

Record Times



November
2003

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

Volume 9
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Tis the season for Merry-copa to return

The Office's Holiday Charity Drive is once again transforming the work place from Maricopa County to "Merry-copa County." The Drive, which is held annually to help those in need during the holiday season, consists of several activities, including:



- **A Socks/Sundries Drive** — this activity takes place from Nov. 12 - Dec. 11 and provides socks and sundries for the homeless through Shoebox Ministries. Last year, the office donated 170 pairs of socks and seven boxes full of sundries.
- **Adopt-A-Family/Angel Tag Program** — this activity assists families affiliated with the Salvation Army who are in need.

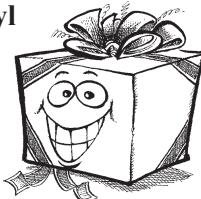
This year, the office is sponsoring three families as part of this effort. Angel tags will be set up throughout the office displaying the families' needs. Employees may take an angel from the tree, purchase the gift that is listed, and bring the gift to the designated area in the office. The gifts will then be delivered to the families.

- **Cash-ual Days** — this activity helps raise funds to buy gifts and necessities for the Salvation Army families. The Cash-ual Days allow employees to dress casual on designated days by purchasing Cash-ual Day stickers for \$1 each.

- **Charity Drive Raffle** — this activity helps raise funds to buy gifts and necessities for the Salvation Army families. The Charity Drive Raffle provides employees the opportunity to win various donated prizes.

The contact persons and drop-off locations for the above mentioned activities are: **Diane Hoy** (SE Juvenile); **Joe Altnether** (SEA); **Cheryl Marzella** (CSC); **Shawn Johnston** (CCB-2nd Floor); **Julie Grindey** (CCB-2nd Floor); **Melody Tinsley** (Durango Juvenile); and **Michele Delk-Garey** (NW).

Details on the raffle drawing and Cash-ual Days are forthcoming. The office may also hold Bake Sales to raise funds.



Thanks-given for project success

The Criminal Financial Obligations Unit (CFO) and the Information Technology Group (ITG) have a reason to be thankful this Thanksgiving — that's because they completed a nearly year-long project that streamlines the process of transferring unclaimed property to the Arizona Department of Revenue (DOR). With the new program, the CFO was able to send 30,215 undeliverable items (unclaimed restitution) totaling \$438,668 to the DOR with only a few computer clicks. Prior to this, this task was a lengthy and time-consuming manual process. The new program also provides additional research capabilities. CFO is required to send unclaimed property to the DOR each year.



Associate Clerk Gordon Mulleneaux and the Financial Services managers sponsored a pizza party to honor those who worked on the DOR project.

The Office's 2003 Hallo-winners are...

The office's annual "Spook-tacular Costume Contest" on Oct. 31 turned out to be a real *scream*, and even provided many employees the opportunity to experience the *shrill* of victory. The costume contests were held at each office location. Following is a list of all the *Hallo-winners* who received prizes for their costumes:

NORTHWEST

Kelle Dyer, Keri Wade, and Diana Munoz

DURANGO JUVENILE

Bonnie Glenn

DOWNTOWN

Angela Northrop, Regina Frigo, and Pat Percival

CUSTOMER SERVICE CENTER

Merriel Trombley, Feliz Gorny, and Ramona Velasquez

SOUTHEAST ADULT

Cynthia Kurtz, Sherri Gene, and Liliana Martinez

SOUTHEAST JUVENILE

Debora Celaya, Michael Tracey, Karen Walker, Dave Steinmetz, and Timothy Sheridan



Quite the characters. The Southeast Juvenile costume winners were (from left) Debora Celaya, Michael Tracey, Karen Walker, Dave Steinmetz, and Timothy Sheridan.

More photos on page 2 — See Hallo-winners

Michael's

message



Michael K. Jeanes
Clerk of the Court

What I am thankful for

As I reflect upon this past year, many things come to mind for which I am thankful for here at the Clerk's Office. They include: the continued progress of our Electronic Document Management System (EDMS); increased enrollment in our Electronic Minute Entry Distribution System (MEEDS); allowing credit cards as a payment option; implementing the "Unclaimed Property" feature on our website that enables the public to search on-line to see if we are holding restitution for them; the

successful implementation of the Common Case Numbering System; a new Family Support Center website; the selection of FSC's Parental Conflict Resolution Class for a Federal study; facility improvements such as Southeast Juvenile's move to a new office area; and the various national and local awards our office and staff received. These things, plus the many other projects and programs you completed, provide great reasons to be thankful.

But, I have to say that the most important thing that I am thankful for is...**YOU!** I am so thankful for your teamwork, commitment, quality service, cooperation, efficiency, and energy. Thank you for all of your efforts. I sincerely appreciate you! Happy Thanksgiving!

Logo contest coming to a close

It's not too late to submit an entry for the Clerk's Logo Contest before its **LOGOing, LOGOing, LOGOne.** The contest ends Dec. 1. The winning logo will be used on everything from shirts to possibly COSC letterhead and forms. The logo should be representative of the office, staff, as well as the office vision and mission. For more information, contact **Shawn Johnston** by e-mail or phone (62309).

The newsletter is taken up North to historic spot

Each month, employees are invited to send the Public Affairs Office a photo of themselves reading the Record Times newsletter while they are on vacation or in an unusual place. Last month, the newsletter was seen with an employee who was camping by a river in Colorado. This month, it is found with an employee who was near some lakes – a lot of lakes actually.

Pictured here is Criminal Certification Desk's **Cathy Payne** (right) and her mother **Roberta**. They took a moment to stand holding the newsletter while standing by the Grove Liberty Bell, and by a windmill that dates back to 1879 while they were in Grove City, Minnesota (the "Land of 10,000 Lakes"). Cathy was there to celebrate her parent's 50th Wedding Anniversary.

Employees may submit photos of themselves reading the Record Times newsletter at anytime. When submitting a photo, please include your name, phone number, and a description of the photo.



More Hallo-winners



The CSC costume winners were (from left) Feliz Gorny, Merriel Trombley, and Ramona Velasquez.



The Northwest costume winners were (from left) Kelle Dyer, Diana Munoz, and Kerri Wade.



The Durango Juvenile winner was Bonnie Glenn.



Clerk of the Court Michael Jeanes poses with the Downtown winners who were (from left) Regina Frigo, Angela Northrop, and Pat Percival.



The Southeast Adult costume participants were (from left) Sherri Gene, Liliana Martinez, Cynthia Kurtz, Flor Nevarez, Sabrina Dana, Nicola Mueller, Mike Fucci, and Leticia Gauna.



Who are you thankful for - A Thanksgiving special



"I am thankful for the **Support Finance staff**. They work great as a team and keep all work up-to-date and keep the customers happy."

– **Don Vert**

"I am thankful for my supervisor and all the people I work with in **Micrographics**. I am blessed to be working with a really good team of people who help one another and are great cooks."

– **Carol Eccel**

"I am thankful for the **SEA supervisors**. I appreciate the fact that we are able to discuss issues and implement solutions in such a positive manner. I'm thankful for **Joe Altnether** and **Brenda Burton** – you are both always there when I need you. I'm also thankful and so very privileged to work with **Linda Rice, Chris Gering, William Cruz, Sharon Hall, Elva Martin, Flor Nevarez, Jennifer Rivera** and **Stephanie Toot**. It's an honor to work with all of you."

– **Janice Bray**

"I am thankful to my **File Counter staff** for remembering to assist one customer at a time even though the line is out the door; to my **Docket/EDM staff** for persevering when the paper stacks were taller than they are; and to my **Distribution staff** for their flexibility with change and their willingness to assist other areas."

– **Kathy Whittiker**



Thankfulness is bountiful

"I want to thank the **Criminal Filing Counter staff** for their patience, love, and attitude. They have been the best people to work with. Thank you **Tiffany, Madonna, Andrea, Sharon, Rick, and Lisa** from the Family Court Filing Counter."

– **Karla Pacheco**

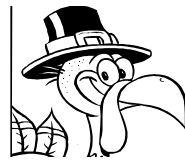
"We are very appreciative and thankful for the staff who volunteer to answer phones at the Administration's receptionist desk. We couldn't do it without them. A special thanks goes to **Marta Deleon, Patti Fernandez, Margie Boyett, Rose Lopez,**

Sharon Sterns, Mitzi Munoz, Lisa Kellar, Dina Arzaga, Suzanne Kendall, Kitty Curtner, and Alma Cano."

– **Nancy Killian**

"I am thankful for all my co-workers in the **Criminal Financial Obligations Unit**. They are always professional and ready to help out."

– **Alma Cano**



I am stuffed with appreciation for the Clerk of the Court employees!

"I offer a special thanks to ITG's **Ken Troxel**. In my 15 years as a technologist, he is without a doubt one of the finest managers and leaders I have encountered. He is always there for his people. More importantly, he's willing to listen to ideas and concerns with an open mind. Ken, it's people like you who make working in the county, and the Clerk's Office, a pleasure."

– **Ron Corcoran**

"I am thankful for the **Financial Services administrators** for their ongoing support – from personnel to automation issues. I am grateful for the **Criminal Financial Obligations staff** for their efforts and team spirit, and for making CFO a place where people want to work."

– **GeorgeAnn Smith**

"I want to thank everyone who works here at the Clerk's Office and beyond (Superior Court, Facilities, the Arizona Bar) for their endearing, smiling, enthusiastic, friendly, cooperative nature. Coming to work is pleasant and enhances me as a person."

– **Andi Gonzalez**

"I am thankful for my best friend **Sylvia Rosales**. When I started here, she welcomed me with open arms. She has been there for me during the ups and downs of life. She is like a big sister to me."

"I am also thankful for **Cheryl Marzella**. She is wonderful and caring."

– **Annette Tallabas**

"I am thankful for my whole TEAM in the **Family Support Center**; especially the

Support Orders staff. They have been so wonderful and are very dedicated to what they do. They have really helped me lately by giving support and friendship at a time when it was really needed."

– **John Helton**

"I am thankful for the co-workers I have who help the time pass with ease. Without these individuals, it wouldn't be the same."

– **Joey Ramirez**

"I want to thank **Michael Jeanes** for the extra day off during the holiday season. It's a nice present every year that I appreciate."

– **Beth Kredit**

"I am very thankful for the **courtroom clerks** who I work with at **Durango Juvenile**. I have never worked with a group of people who have a better team spirit and sense of cooperation. Working together makes everyone's job easier and helps the entire office accomplish great things. Thank you for the teamwork you display."

– **Cindy Malnar**

Happy Thanksgiving

"Thank you to **Janice Bray** and her staff (**Jenni Rivera, Chris Gering, and Sharon Hall**) for helping us catch up on backlog documents. They have assisted us in the evenings with filing papers. Thanks also to **Drayson Alcantar** for going way beyond what is expected of him. Without his enthusiasm and hard work, it would have been a tougher road."

"I am also thankful that I get to work with three wonderful people: **Penny Boettcher, Janice Bray, and Toy Van Damme**. No matter what kind of day we're having, each of us is there for the others."

– **Joe Altnether**

"I want to express appreciation for my two co-workers at the ITG Help Desk. These hard-working individuals keep things running smoothly 'behind the scenes.' Thank you **Merriel Trombley** and **Morgan Greene**. Your outstanding effort, teamwork, and service does not go unrecognized."

– **Scott Hensel**



Who are you thankful for continued from page 3



"I am thankful for **Cheryl Marzella**. She is quick for resolutions. Her expertise is outstanding. She is very caring, courteous and fun. She makes coming to work pleasurable as do my co-workers (**Viki, Misty, Bev, Rose, Christine, Annette & Sylvia**). We all get along and help one another."

– **Diana Eaton**

"I am thankful for those who work in **Personnel/Payroll** with me, such as **Doug Wood, Sue Ortiz, Kari Lund, and Mitzi Munoz**. We all work together as a team to do our best at providing good customer service to our employees."

– **Lisa Kellar**

"I am thankful to work in an organization that commits and prides itself so heavily on nurturing and enhancing the well-being and effectiveness of it's employees. I have personally felt that the best interests of everyone have remained high on

Michael's and the A.C's priority lists. I am a grateful for their sincere dedication."

– **Michele Delk-Garey**

"I want to thank ITG's **Scott Hensel** for going above the call of duty. On a Saturday, I called him because the computers in Criminal Docketing crashed. He was at home and not even on-call, but he used most of the morning remoting the computers from home and getting people back into the system."

– **Darrell Lather**

"I want to thank **Mary Davis** and **Patti Carter** for the cooperation they have given me during the time that we have been short-staffed. I know it has been hard getting our work done in a timely manner, but we have made it and I thank them."

– **Francisca Horst**

"I extend my biggest and warmest thank you to Southeast Juvenile's **Diane Hoy** for

all of the help she has provided to me. Without her assistance, I may not have been able to make it through all of the new duties and responsibilities I recently acquired. In addition, the office associate staff and **Durango Juvenile staff** have been a tremendous help. I want to thank them for their hard work and assistance. Thank you, thank you, thank you! You are all terrific and the Office is fortunate to have you."

– **Tami Mayes**

"I want to thank **Vonda Culp** for her continuing and unflagging support. I also want to thank **Timothy Potratz** for his encouragement and wonderful sense of humor."

– **Suzanne Nielsen**

"I am thankful for my supervisor **Cheryl Marzella**. She is a very special lady. She goes out of her way to help anybody. She is one of a kind."

– **Velia Rosales**



EMPLOYEE NEWS

— BIRTHS —

Congratulations to Southeast Juvenile's **Sheila Sailer** who became a grandmother for a third time on Nov. 16 to an 8 lb. baby boy. Her new grandson's name is Dalton James.

Congratulations to Courtroom Clerk **Roselle Smith** who gave birth to a 7 lb. 12 oz. baby girl on Nov. 10. Her new daughter's name is Connie Marie.

And congratulations to Criminal Financial Obligations Unit's **Jane Tewksbury** on the birth of her new 7 lb. 6 oz. granddaughter on Oct. 21. Her new grandchild's name is Mia Ann.

— NEW EMPLOYEES —

- **Joseph Fletcher** – CCB Expedited Services
- **Julie Gerloff** – Civil Docket
- **Shital Fogarty** – Civil EDM
- **Tonja Martyn-Young** – CR Document Services Supervisor

- **Patrica Sanderman** – Exhibits, Grand Jury & Appeals Supervisor

— EMPLOYEE MOVES —

- **Michael Fucci** transferred from the CSC Fileroom to the SEA Fileroom.
- **Michelle Paigen** has moved from Durango Juvenile to Administrative Services, Downtown.
- **Leah Lindahl** moved from SEA Docket to become the Auditor/Trainer at SEA.

— AWARDS/HONORS —

The lifesaver of the month is... Expedited Services Caseworker **Jackie Chow** is the recipient of the FSC's "Lifesaver Award" for November. She received the award for successfully managing her own duties in a way that allows her to help out in other areas of the office. In addition, she continually volunteers without having to be asked, and always has a smile on her face and a bounce in her step.

Softball team was a hit

The Clerk of the Court's team for the County Combined Charitable Campaign Softball tournament finished in an impressive second place. The Clerk employees on the team, which was called "TNT," were **Audra Piper, Barbara Navarro, Linda Samson, Betty Finney, Liz Russo, Ruben Trejo, and Will Tagart**. The Public Defender's team won the tournament.

— MILESTONES —

The following staff celebrates milestone office anniversaries in November:

15 YEARS

Lorraine Muhammad

5 YEARS

Pam Crawford and Caroline Barr

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