



What qualities must a good work team have?

"TEAM = Together Everyone Achieves More." – Unknown

The Arizona Cardinals reached the Super Bowl with great teamwork. At the Clerk's Office, employees aren't working toward competing in a big game, but they are demonstrating **super** teamwork in **tackling** the current challenges the Office is facing and have been **catching** many compliments for their great service.

In a recent newsletter article survey, Clerk employees were asked what qualities they believe a good work team must have. The quality listed most by more than half of the survey respondents was "Communication." "Respect" and "Flexibility" were two other qualities frequently listed. Here are some other important teamwork attributes in the words of employees:



- "A good team must be concerned with the success of the team and not the individual members. It's amazing how much you can accomplish when it doesn't matter who gets the credit." - [Marie Righetti](#)
- "A good team must be willing to listen to each other and work together as a unit on the smallest tasks and largest projects. It is very important that each team member recognize they need to contribute equally in order for the team to be successful." - [Wendy Johnson](#)
- "Respect, loyalty, a desire for excellence, enthusiasm for the job and each other, a love of challenge, and a very strong set of ethics." - [Steve Weston](#)
- "Understanding how each person in a team fits into the overall goals. Be convinced that everyone is important." - [Marian Smith](#)
- "A common work ethic, initiative, good communication skill, positive attitude, and diversity." - [Charlotte Levine](#)
- "A willingness to cooperate and do what needs to be done individually and united." - [Sharon Szakacs](#)
- "Cooperation and dedication to the goal, rather than personal advancement." - [Meg Kelleher](#)
- "Ready to pitch in (with a smile) to get the job done." - [Linda McNamara](#)
- "Working toward the same goals." - [Cheryl O'Dell](#)
- "Helping, even when not asked." - [Sally Valdez](#)
- "Flexibility, listening, positive attitudes." - [Correnia Honaker](#)
- "Always willing to help one another." - [Don Vert](#)
- "To be able to pick up where the other left off." - [Nadine Guerrieri](#)



More comments are listed on page 5 – See "Employees..."

An opportunity to make your CASE to recognize co-workers

On Feb. 18, the C.A.S.E. to recognize staff was made in an email announcement to Clerk employees. C.A.S.E., which stands for Celebrating And Saluting Employees, is the Office's Employee Recognition Program that provides employees the opportunity to nominate their co-workers for various awards. This is the eighth year of the C.A.S.E. program. The nomination form for the C.A.S.E. Awards was included in the Feb. 18 email, but it is also available on the COCWEB in the "Employee News" section. The deadline to submit the form is **March 13**.

Below are the dates, times, and places of the 2009 ceremonies where the C.A.S.E. Awards will be presented to the winning employees. In addition to the C.A.S.E. awards, service pins will also be given to employees. An announcement on who the service pin recipients for this year are will be included in the March issue of the *Record Times*.

April 16 - Northeast / 12:15 p.m. / Jury Room

April 21 - Southeast (Adult and Juvenile) / 12:15 p.m. / Saguaro Room

April 28 - Durango Juvenile / 12:15 p.m. / Large Conference Room

May 6 - Customer Service Center / 12:15 p.m. / Employee Lounge

May 12 - Downtown / 12:15 p.m. / Supervisors' Auditorium

May 26 - Northwest / 12:15 p.m. / Office Area





Michael K. Jeanes
Clerk of the Court

A Minute with Michael



How will we allow adversity to affect us?

For me to say that we are experiencing some adversity due to the economic downturn is not breaking news. We all have seen and felt the impact of the hiring freeze, staff shortages, decreased revenue, an increased workload, and other challenges that have come our way for quite some time. Outside our Office, the national and local news reports we hear and read about only add to the difficulty of the times. The adverse conditions we are going through are not

pleasant. However, I would like to say that what we do during this adversity can lead to pleasant results and make us better in the end. Let me explain what I mean through a short anecdote:

A young woman was complaining to her father about how difficult her life had become. He said nothing, but took her to the kitchen and set three pans of water to boiling. To the first pan, he added carrots; to the second, eggs; and to the third, ground coffee. After all three had cooked, he put their contents into separate bowls and asked his daughter to cut into the eggs and carrots and smell the coffee. "What does this all mean?" she asked impatiently.

"Each food," he said, "teaches us something about facing adversity, as represented by the boiling water." The carrot went in hard, but came out soft and weak. The eggs went in fragile, but came out hardened. The coffee; however, changed the water to something better.

"Which will you be like as you face life?" he asked. "Will you give up and become weaker, or are you going to allow things to make you hardened, or do you want to transform the adversity into great triumph and become something better?"

Like the coffee in the story, this experience can make us better. So, let's keep our heads up and be determined to turn these times into triumph in the end. Like coffee, let's *perk up* and not get down. Thank you for your continued hardwork and dedication to this Office.



Friday the 13th was a lucky day for couples getting a license

The busiest day of the year for the **Marriage License and Passport Office** is traditionally Valentine's Day (Feb. 14) or the Friday before Valentine's Day, if the holiday falls on a Saturday or Sunday. On average, the Office issues more than double the amount of licenses during this time than they do on a normal business day. This year, Valentine's Day was on Saturday and so Friday the 13th turned out to be a very lucky day for the busy tradition to continue for the Marriage License staff. Staff issued **143 licenses** to couples, which is a new Office record. The previous record was 138 licenses issued in 2007.

On previous Valentine's Day (or the Friday before), the staff issued:





The Extra Mile



(Listed below are recent letters, email messages, note cards, and phone calls about Clerk of the Court employees who went the extra mile to provide excellent service.)

CUSTOMER CARD COMPLIMENTS

Northwest Marriage License and Passports

- **Aurora Avina** - "Aurora was extremely helpful. We appreciate all of her efforts in helping us."
- "Excellent service."

Northwest Filing Counter

- **Jackie Ortiz** - "Jackie is always excellent in helping me with my needs."

Customer Service Center Marriage License and Passports

- "I received excellent service. Great job ladies."
- "I received courteous service. Very helpful."
- "I received excellent service while obtaining a passport."
- "Service was excellent while I was applying for a marriage license."



Service that is Thumber 1!

CO-WORKER COMPLIMENTS

"We are very thankful for the help that **Franci Diaz-Smock**, the **SE File Counter and Docket staff**, **Anna Valenzuela**, **Maria DeLaCruz**, **Cynthia Coronado**, **Maridel Soileau** and the **Probate Docket staff** provided to our team. We could not have made it through the last month without their help. THANK YOU!" – **Merriel Trombley**, **Mike Mejia**, **Civil Filing Counter**, and **Civil Docket staff**

"I want to send a special thanks to the **COC Training Team** and **Franci Smock** for coming to my rescue. In a matter of hours, I received a laptop and projector (along with one-on-one technical training from **Steve Weston**). Franci assisted with a PowerPoint CD and traveled to NE to help present the class. Everyone's support was offered without hesitation and they delivered it with a smile. Thank you!"

"I would also like to thank **Mitzi Munoz**, **Lisa Kellar**, **Deborah Brooks** and **Lisa Dignard** for their tremendous patience. I realize more and more how much work I bestow upon them and they are diligent in making sure things are done right. Your efforts are much appreciated." – **Sheri Jaffe**

"I would like to send a special 'THANK YOU' to **Keri Wade**, **Krizna Rodriguez**, **Jessica Bernal**, **Jackie Ortiz**, and **Margaret Brickman** from Northwest, **Jean Walker** from Northeast Marriage License & Passports, and **Druscilla Granillo** from EDM QC, for coming to the Northeast Office and helping us with docket and scanning. You really helped us out in our time of need, and all of us at Northeast really appreciate it." – **Angie Green**

"I would like to thank **Freddie Rubalcaba** and **Larry Spoehr** for a job well done on the EDM QC remodel and relocation. The staff love their new space." – **Wendy Johnson**

"I want to thank all of the filing counters for their help with the new deferral fees! A special thanks goes out to **Cynthia Coronado** for all of her help." – **Madonna Anderson**





... **more extra miles**

CO-WORKER COMPLIMENTS

“A big thank you to **Bob Jordan**, Courtroom Clerk at Durango Juvenile. Bob is always willing to help out fellow clerks; however, he went above and beyond for us by volunteering to cover part of a morning calendar so that the assigned clerks could set up and participate in a department lunch. Bob covered a trial for one clerk and after that was finished (which was already into the lunch hour), he came to a second courtroom to relieve another clerk so that she could participate in the event. Bob is definitely a teamplayer.” – *Kathryn Martin and Kathy Waldner*

CUSTOMER COMPLIMENTS

Associate Clerk Gordon Mulleneaux sent an email to **NW Manager Diane Jamison and her staff** to thank them for the assistance with a workload they provided to the NE Office. He said, “Thanks to your entire team. You are showing a great team effort by supporting Northeast.”

A Juvenile Court staff member sent an email to Durango Juvenile Supervisor Kiera Molina to make her aware of the excellent job that **Sofia Murta** did. She wrote in the email, “Please be advised that yesterday, I received outstanding customer service from Sofia Murta. She went out of her way to provide a juvenile and her family with all of the information they needed to make restitution and probation fee payments to the Court. Sophia had a very pleasant attitude and never complained or tried to rush the family out of the building, even though it was a little after 5 p.m. This type of attitude shows good character and makes the families know that you care. I appreciate all that Sofia did yesterday and I just wanted to share with you that she is truly an asset to this agency and to your department.”



A staff member from Family Court Administration contacted **NE Manager Gerri-Lynn Cohen** for some help to address a situation that she needed to resolve for some customers. While Gerri-Lynn was looking into the procedures, **Alex Ocanas** found the proper minute entry form and then created it and had the commissioner sign it. The FCA staff member then wrote Gerri-Lynn and said, “Thank you for your help today with the compliance order. I felt bad for the people because they kept getting sent to different places and no one was able to help them. They were very happy when they left. Thanks again.”

An attorney recently sent a letter to Michael Jeanes to commend the service he witnessed from SEA Filing Counter’s **Mariam McTaggart** and experienced from **Regina Romero**. He wrote, “I was at the #3 Domestic Counter at the SE facility (Regina Romero) getting garnishment papers issued. The clerk at #2 (Mariam McTaggart) was dealing with a very difficult customer, who was unhappy about the information she was getting. It seemed to be helpful information as far as I could discern, but the customer kept getting louder. It was getting to be a public scene, and the clerk would have been justified in shutting down the window, but she kept being calm and respectful. So I said to the customer, ‘you should listen to this young woman - you are biting the hand that is trying to help you.’ At least it got the situation directed away from Mariam and aimed at me. The customer then left. Mariam handled the situation admirably. Then with all of the distraction, I got away from the window without my credit card. By the time I finished my hearing, Regina had already arranged with my assistant for the card to be picked up the next morning. I had not even missed it yet.

Please thank all of your people who deal with the public everyday, and reassure them that most of us really do appreciate sincere human effort to be courteous, honest, and efficient, even when we are too preoccupied to express it.”



Employees share what qualities make a good team

...continued from page 1

- "Communicate and be willing to work as a team no matter the situation. Assist each other at all times and when possible, have fun." - **Mitzi Munoz**
- "Open communication to allow discussion of different viewpoints. The ability to review the team's work product and collaborate on ways to improve and to identify areas that have been limited by current knowledge base and to expand that knowledge base to investigate alternatives." - **Ron Bitterli**
- "To be willing to do whatever it takes to get the work accomplished in a timely manner, without complaining." - **Lori Morris**
- "Understanding what each team member is responsible for, being efficient and focused enough to pull one's own weight, and when possible assisting others on the team." - **Melody Tinsley**
- "Communication is most important, but you also need a sense of camaraderie, compassion, and fun." - **Diane Barnes**
- "Good communication. Respect for member's work product, opinion, and ethics. Clear understanding of mission and structure of the team." - **Cindy Malnar**
- "Clear communication in regards to work and any sort of issues that might prevent the team's goals from being accomplished." - **Shane Monroe**
- "Respect for one another, and the other person's abilities and talents. A willingness to compromise and not always insist you are right. A sense of humor to appreciate the things that can happen when working on a project or just daily tasks." - **Ed Morris**
- "Patience, open minds, listening skills, adaptability, strong work ethic, flexibility." - **Kelly Schermerhorn**
- "Everyone's input has to be considered, whether it's adopted or not, and team members have to be courteous and respectful." - **Erika Morgenstern**

*Due to space limitations, comments from every survey respondent were not listed.



Snip-Snap

(A section of snippets and snapshots)

The newsletter and Arizona Cardinals make it to Super Bowl XLIII in Florida this month



Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was seen with an employee who was having a super time in Peru, South America. This month, the newsletter is seen with an employee who was having a super time at the Super Bowl.

Pictured to the left is ITG's **David Griego**, who posed with the newsletter at Super Bowl XLIII in Tampa Bay, FL. where the Arizona Cardinals played the Pittsburgh Steelers. David, who has been a die-hard fan of the Cardinals since 1997, attended the game with his father-in-law. While David was disappointed in the final outcome, he said the game was

fantastic and when the Cardinals took the lead late in the game, it was an incredible high. He said the Cardinals fans were outnumbered at the game by about 8 - 1, but they came close to matching the noise level of Steeler fans.

The *Record Times* newsletter has now been to these famous events: the **Super Bowl, Kentucky Derby, and the Indianapolis 500.**

You may submit photos of yourself reading the *Record Times* at any time for this feature. **To submit a photo:** 1) Print the front-cover newsletter page; 2) Take your photo(s) with the newsletter page during your vacation; 3) Email the digital photo or interoffice mail the print photo to Public Affairs' Len Keso (mailcode CD-PA) with your name, department, and a brief photo description.

February findings

- Even though February seems to be a popular month to get a marriage license (due to Valentine's Day), it is one of the least popular months to get married in according to *Hallmark*. In an article, they list February as the 11th most popular month ahead of only January. They also say that over the past three years, August has become the most popular month for weddings overtaking June. According to the *Bridal Report*, the average cost of a wedding in the U.S. is nearly \$30,000.



- More than 1 billion cards are exchanged on Valentine's Day, making it second only to Christmas. Hallmark alone offers 1,500 different Valentines.

- Hershey's Kisses, first made in 1907, are so named because the machine that makes them sounds as if it's kissing the conveyor belt. The small chocolates contain 25 calories.



The Employee Track

(A special newsletter section devoted to news about employees of the Clerk of the Superior Court's Office.)

EMPLOYEE SPOTLIGHT



Name: Jessica Folts

Department: Southeast Adult Filing Counter

Hometown: Buffalo, NY

Family: Husband - Jay / **Pets** - Nefi and Star (dogs) and Mystic (cat).

Birthday: March 15

Years With Office: Eight years next month (two years with Expedited Services/Family Support Center and six

years at the SEA Filing Counter)

What is One Thing That You Enjoy About Your Job: Helping others

One of Your Favorite Activities: Reading

An Activity That You Dislike: Ironing

The Hardest Thing That You've Done: Going to college, while working part-time in a restaurant, and working part-time as an intern in the Buffalo City Court.

What is Something You Are Proud Of: Graduating from college with a Bachelor's degree

Favorite Meal: Honey mustard chicken finger sub

Where is Your Favorite Place to Eat Out: Texas Roadhouse

Favorite Movie or TV Show: So many choices, how about the television show "House."

A Dream I Have Is To: Travel more

Do You Have a Hobby/Collection/or Special Interest: Small steps to saving the planet

What Has Been Your Favorite Vacation Destination: Boston, MA

What Place Would You Like to Travel To Next: Hawaii

Two People With Whom You Would Like to Have Dinner: Ghandi and my Grandma

What Was Your First Job: I was a newspaper carrier

Nobody would believe it if they knew ... I can't think of anything that would surprise anyone about me.

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For past issues of the *Record Times*, you may visit: <http://cocweb.coc.maricopa.gov/oldcontent/news/recordtimes/default.asp>

Chief Deputy Chris Kelly

Newsletter Editor Len Keso



MARRIAGES

- Congratulations to Human Resources Manager **Lois Wahl**, who got married to James Rees on Feb. 13.

BIRTHS

- Congratulations to NW Filing Counter's **Jackie Ortiz** on the birth of her first grandchild on Jan. 16. Her new grandson's name is Nathaniel Duran. He weighed 7 lb., 4 oz.

- Congratulations to Courtroom Clerk **Carole Hernden** on the birth of her 7th grandchild on Jan. 26. Her new grandson's name is Connor Jacob and he weighed 8 lbs. 12 oz. He is Carole's first grandson. Her six other grandchildren are all girls.



ANNIVERSARIES

The following employees celebrate milestone anniversaries with the Office in February:

35 YEARS
Denise Glab

30 YEARS
Carol Miller

10 YEARS
Michael Ball
Michael Kay
Olivia Hernandez

5 YEARS
Shane Monroe
Andrea Marquis
Colleen Harrington





February filled with birthdays, holidays, and Office anniversaries

February is a month known for the birthdays of some of our country's well known presidents (George Washington and Abraham Lincoln) and the holidays of Valentine's Day and Presidents' Day. But here at the Clerk of the Court's Office, February seems to be the month of anniversaries for some well known and long-serving employees.



Three of the four top longest-serving Clerk of the Court employees have their Office anniversary in February. They are: **Duffy Watson** (who is the longest-serving Clerk employee), celebrated 41 years of service with the Office on Feb. 5; **Denise Glab** (who is the second longest-serving employee), celebrated 35 years of service to the Office on Feb. 11; and Associate Clerk **Carol Schreiber** (who is the fourth longest-serving Clerk employee), celebrated 34 years of service on Feb. 9. In addition, the Office's 10th longest serving employee, Courtroom Clerk **Carol Miller**, celebrated 30 years of service to the Office on Feb. 5. The service of these four employees equals 140 years of experience.

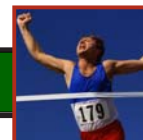
Scantastic job performed by these employees

Every month, the employees who are responsible for scanning documents are audited on their work. Each quarter, the scanners who have achieved a high quality on their images for that quarter receive a special certificate. The following employees received certificates for their outstanding rating (employees whose names are in blue had a 100% accuracy rating):

PLATINUM CERTIFICATE - Angelica Laguna, Belva Nasingoetewa, Sheila Bullock, Erika Rivera, Cindy Kasmer, Joycelyn Mathews-Pate, Druscilla Granillo, Suzanne Lambries, Bonnie McGovern, Sue Littrell, Doris Mofford, Alison Knapp, Evette Landrum, Annie Fair, Joe Chino, Delilah Chilcoat, Margaret Brickman, Margarita Serrano, Jacque Francisco, Jouseth Gamez, Lorena Perez, Jessica O'Connell, Erendira Bautista, Constance White.

GOLD CERTIFICATE - Anthony Garcia

The Newsletter Finish Line



On Feb. 19, a retirement party was held for Associate Clerk **Grace Colosimo**. Grace served in the Office for 18 plus years. Upon her retirement, she was the associate clerk for Adult Courtroom Services and Family Court Services. During her tenure, Grace also held the position of associate clerk for Administrative Services and was originally hired as the assistant associate clerk for the Family Support Center. Prior to the Clerk's Office, she served in the judicial system for Ramsey County, MN.

"The Office has benefited greatly from her multitude of creative and successful contributions," Clerk of the Court Michael Jeanes said.



The Downtown Electronic Document Management Quality Control Team moved from the West Court Building to the Customer Service Center this month. EDM QC staff pictured above in their new area are: (from left): **Eileen Fenner, Bev Macdonald, Joyce Auchinleck, Chris Cerrato, Druscilla Granillo, and Joycelyn Mathews-Pate.**

The group said, "We are all grateful for those who worked so hard to move us from the WCB to the CSC. Particular thanks go to **Wendy Johnson, Larry Spoehr, Fred Rubalcaba, Ramon Flores, Isidro Guillen, Steve Lauer, and the Telecommunications team.**"