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Record Times



A monthly newsletter for Clerk of the Superior Court employees

October 2009

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Make no bones about it, costume eVent will be a scream

At last year's Office Costume eVent, an employee dressed as a skeleton was voted on by employees as having the scariest costume. This year, several other employees may be *feeling it in their bones* that they will be the ones to *skull-dadle* away with an award.

To see who will win this year's awards, the fourth annual Office Costume eVent will be held on Friday, Oct. 30. The eVent offers the opportunity for Clerk of the Court employees to vote on their favorite Halloween costumes in various categories. Among last year's costume categories were: Funniest, Cutest, Sweetest, Scariest, Best Historical, Halloween Spirit, Best Decades, Most Festive, and Best Small and Large Group. This year, the categories will be determined based on the various costumes of employees.

The way in which the Costume eVent will work is as follows: Clerk of the Court Michael Jeanes will visit the Office locations on Oct. 30; a Public Affairs staff member will be with him and take photos of each person in costume who wants to participate in the eVent; from these photos, appropriate categories will be created; the categories will then be sent to employees via email (approximately 5 - 7 days later) to vote for their favorite costumes. The votes will then be tallied and the winners will be announced in the November *Record Times*.



These are just some of the cast of characters who showed up at last year's Office Costume eVent. Who will appear this year?

CSC staff provides "Best Government Customer Service"

The Customer Service Center's (CSC) Public Records Unit was recently selected as the "Best Government Customer Service" in the *New Times*' "Best of ..." issue. Following is what the *New Times* (a local, weekly publication) said on why they selected the CSC for this honor.

"Like just about everywhere else, the staff at the records room in the basement of the Jackson Street parking structure has shrunk in the past year or so. That has meant longer lines and shorter tempers at times. But we would be remiss if we didn't tip our caps to the clerks who quietly labor behind the counter there five days a week. They are attentive, efficient, helpful, and smile easily. The latter isn't necessarily part of the job description, but it sure does make life easier and more pleasant for all concerned. But, hey, county people, they've got more than enough on their hands at the moment. Please, please don't make any more cuts down there!"



On Oct. 21, the Maricopa County Board of Supervisors recognized Clerk of the Court Michael Jeanes and the CSC Public Records staff at a formal meeting. The board members presented the Office a plaque commemorating the achievement and congratulated them for their outstanding work. In addition, the County also placed an announcement on the EBC website highlighting the Office's accomplishment in excellent customer service.



Michael K. Jeanes
Clerk of the Court

A Minute with Michael



Others are learning about our great customer service

In one of my recent Friday Messages, I mentioned that “National Customer Service Week” was being held this month. It is a week that the U.S. Congress declared as a national event in 1992. The purpose for the week is to emphasize the importance of good customer service and to recognize those who provide customer service.

Coincidentally, (as you see on the cover page of this newsletter), our Customer Service Center’s Public Records Unit was selected this month in a “Best of...” issue by the *New Times* as providing the “Best Government Customer Service.” How pleasantly appropriate a time it is to receive such nice recognition for our staff’s excellent customer service efforts.

In the spirit of Customer Service Week, the Board of Supervisors took time to recognize our Public Records staff for their award at a formal meeting. To the right is the photo of our staff being recognized at the meeting. I enjoyed this special occasion because it provided a chance for others to learn about something that I have known for a very long time ... and that is, we have a great group of people, not only in Public Records, but throughout the office, who provide outstanding service. I think all of you are certainly deserving of recognition and worthy of an award for quality customer service.



From left, first row: Essie Ghanbari, Edith Witherspoon, Aide Estrada, Debbie Cooper, Martha Miller, Regina Watt, Scott Mandel, Melanie Fay, and Clerk of the Court Michael Jeanes. Second row, from left: County Supervisors Mary Rose Willcox, Don Stapley, Andy Kunasek, and Fulton Brock. CSC Public Records staff not pictured are: William Cruz, Connie Estrada, Evelyn Laborin, Sonja Olmos, Stella Rodriguez, and Rick Stefano.

Tis the season for the return of Merry-copa County

Each year after Halloween has passed, the time for a temporary name change is merited for Maricopa County due to the generosity of Clerk of the Court employees. The name of “Merry-copa County” becomes more reflective of the organization as a result of the employees efforts during the Office’s Annual Holiday Drive, which is held to make the holidays merrier for those in need. Like previous years, this year’s Holiday Drive includes the following officewide activities:



- **Socks Drive**, which will be held Nov. 6 - Dec. 4.
- **Toys for Tots Drive**, which will be held Nov. 14 - Dec. 11.

Donation boxes will be set up at each Office location for employees to drop off their donated items for the Socks and Toys for Tots Drives. Last year, Clerk’s staff donated an office record **778** pairs of new socks and thousands of toiletry items for the Socks Drive, and an office record **659** new toys for the Toys for Tots Drive. Watch for further details.

A special salute to veterans is planned for Nov. 10



Maricopa County officials are sponsoring a special **Veteran’s Day Celebration** from 9 to 10 a.m. on Nov. 10 to honor the county employees who have served in the U.S. Armed Services. The event will be held in the Supervisors’ Auditorium.



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 Office

- **Duffy Watson** and **Aurora Avina** - "Duffy and Aurora were the best ever. They make everyone look good at the Maricopa County offices. Thanks for the service!"
- **Jackie Ortiz** - "Thank you! A process was handled most professionally."

Customer Service Center Marriage License & Passport Office

- **Angela Delucia** – "Angela is an excellent employee. She was very professional the entire time."
– "Angela has been super. She is very cordial, attentive and kind. My gratitude to her."
- "I received very good service."



Always ready to act quickly to meet the customers needs

Southeast Adult

- **Mariam Jordan-McTaggart** - "Mariam gave very helpful information, was courteous, and very professional."
- **Nicki DeLaCruz** - "Nicki was very resourceful and very nice. She made the experience wonderful."
- **Sheelagh Ponicki** - "Sheelagh's service was very good and she is very efficient."
- **Sharon Szakacs** - "Sharon was very courteous and helpful in directing me to the right place."
- **Jessica Folts** - "Jessica was very helpful and kind. This was my first time in a courthouse and it was a pleasant experience."

CO-WORKER COMPLIMENTS

"I would like to give a great big thank you to Training and Staff Development's **Joe Legander** for traveling to Southeast Adult and conducting a tutorial class for a staff member. Joe was at SEA just a couple of weeks prior for an On-Demand class that this employee could not attend due to illness. Joe was willing to offer the tutorial because of the special circumstances. Joe really went above and beyond to accommodate our area." – **Franci Diaz-Smock**

"I would like to give thanks to Durango Juvenile's **Norma Barron** for being the best temporary supervisor while I was out on maternity leave. She kept the Office intact during those long three months I was absent. I would also like to thank the **Durango Juvenile Office staff** for their cooperation and teamwork during this time. They really helped the Office run efficiently while I was out. I appreciate each of them very much. Keep up the good work team!" – **Kiera Molina**

"We would like to thank **Darlene Anderson** (aka - "Forms Are Darlene") for creating forms and writing the procedures on the "Relocation or Surplus of Major Equipment" and "Repair of Major Equipment," as well as for getting the information out on the COCWEB." – **Doug Wood and Deb Brooks**



... **more extra miles**

CO-WORKER COMPLIMENTS



"I want to thank Management Resources **Lisa Dignard** for the amazingly fast service she provided to me on an issue. I think she set a new speed record. I also thank Management Resources' **Deb Brooks** for the great assistance she provides when I need her help in various matters. She is always pleasant to work with and very knowledgeable. I also want to acknowledge **Merriel Trombley** for the very thorough job she did in assisting me with a project for the Office's website. She provided some excellent information and good suggestions to improve a page on the website." – **Len Keso**

"On behalf of all of us in the EDM QC Department, I would like to thank the **civil, criminal, and family court eFiling clerks**. The high quality of their work saves us a lot of correction time and makes our jobs easier! Special thanks to **Michelle Paigen, Angela Walker, Joycelyn Mathews-Pate, Lori Cummings, Isabel Osuna, Lisa Smith, Mary Martin, Kitty Curtner, Dora Sandoval, and Judy Flowers.**" – **Joyce Auchinleck**

"I would like to thank **Karen Stone** and **Susan Morris** for providing me with a great opportunity to work for them in the Family Court division. I enjoyed my time with them and I enjoyed the team of Family Court clerks. They are great. They made my time coming to work enjoyable. I will miss having Karen and Susan as supervisors, but I will always be willing to provide any help whenever they may need it. Once again, thank you for all the knowledge you provided me and the welcoming arms." – **Jacques Porter**

CUSTOMER COMPLIMENTS

A judge pro-tem sent a letter to the Office commending the services provided by two NE courtroom clerks – **Tami Ross** and **June Mabry**. He said Tami and June are smart, professional, and very helpful and they made the entire Pro Tempore process as smooth and efficient as possible for him.

A customer called the Office to compliment the work of **Russell Vojir**. He said that over a two-week period Russell constantly provided excellent service and was a wonderful employee. The customer mentioned that he works for a government office and that his overall experience with the Clerk of the Court was terrific.

Civil Filing Counter Supervisor Merriel Trombley was working at a computer one day in the FC Filing Counter area and heard Filing Counter's **Clarissa Quinonez** speaking to several customers. Merriel then sent an email to FC Supervisor Anna Valenzuela to tell her what a great job Clarissa did with the customers. She said Clarissa was very professional and courteous and provided excellent service. She said one customer was somewhat confused on matters, and Clarissa took time to help him understand and make things very clear. She said the customer was very pleased with her service.

Billing and Deferral's Christina Nekho sent an email to SE Juvenile's **Terri Ernster** to let her know how much she is appreciated. Christina wrote, "Just so you know, you are an asset to our department and we ALL greatly appreciate the help we receive from you."



The Employee Track

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

BIRTHS

- Congratulations to Business Analyst **CJ Allen**, who became the proud father to a 8 lb. 9 oz., 20 in. baby girl on Sept. 24. His new daughter's name is Emma Charlize. Courtroom Services Manager **Yolie Allen** is also sent a congratulations with Emma's birth because she is her grandmother. Emma is Yolie's first grandchild.
- Congratulations to ITG's **Charlie Gill**, who became a grandfather on Sept. 27 to a 7 lb. 12 oz., 21 in. baby boy. His new grandson's name is Dominic Paul.
- Congratulations to SEA Filing Counter's **Jessica Folts** on the birth of her 7 lb. 2 oz., 20 in. baby boy on Sept. 28. Her new son's name is Julian Ryan.
- Congratulations to CSC Public Records Supervisor **Sylvia Anderson** on the birth of her 7.5 lb., 19.5 in. granddaughter on Sept. 28. Her new grandchild's name is Tatiana Joy.
- Congratulations to OCH Probate's **Olivia Gable** on the birth of her 7. lb. 14 oz. son on Sept. 29. His name is Noah and he is Olivia's third child.
- Congratulations to Criminal Financial Obligations Unit's **Cathleen Bridget** on the birth of her granddaughter on Oct. 1. Her new grandchild's name is Mariah Simone and she weighed 7 lb. 15 oz., and was 20.5 in. long.
- Congratulations to Fileroom's **Patricia O'Reilly** on becoming a grandmother for the first time on Oct. 9. Her new granddaughter's name is Zoe Marie. She weighed 6.2 lbs. and was 18.5 in. long.
- Congratulations to ITG's **Steve Lauer** and Recording Services' **Rebecca Shanks** on the birth of their first grandchild on Oct. 12. Their new grandson's name is Michael Richard and he weighed 6 lb. 12 oz.



OFFICE ANNIVERSARIES

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

25 YEARS

Laura Eng

20 YEARS

Lora White

Delilah Chilcoat

5 YEARS

Eileen Fenner, Melissa Totter, Tracy Nalls, Franci Diaz-Smock, Colleen Gauna, and Bonnie McGovern

AWARDS/HONORS

- Every month, the employees who scan documents are audited on their work. The following employees received certificates for their outstanding rating (employees whose names are in **blue** had a 100% accuracy rating):

PLATINUM CERTIFICATE: **Bev Clement, Eileen Fenner, Alison Knapp, Doris Mofford, Reta Sneddon**, Margaret Brickman, Scott Buckman, Sheila Bullock, Jackie Francisco, Jouseth Gamez, Margaret Gardner, Judith Knox, Maria Reyes, Maggie Serrano, and Constance White

GOLD CERTIFICATE: Anamae Beard, Cindy Kasmer, and Angelica Laguna,

SILVER CERTIFICATE: Erendira Bautista, Joe Chino, Alison Cole, and Evette Landrum



NEW EMPLOYEES AND EMPLOYEE MOVES

- **Janelle Field** is a new Courtroom Clerk.
- Courtroom Clerk **Michelle Wetherell** transferred from Northeast to Downtown.



...The Employee Track continued —

EMPLOYEE SPOTLIGHT FOR OCTOBER



Name: Pamela Crawford

Department: Appeals

Hometown: Modesto, California

Family: **Husband** - Hugh / **Sons** - Hugh II & Seth (who is in the military in Afghanistan).

Daughter-in-Law - Maryann / **Grandson** - Quentin

Birthday: June 10 // **Years With Office:** 10

One Thing You Enjoy About Your Job: Working with the friendly, helpful people.

Favorite Activity(ies): Sewing, watching races, and football.

Least Favorite Activity(ies): Washing windows and ironing.

The Hardest Thing That You've Done: I went on a week's vacation without my husband and kids. It was very hard for me to be away from my family.

What is Something You Are Proud Of: I just got my first new car.

Favorite Meal: Mexican or any kind of fish.

Where is Your Favorite Place to Eat Out: Pete's Fish 'N Chips

Pet Peeve: Disrespectful people - I just wish people would think before doing or saying some things.

Favorite Movie or TV Show: TV – "House" and "Bones"

A Dream I Have Is To: Drive across the United States and back to see all of the states.

Do You Have a Hobby/Collection/or Special Interest: I collect Winnie the Pooh and cars of all sizes.

What Has Been Your Favorite Vacation Destination: Oklahoma

What Place Would You Like to Travel To Next: Maine

Two People With Whom You Would Like to Have Dinner: Kenny Rogers and Toby Keith

What Was Your First Job: I worked at Burger King.

Nobody would believe it if they knew ... that I love monster trucks and racing.



Snip Snap

(A section of snippets and snapshots)

A newsletter forum

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was spotted in the northern United States. This month, the newsletter is found in northern Arizona with one current employee and three former Clerk of Court employees.

Pictured below (from left to right) is current Clerk employee Management Resources' **Deb Brooks** and three former Personnel employees Renee Gillison, Mitzi Munoz, and Kari Lund, who all posed for a picture with the newsletter while they were in Sedona, Arizona.

You may submit photos of yourself reading the *Record Times* while on vacation at any time for this monthly newsletter feature.

To submit a photo: 1) Print the front-cover newsletter page; 2) Take your photo(s) with the page during your vacation; 3) Email the digital photo or interoffice mail the print photo to Public Affairs Office's Len Keso (mailcode CD-PA) with your name, department, and a photo description.



Word Wonders

Here are words that are alike, yet different:

Horse and Worse	Beard and Heard
Lord and Word	Steak and Streak
How and Low	Shoes and Goes
Daughter & Laughter	Rounded & Wounded

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