Counter
- Janeene Carrillo – CSC
- Katina Castillo – Support Services Finance
- Karen Gonzales – CSC
- Dreametta Hendrix – CSC
- Brenda Miller – SE EDM
- Laura Schroeder – Family Court EDM
- Yordan Paz – Family Court EDM
- Sheilia Ponicki – SE Family Court Document Management Specialist
- Courtney Walker – Durango Juv.
- Lisa York – SE Family Court Docket

EMPLOYEE MOVES

- Edith Witherspoon transferred to the Film Alcove in Support Services from the File Room.
- Courtroom Lynne Glenn transferred from Downtown to Northwest
- Brenda Townsend transferred from being the Distribution Center Supervisor to being the CR Document Management Supervisor
- Courtroom Clerk Genevieve Vincelette transferred from Downtown to Northwest.
- Administrative Services' Julie Grindey was appointed to the new position of Human Resource Manager.



recipients of the “FSC Lifesaver Award” for May. They received the award for volunteering to assist Expedited Services with arrears calculations for conferences, in addition to their regular job duties. Joana and Fernando have displayed flexibility and great team spirit.

The SUPERvisor

Cheri Clark, SE FSC Manager, is the latest recipient of the Lifesaver Award for “SUPERvisor.” On behalf of her team, Cheryl Lugo submitted the following about Cheri: “Thank you Cheri for being you. For learning each of our positions and all of what they entail. You show leadership by taking on all tasks needed no matter how big or small. You show your dedication by doing. You are a total team player when bringing issues to the table. Most of all you are APPRECIATED for the communication and willingness to meet the needs of the customer as well as the employees.”



MILESTONES

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

15 YEARS
Susan Morris and Diane Szaniawski

10 YEARS
Tami Mayes

5 YEARS
Michelle Monick, Veronica Reyes-Trevino, Frances Horst, and Terri Toth

EMPLOYEE SPOTLIGHT

Name: Terri Toth
Department: Expedited Services
Hometown: North Tonawanda, New York
Family: Husband of 32 years - Jay / 3 daughters - Delina (32); Jennifer (27); and Melissa (26), who is in the Navy. Granddaughter - Jaylenn.
Birthday: March 11
Years with Clerk's Office: 5 years
Favorite Activity: Traveling, boating and playing video poker
Activity Dislike: Cleaning house and losing at video poker
Pet Peeve: Inconsiderate and insincere people
A Memorable Experience For You: Every day offers something memorable!
Hardest Thing You've Done: Leaving family and friends 26 years ago to move to Phoenix...now they all live here!
A Person You Would Like to Meet: Colin Powell
What Was Your First Job: At 15, I worked as a waitress in a soda shop
Nobody would believe it if they knew... that I was a pitcher on a semi-pro baseball team when I was younger. Neither will anyone believe that I was once thin and cute and that I have wicked sense of humor.



Have a safe



AWARDS/HONORS

The lifesaver of the month is... Support Services Orders' Ioana Arion and Fernando Camacho are the

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Editor

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