

RECORD TIMES

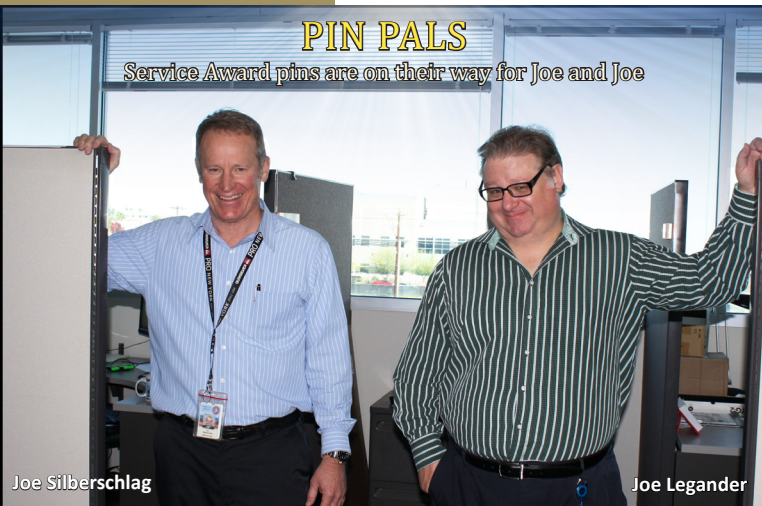
March
2015

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

PIN PALS

Service Award pins are on their way for Joe and Joe



Joe Silberschlag

Joe Legander

Joe Silberschlag and Joe Legander have one more thing in common this year. Besides their first names of Joe, both of them being trainers, and working right across from one another, they both are receiving a service pin from the Clerk's Office in the near future.

Time to celebrate milestone office anniversaries

The list of honorees are provided in this issue

During the month of May, the holidays of Cinco de Mayo and Mother's Day are celebrated, but here in the Clerk's Office another celebration takes place that lasts for a few weeks and is held at the various office locations. The celebration is the annual presentation of service awards to employees who have reached a milestone of 5, 10, 15, 20, 25, 30, and even 35 years of service. This year, **38** employees will be receiving a service award.

To learn who is scheduled to receive their Clerk of Court service award(s) this year, [see page 4](#). See the article below about the status of the Maricopa County service awards.

IN THIS ISSUE:

Page 2 - Michael's Message

Page 3 - Timely Service

Page 4 - Extra Miles

Page 6 - Northeast News Round-up

Page 7 - County Chronicle

Page 8 - Employee News

Page 9 - Special Features



More Pin Pals - (From left, photo 1) Sharayah Dunst and Tracy Nalls and (from left, photo 2) Michelle Wolf and Eileen Fenner are among several Clerk of Court co-workers this year who work in the same department with offices that are in close proximity to one another and are receiving service award pins this year. Sharayah and Tracy work at Southeast Juvenile and Michelle and Eileen work right next to each other in Electronic Document Management Quality Control at the Downtown location.

County service awards delayed at this time

For many years, when the service awards are distributed to Clerk of Court employees at the Office recognition events, staff receives both a Clerk of the Court award pin and an award pin from Maricopa County. This year, the county has not sent their service award pins to any county office, including the Clerk's Office. The county has said the shipment they received from the vendor needed to be returned for quality reasons. Currently, they do not know when they will receive the new shipment and then get them distributed to each county department. When the Clerk's Office does receive the county service award pins, the Public Affairs Office will distribute them to employees. As a result of this news, only the Clerk of Court award pins will be presented at the upcoming recognition events. The dates of the recognition events are listed on [page 5](#).

Michael's Message

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



A few words can make a big difference

It is no secret that customer service is important to me and it is very evident that it is important to you as well. We are frequently complimented on our customer service by the public, county, court, and other organizations. Nevertheless, we can always look at ways to improve how we serve our customers. One simple way to enhance our service is in the words we say. By using some short friendly phrases, it helps project a professional image for you and our Office. The right words can set a positive tone and they show a desire to help on your part. Here are 10 quick service phrases to consider when dealing with our customers:

- 1) How may I help you
- 2) Good morning or good afternoon
- 3) Let me find that out for you
- 4) Let me make sure that I understand
- 5) Thank you
- 6) You are welcome
- 7) What I can do is...
- 8) What can I help you with today
- 9) I will check and get right back to you
- 10) Hello

I realize that many of you may already incorporate some of these very simple phrases into your communications with our customers, but perhaps there are a few new ones. Hopefully, they at least serve as a reminder on what a big difference that a few short phrases spoken in a friendly manner can make.



Munch With Michael Update

An announcement on the dates, times, and locations of the second quarter Munches with Michael will be coming out soon via email and posted to the COCWEB under the "Employee News" headline. Watch for these details and please feel free to attend a Munch when you are able.



"Customer Service is not a department; it's everyone's job." – 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: Veronica Lamas

From: Chris Kilgus

"Veronica is always friendly, professional, and patient. She never gives up on a situation and has resolved many challenges for me and my department. She's great at what she does and it is appreciated."

To: Edie Friss, Harriette Bills, and Diana Hoover

From: Bryan Romero

"I just wanted to give a HUGE thank you to **Edie Friss, Harriette Bills** and **Diana Hoover** in the Accounting Department. They have helped Billing and Deferral immensely in the past, and have once again come to the rescue now that the Tax Interception Program is in full swing this year. Billing staff really appreciates it!"

CUSTOMER COMPLIMENTS

About: Cindy Traslavina

A customer sent an email to Support Services to thank **Cindy** for her excellent service. The customer wrote, "Thank you for your outstanding customer service! Your service was quick and very courteous. I knew what to expect from your email and I was ready. Thank you again!"

About: Nancy Nowak

Superior Court Judge Adelemen sent an email to Courtroom Services Manager Linda Berger letting her know how amazed he was with the work performance of Courtroom Clerk **Nancy Nowak** when there was a staff shortage in the division one day. He wrote, "Nancy did a lot of 'bailiffing' and other administrative duties today. She was all over the place! True to form, she didn't complain one bit, and she did her job with a smile on her face. I can't tell you how much it is appreciated."

About: Tamara Hight

A Juvenile Probation supervisor sent an email to Juvenile Durango Court Operations Manager Valerie Clark complimenting the work of **Tamara Hight**. She wrote, "We all appreciate how polite and prompt Tamara is. While I personally do not know her, she is always polite in her emails."

About: Cindy Traslavina, Lisa Cooper, and other Correspondence staff

A customer from Houston sent a letter to the Office commending **Cindy Traslavina** and **Lisa Cooper** for their assistance. She wrote, "I want to let you know that I have been working with your Correspondence Department on securing documents that appeared to be lost. Cindy, Lisa and other **Correspondence employees** were very professional, responsive, and courteous every time I called. It is very refreshing to receive consistent and reliable good service. I think I was a difficult customer to satisfy because I did have numerous questions and I simply would not give up until every rock was unturned. Your team of employees take their work seriously and gave me the sense that my inquiries were important to them. They were very helpful and I sincerely appreciate their dedicated service."

About: Ken Shipley

Special Council Aaron Nash had a customer he needed to direct to Customer Service Center's **Ken Shipley** for assistance. After Ken assisted them, the customer wrote these nice words, "What a great employee Ken is. He was very helpful, answered our questions, and helped us better understand the process."



Extra Miles

Newsletter extras



Upcoming Service Award Pin Recipients

The following employees are scheduled to receive a Clerk of the Court service award pin. **PLEASE NOTE:** The service award pins are for employees who reached their Office anniversary during the calendar year of 2014.

DOWNTOWN SERVICE PIN RECIPIENTS

10 YEARS

Tara Alameda
Catherine Diaz
Sarah Dignard
Eileen Fenner
Kelly Laird
Evette Landrum
Pam Reese
Cyndie Rego
Joe Silberschlag

15 YEARS

Chris Bradford
Emmy Greth
Olivia Hernandez
Ivette Huerta
Joe Legander
Michelle Wolf

20 YEARS

Kim Whitson

30 YEARS

Laura Eng

25 YEARS

Delilah Chilcoat

CUSTOMER SERVICE CENTER PIN RECIPIENTS

5 YEARS

Brian Bradley

10 YEARS

Eddy Ramirez
Melissa Totter
Tawnie Wells

15 YEARS

Charlotte Concholar

25 YEARS

Steve Lauer

SOUTHEAST PIN RECIPIENTS

10 YEARS

Franci Diaz-Smock
Sharayah Dunst
Teresa Haaser
Tracy Nalls
Iole Ostrander
Sheelagh Ponicki
Tiffany Galindo

15 YEARS

Judy Barney
Michael Kay
Vanessa Martinez
Teresa Nestor-Donohue

DURANGO JUVENILE RECIPIENTS

5 YEARS

Alyssa Vitucci

25 YEARS

Valla Wrona

NORTHEAST RECIPIENTS

10 YEARS

Bonnie McGovern

25 YEARS

Susan Morris

NORTHWEST RECIPIENTS

10 YEARS

Andrea Marquis
Krizna Rodriguez

15 YEARS

Tina Hays



More
EXTRA
MILES

When and where will the recognition events be?

Following are the dates/times/locations that the Service Pins/CASE Award ceremonies will be held at each office location.

- **April 29 - Northeast** / 12:15 p.m. / Jury Room
- **May 6 - Southeast** / 12:15 p.m. / Saguraro Room @ SEJ
- **May 12 - Durango Juvenile** / 12:15 p.m. / Large Conference Room
- **May 18 - Customer Service Center** / 12:15 p.m. / 1st Floor Break Room
- **May 28 - Northwest** / 12:15 p.m. / Office Area
- **June 16 - Downtown** / 12:15 p.m. / Supervisors' Auditorium



Old Courthouse receives special historic designation



The Arizona State Parks, State Historic Preservation Office announced that the Maricopa County Old Courthouse (OCH) has been placed on the National Register of Historic Places. The building was placed on the National Register for its architecture as well as for its significant role in the politics and government of Arizona and the United States.

The Old Courthouse was built in 1929 at a cost of less than one million dollars. It housed the courthouse, jail, and city hall. It originally had five courtrooms. Two different architects designed the building – one for Maricopa County and one for the City of Phoenix. The exterior look of the building is cohesive, but the interior reflects different styles in the Neo-Classical and Spanish Colonial Revival.

Employees can tour the OCH museum (located on the 6th floor) and receive COJET credit by enrolling in the “Maricopa County Justice Museum Tour” through the [Online Learning Center](#).



LOOKING BACK - The following news items were reported in the *Record Times* newsletter 15 years ago this month and in the Office's *Annual Report* 20 years ago.

1995 Annual Report - The Office is in line to go on-line with a web page in early 1996.

Today - The Office's first website was launched in 1996. Since then it has been redesigned several times and received various awards including Top 10 Court Website in the World in 1999 and 2007. Recently, a new website design was approved.

2000 Record Times - A new Customer Service Center will be constructed on Jackson Street.

Today - The Customer Service Center opened in August 2001. Today, approximately 140 staff work in the facility. Customers can visit the building to obtain a marriage license, apply for a passport, and access court records. Last fiscal year, the CSC staff served 559,501 customers.



The Northeast News Round-up

The Oscars are presented at Northeast

On March 19, Northeast Managers Susan Morris and Sheri Jaffe held an "Oscars-style" employee appreciation event during the lunch hour for staff at the Northeast Office. They presented over 35 awards to staff who walked up a red carpet to the sound of applause from their co-workers. An envelope was then opened that contained encouraging words about each staff person and then they received a statuette and had their photo taken. The event also included a quiz with statistics all related to the Northeast Office. A sampling of photos from the event is provided. The names of all the NE honorees are below.



Susan Morris and Sheri Jaffe



The Northeast Courtroom Clerks



Darlene Espinoza



Naomi Marruffo



Caitlyn Troxel



Sarah Blair



Claire Vigil

The List of Award Recipients

Cindy Kasmer, Bonnie McGovern, Naomi Marruffo, Caitlyn Troxel, Carmen Saldana, Kathryn Lavery, Sandra Seeley, Reta Sneddon, Brian Colwell, Darlene Espinoza, Leslie Groeneveld, Rebecca Bennett, Angela Walker, Gina Hoffarber, Benny Lopez, Channel Raymond, Celina Lopez, Leslie Cody-Day, Kelly Slesseman, Marena Sullivan, Jennifer Bailey, Sarah Blair, Loretta Carlson, Enid Evans, Christy Hall, Kathy Hartley, Donna Kenney, Dawn Kub, Tracy McMillian, Erika Morgenstern, Terri Pavia, Tami Ross, Wendi Tenoever, and Claire Vigil

Some 2014 statistics from Northeast

- Customers served = 257,303
- Marriage Licenses issued = 4,391
- eFilings processed = 4,444
- Exhibits marked = 60,288
- Total \$ collected = 10,129,561
- Total scanned pages = 1,029,967
- Passports applications processed= 12,076
- Minute entries created = 31,409



Expenses for the decorations, awards, etc. were donated by Susan and Sheri.

The County Chronicle

News items from Maricopa County

How to find out about the changes in benefit options

The county is providing employees opportunities to learn about the changes in their benefit options for Plan Year 2015-16 by offering presentations throughout the county. To attend a "What's New With Your Benefits?" presentation, employees may sign up through Pathlore, and then search for "Benefits." The times, dates, and locations of the presentations are available [here](#). **As with any type of training, supervisor approval is required. Benefits-related classes are not eligible for COJET credit.

County/City present annual Bike to Work Day April 23

Maricopa County and the City of Phoenix are sponsoring the **10th Annual Bike to Work Day** on Thursday, April 23. The four-mile bicycle ride and light breakfast will be held in downtown Phoenix. Participants may choose to bicycle with a large group from Park Central (3100 N. Central Ave.) to CityScape (1 E. Washington) or simply bicycle directly to CityScape. Employees interested in participating in the event, may register at <http://www.maricopa.gov/communications/btw.aspx>. Employees should also get supervisor approval to participate.



Go Wild for Flowers!

by the Maricopa County Parks and Recreation Department

Ahhh...spring is in the air! Along with the warm temperatures comes the chance to view Mother Nature at her finest as she carpets the desert floor with an array of beautiful colors.

"We're just beginning to see wildflowers popping up around the parks," said R.J. Cardin, Maricopa County Parks and Recreation Department Director. "To usher in the season, we've launched a valley wide 'Go Wild for Flowers' campaign. In addition to traditional marketing efforts, we've also set up wildflower albums on Facebook and Pinterest. This year we're trying something new, we're opening up the accounts to our park visitors so they can upload their wildflower photos. We really want to showcase the wildflowers so visitors know what's blooming, and what better way to do it than to have those who are on the trails daily posting photos of the blooms they're seeing on their hikes."

For those who are interested in learning more about the wildflowers, the interpretive rangers have begun rolling out wildflower hikes and programs. Participants are encouraged to bring plant books and cameras on the hikes. Trails used vary from week to week depending upon the abundance and variety of wildflowers.

To learn more about the County regional parks and the 'Go Wild for Flowers' campaign, visit www.maricopa.gov/parks.

The Inside Track

on Employee News

1

2

3

4

BIRTHS

- Congratulations to Courtroom Services Manager PC Support Supervisor **Dave Rosenthal** on the birth of his 7 lb. 4 oz. baby boy on March 4. His new son's name is Andrew Henry. He is Dave's first child.
- Congratulations to Courtroom Clerk **Maday Raygoza** on the birth of her 7 lb. 10 oz. baby girl on Feb. 22. Her new daughter's name is Mailyn Ariana and she was 19.2 in. long. She is Maday's second child.
- Congratulations to Criminal Financial Obligations' **Becky DeLong** on the birth of her fourth grandchild on Feb. 25. Her new grandson's name is Logan and he weighed 7 lb. 8 oz.
- Congratulations to Courtroom Clerk **Alana Callahan** on the birth of her 7 lb. 12 oz. baby boy on March 2. Her new son's name is Xander Bryce. He was 22¼ in. long. He is Alana's fourth child.



OFFICE ANNIVERSARIES

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

15 Years - Schelondia Justice and Julie Bower

5 Years - Anna Fagnani

NEW EMPLOYEES

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

- CR Docket/eFile - **Michelle Tobias**
- Courtroom Clerk - **Geraldine Clark**
- Customer Service Center Public Records - **Kimberly Hampton**
- Docket/eFile - **Lauren Dugar**
- Downtown Electronic Document Management - **Maria Ramirez-Munoz**
- Downtown Filing Counter - **Denise Ortiz**
- Juvenile Courtroom Clerk - **Catherine Williamson**
- Juvenile Durango Operations - **Seidy Ramirez and Monique Perez**



RETIREMENT



- Electronic Document Management Quality Control Manager **Joyce Auchinleck** retired from the Office on March 20 after serving for more than 23 years. She started with the Office in 1991 working as a courtroom clerk. Joyce shared these comments regarding her retirement:

"During the past 23 years, it's been interesting working in different parts of the office and getting to work with so many fine people on all levels. I still remember the day I started as a courtroom clerk. (Courtroom clerk Anita Beery started the same day as I did, and we were both scared and excited, never having worked in the judicial system before). After eight years as courtroom clerk, an opportunity arose to be a courtroom services manager. Two years later, I became part of something new to the office, the electronic document project, and this area turned out to be just my cup of tea. The office started scanning documents in January 2002, OnBase workflows were implemented shortly after that, and paper case files went away in 2007. The last thirteen years of working on this project have flown by! I am very thankful for all the opportunities I have received, support that has been given me, friendships I have made. I don't have any 'big plans' for my retirement yet, but I will be visiting relatives on the East and West coast."

Special Features

Where in the world has the Record Times been?



The newsletter is OK in first appearance in this state

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, the newsletter was seen with an employee who was in another country in the Middle East. This month, it is seen with an employee who was in Middle America.

Pictured to the left is Southeast Adult Courtroom Clerk **Teresa Haaser**, who was in Ada,

Oklahoma, the birthplace of country recording star Blake Shelton. Teresa was in the town to visit her daughter, son-in-law and grandson. This is the newsletter's first appearance in the state of Oklahoma.

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 - **Regina Romero**



Department: SEA Filing Counter / **Job Title:** Court Operations Specialist / **Years With the Office:** 9½ years / **Something You Enjoy About Your Job:** I enjoy making the filing process as painless as possible. Also, I wouldn't enjoy my job as much as I do if it weren't for my awesome co-workers. / **One Task of Your Job Is:** Initiate court cases. / **What Was Your First Job:** Working at a Daycare/Preschool. / **Hometown:** Kearny, AZ / **Something Memorable You Have Done:** Studying Marine Biology on a yacht for seven days near Catalina Island. It was amazing and breathtaking. / **Any Hobby/Special Collection:** I love attending outdoor events or festivals. I basically enjoy anything and everything, especially when it is outdoors. / **Favorite Vacation Destination:** Rocky Point on non-holiday weekends. / **Favorite Meal:** Pizza! Pizza! / **Favorite Place to Eat Out:** *Osaka Japanese Steakhouse*. Lol, I know it's not a pizza place, but it is fun. / **Favorite Sport Team(s):** ASU Softball and San Francisco 49ers football / **Favorite TV Show & Movie:** TV - *Empire* - Team Cookie and *Movie - Just Go With It*. / **If Given A Chance, What Would You Like To Be For A Day:** A bird.. Yup a bird / **Someone You Would Like to Meet:** Betty White and Joan Rivers and Janet Jackson, and....ok, I'll start with those for now. / **Something You are Proud of:** About to hit 10 years with COC / **Something on Your Bucket List:** Skydive / **Nobody would believe it if they knew...**I was Prom Queen in High School.

Take



This month's list of five is... **the top five highest waterfalls on earth.**

- 5) Mutarazi Falls (Zimbabwe) - 2,499 feet
- 4) Mongefossen Falls (Norway) - 2,540 feet
- 3) Utigard Falls (Norway) - 2,625 feet
- 2) Tugela Falls (South Africa) - 3,106 feet
- 1) Angel Falls (Venezuela) - 3,212 feet



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