

# Record Times



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

December 2002

## Longest-serving employee retires this month

The Clerk of the Court's longest-serving employee Courtroom Services Manager **Sue Fremouw** has decided the *minute* has come in her life to call it a career with the Clerk's Office. She is retiring on December 31 after serving the office for 30 years.

On Dec. 13, a retirement party in the Jury Assembly Room was held in her honor. More than 100 people attended the special event, which included speeches and presentations by Clerk of the Court **Michael Jeanes**, Superior Court Judge **Ron Reinstein**, **Marian Catt** and **Pam Woods** from the Clerk's Office, as well as a surprise visit by Sheriff **Joe Arpaio**.



Following is a short interview the *Record Times* conducted with Sue about her career with the Clerk of the Superior Court's Office.

**Q: What was your first job with the office?** I started out as a courtroom clerk in 1972.

**Q: What are some of the positions you have had?** I was a courtroom clerk for about 10 years covering CV, MH, PB and CR and had two permanent assignments for judges who have since passed away. I also had the pleasure of clerking in the floater capacity for the Honorable **Sandra Day O'Connor** and for most of the judges whose portraits are in the court hallway. I moved into management around 1982 as the civil courtroom clerk supervisor and then in 1990 as the criminal courtroom clerk supervisor.



Sheriff Arpaio jokingly handcuffs Sue in attempt to make her stay with the Office and not retire.

**Q: When you first started with the office, did you think you would stay long?** Yes, because I immediately fell in love with the job.

**Q: What is an accomplishment that you are particularly proud of?** On a personal note, staying dedicated long enough to earn my 80 points. Professionally, one big accomplishment was anticipating the impact of massive changes that we believed would be signed into law in 1994. The Criminal Code was greatly modified and part of those changes included the Victims Rights Bill voted in by the citizens. In anticipation of this, I headed a committee from various court agencies from which we created some proposed procedures to handle the many anticipated changes, if they should occur. All of the anticipated changes did become law and so we were well prepared and able to move forward in a timely fashion. Plus, we were able to continue providing the customer service that the Clerk's Office is known for.

**Q: What was one of the biggest challenges you faced?** Supervising over 40 people at one time and trying to do it the way I felt it should be done.

*"It is tough to see her go. People like her make a difference. She leaves a big hole to fill."*

— Clerk of the Court **Michael K. Jeanes** talking about **Sue Fremouw**.

*"I would like to think that I made a difference in the lives of many courtroom clerks. I have always tried to encourage and inspire and show compassion to all."* — **Sue Fremouw**

**Q: What have you enjoyed most about your job?** The people and courtroom.

**Q: What are your plans now that you have retired?** Travel, play and travel. I will probably do some volunteer work, take some classes, and do an in-depth Bible study.

**Q: Any advice to those you leave behind?** Commitment and dedication pay off. Consider staying with the County (and preferably the Clerk's Office, of course) and before you blink you will find out you have one of the best retirement systems in the land.

*See page 3 to read about another employee who is retiring after serving for 22 years.*

## The fa-la-la-bulous 2002 Charity Drive

It has been fa-la-la-bulous Holiday Charity Drive for the office this year. The Drive is comprised of several efforts, some of which are completed, and others that will continue through Dec. 31. Following is a brief update on the drive activities:



• **The Socks/Sundries Drive** – This activity concluded Dec. 12. Employees donated 171 pairs of socks, seven boxes of sundries, and three bags of shoe boxes, which will help the homeless.

• **Adopt-A-Family** – This effort concluded Dec. 20. The office adopted five families representing 20 children and eight adults. The families were given gifts purchased by employees, food certificates through funds raised by the Drive, and other items that employees donated such as a microwave, clothes, and a bicycle.

• **Food Sales - Bake/Nacho Sales** were held throughout December. This effort helped raise more than \$600.

*...continued on page 2 – The Drive*

### Home for the holidays

The holiday season is here and so is the opportunity to look at the season of upcoming paid holidays that await employees in 2003. They are:

New Year's Day – Wed. Jan. 1  
Civil Rights Day – Mon. Jan. 20  
President's Day – Mon. Feb. 17  
Memorial Day – Mon. May 26  
Independence Day – Fri. July 4  
Labor Day – Mon. Sept. 1  
Columbus Day – Mon. Oct. 13  
Veteran's Day – Tues. Nov. 11  
Thanksgiving Day – Thurs. Nov. 27  
Christmas Day – Thurs. Dec. 25



## Clerk's

Corner



Michael K. Jeanes  
Clerk of the Court

### GOOD TIDINGS TO YOU

As this year comes to an end, I want to convey to you my sincere appreciation for your dedication to quality service, professionalism, and team spirit that you displayed throughout 2002. Yet again, you are an example of being an office that demonstrates excellence, efficiency, energy, and enthusiasm in your daily work.



You also deserve recognition for being an example to others of a government agency that

has a desire to reach out to the community it serves. Each year this is demonstrated by the wonderful generosity you show during our Holiday Charity Drive. This year is no exception. You have helped make it a merrier holiday season for the families and organizations that our office sponsored.

Futhermore, I want to give a special thanks to the individuals on our Holiday Charity Committee whose efforts made it such a success. Those people are: **Janice Bray, Deborah Brooks, Alma Cano, Debra Cooper, Michele Delk-Gary, Kim Dollins, Aide Estrada, Amber Farley, Sherri Gene, Judith Green, David Goodwin, Lyn Hinton, Diane Hoy, Elvira Jaquez, Suzanne Kendall, Len Keso, Dorothy King, Cynthia Kurtz, Rose Lopez, Liliana Martinez, Ruth Mason, Tina Meadows, Mitzi Munoz, Suzanne Ness, Michelle Paigen, Annette Poland, Anamae Ramirez, Rebecca Shanks, George Ann Smith, Judy Sweador, Jane Tewksbury, Merriel Trombley, Gladys Villegas, Jean Walker, and Sandy Watson.**

I am proud of you and all that we accomplished this past year. I look forward to a great 2003. I extend my personal best wishes to you and your families to have a wonderful new year.

### Newsletter gets taken out to the ol' ball game

Each month employees are invited to send the Public Affairs Office a photo of themselves reading the office newsletter while they are on vacation. Last month, the newsletter was seen with an employee who was having a ball while she was rafting down the Colorado River. This month it is shown with an employee who went to a place where they were playing ball.

Pictured here is Fileroom's **Stephen Burkett** (right) who took time to catch up with the news in the office while catching a professional baseball game at Chicago's famous Wrigley Field. The Chicago Cubs were playing the Arizona Diamondbacks and the D-backs ended up winning the game 2 to 1.

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



## New Year brings new case numbers

A new year isn't the only thing that will be ushered in on January 1, a new Common Case Numbering System (CCN) for criminal cases will also be introduced by the Clerk's Office and other county criminal justice agencies.

The Office has been working with other government entities for several years to create the new system which will provide for a consistent case number in every agency and in every stage of the case.

The format of the new CCN includes a:

- Two-digit alpha case type prefix CR or LC;
- Four-digit year designator 2003;
- Six-digit case number 123456;
- Three-digit defendant identifier 001; (each defendant receives a separate identifier and case file);
- Two-digit alpha location identifier following the number to identify where the case is assigned - either DT for downtown or SE for Southeast;
- The new number displays and prints as follows: CR2003-123456-001 SE

The CCN will be used for all new criminal cases starting Jan. 1. The Office will **not** renumber existing cases.

More details about the new CCN are available in the "Newsflash" on the Clerk of the Court's website at [www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov).

## The Drive cont.

• **A Raffle and Cash-ual Days** – these activities have helped raise several hundred dollars for the Charity Drive. The Raffle Drawing was held Dec. 19. The final Cash-ual Day is Tuesday, Dec. 31.

A final wrap-up of the Drive will be printed in January's Record Times.

### Facts to file

- The Customer Information Center in the Central CCB assisted: 9,339 people in November; 11,412 people in October; and 10,438 people in September.
- The office's Internal Depositories and 24-Hour Night Filing Depositories had: 18,227 filings in November; 20,776 filings in October, and 17,276 filings in September.

## Twenty-two years were well worth it

She said she was simply tired. On Dec. 27, she will also be retired.

Distribution's **Lois Cassady** is retiring this month after serving the Clerk of the Court's Office for 22 years.

She started with the Office in March 1980 working in the Fileroom. Since that time, she has served in various departments for the office, and for the past five years she has been working in the Distribution Center.



Lois Cassady decides it's time to say goodbye.

Lois said if someone would have told her that she would have stayed at the Clerk of the Court's Office for 22 years when she first started in 1980, she would have probably replied, "Yeah Right!" But 22 years later, she has made it a career here and she said it has been well worth it.

"I have enjoyed working here, and have enjoyed knowing that I have a steady job to come to each day," she said. "I am grateful for the things that I have learned at my job."

One thing that she is glad to have learned is how to use a computer. She said the use of computers is probably the biggest change she has seen during her time with the office.

There were no personal computers when she started and now most employees in the office have computers.

The first thing Lois plans to do in her retirement is "sleep for a month," she said with a smile. After that, she wants to do some volunteer work and get some projects done around her house that she has had on hold for awhile.

## A special thanks

Following is a special thank you that was sent to the *Record Times* from Courtroom Clerk Lela Frizzel. Lela was in the news in August after she got lost while hiking in the Superstition Mountains. She was found after a three-day search by a Channel 5 news helicopter at the bottom of a canyon about five miles north of a trailhead.

### Thanks for your thoughts and prayers

"Even though I am a 58-year-old directionally-challenged hiker, I am blessed to work with some of the greatest people in the world. I rode to safety on the wings of all your thoughts and prayers. It came in the form of a Department of Public Safety helicopter. I just wanted to express my gratitude to be able to work with such wonderful people. At Christmas time when everyone is busy spreading good cheer for other deserving people in Maricopa County, I just wanted to say that you are all angels to me.



Thanks to Pinal County Sheriff's Department, the Channel 5 and other volunteer helicopter pilots, the Superstition Volunteer Search and Rescue, Maricopa County Sheriff's Department, and the Department of Public Safety, I will hike again. Also, thanks to **Michael Jeanes, Marian Catt, Carol Schreiber, Pamela Woods, Judge O'Toole and staff** and my **Law-Law Sisterhood** for their support.

Through the medicinal benefits of Diet Pepsi and (oh yeah) an operation, my broken ankle is healing. With each telling of my story, I am becoming bigger, braver and a cross between Davy Crockett and Wonder Woman. When in truth, I was tired, weak, and thirsty. The lesson I learned is be prepared. Always know the trail, take plenty of water, and tell someone where you are going. It would be great if someone else benefited from the lesson I learned the hard way.

Wishing everyone a Merry Christmas and the best New Year."

— **Lela Frizzel**

## The Recordsetters

Following are recent compliments to employees from those who appreciate their recordsetting efforts in providing quality service.

Criminal Project Specialist **George Knecht** received kudos in an office email from Superior Court's Karen Stewart. She said, "I want to let you know that George has been wonderful to work with in the RCC. He has proven to be an important resource for me in the pursuit to improve the RCC process. His willingness to help and be involved with things he could have "passed the buck" on has made my job much easier. Our paperwork, file processing, and general situation have all improved drastically with his help. His prompt attention to literally everything has limited the number of major problems we now face."

Distribution Supervisor **Chris Mathein** was the subject of a kind email from a supervisor of a law firm. She wrote, "I want to express my appreciation for everything that Chris Mathein has done and continues to do in response to my inquiries regarding court procedure, problem solving, and providing names I needed. He has been unfailingly cooperative and helpful no matter how mundane my inquiry. He always obtains answers for me or has pointed me in the right direction. I am in contact with several people in the Court and Chris is the most responsible and helpful."

Michele Delk-Gary sent an email to the newsletter to compliment two employees. She wrote, "I congratulate **Karen Rose** on her promotion to civil filing counter supervisor. She has been doing a remarkable job."

"I also commend and thank **Veronica Trevino** for all her hard work. She has stepped up to the plate on numerous occasions in a positive and effective manner assisting with the oversight of the CV area operations and workflow processes. I appreciate her cheerful smile along with the tremendous efforts."

Christina Terrell sent a note to the newsletter to commend the EDC staff. She wrote, "My co-workers Barbara Hamner, Christina Barbarisi, Angie Pedro, Nicole Cullen, Janet Jones, Michael Lee, Raymond Vaca Jr., Rickey Watson, and Madeline Hendricks are all great people and make working here a very pleasant place. I know how overwhelming and complex things can become here. Thanks for all your hardwork and friendship."

# Employee News

## — BIRTHS —



Congratulations to CCB Expedited Services Director **Judy Bushong** on the birth of her two new twin granddaughters who were born Dec. 2. Their names are Renee Lynn (5 lbs. 9 oz.) and Kelsy Elizabeth (6 lbs. 14 oz.).

Management Resources' **Annamarie Thorton** has reason to smile. She became a grandmother for a third time on Nov. 7 when her daughter gave birth to a 7 lb. 10 oz. granddaughter. Her new grandchild's name is Cianna LaBrie.

## — ENGAGEMENTS —

Congratulations to Appeals' **Emmy Colosimo** and CSC Fileroom's **Steve Greth** on their engagement on Nov. 17. They plan to marry on Feb. 8.

## — NEW EMPLOYEES —

- **Katrina Boyd** – Civil Document Area
- **Susana Galaviz** – Civil Document Area
- **Sofia Gonzalez** – Durango Juvenile
- **Coranota Hall** – Appeals
- **Christine Kovac** – Appeals
- **Isabel Sernas** – Durango Juvenile

## — AWARDS/HONORS —

### *November's lifesaver is...*

**Jessica Folts**, CCB Expedited Services Caseworker, is the recipient of the FSC "Lifesaver Award" for November. Jessica's willingness to assist the Southeast Office during the past several weeks demonstrates her great team spirit. She is always willing to pitch in whenever needed.

### *December's lifesaver is...*

**Terri Toth**, CCB Expedited Services Conference Office, is the recipient of the FSC "Lifesaver Award" for December,

as a result of her significant contribution to the Parenting Time manual.

### *She is a special manager*

**Michelle Markson**, Expedited Services' Administrative Support Supervisor, is the latest recipient of the FSC's "Special Manager Award." She was recognized for exemplifying valued manager skills and her dual commitment to staff and to organizational goals. Michelle has also been promoted to conference team supervisor.

### *A commute winner*

Courtroom Clerk **Wendy Brown** is a Maricopa County Commute Options winner. Her name was selected among those who recently signed up for the program and she will get a prize.

### *More Hallo-winners*

Criminal Financial Obligations Unit's **Suzanne Kendall** and **Marjorie Boyett** were mistakenly not included with the list of the Halloween costume contest winners in the last issue of the Record Times.

## — MILESTONES —

The following employees celebrate milestone office anniversaries in December:

### 25 YEARS

**Tracey Fenton**

### 15 YEARS

**Maureen Stiak & Diana Garbarino**

### 10 YEARS

**Gerri-Lynn Longbein, Linda Rice, & Christine Goodwill**

### 5 YEARS

**Patricia Burnett & Spencer Quissel**

### *In the right Spot*

Following are recipients of the office's "Spot Award" for their superior service: **Darlene Anderson, Angela Booth, Ellen Campo, Valla Davis, Leticia Gauna, Len Keso, Nancy Killian, Leah Lindahl, Nicola Mueller, Mitzi Munoz, Kerry Reynolds, David Rudd, Jenny Shaska, Toy Van Damme, and Cathy Zimbaum**

## — SPOTLIGHT —

**Name:** Patty Enyart  
**Department:** SE Juvenile  
**Hometown:** Rapid City, S.D.  
**Family:** **Scott** (husband) / Scott Jr. (son) / Crystal (daughter-in-law) / T.J. (son)  
**Birthday:** August 12  
**Years with Clerk's Office:** 16 years  
**Your Favorite Activity:** Motorcycling with my husband  
**Activity Dislike:** House cleaning  
**Pet Peeve:** People that refuse to use turn signals  
**A Memorable Experience:** The births of my sons  
**Most Adventurous Thing You've Done:** Getting on a motorcycle for the first time last year; and now my husband and I are on it every weekend.  
**Person You Would Like to Meet:** Lucille Ball  
**Your First Job:** Dunkin' Donuts, from midnight to 8 a.m. while I was in high school  
**Nobody Would Believe It If They Knew That....** My husband and I only knew each other for three months before we were married...and we just celebrated our 29th anniversary in August.



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Editor

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