

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 is now closed and the verdict is in. More than 100 employees have been proven, without any reasonable doubt, of providing outstanding service for the Clerk's Office. Actually, these employees are this year's award recipients in the office's annual C.A.S.E. (Celebrating and Saluting Employees) Recognition Program. They received the awards at recent ceremonies held at five area office locations.

Following is a list of all of the award-winning employees, who were nominated by their co-workers and selected by an awards committee and the associate clerks. Also included is a list of this year's "Jeane-ius Award" winners, which is Clerk of the Court Michael Jeanes' own special award:

CUSTOMER SERVICE CENTER

Excellence Award - Adrian Roberts

Customer Service Award - Support Services Correspondence (Beverly Clement, Rose Crowley, Diana Eaton, Christine Goodwill, Judith Green, Viki Hagen, Misty Hardman, Sylvia Rosales, Annette Tallabas, and Cheryl Marzella)

Leadership Award - Vonda Culp and Ron Corcoran

Teamwork Award - Micrographics (Michelle Monick, Ruby Davison, Darryl Bell, Angela Chavarria, Carol Eccel, Annette Galarza, Elise Manton, Cirila Navarro, Lorna Ondersma, Nina Parmar, Anamae Ramirez, Stella Rodriguez, Jessica Rosset, Rebecca Shanks, and Julie Summers. / **ITG Application Development Team** (Andrew Czuppa, Justin Saraceno, Kevin Hooper, Charles Gill, Meg Kelleher, and Paul Gooding.)

DOWNTOWN

Excellence Award - Judy Bushong and Dorothy King

Customer Service Award - John Morley and Fernando Camacho

Leadership Award - Jane Tewksbury

Teamwork Award - Probation Violation/Revocation Center (Karen Haberman, Olivia Hernandez, Jennifer Lafko, Helen Rodriguez, and Sandra Mena) / **Mail Services Team** (Francisca Horst, Mary Davis, Patti Carter, and Annmarie Thornton) / **Criminal Financial Obligations Unit** (Marta Deleon, Chris Bradford, Anna Riddle, Marjorie Boyett, Ruth Mason, Elvira Jaquez, Patricia Fernandez, Emma Short, Linda Vitanovec, Kendra Neal, Rose Lopez, Matt Helm, Sparkle Akins, Carmen Castillo, Alma Cano, Sandy Pack, Suzanne Kendall, Angela Smith, Jane Tewksbury, and Georgeann Smith).

DURANGO JUVENILE

Excellence Award - Kerry Reynolds and Valla Davis

Customer Service Award - Norma Barron

Leadership Award - Peggy Krevitt and Rebecca Miller

Teamwork Award - Courtroom Clerk Team (Kerry Reynolds, Cindy Malnar, and Laverne Willkomm).

SOUTHEAST (SEA & SEJ)

Excellence Award - Karen Walker and Drayson Alcantar

Customer Service Award - Ken Daniels

Leadership Award - Joe Altnether and Diane Hoy

Article continued on page 2, plus additional photos.... See CASE

Picturing the news

Following are photos related to recent news concerning the Clerk's Office and some of its employees.



Building up. A current photo of the progress on the new three-story Durango Juvenile facility, which is projected to be completed by April or May. The Clerk's Office will have sections on the 1st floor for a filing counter, payment windows, file maintenance, courtroom clerk staff, among other things.



Bags of help. The Customer Service Center completed its "Operation Spring Cleaning Drive" in which CSC employees donated 6,106 items of clothes, books, and toys for the Central Arizona Shelter Service. The Micrographics Unit donated the most items (2,433) of the CSC's units/departments.



Wall of Heroes. Administrative Services' Sandy Watson was a guest of honor at Maricopa County's Wall of Heroes Unveiling Ceremony in May. The Wall had photos of men and women in the military who have connections to county employees. The featured photo is Sandy's son, Michael Williams, who was killed in action during Operation Iraqi Freedom.



Michael Jeanes with CSC award winner Ron Corcoran



Michael with Downtown award winner Dorothy King



Michael with Jeane-ius award winner Sheri Jaffe



Michael with Southeast award winner Drayson Alcantar

Michael's

message



Michael K. Jeanes
Clerk of the Court

Phrases I don't want you to hear

I am sure you have all heard some these phrases at one time or another, but hopefully it wasn't in this office. If you have, then there is all the more reason for this article. I am referring to those lines that have been called, the *Killer Phrases of the Workplace*. Here's a list of 15 of them to show you what I am talking about:

- 1) - "We have tried that before."
- 2) - "Great idea, but not for us."
- 3) - "It's not in the budget."
- 4) - "Put it in writing."
- 5) - "We've done all right so far."
- 6) - "Get a committee to look into that."
- 7) - "I'll get back to you."
- 8) - "We have always done it this way."
- 9) - "If it aint broke, don't fix it."
- 10) - "It will never fly."
- 11) - "It will be more trouble than it is worth."
- 12) - "Because I said so."
- 13) - "Be practical."
- 14) - "Let's just stick with what works."
- 15) - "That's too far ahead of the times."

I want you to know that I encourage your ideas on how to make this a better place for you and our customers. In fact, in our recently completed C.A.S.E. ceremonies, Communications Director Cari Gerchick spoke to those who attended about our office's desire to continually seek employee's ideas for process improvements. She also mentioned some employee ideas that have already been implemented. With the county's current budget situation, finding ways to cut costs and improve service is vital. I want to see those good ideas *phased* in, and not *phrased* out.

Employee finds "minute" to read newsletter

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. The past two months, the monthly newsletter was seen with employees who were in Europe. This month, the newsletter is shown back in the United States.

Pictured here is Courtroom Clerk **Terri Pavia**, who took a *minute* in front of the Minuteman Statue in Concord, Massachusetts to read the newsletter. She was in Concord, which is her hometown, to attend her High School Reunion.

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



CASE continued...

SOUTHEAST (SEA & SEJ) Continued

Teamwork Award - RCC/EDC Team (Cynthia Kurtz, Sherri Gene, Judith Sweador, Liliana Martinez, and Amber Farley). / **Document Processing Team** (Jennifer Rivera, Elva Martin, Flor Nevarez, William Cruz, and Stephanie Toot.

NORTHWEST

Customer Service Award - Michele Delk-Garey and Gerri-Lynn Longbein

Teamwork Award - Management Team (Cindy Brewer, Audra Piper, Kathy Whittiker, and Diane Jamison) / **Courtroom Clerk Team** (Mary Smith, Diane Berkland, Yolanda Mesa, Marian Corriveau, and Aurora Sandoval.

JEANE-IUS AWARD WINNERS

Melanie Faye, Sheri Jaffe, and Gilbert Lopez (posthumous)



Durango Juvenile winners (from left) Cindy Malnar, Laverne Willkomm, and Kerry Reynolds.



Lydia Gonzales is presented a Maricopa County 30-Years of Service trophy from Michael Jeanes.



The ITG Application Development Team were among the many Casey award winners at the CSC event.



Associate Clerk Carol Schreiber (left) and the Northwest C.A.S.E. winners and guests.

A Special Tribute to Gilbert Lopez



On June 2, employees received the shocking and terribly sad news that Facilities Coordinator Gilbert Lopez had passed away. Gilbert, who served the office masterfully for more than 10 years, was known throughout the office and Maricopa County. His resourcefulness and ingenuity saved the office hundreds of thousands of dollars. More importantly, it was his desire to serve and help others, his efforts for perfection in his work, and his enthusiasm, which are the things that he will be remembered for the most. As a special tribute to Gilbert, following are comments that Clerk's Office employees shared about him.

For Gilbert –

If you needed it moved or taken away, Gilbert was there to save the day.

No job too big, no job too small, Gilbert could always handle them all.

He always said, "hi" and was of good cheer, Gilbert took care of us year after year.

He has now left us, he's no longer here, but whenever we remember, Gilbert will be near.

– **Ed Morris**

Gilbert's work ethic also carried over after hours. I told him I had a water leak coming from the ceiling at my home. He didn't hesitate for a second when he said he'd be over after work to take care of it. Always a man of his word, he was there as promised. He located the problem and fixed it. It wasn't an easy job and it took several hours. When he was done I offered to pay him and he wouldn't take my money. I had to argue with him before he would agree to take even a small payment. I will always remember him for this, as well as many other times he came to my rescue. – **Marti Leak**

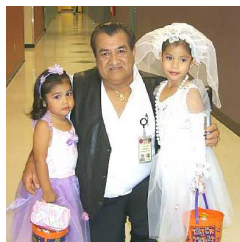
I asked Gilbert to build a closet in my office. When he reviewed the job, he suggested a metal cabinet. He said it would be quick and he knew of a black one that might fit the space and match my furniture. He came back so disappointed because it ended up being dented beyond repair. However, he had found a tan one and asked me if that was okay. I said "sure" and when he brought it, the cabinet fit the space like it was made for it. I told him it looked great and thanked him for his hard work. Now, you couldn't switch that one out of my office for anything – that's the cabinet Gilbert gave me. – **Anje Anderson**

You could hear Gilbert coming a mile away because of all of the keys he had. I would ask him do you really know what all those keys are for? He would then start naming off keys one by one until I would say, "Okay, okay you do know." We all will miss not hearing him coming down the halls anymore. The Clerk's Office lost a great friend. – **Alma Cano**

Gilbert was always there. I had a very unpractical work space in my courtroom. Gilbert came up, told me what he could do, and had it completed within 2 days. When Gilbert said that he would do something, you knew it would be done; and fast. He was a man of his word. But, most of us know that he has a much larger work load now and a different "boss" who will keep him busy. God Bless you Gilbert. – **Carol Mabrey**

I didn't have the opportunity to know him very long, but the quality of our friendship was definitely more valuable than the quantity. – **Andrea Ybarra**

Gilbert was as much a part of the court family as anyone. He was so special to so many — always giving his best. It never mattered what I asked for, he just seemed to be an extension of what I wanted. He would come back with furniture that fit perfectly on so many occasions. He was always sincere and careful not to offend others. My favorite stories were about his children, who he expressed so much love for. One story in particular was when his youngest one walked up to his bed and peeled his eyelid back while he was sleeping, and then asked, "Papi, are you sleep?" – **Lorraine Muhammed**



Gilbert and his daughters on Halloween, 2002 at the CSC.

Gilbert always went above and beyond and he did it with a smile. I'll never forget one hot day when I discovered a flat tire on my car. I was unsuccessful in reaching my husband, but ran into Gilbert, who asked me what happened. He quickly said he would fix it for me. This is only one of the many kind things Gilbert did for me. He always responded quickly. – **Lisa Rincon**

I will remember Gilbert for his promptness whenever I needed his help. I remember when he helped me when my car broke down. He came to the garage and got it started. I will truly miss him. – **June Cole**

In 2000, I was the Civil Document Services supervisor. I had a desk that was occupied by two former male supervisors who were both much taller than myself. I struggled to reach my equipment and keep my feet on the floor at the same time! Gilbert told me the desk was meant for a 6' tall person... I am almost 5' 2." I had learned to live and make due – but that just didn't satisfy Gilbert. One day he came by to tell me he had located some systems furniture. (per Gilbert, not "modular"). Before I knew it he, Larry and the "crew" were tearing down and rebuilding my office. Gilbert was known to put others first and I'm sure many people have similar stories to share. His caring and giving mannerisms, the jingling of his keys, and the smile that he always carried with him will be missed. – **Michele Delk-Garey**

Gilbert will be greatly missed. He went out of his way to make sure we were as comfortable as possible in our Personnel and Payroll Department. No job was too big or small. – **Lisa Kellar**

Following is an excerpt that Michael Jeanes read about Gilbert when awarding him a Jeane-ius Award (post-humously) at the C.A.S.E event.

Gilbert was the "Radar O'Reilly" of the Office, trading and/or bargaining in exchange for an unprecedented amount of office equipment. His networking allowed this office to have the very best office furnishing possible, often at little or no cost to us.

We all have a "Gilbert Story". Maybe he found that coveted lateral file when procurement seemed impossible, or found just the right chair to ease an aching back. Perhaps he suggested a redesign of an office space that just "worked." Gilbert often came up with a solution to a problem that we didn't even know existed.

He will be missed. How fortunate we are to have had him as a member of our team.....a true "Jeane-ius."

Employee News

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

— BIRTHS —

Congratulations is sent out to Appeals' **Juanita Summerhill** who became a great-grandmother to a 7 lb. 13 oz. baby girl on June 2. Her new great-granddaughter's name is Mireya Sabrina Barbarine.

Congratulations to Expedited Services Administrative Support Supervisor **Jody Fisher** on the birth of her third grandchild. Her daughter had an 8 lb. 12 oz. baby girl on June 17. Her name is Alyssa.

— NEW EMPLOYEES —

- **Vincent Barraza** – Expedited Svcs.
- **Nancy Gradilla** – CSC Fileroom
- **Emma Short** – Criminal Financial Obligations Unit
- **Linda Vitanovec** – Criminal Financial Obligations Unit

— EMPLOYEE MOVES —

- **Suzanne Nielsen** has moved to the ITG Department after serving as a courtroom clerk supervisor.
- **Connie Torres** has transferred from the Northwest Filing Counter to the Support Services Finance Department.
- **Patricia Miller** has transferred from the Customer Service Center to the Criminal Exhibits.

— AWARDS/HONORS —

Outstanding Young Lawyer Communications Director **Cari Gerchick** was named the "Outstanding Young Lawyer of the Year" by the State Bar of Arizona.

The lifesaver of the month is...

Support Finance Lead **Diane Torpey** is the recipient for the FSC's Lifesaver Award for June. She was recognized for stepping up and volunteering to assist in other areas.

On the Spot

The following employees are recipients of the Office's Spot Award: **Candy Cole-Terry, Jeanette Far-rison, Marta Deleon, Rose Lopez, Kendra Neal, Sandy Pack, Lyn Hinton, Gerri-Lynn Longbein**

Con-graduate-lations

- Document Services Supervisor **Karen Rose** earned an associates degree in General Studies from Phoenix College.
- CSC's **Veronica Olivas** completed her work for an associates degree in General Studies at Phoenix College.

CFO's moral booster contest

The Criminal Financial Obligations Unit held a Baby Picture contest. Twelve baby pictures of staff members were brought in and co-workers had to try to put a name to the baby picture. **Angie Smith, Elvira Jacquez,** and **Anna Riddle** all tied for first.

— MILESTONES —

The following employees celebrate milestone office anniversaries in June:

25 YEARS

Marlene Rennaker

CeCe McDermott

15 YEARS

Aurora Sandoval

Linda Castleberry

10 YEARS

Teresa Robinson

5 YEARS

Rosa Montoya

Dominic Navarro

Adrian Roberts

Susan LaMarsh

Michelle Markson

— SPOTLIGHT —

Name: Judith Burger

Department: License Services

Hometown: Orrville, Ohio (Home of Smucker's Jams & Jellies, etc.)

Family: Two sons and their wives and four grandkids

Birthday: August 16

Years with Clerk's Office: 17 1/2 years

Favorite Activity: Sitting by a lake with trees and smelling the clean, sweet air

Activity Dislike: Cleaning the restroom

Pet Peeve: When I can't find the mate to an earring in a hurry

A Memorable Experience For You:

Meeting a passport applicant who represented the Apache Tribal Council in France. He was active with the U.S. President in official meetings, and was going to France on business. He and his wife invited me to attend a Tribal Ceremony for 3 days. We pitched our tent next to their camper and had a marvelous experience of the culture.

Most Exciting Thing You've Done:

Being a parent and watching how such a little being can learn so much in just the first year of life.

Who is a Person You Would Like to Meet: Country singer Alan Jackson

What Was Your First Job: I worked in a warehouse where I drove a forklift and unloaded delivery trucks.

Nobody would believe it if they knew.... I wanted to be an opera singer



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