

RECORD TIMES

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

TEAMWORK!



Go Team! - The NE Courtroom Clerks received a C.A.S.E. Teamwork Award this month. The team members are (left to right, front): Dawn Kub, Loretta Carlson, Enid Evans, Tracy McMillian, and Tami Ross. (back row): Claire Vigil, Sarah Blair, Christy Hall, Kathy Hartley, Donna Kenney, Erika Morgenstern, and Terri Pavia. Not pictured Wendi Tenover and Jennifer Bailey.

CASEbook accounts are beginning to open

Winners of the C.A.S.E. (Celebrating And Saluting Employees) Awards begin to be announced and posted to newsletter

Social media has its' Facebook and the Clerk's Office now has its' CASEbook. CASEbook is the place (in the newsletter) where employees who have been awarded an Office C.A.S.E. award for their excellent service can be found. The Northeast staff are the first to be enrolled in CASEbook, but staff from the other Office locations will soon follow in the next few weeks. To view whose service has been LIKED from the Northeast Office, see the photo on the left and photos on [page 4](#).

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Refresh, remodel, and relocate

The following are improvement projects that recently occurred or will soon occur around the Office:

◆ **Northeast ML&P Refresh** - The NE Marriage License and Passports area is receiving new paint, concrete flooring, low workstations, and new customer seating. The work began April 24 and is expected to be completed May 11.

◆ **Durango File Counters** - On May 20, the Durango File Counters will be upgraded to match the SE Juvenile design. This is being done to increase security and to provide for additional customer privacy.

◆ **CSC Disposition and Abstracts** - On April 25, the CSC Disposition and Abstracts area relocated from the File Room to the CSC Quality Control area. Improved workstations were provided for better interaction.

◆ **CSC Discovery and Confidential** - On April 25, new workstations that meet county standards were installed in the CSC Discovery and Confidential area. The stations provide more work area for staff.



Michael's Message

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

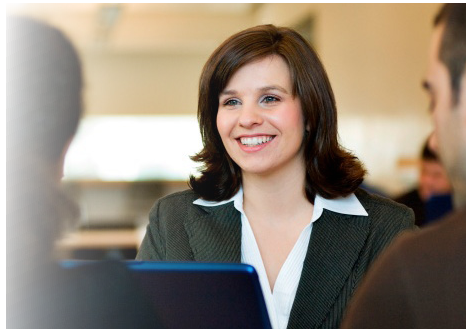


Validating what the customer said

Last month in this column, I provided 10 very simple service phrases we could use when dealing with our customers to help enhance our service. Some of those phrases were “Good Morning” or “Good Afternoon,” “What can I help you with today?,” “Let me find that out for you” and “I will check and get right back to you.”

This month, I would like to share another tip that waiters/waitresses often do to provide great service and that is to repeat back what was said to them. According to a study, it was found that 85% of customers like their order to be repeated back because it makes them feel they are being heard. It also gives them a chance to make changes or corrections. But the most important effect is that it validates what the customer said.

This suggestion may not work in every situation you face with a customer, but when it is appropriate, give it a try. I would recommend to not parrot the people’s words, but instead paraphrase them to show you value what they are saying.



If you have any other service tips that are effective with our customers and feel it would be beneficial for others to know, I would enjoy you sharing them with me at one of my upcoming Munches. The dates, times, and locations of my next four munches are listed to the right.

Thanks again for your great service and your willingness to continue to sharpen your skills!

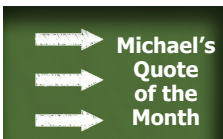
Upcoming Munches With Michael

SE JUVENILE
 Noon - 1 p.m.,
 May 14
 Saguaro Room

NORTHWEST
 Noon - 1 p.m.,
 May 28
 Jury Room 121

SE ADULT
 Noon - 1 p.m.,
 June 3
 Conference Room

DOWNTOWN
 Noon - 1 p.m.
 June 9
 TANG Conference Room, 3rd Fl, ECB



“If you want to make your mark, sharpen your skills.” – 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: ITG Team

From: Anita Avila and Management Resources staff

"Thank you to the ITG team: **Ken Troxel, Ravindra Goud, Shyamala Nazareth, Appachu Ballachanda** and other **ITG staff** indirectly involved, for supporting our efforts to simplify and create a better experience with respect to e-Supply. Ken and his team added hyperlinks so that field buyers would be able to review stamps, envelopes, and forms before ordering. Also, the windows were made expandable so users can view the screen in its entirety. In addition, they removed the unnecessary headings. They have been meeting with our team to improve the quality of the e-Supply system on a regular basis. The appreciation we have received from our buyers that utilize e-Supply tells us we are on the right path to creating a more functional user-friendly product. A big kudos is given to Ken and the ITG team!"

To: Steve Lauer and Adrian Roberts

From: Wendy Johnson

"I want to say how much I appreciated both **Steve Lauer** and **Adrian Roberts** from the Information Technology Group for all of the assistance they gave to get the new A/V equipment in the Downtown Justice Center

Training Room working seamlessly. Without both of them, we may have needed to change out some of the equipment. Thanks!"

To: NE Filing Counter staff

From: Kristy Kee

"A huge thank you and praise to the **NE Filing Counter staff** for making me feel welcome... from the management to the specialists...you're truly knowledgeable and an amazing team."



To: Kathy Kruse and Melinda Yelverton

From: Tina Barrett

"I would like to say thank you to **Kathy Kruse** and **Melinda Yelverton** for providing coverage in Discovery & Confidential Grand Jury. They are always willing to assist anytime their help is needed."

To: Sheri Jaffe

From: Aaron Nash

"In the last month or so, **Sheri Jaffe** has quickly investigated and responded to demands from several internal and external customers of the office. She always provides important background and specifics to fully answer their questions. It's also great to hear from these customers and co-workers how great Sheri is to work with - I completely agree with them!"



Office News Round-up

NE CASEBook award entrants continued from page 1



Carmen Saldana
Customer Service Award

Katie Lavery
Customer Service Award

Another name to be added to County Service Pillar



On May 27, Al Ogawa, a former Clerk of the Court employee, will have his name added to Maricopa County's Service Pillar. Al retired in January after serving the Office for more than 33 years. The Pillar ceremony will be held at 10 a.m. in the Board of Supervisors' Auditorium.

In 2004, Maricopa County instituted the **Pillars of Honors** program to recognize employees in three areas: Service (for staff retiring in good standing with 30 or more years of service), Salute (for national achievements), and Sacrifice (for those who lost their lives in the line of duty). Currently, the Office has 17 former staff members listed on the Service Pillar.

The Pillars are located on the Central Court Plaza.

Service pin statistics

This year, **38** Clerk employees are receiving a service pin from the Clerk of the Court's Office. They represent **565** years of experience. Four of these employees are 25-year pin recipients and one employee is a 30-year pin recipient. The record amount of pins distributed occurred four years ago when 135 employees, totalling 1,395 years of experience were recognized.





Extra Miles

Newsletter Extras

Pilot Program for Commercial Court coming

from an Arizona Supreme Court news release

A pilot program is being launched by the Arizona Supreme Court that creates a new Superior Court venue for commercial disputes. The program will begin in Maricopa County as a three-year venture that starts in July.

“This court recognizes that disputes between companies or involving the internal governance of businesses often raise issues that require specialized knowledge and that implicate potentially expensive discovery,” Chief Justice Scott Bales said. “By appointing experienced judges and establishing processes shaped for commercial civil litigation, we hope to show that these disputes can be resolved more efficiently and economically.”

The Clerk’s Office has been participating in the planning and logistics of setting the program up. The following were listed as benefits of a Commercial Court by an Advisory Committee that was formed to study the feasibility of establishing the special venue:

- Make Arizona a more favorable forum for resolving business disputes;
- Improve the business community’s access to justice;
- Expeditiously resolve business cases and reduce litigation costs;
- Improve the quality of justice; and
- Gain the business community’s support for the State of Arizona’s dispute resolution system.



Judges Dawn Bergin, Roger Brodman and Christopher Whitten are the three Superior Court judges named to the pilot program.

It’s fun to go to the Y.M.C.A.

Maricopa County and the Valley of the Sun YMCA have formed a partnership. As a result, all county employees and their family members have access to reduced membership rates at any of their 16 Valley of the Sun branch locations. In addition, the \$100 joining fee will be waived. The benefit also includes reduced rates for child care costs such as Day Camp and After-School Care. To sign up, bring your county employee ID badge, employee ID number, and a method of payment to one of the YMCA branches. More information is available by calling Employee Benefits at 602-257-5135.



Move to the Moon results

Maricopa County announced that county employees took a total of **702,801,089 steps** between February 1 and March 31 as part of the “Move to the Moon” Employee Wellness effort. They said the goal was not only achieved, but surpassed reaching the moon and beyond.

Reflections

Office memories

by Courtroom Clerk **Terri Pavia**. Terri has worked for the Office for more than 32 years during three different stints – the first of which began in 1960. The following are few of her reflections.

It was July, 1960. There were 13 Divisions, all judges; no commissioners. To start as a Courtroom Clerk, one had to first learn how to issue marriage licenses, file documents at the counter, and enter into huge docket books all documents and the complete record of all court hearings. These were all done by hand. The journal books were stacked on shelves at least six feet high and occasionally a step ladder was needed to get one down. The book was then placed on a podium so the entry could be made. The Clerk of the Court, Walter Wilson sat at his desk in the middle of the room keeping watch over all the goings on. At times, I remember him having to deal with the squabbles if it were either too hot or too cold in the room. His Chief Deputy was Cliff Ward who managed the office operations.

While doing “front desk” duty, it was my responsibility to locate another courtroom clerk to be my mentor. I chose Geri Gowey who had the distinction of being the first woman hired as a courtroom clerk to replace those who were drafted in WWII, which left a shortage of clerks. Prior to that time, the job was traditionally man’s work. Together, Geri and I wrote a courtroom clerk “bible” for my use and I was allowed to sit in and observe the hearings. After about a week, I was sent up to Judge Hyder’s court to cover a murder trial. He took me under his wing and directed me every step of the way through the trial. He said “trial by fire” was the best way to learn and he was right. I was a courtroom clerk for over eight years before leaving to do other things. During those years that I served, two Commissioners were appointed, the East Court Building was built, and most minutes were either handwritten or typed on manual typewriters. Mimeograph machines were also used to cut and paste for distribution.

In 1990, I returned to nearly 100 Divisions, electric typewriters and Xerox machines with the advent of computers to come shortly and another court building (Central Court) already starting to feel crowded. It has been non-stop progress ever since.

Looking back at what was in the Office newsletter



The following news item was reported in the *Record Times* 10 years ago this month.

Groundbreaking Ceremony - On March 24, 2005, a groundbreaking ceremony was held for a new 254,300 square-foot, five story Downtown Justice Center.

Update - The facility was completed in the fall of 2006 and the Clerk of the Court’s Administration moved into the building on the 3rd floor in December. Today, 30 Clerk staff members work in the building including the Clerk of the Court, Chief Deputy, Deputy Directors, Administrator, Human Resources, Training, Legal Council, Auditor, Public Affairs, Business Analysts, EDM, and Management Resources.

The Inside Track

on Employee News

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BIRTHS

- Congratulations to Customer Service Center Support Services' **Sharlette Wright** on the birth of her 7 lb. 11 oz., 17¾ in., baby girl on March 25. Her new daughter's name is Marlaina.
- Congratulations to Courtroom Clerk **Teresa Nestor-Donohue** on the birth of her fifth grandchild on March 18. Her new granddaughter's name is Briella Capri and she weighed 8 lbs. 15 oz. and was 21¼ in. long.
- Congratulations to SE Courtroom Services Manager **Sig Perez** on the birth of her first granddaughter on March 12. Her new grandchild's name is Ellie Marie. She weighed 7 lbs. 13 oz. and was 20 in. long.



OFFICE ANNIVERSARIES

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

20 YEARS

Alyson Moore, Ruby Davison,
and **Theresa Sandoval**

15 YEARS

Nina Parmar

10 YEARS

Beverly MacDonald

NEW EMPLOYEES

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

- **Courtroom Clerks - Heidi Bell, Kimberly Roehl, Stefanie Radwanski, Kelly Woods, Alyssa Taylor, Kimberly Ellis, Monica Medina, and Regan Tillar**
- **Docket/eFile - Chelsea Gray and Monica Mogel**
- **Durango Juvenile Courtroom Clerk - Rosalie Cabrera-Razo and Angelica Lopez**
- **ITG Help Desk - Tiffany Braiker**
- **Southeast Adult Docket/EDM/Distribution - Lynda Young**
- **Southeast Adult Filing Counter - Kristin Blue, Brittani Phillips, Lynda Young**
- **Southeast Juvenile Operations - Monique Ayala**
- **Southeast Marriage License/Passports/Public Records - Britt Silvernail**

AWARDS/HONORS

- Congratulations to SE Juvenile Courtroom Clerk **Marlene Rivera-Guthrie**, who earned her Juris Doctorate from the Arizona Summit Law School this month.

EMPLOYEE MOVES

- **Cindy Traslavina** transferred from the CSC Support Services to Disposition Abstracts.
- **Gina Vacanari** was promoted from Courtroom Clerk to Courtroom Services Manager assigned to Criminal.

Special Features

Where in the world has the Record Times been?



Newsletter makes appearance at historic European castle

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation or at an interesting place. Last month, the newsletter was seen with an employee who was in the heartland of America. This month, it can be seen with an employee in Scotland.

Pictured above is ITG Director **Ron Bitterli**, who is in Scotland posing with an electronic copy of the newsletter. He is standing outside of the Balhousie Castle in Perth, Scotland.

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 photo(s) with the page during your vacation; **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 - **Brian Colwell**



Department: NE ML&P / **Job Title:** Court Operations Specialist / **Years With the Office:** Almost three years / **Something You Enjoy About Your Job:** Helping customers gain perspective on understanding procedures with the legal process. / **One Task of Your Job Is:** I feel it is extremely important to keep a clean, precise court record by processing documents accurately. / **What Was Your First Job:** Newspaper carrier for the Phoenix Gazette...great times. / **Hometown:** I am one of those rare Phoenicians / **Something Memorable You Have Done:** Bringing two wonderful children into the world. / **Any Hobby/Special Collection:** Trailriding in my offroad vehicle aka a "RZR". / **Favorite Vacation Destination:** Breckenridge, CO / **Favorite Meal:** Tacos / **Favorite Place to Eat Out:** *The Haymaker* / **Favorite Sport Team(s):** Tottenham Hotspur F.C. (soccer) / **Favorite TV Show & Movie:** Movie - *Midnight Run*. / **If Given A Chance, What Would You Like To Be For A Day:** An eagle so I can explore the areas of the state that are not accessible to humans. / **Someone You Would Like to Meet:** Gareth Bale (a Welch soccer player) / **Something You are Proud of:** Beating the California state champions 7 to 1 in a soccer tournament back in 1984. / **Something on Your Bucket List:** Flying to London to watch my favorite soccer team Tottenham Hotspur play at White Hart Lane in north London. / **Nobody would believe it if they knew...** that I used be into custom cars and trucks.

Take



This month's list of five is ... **the top five fast food franchises with the most worldwide sales:**

- 1) McDonalds - \$88.2 billion
- 2) KFC - \$22.8 billion
- 3) Subway - \$18.1 billion
- 4) Burger King - \$15.8 billion
- 5) Pizza Hut - \$11.6 billion



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Chris Kelly - Chief Deputy / Lois Rees - Administrator / Len Keso - Editor