



## Recognition downpour hits Office



Wendy Brown is presented the Arizona Family Support Council's (AFSC) "Clerk of the Year Award" by Family Support Services Manager Don Vert, who currently serves as president of the AFSC.

While the monsoon season has brought some rain **outside** the Office, it has also been raining in a different way **inside** the Office – raining down awards and recognition, that is. The following are a list of the awards that have poured down on the Office and its staff this summer:

### Brown selected as Clerk of the Year

Courtroom Clerk **Wendy Brown** received the Arizona Family Support Council's (AFSC) Clerk of the Year Award. The AFSC, which is a statewide organization for child support-related agencies, selected Wendy for demonstrating dedication to child support beyond the call of duty by improving services to the non IV-D child support population.

### A good report about the Report

The Public Affairs Office received national honors for its production of the 2006-2007 Annual Report ("Peak Performance") from the International Association of Business Communicators (IABC) and the National Association of County Information Officers (NACIO). The IABC presented the report with an "Award of Excellence" in a competition among businesses, governments, and organizations within Arizona. NACIO, in a competition among the nation's county governments, bestowed an "Award of Excellence" on the report.

### Supreme recognition for Trombley

Court Operations Supervisor **Merriell Trombley** received a "2008 Achievement Award" from the Arizona Supreme Court for serving the public by improving the legal profession. The award was in recognition of her service to the Appeals Guides for Self-Represented Parties - Limited Jurisdiction Appeals Committee she participated in this year.

### Celebration of 30 years of service

Civil Docket/Audit Trainer **Cece McDermott** was honored by the Maricopa County Board of Supervisors for her 30 years of service to the County at a special service award ceremony in July. The supervisors presented her a plaque and certificate. A special tribute was also read about her. During her tribute (see photo - from left to right) Clerk of the Court **Michael Jeanes**, Court Services Manager **Brenda Burton**, Associate Clerk **Gordon Mulleneaux** and Supervisors' Chairman **Andy Kunasek** (far right) joined Cece (middle) to congratulate her on her achievement.



## New hours for passport service this month

Effective August 1, the Clerk of the Court implemented new hours of service regarding passports. The Office is now providing passport application service from 8 a.m. to 4 p.m. Mon. - Fri. The Clerk's Office processes passport applications at the Customer Service Center, Northwest, Northeast, and Southeast Courts. Last fiscal year, the Office processed 45,727 passport applications.





Michael K. Jeanes  
Clerk of the Court

## A Minute with Michael



### Our approach to the smaller tasks we perform

**"I long to accomplish a great and noble task, but it is my chief duty to accomplish humble tasks as though they were great and noble." – Helen Keller**

**I**n our Office we have some great and noble tasks that are performed and we (like every other office) have smaller, more humble tasks to address. We often take time to recognize the larger projects that we work on such as eFiling and the Electronic Court Record, but we don't reflect as much on some of those daily duties we perform ... inputting data, helping a customer on the phone, researching information for a customer, or delivering a needed item to a customer or co-worker, among the many other important things that we all do here.

This month, I want to recognize and thank all of you for performing these vital tasks. While they may seem small, they are a huge part of our overall success in this Office. I also want to commend you for your efforts in performing these less visible duties in a manner that is stated by Helen Keller in her quote above ... "as though they were great and noble." This is the mark of a true professional ... someone who provides high quality service no matter if the task is great or small. I want you to know that I do appreciate all of your efforts whether you are out in front or behind the scenes or whether your tasks affect a large array of individuals or they are more focused to a particular area. You are greatly appreciated and the tasks you perform are all important. Thank you for performing these tasks so well.

## Office creates list of things tour do this month

**S**everal Clerk of the Court staff could add tour guide to their job descriptions this month. The reason why is the Office conducted two different guest tours in a one-week period this month. They are:

- **Judge from Japan** - Judge Saito from Japan toured the Office on Aug. 12. He is participating in a program that provides foreign judges opportunities to gain a better understanding of the American judicial system. He visited with **Michael Jeanes** and Chief Deputy **Chris Kelly**, was provided a demonstration of eFiling by **Joe Silberschlag**, toured the Customer Service Center led by **Melanie Fay**, and was shown the Civil Filing Counter and Docket Areas by **Gordon Mulleneaux**, **Merriel Trombley**, **Charlotte Levine**, and **Lori Cummings**.



Judge Saito (left) from Japan learns about the Office's Civil Area from Merriel Trombley and Gordon Mulleneaux during his Office tour this month.

- **New Orleans Officials** - Clerks, judges, law enforcement representatives, administrators and an architect from New Orleans toured the Office on Aug. 19. The purpose of their visit was to gather ideas and information. After losing many exhibits and evidence to Hurricane Katrina, the police and courts received funds to gather best practices from around the country in records storage, tracking, preservation and building design to protect against future losses. Some of their exhibits were under 12 feet of water for over two months.

The group visited the Fileroom and ECR at the CSC led by **Melanie Fay**, **Ed Morris**, and **Aide Estrada**; the CCB Exhibits Area led by **Vonda Culp** and **Patti Sanderman**, and the Criminal Case Processing Area led by **Correnia Honaker**. Clerk of the Court **Michael Jeanes** and Chief Deputy **Chris Kelly** welcomed the group and Public Affairs' **Aaron Nash** helped organize the tour and Training's **Joe Silberschlag** also assisted with the Office tour.



# 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

### SEA Marriage Licenses and Passports

- **Elva Martin Mendoza** - “Elva was very helpful and pleasant to work with.”  
- “Elva was very professional and went the extra mile.”
- **Judy Barney** - Judy was very helpful and knowledgeable. She went above and beyond expectations.”  
- “Thank you Judy. You were awesome.”
- **Drayson Alcantar** - “Thanks Drayson for all of your help.”  
- “Drayson gave us excellent customer service. Thank you.”



Gold medal service!



### SEA Customer Service

- **Lori White** - “Lori was very helpful, courteous, and nice. She is a prime example of who is needed in this or any professional customer service office.”  
- “Lori was friendly, professional, courteous, and helpful. Made my day better.”



## CO-WORKER COMPLIMENTS

“We would like to thank **Kim Dollins** for all of her help on scanner issues. Whenever we need help, Kim immediately makes herself available and stops what she is doing to resolve our issues. Kim is always pleasant, knowledgeable, and professional.” — *Betty Mitchell and Alison Knapp*

“I would like to take a moment and thank everyone I have worked with over the past six years. Although there are too many to name, each of you hold a special place in my heart. I could not have asked for a better team to work with. All of you were not only my co-workers and/or superiors, but each of you were my friend. Thank you for making my time here so wonderful and memorable. I will miss all of you!” — *Gracie Smith*

## CUSTOMER COMPLIMENTS

Judge Eileen Willet sent an email to Juvenile Administrator **Melody Tinsley** to compliment her on the Juvenile Warrant Quashes project. She wrote, “This is wonderful Melody. Thank you for your leadership on this new, efficient process. This collaboration has saved so much time and paper. Fantastic accomplishment for our system.” Associate Clerk Carol Schreiber also commended **Melody, Dorothy King, Tami Mayes** and the rest of the team for their contributions toward the great success of this project.

The Juvenile Warrant Quash project was the combined effort of several agencies that resulted in the successful implementation of an electronic only method of quashing juvenile warrants. This is particularly beneficial to the Juvenile Probation Department, who was responsible for preparing and sending the paper documentation to the Sheriff’s Office.





## ...more extra miles

Criminal Financial Obligations Supervisor **Angela Smith** received a card from a customer with some very nice comments written on it about her. The customer wrote, “A very belated thank you for the help you gave my son in getting his financial affairs set right. My thanks again. You really earned your angel wings and God bless you.” Printed on the front of the card it said, “Too much of a good thing is wonderful.”

Superior Court Judicial Assistant Jami Taylor sent an email to Court Operations Supervisor Merriel Trombley to make her aware of the great work that **Kim Whitson** does. She wrote, “I want to tell you Kim is such a pleasure to work with. She always goes the extra mile to help me and she has a really positive attitude.” Merriel added, “Thank you Kim for providing such excellent customer service to your customers. Your efforts are GREATLY appreciated.”

Judge Bruce Cohen took time to send an email to Training Coordinator Betty Finney to let her know about his appreciation for two employees. He wrote, “I did not want to be remiss in noting the outstanding help that **Leslie Wilkins** provided while Colleen was on vacation. **Mike Kay** then willingly jumped in as well when Leslie had a scheduling conflict – it was good to reunite with Mike. As I have uniformly found, your team of Clerks out here at Southeast is outstanding and everyone is ready to help and provide exceptional service. It is so very much appreciated.”



The Office recently received a complimentary letter from a customer about Accounting Operations **Christina Nehko**. The customer wrote, “After multiple calls, I reached Christina. She was polite and professional. She took my information, explained the error, and followed up on the correction of an error. She called me three times with updates. Please thank Christina for all she did for my family.”

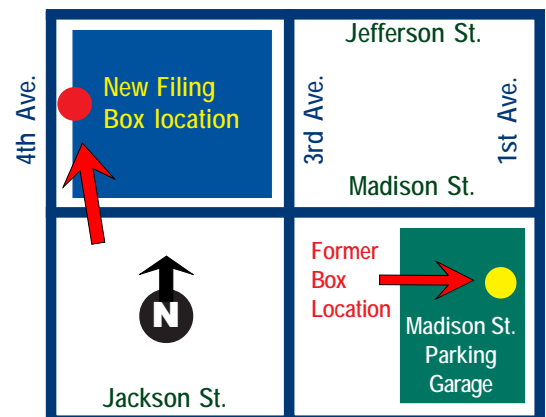
An attorney sent an email to Michael Jeanes to let him know about the great job Court Operations Supervisor **Merriel Trombley** did for him. He wrote, “An issue recently came up at my office concerning the status of a case transfer to Superior Court from Justice Court. I just wanted to let you know that my assistant reported to me that Merriel at your office was extremely helpful, courteous, and a pleasure.”



## The Filing Box becomes a moving box

The Office’s most-used External Filing Depository Box has a new location this month. On Aug. 15, the Downtown Filing Box moved from the Madison Street Parking Garage to the 4th Avenue Entrance of the Maricopa County Administration Building, 301 W. Jefferson in downtown Phoenix. The move occurred as a result of plans to tear down the Parking Garage so that the new Criminal Court Tower can be constructed in its place. The Filing Box is still available 24-hours a day, seven days a week for filing needs.

Last year, the Downtown Filing Box had **43,505 filings**. Other External Filing Boxes are located at the Southeast Court (north main entrance); Northwest Court (main entrance), and Northeast Court (main entrance).





# The Employee Track

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

## BIRTHS



It is a record month for baby announcements in the Office. Eight Clerk of the Court employees are celebrating the births of new children or grandchildren. There were five girls and three boys. Three of the babies are children of the employees and five of them are the grandchildren of employees. One of the babies was born on 08/08/08. Congratulations to each employee. Here they are:

- Micrographics' **Anamae Beard** gave birth to a 7 lb., 11 oz., 21 in. baby girl on May 12. Her new daughter's name is Kile Mae.
- Customer Service Center Support Services' **Christina Cady** became a grandmother to an 8 lb. 11oz., 21½ in. girl on July 27. Her new granddaughter's name is Savannah Rose.
- Courtroom Clerk **JakinDee Kosaka** gave birth to a 8 lb. 2 oz., 21 in. baby boy on 08/08/08. Her new son's name is Markaio Braedan.
- Court Document Operations Supervisor **Gina Nevitt** became a grandmother for the first time to a 7 lb., 4 oz. baby girl on July 11. Her new granddaughter's name is Jaida Henry.
- Courtroom Clerk **Rolena Aguilera** became a grandmother to a 6 lb. 7 oz. baby girl on Aug. 5. Her new granddaughter's name is Rolena Denise.
- Southeast Courtroom Clerk **Teresa Nestor-Donohue** became a grandmother to a 7 lb., 11 oz., 20¾ in. girl on July 31. Her new granddaughter's name is Alexis Nicole.
- Customer Service Center QC3 Audit Team's **Elva Rojas** gave birth to a 6 lb., 18 in. baby boy on Aug. 11. Her new son's name is John.
- Appeals Department's **Pam Crawford** became a grandmother for the first time to a 7 lb., 13 oz., 20 in. baby boy on Aug. 11. Her new grandson's name is Quenten Jasper.



## OFFICE ANNIVERSARIES

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

### 25 YEARS

Claire Waltman



### 20 YEARS

Patricia Espinoza  
Diane Torpey

### 15 YEARS

Lorna Ondersma



### 10 YEARS

Ellen Campo

### 5 YEARS

Dawn Wood  
Lori Morris  
Brenda Townsend





# ...The Employee Track continued

## EMPLOYEE SPOTLIGHT OF THE MONTH



**Name:** Kelly Slesesman  
**Department:** NE Regional Filing Counter  
**Hometown:** Phoenix, Arizona  
**Family:** Single, but I do have a boyfriend. Two sisters, parents, and grandparents (who have been married 60 years)  
**Birthday:** Aug. 16 **Years With Office:** 3 years

**One Thing You Enjoy About Your Job or the Clerk's Office:** I learn something new everyday at the filing counter.

**Favorite Activity:** Camping and hiking.

**Activity Dislike:** Cleaning kitchens and bathrooms.

**The Hardest Thing That You've Done:** Watching a few of my loved ones dying from terminal illness and the feeling of helplessness that you get because you can't do anything to help.

**Something You Are Proud Of:** I just broke ground on a home.

**Where is Your Favorite Place to Eat Out:** Claim Jumpers

**Favorite Movie or TV Show:** TV Show - *Lost*

**A Dream I Have Is To:** Hike Pariah Canyon

**A Pet Peeve:** Children who throw tantrums and are ill-behaved

**Do You Have a Hobby/Collection/or Special Interest:** I collect elephants

**What Has Been Your Favorite Vacation Destination:** The Biltmore Estates in Asheville, NC (astounding)

**What Place Would You Like to Travel To Next:** I am on my way to Tennessee this month.

**Two People With Whom You Would Like to Have Dinner:** Benjamin Franklin and Andrew Jackson

**What Was Your First Job:** A bus girl at Pinetop Country Club.

**Nobody would believe it if they knew ...** that I can work on my own car and pretty much fix anything in a house, thanks to my grandfather. I have helped him build three houses. My papa says I'm great with a nail gun.

## FUN AND GAMES

### Word Search - US Presidents

G J Q A D A M S R O N O S K C A J V E  
R N O S R E F F E J C E G D I L O O C  
T N A R G V A N B U R E N T R U M A N  
W L E I S E N H O W E R C A R T E R N  
H A L T G N I D R A H E L V L E T O L  
S A S J Y L I N C O L N E E N F S B T  
U R D H O L I K S T H E V O A L U N L  
B E E D I H E N E L Y E E T I C P O E  
W A C L R N N R E N S T L W H S I S V  
H G R E D E G S N O N N A A T B T I E  
G A E I A E O T O O S E N Y H E Y D S  
C N I F J R R R O N S A D A L E R A O  
L O P R O H T O E N N I R Y L O J M O  
I X V A H E S O M T W R R N F A R O R  
N I K G N A R U N L I O I R D N C O D  
T N N L S N Y S B S L K E A A C U T F  
O R E V O O H E O W C I M R U H T R A  
N I V M N P E N S M G S F T E R W M S

- |            |             |              |
|------------|-------------|--------------|
| Washington | Buchanan    | Coolidge     |
| J Adams    | Lincoln     | Hoover       |
| Jefferson  | A Johnson   | FD Roosevelt |
| Madison    | Grant       | Truman       |
| Monroe     | Hayes       | Eisenhower   |
| JQ Adams   | Garfield    | Kennedy      |
| Jackson    | Arthur      | L Johnson    |
| Van Burnes | Cleveland   | Nixon        |
| W Harrison | B Harrison  | Ford         |
| Tyler      | McKinley    | Carter       |
| Polk       | T Roosevelt | Reagan       |
| Taylor     | Taft        | GH W Bush    |
| Fillmore   | Wilson      | Clinton      |
| Pierce     | Harding     | GW Bush      |

## TECH IT OUT

### Track your adventure

Want to keep track of your next vacation experience or share it with someone back home? Now you can with a device called the Trackstick II personal GPS Tracker. It can record location, time, date, speed, and altitude. Take it along to record those bicycle routes that you discover or to show a relative who can't travel your moment-by-moment tour of Europe. You can import pictures and other information directly from Google Earth - and see your trip from an entirely different perspective. The Trackstick II receives signals from 24 satellites orbiting the Earth.

**Record Times.** Published on a monthly basis by the Public Affairs Office for distribution to Clerk of the Superior Court Office employees on the last Friday of each month. For questions or submissions to the newsletter, you may send an email to Len Keso at: [LKeso@cosc.maricopa.gov](mailto:LKeso@cosc.maricopa.gov)

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





## Snip-Snap

(A section of snippets and snapshots)

### Sea-nic and three-nic spot to read newsletter

Each month, Clerk of the Court employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was seen with an employee who was in the Bahamas. This month, the newsletter is with three employees and it did not travel far from last month's destination.

Pictured here are Courtroom Clerks (left to right) **Lisa Mooney**, **Carole Hernden**, and **Elisa Canas**, who are posing with the newsletter during their trip to the Caribbean.

You may submit photos of yourself reading the *Record Times* at any time for this special feature.

#### TO SUBMIT A PHOTO FOR THIS FEATURE:

- 1) Print the front-cover newsletter page,
- 2) Take your photo(s) with the page during your vacation,
- 3) Send the photo to Public Affairs' Len Keso (mailcode CD-PA) with your name, department, and a brief description of the photo.



The photo for the newsletter may be sent in either print or digital format.

A map of all of the places the newsletter has appeared is posted at the Public Affairs Office in the Downtown Justice Center.

### Will we be texting a president into office some day?

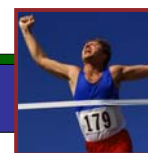
A Samsung Mobile survey has found that many teens and their parents would rather vote by text message using their cell phones in the next election than go to the polls. In fact, of those 18 and older, 61 percent of the respondents said they would be open to voting by text ... and of those between the ages of 13 and 17, 80 percent say that if they were allowed to vote in this year's presidential election, they would prefer to do it by text messaging rather than going to the polls.



### ITG's small world story

ITG Developers **Andy Czuppa**, **Shane Monroe**, and **Charles Gill**, who work in the same office area, only a few feet apart from one another, all share August 25 as their birthday.

## The Newsletter Finish Line



### Teri is all Dunn

● On Aug. 18, a retirement party was held for Juvenile Durango Courtroom Services Manager **Teri Dunn** at the Durango facility. Teri is retiring after 23+ years of service to the Office on Sept. 3. More than 30 staff members attended the lunch-hour event. On Aug. 18, Clerk of the Court Michael Jeanes presented Teri a retirement certificate from the County Board of Supervisors and one from the Clerk's Office.

"It has been an honor to work for the Clerk of the Court. I will miss all the fine people that I have had the opportunity to work with," Teri said.

Gathering for a group photo at Teri Dunn's Retirement Event are: (Seated in front) Teri Dunn / (back row, left to right) Carol Schreiber, Tami Mayes, Jenny Shaska, Dorothy King, Cindy Malnar, Melody Tinsley, and Kiera Molina.

- Fileroom's **John Whitford** is retiring this month after a total of 14 years of service with the Clerk of the Court's Office.