

Record Times



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

Who is getting pinned this year?

The pins are in, but hopefully you won't hear one drop when they are passed out during the upcoming annual Service Pin/Employee Recognition Event.

Once again, it is the time of year when the office presents employees with service pins in recognition of their years of service. In conjunction with the presentation of service pins, the office will also present its C.A.S.E. Awards (or Casey's) to employees who have made outstanding contributions to the office.

Following is a list of the dates, locations, and times of the ceremonies:

May 29 - Customer Service Center, Lower Level Conference Room / 12:15 p.m.

June 3 - Downtown, Supervisors' Auditorium / 12:15 p.m.

June 5 - Southeast (SEA and SEJ), Saguaro Room / 12:15 p.m.

June 10 - Durango Juvenile, Room 223 / 12:15 p.m.

June 20 - Northwest, Jury Assembly 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 / ●☐ = Maricopa County and Clerk pin recipient

| DOWNTOWN | |
|-------------------|------------------------|
| 25-Year | ●☐Gerri-Lynn Longbein |
| ●Judy Bushong | ●☐Gilbert Lopez |
| ●☐Tracey Fenton | ●☐Jolie Matlack |
| ●Marti Leak | ☐Angela Northrop |
| | ☐Tricia Ortega |
| 20-Year | ●☐Sandra Pack |
| ☐Lynne Chapman | |
| ●Linda Hardaway | 5-Year |
| ●☐Carol Myers | ●☐Aurora Acosta |
| ●☐Pat Percival | ●☐Kathy Ballard |
| | ●☐Cynthia Brewer |
| 15-Year | ●Deborah Brooks |
| ●☐Yolanda Allen | ●☐Patricia Burnett |
| ☐Kathleen Curtner | ●☐Alma Cano |
| ☐Richard Gonzalez | ●☐Michele Delk-Garey |
| ☐Michael Jeanes | ●☐Rosalinda Denogean |
| ●Nancy Kielblock | ●Mark Harris |
| ●☐Brenda Malson | ●☐Elizabeth Ikard |
| ●Angela Northrop | ●☐Kari Lund |
| ☐Maureen Stiak | ●☐Nancy Northrop |
| | ●Audra Piper |
| 10-Year | ●☐Spencer Quissel |
| ●☐Kat Cooper | ☐Sandra Strange |
| ●Cynthia Cramer | ●☐Linda Talbo |
| ☐Mary Davis | ●☐Genevieve Vincelette |
| ☐Dave Forde | ●☐Jean Walker |
| ●Nancy Hannahoe | ●☐Saralyn Yoder |

| CSC |
|---------------------|
| 20-Year |
| ●☐Pete Roman |
| ●☐Dan Sullinger |
| 15-Year |
| ☐Aurora Avina |
| ☐Aide Estrada |
| ☐Diana Garbarino |
| ●Al Thomas |
| 10-Year |
| ●☐Sylvia Anderson |
| ☐Christine Goodwill |
| ●Mary Hall |
| 5-Year |
| ●☐Debra Cooper |
| ●☐Vonda Culp |
| ●☐Paul Gooding |
| ●☐Judith Green |
| ●James E. Morris |
| ●Stella Rodriguez |

| SOUTHEAST |
|--------------------|
| 30-Year |
| ●Lydia Gonzales |
| 20-Year |
| ☐Mary Brown |
| 10-Year |
| ●☐Linda Rice |
| ●Christina Terrell |
| 5-Year |
| ●Angela Bernbrock |
| ☐Sonia Canez |
| ●☐Sharon Hall |
| ●☐Jennifer Herman |
| ●☐Lana Mitchell |
| ●☐Isabel Osuna |
| ☐Jennifer Shaska |

| DURANGO JUVENILE |
|------------------|
| 5-Year |
| ●☐Michael Aiston |



Employees who have family in the military - Part II

The reality of the war in Iraq hit the Clerk's Office hard this month when the news came that Marine Lance Corporal Michael J. Williams died when his unit was ambushed during an assault on a critical bridge in Nasiriyah, Iraq. Williams is the son of Administrative Services Assistant **Sandy Watson**, the step-son of Marriage License and Passports' **Duffy Watson**, and the to-be son-in-law of Office Receptionist **Sandra Strange**.



"He died a hero," Michael's brother Joe said. "He died fighting for his country."

A donation fund has been established at the Maricopa County Credit Union in Michael William's name. The funds will be remitted to the Red Cross to help support the troops. Those interested in contributing may call Nancy at 67777.

Last month, the Record Times featured employees who have family members in the military. Following is part 2 of that feature to recognize more employees and honor their family members who are serving our country.

✪ **Mitzi Munoz**, Payroll – Her son Alejandro is an Engineman, 3rd class, in the Navy. He has been in the military for three years and is currently stationed in San Diego.

Continued on page 2 – Military

Michael's

Message



Michael K. Jeanes
Clerk of the Court

It is a busy and eventful month

April is a busy and eventful month. On the national level, several noteworthy observances occur in April such as National County Government Week, Administrative Professionals Day, Earth Day, and National Bike Week, Library Week, and Volunteer Week. It is also National Humor Month, which is held to celebrate the gift of laughter and the good it plays in our lives.

At the County level, County Administrator David Smith and the Board of Supervisors have established a budget

information website as a resource to keep an open line of communication with employees about the budget situation. The address to this website is: <http://ebc.maricopa.gov/empCorner/>.

Also, this is the time of year when the County conducts the Savings Bond Campaign. For those of you who are interested, you may obtain U. S. Savings Bond forms on the EBC Index at: <http://ebc.maricopa.gov/hr/payroll/payroll.asp>

Here in the Clerk's Office, we have just launched our new on-line "Unclaimed Property" service, which allows people and businesses to search our website to see if our Office has any unclaimed money that is owed to them.

In addition, the Family Court Filing Counter is now accepting credit cards for all filing fees. The Civil Filing Counter will follow in the next few weeks.

In other news, I would like to report on some responses to suggestions from our Employee Suggestion Boxes. Here they are:

- A map of our new Northwest facility is located on our website at: http://www.maricopa.gov/clkcourt/northwest_loc_Map.asp;
- Training and Staff Development has been informed of the request for more COJET training at our Southeast facilities; and
- As mentioned above, U. S. Savings Bond forms are now located on the EBC .

Employee takes the Record Times to Europe

Each month, employees are invited to send the Public Affairs Office a photo of themselves reading the office newsletter while they are on vacation or in an unusual place. This month, the newsletter sprung up by a famous fountain in Europe.

Pictured here Criminal Financial Obligations Unit Supervisor **GeorgeAnn Smith**, who took time to read the newsletter while sitting in front of the Trevi Fountain in Rome, Italy. Pictured to her right are some other tourists. This is the newsletter's second appearance in Rome, Italy.



Employees may submit photos of themselves reading the Record Times to Public Affairs' Len Keso at anytime. Please include your name, phone number, and a description of the photo.

...Military continued

✦ **Rose Lopez**, Criminal Financial Obligations – Her son Michaelangelo is a senior airman in the Air Force. He has been in the military for two years.

✦ **Tina Barrett**, Customer Service Center – Her daughter Sabrina is currently in boot camp in Fort Jackson, S.C. with the Army. She is a dental hygienist.

✦ **Maureen Ramroth**, Administrative Services – Her son Brendan is a sergeant, 1st class serving in the U.S. Army Special Forces. He is currently stationed in Ft. Lewis, Washington and has been in the military for 13 years.

✦ **Jeanette Farrison**, Financial Services – Her son Logan is serving in the Marines where he is a lance corporal. He is currently stationed in Cherry Point, N.C. and is a navigator for C-130 planes. Jeanette said there are only about 110 individuals trained for this position.

✦ **Diana Facio**, Customer Service/Fileroom – Her cousin Thomas is a sergeant in the Army where he serves as an engineer. He is stationed in Germany and has been in the military for three years.

✦ **Lillian Barnett**, CCB Exhibits – Her nephew Sean is a sergeant in the 1st Marine Division. He is in Special Forces and is now in Iraq. He has been in the military for more than four years.

✦ **Ramona Velasquez**, Customer Service Center – Her husband Jose is



a sergeant in the Army where he works in Transportation. He is currently in Fort Leonard, Missouri where he is unloading and loading vehicles and helping prep soldiers who are deploying. He has been in the military for the past 10 years.

✦ **Don Vert**, Support Finance – His son-in-law is a sergeant in the Army. He is a deep sea diver and is stationed in Newport News, Virginia pending orders to go to the Middle East.

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 – COMPLIMENTS –

Following are comments that were made by the public on the survey cards about the service they received from Clerk of the Court employees:

Customer Service Center

- “**Connie** was more than helpful and got my copies fast. I appreciate her.”
- “**Feliz Gorny** is always helpful and courteous.”
- “**Martha** was great. I couldn’t ask for better assistance.”
- “**Patty** was excellent and speedy.”
- “**Sue** is very courteous and always willing to help.”
- “Thanks for having helpful people in this office.”

Southeast Customer Service

- “I am a practicing attorney from Iowa. My initial overall impression of the Office is superior.”
- “I came in at 4:50 p.m. to request a certified copy of a divorce decree. **Veronique** was very helpful and pleasant. I was out by 5 p.m.”
- “I really appreciate **Monica Jimenez’s** help today. Her smiling face and personal service showed me she cared about my needs.”

Civil Filing Counter

- “**Leslie Malson** is awesome.”

CO-WORKER – COMPLIMENTS –

“We want to give a special thanks to all of our staff for their hardwork while we were short-handed.”

– **Aide Estrada** and **Linda Johnson**

“I would like to give a compliment

to SE Support Orders’ **Deborah Barnaby**. She is always willing to help in getting out wage assignments when there has been a problem.”

– **Dave Rosset**

“I would like to send a thank you filled rainbow to **Sheri Jaffe, Christopher Mathein, and Toy Van Damme** for their positive attitudes. They are always willing to go that extra step to assist others. Fortunately for our office, their attitudes touch a multitude of customers and co-workers.”

– **Kathy Whittiker**



“I want to thank Courtroom Clerks **Laura Falkenburg, Deb Whitford, Lorraine Muhammad** and **Kathy Ballard**. As a new floater clerk, these four ladies have been supportive and willing to lend a hand as I learn the intricacies of traveling from courtroom to courtroom. They are always willing and able to answer my questions and I find them invaluable resources. They are fine examples of teamwork.”

– **Melanie Sahli**

“I send a big thank you to Criminal Filing Counter’s **Tiffany Anderson**. She always works hard, is quick to help, and has a big smile. She is an asset to the office.”

– **Alma Cano**

“I want to highlight the excellent effort and work that **Oscar Garcia** and **Scott Hensel** put into creating our new Training CD-Roms. This is a groundbreaking effort on the part of ITG and

Training to provide innovative methods of delivering training. Scott and Oscar put their hearts and souls into making these great tools for our staff.”

– **Aaron Jones**

“The Courtroom Services Online Manual is a smashing success. Thanks go to **Aaron Jones** and **George Knecht** who did much of the initial work setting up the site, creating templates, and adding procedures. Congratulation goes to the project leader **Laura Eng** for all her hard work toward its successful outcome.”

– **Suzanne Nielsen**

– COURT COMPLIMENTS –

A customer sent an email to the office to compliment the service she received from Civil Filing Counter’s **Leslie Malson**. She said, “I want to let someone know of the outstanding service I received from Leslie. I am so pleased with the reaction Leslie gave me when I called in a panic because I had the wrong case number on all the documents. She informed me that with the Clerk’s new system, it would be hard to misfile documents in wrong case files. However, she said she would pull the files and confirm the documents were filed correctly. She called the next day and assured me the documents were filed correctly. I appreciate her professionalism, pleasant attitude, and eagerness to help.”

An attorney sent a letter to commend the excellent job Expedited Services **Dee Shultz** did in handling a difficult and complicated matter.

Expedited Services Director Judy Bushong sent Dee an email about the attorney’s letter in which she said, “With your help, a full resolution of all issues were reached by mutual agreement of parties and counsel. I want to express my thanks. I appreciate the professionalism and knowledge that you bring to our team. Great job.”

Employee News

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

MARRIAGES



Congratulations to Southeast Juvenile's **Karen Walker** who got married on April 10 to Jay Walker.

The ceremony was officiated by Commissioner Brian Rees.

NEW EMPLOYEES

- **Tiffany Ives** – SE Expedited Services Caseworker
- **Cynthia Ortega** – CCB Expedited Services Caseworker
- **Judy Palmer** – Juvenile Durango Courtroom Clerk

EMPLOYEE MOVES

- **Lisa Gish** transferred from the Southeast Distribution Office to the Central Court Distribution Office.
- **Pat Percival** has transitioned to the position of Business Analyst after serving as the Training and Staff Development Manager.

AWARDS/HONORS

The lifesaver of the month is...

Support Services Orders Lead **Mary Sirls** and Support Services Finance Specialist **April Rogers** are the recipients of the FSC Lifesaver Award for April. Mary assisted Expedited Services on their case aging project, by creating a spreadsheet that will be used for case aging. She accomplished this task while managing her daily responsibilities.

April has willingly pitched in to help out other areas of the unit, in addition to her regular tasks in Support Finance.

On the Spot

The following Southeast Juvenile employees were recent recipients of the Office's Spot Award:

Diane Hoy, David Lett, Sheila Sailer, and Karen Walker

MILESTONES

The following Clerk of the Court employees celebrate milestone office anniversaries in April:

15 Years

Ken Daniels

10 Years

Eileen Bacarella and Maureen Ramroth

5 Years

Lisa Rincon, Martha Miller, Debra Merklng, and Maria De La Cruz



EMPLOYEE

SPOTLIGHT

Name: Angela Smith
Department: Criminal Financial Obligations Unit
Hometown: Born and raised in Phoenix, Arizona
Family: Ric (husband) / 2 cats / and a baby on the way
Birthday: April 27
Years with Clerk's Office: 3 years
Your Favorite Activity: Going to the waterpark in the summer
Activity Dislike: Putting the laundry away

Pet Peeve: When my husband doesn't put my laundry away...ha ha just kidding.

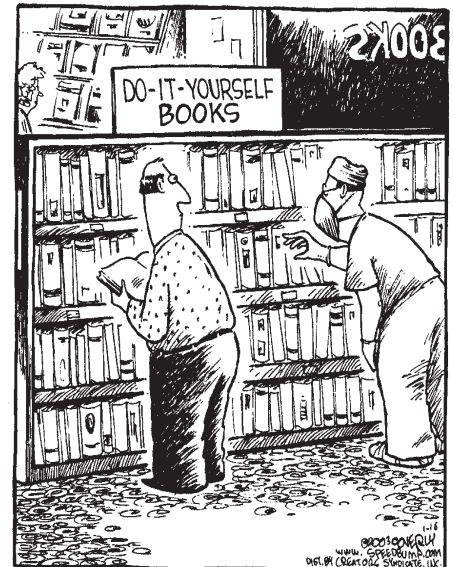
A Memorable Experience For You: Being able to tell my husband the day after his heart surgery that we were expecting our first baby.

Hardest Thing You've Done: Waiting in the waiting room while my husband had open heart surgery.

Who is a Person You Would Like to Meet: Mel Gibson

What Was Your First Job: Preschool teacher

Nobody Would Believe It If They Knew That.... I have 17 brothers and sisters (of course, 13 are step-brothers or sisters), but they still count!



Then and now

The Public Affairs Office has found a few photos of the Clerk's Office from the 1980's. Last month one of those photos (which was of the Fileroom) was shown along with a comparison of the Fileroom today. This month comparison photos of the 2nd Floor of the Central Court Building are shown.

Wage Assignment Office in the 1980s
2nd floor of the CCB



The same office space today shows the
2nd Floor Conference Room, CCB



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Editor

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