

RECORD TIMES

July
2016

Vol. 22 / No. 7

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



The survey results on various topics from four different generations in the Office

Traditionalists, Baby Boomers, Generation X, and Millennials within the Office participated in survey

In March, more than **350 Clerk employees** responded to an Office survey on various topics relating to the differences in how people of varying generations view work place topics and other aspects of life. The survey was conducted for an activity at the Supervisor's Retreat held in June. The retreat's theme was "Generational

Leadership" and it focused on providing instruction on how to communicate more effectively with the four different generations in the Clerk of the Court's Office. The survey results (Part 1) are provided on [pages 5 and 6](#). Part 2 of the survey results will be provided in August.

Making achievements leads to receiving achievements for the Office

Over the past several years, the Clerk of the Superior Court's Office has made many achievements. This month, two achievements were made for them – **national achievement awards** that is. The National Association of Counties (NACo), which represents the nation's county governments in Washington, D.C., presented the Office with two of their Achievement Award this month for developing innovative programs that enhance county services. The two award-winning Office programs are:



New Courtroom Clerks, like Tammie Cooley (sitting), will be cross-trained in multiple case types as opposed to a single case type, which was the past practice. Courtroom Clerk Lead Sheryl Brown is seen here instructing Tammie on a case type.

IN THIS ISSUE:

Page 2 - Michael's Message

Page 3 - Timely Service

Page 4 - Clerk Connection

Page 5 - Office Survey Results

Page 7 - Extra Miles

Page 8 - Remodeling Report

Page 9 - Employee News

Page 10 - Employees of the Quarter

Page 10 - Special Features

Article is continued on page 4...

Michael's Message

by Michael Jeanes
 Clerk of the Superior Court
 Maricopa County, AZ



Envisioning goals in a new way

Here is a little anecdote that I read about accomplishing your goals. We have many goals as an Office and I am sure that each of you has several of your own personal goals that you want to achieve.

The Little League coach was pitching to a team of seven-year-old players. Unfamiliar with how to handle a bat, the youngsters didn't do very well. They swung weakly, barely connected with the ball, and dropped the bat as soon as they made contact.

After watching the baseball roll meekly through the infield a few times, the coach had an idea. He picked up the ball, held it out to his team, and asked them, "What is this?"

"It's a baseball, coach," one of the players said, barely hiding his desire to laugh at the question.

"No, it's not," the coach replied. "It's a tomato, and the next time you see it coming at you, I want you to smash it with your bat. Smash the tomato!"

The boy took a bat, and did indeed smash the "tomato" into the outfield. The other players quickly followed his example, all with big grins on their faces.



Nothing had changed, except the kids' idea of what they were trying to do. Sometimes the best way to achieve a goal is to think of it in different terms.

Upcoming Munch With Michael Dates

August 4

Noon - 1 p.m.
 TANG Conference Rm
 ECB, Law Library, 3rd Fl.

August 11

Southeast Juvenile
 Noon - 1 p.m.
 Cactus Room, 1st Fl.

August 19

Northwest
 Noon - 1 p.m.
 Jury Rm. 124

September 2

Southeast Adult
 Noon - 1:00 p.m.
 Conference Rm.



"Goals give you more than a reason to get up in the morning; they are an incentive to keep you going all day." – Harvey Mackay

Timely Service

Timely Service - A section of recent email messages, note cards, phone calls, and letters about Clerk employees who provided *timely service*.

CO-WORKER COMPLIMENTS

To: Naomi Marruffo and Benny Lopez

From: Leslie Groeneveld

"I want to thank Northeast's **Naomi Marruffo** and **Benny Lopez** for translating and interpreting for our Spanish-speaking customers. They're both always willing to help us out in these cases. We have many customers who speak Spanish and our jobs would definately be more difficult without them!"

To: Training Team

From: Leslie Wilkins

"**Training Team:** Thank you so much for all of your efforts for the COJET Conference. I know there was a lot of planning and preparation that went into organizing the large number of COJET classes that were available to courtroom clerks and to COC staff. We've heard very good comments about the classes and we appreciate all of your hard work!"

To: SE Juvenile Operations Team Members

From: Franci Smock

"I want to thank the entire team at SEJ for continuously stepping up and covering for each other when needed. It's because of their teamwork that we continue to meet and more often exceed productivity expectations. They are: **Monica Randez, Jennifer Larson, Kathie Rosenow, Delia Garcia, Melissa Stec, Sameera Mohammed, Mary Brennan, Tamara Hight** and our supervisor **Sharayah Dunst**."

To: Supervisor's Retreat Planning Committee

From: Sheri Jaffe

"I would like to extend thanks to the **Supervisor Retreat Planning Committee** and participants. Every detail was attended to from the book/bookmark, decorations, food, guest speaker and

activities. The topic was interesting and valuable to us as managers and supervisors. The videos showed the true colors of the Administration team and brought pronounced humor to the event. BIG Kudos to the committee and participants. I am already looking forward to next year!"

CUSTOMER COMPLIMENTS

About: Diana Hoover

An attorney recently sent a letter to Michael Jeanes to make him aware of the great service he received from Accounting's **Diana Hoover**. He wrote, "Diana went above and beyond the already exceptional service your office provides." The attorney was representing a family and he was up against a deadline. Diana was able to provide him with the information he needed before the deadline. He wrote, "On behalf of the family I represented and myself, I want to thank Diana for her outstanding assistance and her manager for maintaining an atmosphere in which your employees can serve the public in an exceptional manner."

About: Family Court Courtroom Clerks

A Superior Court staff member sent an email to the Courtroom Services Managers/Supervisors to express her gratitude for the help of the **Family Court courtroom clerks** during the Judicial Conference. She said the clerks were outstanding, always pleasant, and cheerful when called upon. She said, "Thank you to the many courtroom clerks who were on call to receive exhibits, and to the Family Court Administration for seamlessly coordinating the flow of traffic. The teamwork is incredible! Thank you!"

Courtroom Services Supervisor Linda Berger added, "I want send out a big, huge THANK YOU for all of your hard work during the Judicial Conference. Your expertise and great customer service did not go unnoticed."



CLERK CONNECTION

...National Achievement Awards continued from page 1

Cross-Training Programs – This effort was initiated to train staff in multiple facets of the office for greater flexibility, speed in service, and overall efficiency. As part of this initiative, courtroom clerks began being trained in more than one case type. Historically, the courtroom clerks were initially trained for only one case type. As a result, the office increased the number of courtroom clerks available to cover multiple case types, while improving the value of the position. In addition to the courtroom clerks, the filing counters, marriage licenses, and passport services were identified for the cross-training initiative at multiple locations. Cross-training between these service areas created a more unified approach, allowing customers to receive more timely service, while improving the overall judicial process. Once implemented, the average wait time for marriage license or passport customers at the Clerk’s Southeast Adult facility was reduced by approximately 50 percent in February 2016, as compared to February 2015.

Interactive Voice Response (IVR) Phone System – This program was developed to better respond to an average of 30,000 telephone calls each month. Before implementing the new IVR, callers could directly dial more than 70 published desk phones and might be transferred to one or more than 100 telephone numbers. In addition, call volume, call type, and transfers could not be measured. A new telephone-button operated menu system was implemented that resulted in allowing callers to select options for routing directly to the appropriate area of the Office based on their need. The new system eliminated over 200 individual telephone numbers and provided the public with one main telephone number to call when contacting the organization: (602) 37-CLERK (372-5375). In addition, most desk phones were eliminated and replaced with a system that lets staff manage call queues and incoming calls directly on their computers. The new system reduced monthly telephone charges for individual telephone lines, as well as the cost of telephone equipment. Additionally, the IVR system measures and monitors call queues in real time, allowing better use of staff time and collecting statistical data and callers can also get information without speaking to staff, as the menus are available 24-hours per day, seven days a week.



“It is an honor to have such national recognition for our efforts,” Clerk of the Court Michael Jeanes said. “These awards show the innovation of our employees and their efforts to improve service.”

The two achievement awards bring to a total of 39 NACo awards the Office has received over the past 28 years for its innovative programs.



Office Generational Survey Results

PART 1

SURVEY STATISTICS OF THE PARTICIPANTS

Traditionalists (Born before 1945) - Four participants **Baby Boomers** (Born between 1945 - 1964) - 111 participants

Generation X (Born between 1965 - 1980) - 151 participants **Millennials** (Born between 1981 - 2001) - 92 participants

NOTE: Below is the number of people who provided the answer followed by the answer itself for each generation.

If you could change one thing about the dress code, what would it be?

Traditionalists

- 2 - It is fine. No changes
- 1 - More casual days
- 1 - T-shirts allowed



Baby Boomer

- 15 - Allow jeans more often/Everyday/For everyone
- 14 - It is fine. No changes
- 13 - Allow capris
- 8 - Consistent enforcement
- 6 - More types of footwear allowed
- 4 - More casual days

Gen X

- 36 - Allow jeans more often/Everyday/For everyone
- 19 - It is fine. No changes
- 16 - More types of footwear allowed
- 15 - Allow capris
- 10 - Consistent enforcement
- 9 - Dressier/More professional requirements
- 8 - More casual days
- 7 - Less restrictive

Millennials

- 15 - Allow jeans more often/Everyday/For everyone
- 13 - It is fine. No changes
- 12 - More types of footwear allowed
- 6 - Allow capris
- 5 - More casual days
- 4 - Consistent enforcement
- 4 - Less restrictive

At What Age Do People become "Grown Up?"

<u>Traditionalists</u>	<u>Baby Boomers</u>	<u>Gen X</u>	<u>Millennials</u>
1 - Ages 16-18	20 - Age 21	24 - Age 25	13 - Age 25
1 - Never	16 - Age 25	22 - Age 30	12 - Age 18
1 - It differs	11 - Age 18	18 - Age 18	11 - Age 30
	2 - Age 35	11 - Age 21	6 - Age 21
		5 - Age 35	3 - Age 27

Name something people buy to show their success

<u>Traditionalists</u>	<u>Baby Boomers</u>	<u>Gen X</u>	<u>Millennials</u>
3 - Car	81 - Car	99 - Car	58 - Car
1 - House	10 - House	25 - House	13 - House
	4 - Clothes	5 - Purse	2 - Electronics
	2 - Jewelry	4 - Jewelry	2 - Jewelry
		2 - Clothes	

Name an article of clothing that you can wear multiple days in a row

<u>Traditionalists</u>	<u>Baby Boomers</u>
2 - Sweater/Cardigan	24 - Sweater/Cardigan
1 - Jeans	19 - Shoes
1 - Uniform	15 - Jacket/Coat
	13 - Jeans
	8 - Pants/Slacks
<u>Gen X</u>	<u>Millennials</u>
32 - Jeans	15 - Sweater/Cardigan
30 - Sweater/Cardigan	13 - Jeans
18 - Jacket/Coat	12 - Jacket/Coat
12 - Shoes	6 - Shoes
10 - Pants/Slacks	5 - Pants/Slacks
8 - Scarf	





...Office Generational Survey Results Continued

Name something you keep in your wallet.

Traditionalists

- 1 - Driver's License/ID
- 1 - Money/Cash
- 1 - Photo



Baby Boomers

- 46 - Driver's License/ID
- 22 - Money/Cash
- 21 - Credit/Debit Card
- 4 - Photo

Gen X

- 63 - Driver's License/ID
- 38 - Credit/Debit
- 23 - Money/Cash
- 5 - Photo
- 3 - Insurance Card

Millennials

- 43 - Driver's License/ID
- 21 - Credit/Debit Card
- 12 - Money/Cash
- 3 - Photo

Name something you shouldn't do while driving

Traditionalists

- 3 - Text
- 1 - Drink/Be intoxicated



Gen X

- 113 - Text
- 12 - Talk on/Look at phone
- 4 - Drink/Be intoxicated
- 4 - Eat
- 2 - Put makeup on

Baby Boomers

- 72 - Text
- 19 - Talk on/Look at phone
- 21 - Drink/Be intoxicated
- 3 - Eat
- 2 - Put makeup on

Millennials

- 63 - Text
- 7 - Talk on/Look at phone
- 6 - Drink/Be intoxicated
- 3 - Eat

Name something you eat when you are broke

Traditionalists

- 1 - Crackers
- 1 - Rice
- 1 - Spam
- 1 - Candy



Gen X

- 65 - Ramen Noodles
- 11 - Mac and Cheese
- 6 - Soup
- 6 - Rice
- 5 - Beans
- 5 - Peanut Butter and Jelly
- 5 - Sandwich

Baby Boomers

- 23 - Ramen Noodles
- 9 - Soup
- 8 - Peanut Butter & Jelly
- 6 - Beans
- 6 - Peanut Butter
- 5 - Mac and Cheese
- 5 - Pasta/Noodles

Millennials

- 31 - Ramen Noodles
- 9 - Sandwich
- 5 - Pasta/Noodles
- 4 - Beans
- 3 - Oatmeal
- 3 - Eggs

What is the best way to obtain knowledge in your job?

Traditionalists

- 2 - Training, Classes, Meetings
- 1 - Hands on experience / Just doing it
- 1 - Ask questions

Baby Boomers

- 23 - Manuals, References, Instructions, Procedures
- 20 - Hands on experience / Just doing it
- 17 - Co-worker
- 16 - Ask questions
- 14 - Training, Classes, Meetings
- 6 - Manager/Supervisor



Gen X

- 37 - Hands on experience / Just doing it
- 27 - Manuals, References, Instructions, Procedures
- 21 - Training, Classes, Meetings
- 20 - Co-worker
- 13 - Supervisor/Manager
- 11 - Ask questions
- 7 - through the Human Resources Office

Millennials

- 22 - Hands on experience / Just doing it
- 13 - Ask questions
- 12 - Co-worker
- 11 - Training, Classes, Meetings
- 7 - Manuals, References, Instructions, Procedures
- 6 - Online/Google
- 6 - Manager/Supervisor

Name an excuse someone might give for showing up late work/school

Traditionalists

- 3 - Traffic/Accident
- 1 - Problem with car



Gen X

- 86 - Traffic/Accident
- 25 - Overslept/Alarm clock
- 23 - Problem with car
- 12 - Issue related to children
- 2 - Sick

Baby Boomers

- 53 - Traffic/Accident
- 22 - Overslept/Alarm Clock
- 18 - Problem with car
- 4 - Issue related to children
- 3 - Sick
- 3 - Issue with bus

Millennials

- 41 - Traffic/Accident
- 18 - Problem with car
- 15 - Overslept/Alarm Clock
- 5 - Issue related to children
- 3 - Sick

Extra Miles

Newsletter Extras

A call for actors/actresses for Office training videos

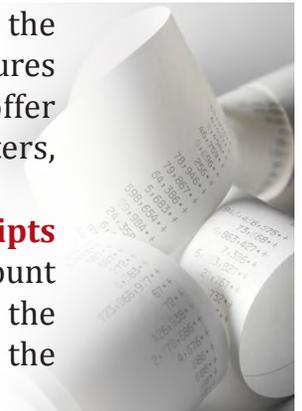


The Training Department is developing several new videos for staff to view on various topics that will allow them to receive COJET credit. As part of this project, employees who are willing to participate as actors/actresses are needed to assist in the making of the videos. If you are interested in playing a role, please contact **LaToya Charles** via email. Employees will need to get their supervisor's approval to participate.

A yearly update on the feats of the receipt

Six years ago, a new receipting system was implemented for the Office, the Superior Court, and Adult Probation. The system provided several new features and made it easier to generate reports, acquire statistical information, and offer increased functionality. The Clerk's Office issues receipts at all filing counters, public counters, as well as marriage license and passport offices.

TODAY: This past fiscal year (July 1, 2015 - June 30, 2016), **695,400 receipts** were created in the system. These receipts totaled **\$129,478,751.41**. The amount of receipts was 85,000 less than the previous year, but the total amount of the receipts was \$255,834 higher than the previous year's total. Five years ago, the total was **\$147,893,046**.



Water donation challenge makes an even bigger splash



A total of **19,829 bottles of water** were donated by Maricopa County employees to the countywide **H2016 Challenge** held this summer. This amount is 3,200 more bottles than last year and 6,000 more than two years ago. The bottles of water were given to the Health Care for the Homeless Clinic/Human Services Campus.

County adopts budget

The Maricopa County Board of Supervisors recently adopted a **\$2.356 billion budget** for Fiscal Year 2016-2017, which is an increase of \$116.8 million (5.2%) from last year's budget. The budget adds funding for pay for performance salary increases, criminal justice and public safety, including a new juvenile court, and some capital improvement projects.

REMODELING REPORT

Recent snapshots from the remodeling/refresh work at Northwest and the Customer Service Center.

The Office Court-struction Zone

The month of June didn't just have rising temperatures, it also had new walls, furniture, paint, and carpet RISE up around the Office. During the month: Phase I of the Northwest Office's Filing Counter Remodeling project was being performed; a refresh of the Customer Service Center's Support Service's area was completed; and a refresh of a lower level work area in the CSC was completed as well as the move of the Distribution Unit (formerly located in the CCB) was made. Below are a few photos of the different projects.



The NW Filing Counter showing Phase 1 of the remodeling work and the current file counter that is scheduled to be worked on next.



Inside Phase 1 of the NW remodeling project shows three new desks and windows for employees to work at and serve customers.



The refreshed Support Services area at the CSC. The area received larger work stations and new carpet.



The area for the Distribution Unit, which moved from the Central Court Building to the Customer Service Center. The office area was carpeted and work stations were installed.

The Inside Track

on Employee News

1

2

3

4

OFFICE ANNIVERSARIES

The following Clerk of Court employees celebrate milestone anniversaries with the Office in July:

25 YEARS

Rebecca Miller

20 YEARS

Reta Sneddon

15 YEARS

Diane Berkland and Veronica Lama

10 YEARS

Chinue Moore, Sheila Bullock, Laura Nelson, and Kathryn Folk

5 YEARS

Jamie Eaton, Meredith Aguero, Alana Callahan, and Devin Con Cholar

NEW EMPLOYEES

The Clerk of the Superior Court's Office welcomes the following new employees:

- **Customer Service Center Public Records - Paramelia Ariel**
- **Family Support Service - Dominique Moreno**

Welcome

OFFICE AWARDS/HONORS



TEAMWORK! – From left are: **Tawnie Wells, Kate Folk, Ron Lopez, and Emily Morris.**

One final C.A.S.E. Award (Celebrating And Saluting Employees) was recently presented. The **Discovery & Confidential, Grand Jury and Transcripts Team** was presented a "Teamwork Award" by Michael Jeanes at the Customer Service Center. An excerpt of their nomination said,

"During the past year, this group has undergone staffing changes and taken on new roles and assignments. If anyone were to walk into the work unit, you would think this group has worked together for a long period of time. They are confident in their roles; respectful to each other and truly care that their coworkers succeed by each being able to do the job successfully and accurately."

EMPLOYEE MOVES

- **Priscilla Magallanes Cardenas** transferred from being a court operations specialist for the Family Support Services to become a courtroom services specialist at Durango Juvenile.

EMPLOYEES of the QUARTER

The Honorees For April - June 2016



MICHAEL LANE / Durango Juvenile Courtroom Clerk

Nomination - Michael Lane is a tremendous asset to the Clerk's Office. He is trained in all juvenile case types. He is meticulous in his work so his error rate is among the lowest of all clerks. In addition, he shares his extensive technical knowledge with us. Michael is an expert at computers and computer programs. He shares his knowledge in many ways, including through an easy-to-use application called Uniforms. Uniforms contains individualized language specific to each juvenile judicial officer that makes preparing minute entries much faster and is full of shortcuts that makes typing minute entries much easier. He was approved to teach

COJET classes on Uniforms, which not only allowed courtroom clerks to obtain COJET credit, but also expanded use of this time-saving application. Michael is a senior clerk, having over a decade of experience with us, and is, in a word, "Awesome!"



STACY KENNOW / CR File Counter, RCC/EDC and CR eFile/Docket Lead

Nomination - Stacy has worked diligently in the absence of a CR Supervisor to assure that the CR areas continued to run smoothly. She made herself available to staff for questions and concerns. She filled in for the supervisor by attending meetings and providing insight on area processes, opening and closing the vault, reassigning staff to assure coverage for the areas and monitoring COJET. She assisted other court department staff with issues regarding the day to day functions. She not only continued to assist with the training, but also provided updates on the progress to the manager so performance evaluations could be presented timely. Although staff had access to the

manager, Stacy often acted as a liaison between staff and the manager. She stayed in contact with the GJ Lead to rearrange RCC/EDC assignments in order to assure coverage for Grand Jury. She did not hesitate to answer questions and provide assistance for both her manager and administrator. Not once did she complain about the additional duties during the two month long process of hiring a new supervisor. Her dedication and positive attitude during this time make her deserving of this award.



APPACHU BALLACHANDA / Information Technology Group

Nomination - Appachu is the "go-to guy" when it comes to application knowledge, especially major applications such as eFiling and Receipting. He brings a unique talent, knowledge and skill set to identify production issues or when testing new developments. His skill set is also highly-recognized and acknowledged on the RFR project and he is a catalyst between SMIs and the Development team. In addition, he helps to document the critical requirements. He doesn't mind working behind the scenes and is a tireless worker.

DIANA HOOVER / Accounting

Nomination - Diana is a very strong team player and receives accolades from our customers on a regular basis. She is known for her knowledge and willingness to go the extra mile to help her team and other COC staff members. The most recent rave review she received was in a letter to Michael Jeanes from a local attorney praising her efforts to assist his clients (a family who was about to lose their home due to a Sheriff's sale). The attorney came to the file counter to seek assistance for this family, as there was \$200,000 on deposit with the Clerk that the Court had ordered released to the family on June 8. The practice for releasing monies is... funds are released on the day following receipt of the releasing order and mailed to the intended recipient. The problem was the Sheriff's sale was taking place on June 10, so the cycle time to release and get the funds into the family's hands was too great to meet the deadline to save their home. Diana took the initiative to go the extra mile to get the funds released so the family was able to pick up the check at the filing counter, allowing them to deliver the funds to the Sheriff's office in time to stop the sale. While the attorney went on to say he always receives exceptional service from our office, he wanted to commend her for the "outstanding assistance" and thank our office for "maintaining an atmosphere where employees can serve the public in an exceptional manner." (Photo Unavailable)

Special Features

Where in the world has the Record Times been?



Newsletter shows up in a mysterious location this month

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, the newsletter was surrounded by the Caribbean waters. This month, it is found with an employee surrounded by the California forest.

Pictured to the left is **Criminal Financial Obligations' Becky DeLong** who is at Mystery Hill in the

California. Becky said the location is mentioned in "Ripley's Believe It Or Not" for its phenomena like marbles being able to roll up hill.

You may submit a photo of yourself with the *Record Times* at any time. To submit a photo: **1)** Print the newsletter front page; **2)** Take a photo(s) with the page during your vacation (horizontal format); **3)** Email the photo to Len Keso with your name, department, and a description of the photo, along with any other interesting details of the photo/vacation.

Clerk Work

Picturing staff who work for the Clerk
This month - **Ryan Harris**



Department: Training & Staff Development

Job Title: Admin. Assistant | **Years With the Office:** nearly 3 yrs | **Something You Enjoy About Your Job:** I am constantly learning new things. | **What Was Your First Job:** Office Assistant for Principal at my high school. | **Hometown:** Phoenix, AZ. / **Any Hobby or Special Collection:** I am an avid reader of history, especially 18th Century and early 19th Century American history.

Something Memorable You've Done: Whitewater rafting up in Whistler, British Columbia, Canada. | **Favorite Vacation Destination:** Maui, Hawaii. I can't wait to go back. | **Favorite Meal:** Thanksgiving. | **Favorite Place to Eat Out:** Popo's Fiesta Del Sol. | **Favorite Sport or Team:** My alma mater, the University of Oregon Ducks. I love my college football team! | **Someone You Would Like To Meet:** David McCullough, a prominent historian and favorite author of mine. | **Favorite TV Show or Movie:** *Office Space* | **Something You are Proud of:** The fact that I am the first person on my mother's side to graduate from college with a four-year degree. | **What Would You Like To Be For A Day:** I think it would be fun to be a food critic. | **An Ability You Wish You Had:** To be able to travel back in time and witness some amazing historical moments. | **What Is Your Dream Car:** A 1961 Ferrari 250 GT California (from *Ferris Bueller's Day Off*). | **Something on Your Bucket List:** Visit the Caribbean. | **Best Advice Someone Has Given You:** Always follow the Golden Rule. | **Any Hidden Talents:** I can play (somewhat) the piano | **Nobody Would Believe It If They Knew...** that I played clarinet in junior high band for three years.

Take

5

This month's list of five is ... **the five best travel-worthy state capitals...**

- 5) Sacramento, CA
- 4) Boise, ID
- 3) Little Rock, AR
- 2) Juneau, AK
- 1) Carson City, NV



Source: USA Today

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