

RECORD TIMES

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



2014 Office Jeane-ius Award Recipient
SUSAN MORRIS

She is a Jeane-ius!

Courtroom Services Manager honored

As a result of her brilliant idea in the workplace, Clerk of the Court Michael Jeanes recently announced that Courtroom Services Manager **Susan Morris** is a “Jeane-ius.” Jeane-ius is in fact the name of Michael’s own special award that he presents during the CASE/Service Pin events to an individual(s) or team who provided exceptional service during the past year. It is the Office’s highest award. Michael presented the award to Susan at the Northeast Recognition event.

An excerpt of what Michael read when presenting Susan with the special award is provided on [page 2](#).

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The CASE of Award-Winning Staff now closed

The CASE of the Award-Winning staff has come to a close for yet another year. The CASE, which stands for Celebrating And Saluting Employees, is actually the Office’s Employee Recognition Program and this year more than 100 employees were a part of CASE for their outstanding service. These employees received the special award for either Leadership, Customer Service, Excellence or Teamwork.

Photos of the most recent CASE winners from the Downtown and Northeast office locations are provided on [pages 5 and 6](#) of this newsletter.



The **Downtown Family Courtroom Clerk Team** received a CASE Award for their excellent teamwork. Award-winning team members are (from left): Jennifer Roberts, Anisa Ashburn, Jennifer Escarcega, Anna Fagnani, Alex Ocanas, Nancy Nowak, Laurie Wistuber, Tonya Blachut, Anabel Quintana, Gail Verbil. **Not pictured:** Yvonne Gano, Dyllana Ruelas, Lisa Smith, Valerie Stevens, Marty Makawi, Samantha Morris, Liz Ramirez, Yoli Soliz

Michael's Message

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



Each year, besides the CASE Awards, I present a special award called the “Jeane-ius Award” to an individual or team who has performed at a very high level. This year, Courtroom Services Manager **Susan Morris** received the award (as seen on page 1 of this newsletter). The following is a summary of the narrative I read about her at the recent Northeast Recognition event on why she is deserving of this award.



Susan currently manages a team of 13 clerks who require training in several case types due to the small size of the division. This can be extremely challenging as training a new clerk usually takes up to 12 weeks of side-by-side learning with another experienced clerk. Susan created a training program that helps her better address, not only the training needs of her area, but also can be implemented in all other areas of Courtroom Clerk training.

When Susan developed the concept, there were no floaters at NE. Susan was getting two new clerks for Family Court and was concerned about the impact on the assigned clerks who would normally conduct the training. Because there were no floaters, there would be no help to send the trainers, thus putting them behind in their work and potentially compromising the quality of the training that would be provided.

Susan developed a training plan in which she spent one to two weeks training the new clerks herself. It was Susan's goal that the trainee clerks receive intensive training on iCIS, MEEDS, ETS and basic minute entry format. This would take the burden off the assigned clerk who would normally provide the training. For the iCIS training, Susan developed questions which required the new clerks to research iCIS in order to find the answers to the questions, thus providing the new clerk an opportunity to learn to navigate iCIS. Exhibits were gathered from various divisions and Susan provided training on all aspects of exhibits handling and the use of ETS. This not only provided training to the new clerks, it assisted the assigned clerks with their workloads by having exhibits marked by another courtroom clerk. Susan took the new clerks to court and utilized an observation form to note basic information from the hearings that should be included in the minute entry. In addition to going to court to observe hearings, Susan utilized FTR to have the new clerks listen to past hearings to create minute entries. After 1 to 2 weeks, Susan could take the new clerks to court for court coverage. The new clerks would be in the “hot seat” taking notes, handling exhibits and they would prepare the minute entry after the hearing had concluded.

The two new clerks utilized for her pilot program were able to cover court on their own within 4 weeks. Susan was available by phone or email and she reviewed all of the work from both clerks. After 8 weeks, the two clerks were covering completely on their own, including all of the work generated outside of the courtroom. This reduced the training time for the new clerks by 2 to 4 weeks and did not require any training from assigned courtroom clerks.

Susan has been able to replicate these results with subsequent newly hired courtroom clerks for Northeast. She has reduced the training time for new courtroom clerks by 25%. Because of the success of Susan's training program, ways to utilize the program in all other case types and locations are being looked at.

It is also important to note that Susan epitomizes customer service. Everything Susan does relates back to quality customer service to the bench, the attorneys and the public, as well as to her co-workers and the clerks she supervises. Susan has tremendous enthusiasm and comes to work each day with a positive attitude, and is always looking for ways to improve the “quality of life” for her courtroom clerks!

Timely Service

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



SURVEY CARD COMPLIMENTS

NW FILING COUNTER

- ◆ **Jessica Bernal** - "Jessica provided the best service I have ever had."
- ◆ **Sean Donahoe** - "Sean was beyond professional during my transaction. He was very knowledgeable and informative. Very refreshing to have that experience in this environment."

NW MARRIAGE LICENSE & PASSPORTS

- ◆ "Very friendly staff from the moment we walked into the office."

CO-WORKER COMPLIMENTS

To: Wendy Johnson, Mark Wilster, ITG staff

From: Ron Bitterli

"I want to thank **Wendy Johnson** for the incredible job she did managing the ITG Remodel Project. Everything looks amazing. She was on top of every aspect of the project and overcame several big challenges. She coordinated all of the work and was onsite early, left late, and even came in on the weekends to make sure everything went as planned. Great job Wendy!

I would like to thank **Mark Wilster** for his support during the ITG Remodel project. He worked tirelessly to provide boxes, carts, tape and materials to support the packing process. Once everything was packed, he moved everything to storage. As the different work areas became available he moved everything back to where it needed to go. Great job Mark!

I want to thank everyone in ITG for their support during the move and being relocated to their temporary homes until the remodel was complete. The PC Technicians, **Adrian, Quannah, Dar, Gene and Chad**, as well as, Steve, Jake and Andy did a great job getting everyone relocated and situated during and after the move.

To: Southeast Adult Staff

From: Kathy Whittiker and Ana James

"The QMatic System was recently launched at Southeast Adult. The team did awesome and jumped right in. They stayed flexible and motivated when working through the technical installation and training. For their positive attitudes and wonderful cooperation, we say 'thank you' and 'job well done' to the SEA crew."

About: Regina Ruiz

NE staff member Marendra Sullivan recently sent an email to Criminal Financial Obligations Manager Angie Smith to tell her what an excellent job **Regina Ruiz** did in helping her. Marendra said, "Just wanted to let you know how extremely helpful and courteous Regina was to me today. Incredible customer service was made possible because of her contribution."

About: Tracy Lundblad

CFO's **Tracy Lundblad** received a compliment from an Adult Probation employee she helped. The APO staff member said, "Tracy, thank you again. You were a GREAT help with the three unusual issues that I forwarded. There are also two officers who voiced their appreciation for the quick resolutions."

Extra Miles

Newsletter extras

News items from Maricopa County



Fireworks at the Lake

A **firework show** is being held on Thursday, July 3 at the county's Lake Pleasant Regional Park. The fireworks will be launched from Vista Point, near Pleasant Harbor Marina shortly after 9 p.m. The fireworks can be seen from most areas in the park. For additional information, phone (928) 501-1710 or visit the Maricopa County Park and Recreation Department's website at www.maricopa.gov/parks/lake_pleasant.



Thirsty to help with Bottled Water Drive?

Last year, a total of 10,635 bottles of water were donated by county employees to the county's **Bottled Water Challenge**. This year, they are hoping to surpass that number. The drive concludes on Friday, June 27. Following are the drop-off locations for those who want to participate:

1) Jackson Street Garage, 1st floor elevator area; **2)** Durango Parking Garage, 1st floor lobby; and **3)** Southeast Parking Garage, 1st floor lobby. The bottles of water will be given to the Health Care for the Homeless Clinic/Human Services Campus.

Tobacco Cessation Class Starts July 8

The next **Quit Tobacco class** for Maricopa County employees and their adult dependents begins Tuesday, July 8. The free, six-week class will give you step-by-step coaching, peer support, and up to \$500 of cessation products if you are enrolled in a County-sponsored medical plan. Participants are also eligible for medical insurance premium savings when they enroll and as long as they remain tobacco-free. Classes are Tuesdays at noon in the County Administration Building at 301 W. Jefferson. Additional classes may be offered at other worksites or online, if there is sufficient interest. Contact 602-372-7272 for more information.

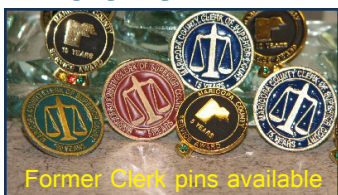
Dog Days of Summer Adoption

The County Animal Care and Control is offering a "**Dog Days of Summer Adoption Special.**" Through Aug. 31 the cost to adopt any dog or any cat under six months is \$20.

New County Supervisor

The Maricopa County Board of Supervisors selected former Avondale Mayor **Marie Lopez Rogers** as the new Maricopa County District 5 supervisor to replace former Supervisor Mary Rose Wilcox.

Supply of former-style Clerk service pins available



A small supply of the former "round" Clerk of the Court service pins are still available to any staff member who may have lost their pin. In addition, a supply of backings to the service pins are also available to any employee who may need one. To obtain the older style Clerk of the Court service pins and/or backings, you may email Len Keso.

★ AND THE AWARD GOES TO... ★

Photos of recent C.A.S.E Award winners



Cheryl Odell



Tracy Springston



Marenda Sullivan



Tracy Henninger



Elisa McGrath



Ken Errico



Lisa Kellar



(From left): Naomi Marruffo, Katie Lavery, Brian Colwell, Shian Smith, and Marenda Sullivan
(Not pictured) Venessa Vasquez and Wendy Powley



(From left): Ken Errico, Maridel Soileau, and Joe Altnether

AND THE AWARD GOES TO...

more photos of recent C.A.S.E Award winners



Other CASE Award winners not pictured include:

TEAMWORK AWARD

Southeast Juvenile - Patty Enyart, Delia Garcia, Cameron Jones, and Monica Randez



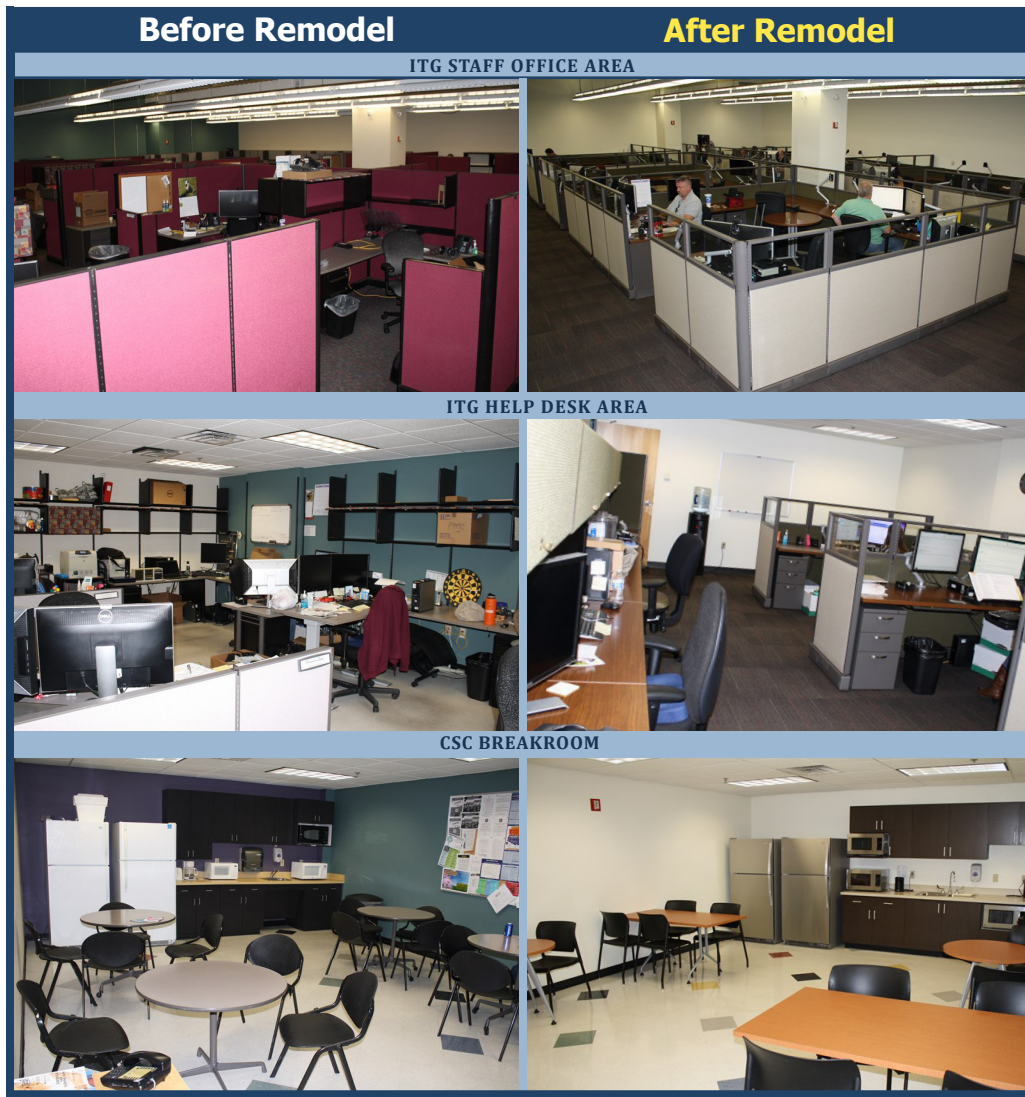
REMODELING REPORT

Recent snapshots from the Space Refresh work at the Customer Service Center

The ITG Space Refresh is completed this month

by Wendy Johnson

The ITG Space Refresh project is now complete. The refresh included: a remodeled break room; new paint and carpet; a reference material/resource room; new management offices; and standard workstations for all staff. Thank you to everyone involved in this project for their support and flexibility.



The Inside Track

on Employee News

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BIRTHS

- Congratulations to Courtroom Clerk **Yvonne Gano** on the birth of her fourth grandchild on June 3. Her new grandson is named Joseph and he weighed 8 lbs. 1 oz.
- Congratulations to Courtroom Services Manager **Leslie Wilkins** on the birth of her grandson on June 12. His name is Maxwell Andrew and he weighed 8 lbs. 1 oz. He is her fourth grandchild. "No granddaughters yet," Leslie said.
- Congratulations to Dispositions and Abstracts' **Rene Smyth** on the birth of her 9 lb. 5 oz. baby boy on May 29. Her new son's name is Patrick Fitzgerald. He is her second child.

OFFICE ANNIVERSARIES

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

25 YEARS

Valla Wrona

10 YEARS

Iole Ostrander

5 YEARS

Amara Melchert

NEW EMPLOYEES

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

- Courtroom Clerk - **Marta De Leon** and **Bal Randhawa**
- CSC Marriage License & Passports - **Aurora Corona**
- Downtown Filing Counter - **Monica Cortez**, **Georgia Shamon**, and **Jeremy Stubbs**
- NE Filing Counter - **Tracy Yager**
- SCT Exhibits - **Carol Carlton**

EMPLOYEE MOVES

- **Angela Walker** transferred from the Downtown Filing Counter to the NE Filing Counter.
- **Benny Lopez** is transferring from the Downtown Filing Counter to the NE Filing Counter.

HOLIDAY



Enjoy your
Independence Day
holiday on
Friday, July 4

Special Features

Where in the world has the Record Times been?



Running with the idea of taking the newsletter to athletic event

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, the newsletter was seen in Hawaii. This month, it is seen with an employee who was back on the mainland competing in an athletic event.

Pictured above is ITG's **Don Pemberton**, who was in Boise, Idaho competing in the 70.3 Boise triathlon. The event consisted of a 1.2 mile swim, 56 mile bike ride, and a 13.1 mile run. He completed the challenge in a little over nine hours. This is the newsletter's first appearance in the state of Idaho.

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; **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 - **Tonya Blachut**



Department: Courtroom Services
Title: Courtroom Clerk
Something You Enjoy About Your Job: The people I work with.

One Task of Your Job Is: Creating an accurate account of what has occurred during a court proceeding.

What Was Your First Job: A lifeguard
Hometown: Chicago, Illinois

A Memorable Thing You Have Done: I went parasailing in Florida. Our entire family (there were five of us) were attached to one sail. I do believe it was the one and only time my kids were silent with their eyes open!

Any Hobby/Special Collection: For the past 30 years, I have collected shot glasses from all over the world. A few were owned by family members dating back to the 1800s.

Favorite Vacation Destination: Hawaii. I have been to three of the islands. My favorite is the Big Island of Hawaii. Volcanoes National Park is awesome.

Favorite Meal: Steak and potatoes
Favorite Place to Eat Out: Portillos, it is a Chicago-style fast food restaurant.

Favorite Sport Team (College and/or Pro): My favorite is the hockey team, the Chicago Blackhawks (of course).

Someone You Would Like To Meet: The movie actor Gerard Butler.

Favorite TV Show/Movie: *The Sound of Music*
Something You are Proud of: I walked 60 miles in a three-day walk for breast cancer.

Nobody would believe it if they knew... I skipped the 7th grade. I had tested three grade levels ahead and was always ahead on my assignments and so they promoted me from 6th to 8th grade.

Take

5 This month's list of five is ... the five busiest national parks in the United States in 2013:

- 1) Great Smoky Mountains (N.C.-Tenn.) = 9.4 million
- 2) Grand Canyon (Ariz.) = 4.6 million
- 3) Yosemite (Calif.) = 3.7 million
- 4) Yellowstone (Wyo., Mont., Idaho) = 3.2 million
- 5) Olympic (Wash.) = 3.1 million



Source: USA Today

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