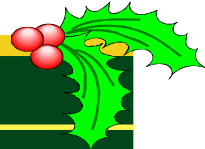


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Record Times



A monthly newsletter for Clerk of the Superior Court employees

December 2008

Vol. 14 No. 12



Fa-la-la-labulous 2008 Holiday Drive

The economy may be down, but the generosity of the Clerk of the Court employees is up ... way up. This was demonstrated this month during the Office's Annual Holiday Drive activities. This year, the Office had its most successful holiday drive ever. The following are summaries of each activity:

SOCKS - This *sock-cessful* activity concluded on Dec. 5. Employees donated **778** pairs of socks, which is an office record. The previous record was 550. Also, **466** shoeboxes were donated, which is another office record. The previous record was 289. In addition, thousands of toiletry items including soap, shampoo, toothpaste, etc. were donated for this effort. All of these items will be used to help the homeless in the community. This was the 7th year the Office participated in this activity. In total, the Office has donated **2,850** pairs of socks, **1,473** shoeboxes, and many thousands of toiletry items during its seven years of participating in this holiday activity.



TOYS FOR TOTS - This *toy-rrific* holiday activity concluded on Dec. 12. Employees donated an office record **659** new, unwrapped toys for children in the community, who would not have otherwise had a toy for the holiday season. The previous record was 426 toys. The Toys for Tots Drive is sponsored by the U.S. Marine Corps Reserve. This was the 4th year the Office participated in this effort. Over the past four years, the Office has donated **1,892** toys for this holiday activity.

OPERATION COBBLER - This *shoe-per* holiday drive activity, which was held at the Customer Service Center, concluded on Dec. 3. This year staff donated **264** pairs of shoes for this activity. The shoes will be cleaned and repaired and given to schools, homeless shelters, and others who are in need of them. In the past eight years, the CSC staff has donated a total of **3,437** pairs of shoes for this activity.



BLANKET DRIVE - This holiday drive activity is taking place through January at the North-east Office and it is being *covered* with generosity. As part of this effort, staff are currently donating blankets, coats, gloves, hats, and more to help the homeless in the community. This is the 3rd year that NE staff has participated in this drive. Over the past years, they have donated more than **80** blankets and other items.

CANNED FOOD - This *can-tastic* holiday drive activity concluded on Dec. 3. It was held at the Customer Service Center. CSC staff donated **270** canned food and non-perishable items to help the homeless through St. Vincent de Paul. Their goal was to collect 250 items. This is the first year they conducted this drive.





Michael K. Jeanes
Clerk of the Court

A Minute with Michael



eFile Volume Project one of many successes in 2008

The time has come for another year to end. While we experienced many new challenges this year, we also had many great successes. One of which was just celebrated this month – the close-out of the **eFile Volume Project**. The project was a necessary first step for the anticipated volume of eFilings that will be created by the permissive eFiling pilot in place now in civil cases. The project updated hardware, software and application components, along with performing stress tests.

These changes will enable the current eFiling system to handle increased volume over the next year while a new more robust system is developed. Based on customer feedback, enhancements to clerk review and judge review screens were also included, in addition to the behind-the-scenes operation improvements to eFiling. I congratulate everyone who contributed to this effort.

I also congratulate and thank everyone else in the Office for all of your contributions in 2008. Even though due to budget issues, things weren't as pleasant for our county and office compared to previous years, I truly appreciate your efforts to continue to be pleasant to our customers and to one another. I wish each of you the happiest of holidays!

Employees give in another way this season



Along with the Office Holiday Charity Drive, Clerk of the Court staff also generously donated in another way this season. Currently, staff has contributed \$1,843 to the **Maricopa County Combined Charitable Campaign (CCC)**.

Related to the CCC, the final Casual Day for Clerk employees is Tues., Jan. 27. Stickers are \$2 and must be purchased by Dec. 31. Clerk employees may dress casual on **Tuesdays only**. To purchase a sticker you may contact via email the following Maricopa County staff: County Recorder's Tonia Tunnell (for SE staff); Flood Control's Kelli Sertich (for Durango staff); and OMB's Jack Patton (for all other staff).

Here comes Santa 'Claws'

Looking for a special gift for someone? Maricopa County Animal Care and Control (MCACC) may have the *purr-fect* one – a gift certificate to adopt a cat or a dog. MCACC offers gift certificates at their two locations: 2500 S. 27th Ave. in Phoenix and 2630 W. 8th St. in Mesa. The cost to adopt is between \$50 - \$150. The price includes spay/neuter surgery, rabies vaccination, dog license, and a free wellness exam at a participating veterinarian. More information about adopting a pet is available by calling MCACC at 602-506-PETS.



Home for the holidays in 2009

This holiday season is ending, but a year full of new holidays is on its way. Here is a look at the 2009 scheduled holidays:

- New Year's Day - **Thur., Jan. 1**
- Presidents' Day - **Mon., Feb. 16**
- Independence Day - **Mon., July 3**
- Columbus Day - **Mon., Oct. 12**
- Thanksgiving Day - **Thur., Nov. 26**
- Civil Rights/Martin Luther King Jr. Day - **Mon., Jan. 19**
- Memorial Day - **Mon., May 25**
- Labor Day - **Mon., Sept. 7**
- Veterans' Day - **Wed., Nov. 11**
- Christmas Day - **Fri., Dec. 25**





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



CSC Public Records

- **Essie Espinoza** - "This was my first visit and Essie was very helpful. I would like to thank her."
- **Scott Mandel** - "Scott was very professional and pleasant. He could have really become exasperated with me, but instead he walked me through all my mistakes and was still cool."
- **Rick Stefano** - "All were great! Rick was especially great in a time crunch."
- **Margaret Wagner** - "Margaret was extremely friendly and helpful."

NE Filing Counter

- **Monica Crowley** - "Monica was very nice and helpful. She was awesome."
- **Kelle Dyer** - "We're so pleased and thankful to have Kelle help us at such a difficult time. She is most helpful and kind."
- **Sandy Seeley** - "Always exceptional service by clerks. Sandy was helpful and polite."
- **Megan Simpson** - "Megan was very professional and cheerfully answered my questions without me feeling rushed."
- **Kelly Sleseman** - "Kelly was very professional, courteous, and quick to respond. Great experience."
- **Martha Wanke** - "Martha was very helpful, knowledgeable, and a very pleasant person to deal with."

SEA Filing Counters

- **Nicki DeLaCruz** - "She was very nice, courteous, and helpful."
- **Jessica Folts** - "Jessica was excellent and very helpful."
- **Ana James** - "Ana was very helpful and I would hire her in an instant."
- **Mariam McTaggart** - "She went above and beyond normal customer service."
- **Sheelagh Ponicki** - "Sheelagh was very, very kind and very helpful. Great service."
- **Regina Romero** - "Regina was great, very nice, and extremely helpful."
- **Sharon Szakacs** - "I feel like Sharon made my life a little better today."

*Gliding
service
reviews
from the
customers*



CO-WORKER COMPLIMENTS

"I want to thank everyone at **SE Juvenile** for participating in the Shoebox and Toys for Tots Drives. We had another great year – **109** shoeboxes, **26** water bottles, **182** bars of soap, **64** pairs of socks, and **411** other shoebox items. It is very rewarding to see what was decided by all to give up a personal gift exchange and spend that money on toys. It was a wonderful contribution to the Toys for Tots Drive. We were able to purchase **84** toys worth **\$303.07!** WOW! Again, thank you all for participating and helping those less fortunate. Your generosity, as always, is overwhelming!" – *Diane M. Hoy*

"I want to thank all of my new co-workers in **Downtown Civil EDM – Rayleen Smith, Feliz Bustamante, Annie Fair, Annette Galarza, and Anthony Garcia.** All of you are wonderful to work with and you all work so hard. Also, thank you **Charlotte Levine** for being a wonderful person to work for. Have a joyful holiday everyone!" – *Jan Bevan*

"I want to give thanks to the ladies that work in **Files Confidential** at the Customer Service Center. They are always ready to provide great customer service. They do it with a smile and very quick response." – *Erica Bradford*

"I want to thank **Maridel Soileau** and **Angela Northrop** for all of their help in training me and answering my many questions when I transferred from Criminal Auditor/Trainer to Probate Auditor/Trainer. I had a lot of things to learn in a short period of time and with their help it was made much easier." – *Julie Summers*



... more extra miles

COMPLIMENTS CONTINUED

“Thank you to the **SEA Docket team** for their dedication and teamwork in assisting Downtown when they were short-staffed. SEA staff members who assisted are: **Linda Westbrook, Cristina Farnsworth, Terri Langford, Leah Lindahl, Veronique McClelland,** and **Angela Allegretti.**” – *Franci Diaz-Smock*

“I want to extend gratitude to **Melissa Mendez**, DT FC File Counter, for volunteering to take on extra work and oversee our Order of Protection Specialty Desk for an entire week while the clerk was out of the office. This gesture was very much appreciated given the time sensitivity of the work that is processed through this desk.” – *Cynthia Coronado*

Courtroom Clerk Denise Crawford sent an email to Courtroom Services Manager Gerri-Lynn Cohen complementing the work of Courtroom Clerk **Beth Kredit**. Denise said in the email, “Beth took it upon herself to forward to my division a pending minute entry that relates to a case that is being heard this afternoon. Beth knew that it could affect what is being presented to the commissioner and took the time to get the information to us. I know the commissioner appreciates everything clerks do to help her. We appreciate Beth taking the time to help our division.”

An Adult Probation employee complemented Criminal Financial Obligation’s **Chris Bradford, Liz Campos,** and **Cathy Bridget** in an email sent to CFO Manager Jane Tewksbury and Supervisor Angela Smith. She wrote, “I want to comment on the service I have received from the CFO response e-mail process. I have sent four or five inquiries for assistance or clarification to this account over the last three weeks. I have been extremely pleased with the responses. My questions or concerns are addressed very quickly and the responses are thorough and very well written. I have not had to re-state my issue or ask for additional clarification from the responses.”



Giving the gift of quality service



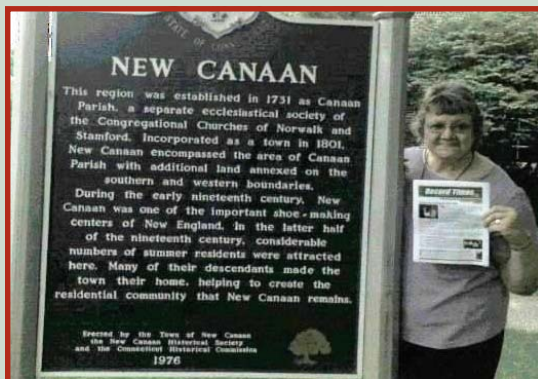
Snip-Snap

(A section of snippets and snapshots)

Newsletter travels from the West to the East

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 on the West Coast in California. This month, the newsletter is spotted on the East Coast with an employee.

Pictured to the left is ITG’s **Meg Kelleher**, who posed next to a plaque with the newsletter in New Canaan, Connecticut. You may submit photos of yourself reading the *Record Times* at any time for this feature.



To submit a photo for this feature: 1) Print the front-cover newsletter page; 2) Take your photo(s) with the newsletter 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 may be sent in either print or digital format.

December numbers in the news

- December is **Safe Toys & Gifts Month**. Toymakers recalled 19 million toys worldwide last year because of safety concerns. In 2005, more than 200,000 children were treated for toy-related injuries.

- The Rockefeller Center Christmas tree in New York City has more than 25,000 lights strung on more than five miles of electric wire.

- In 2006, consumers bought more than 61 million poinsettias, totaling \$220 million.



- There are more than 400 species of holly trees and shrubs.



The Employee Track

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

EMPLOYEE SPOTLIGHT



Name: Diane Barnes / **Department:** ITG Help Desk

Hometown: Phoenix. Yes, I am a native.

Birthday: November 25

Family: Fiance, five kids, and six grandkids

Years With Office: 12 years

One Thing You Enjoy About Your Job: I love working with the staff in our area. We have a lot of fun. I also enjoy working with the people who I talk

to on the phone, even though I don't know all of their faces.

Favorite Activity: Lounging on the beach / **Activity Dislike:** Cleaning

The Most Adventurous Thing That You've Done: Starting a business.

Something You're Proud Of: Making it through the day with my sanity.©

Favorite Meal: Meatloaf, mashed potatoes, and green beans

Where is Your Favorite Place to Eat Out: Pappadeaux (you should try the Pasta Mardi Gras, scrumptious.)

Favorite Movie or TV Show: Wow, I have too many TV shows that I can't miss (I love the DVR).

A Dream I Have Is To: Visit every major NASCAR racetrack.

A Pet Peeve: Litterbugs

Do You Have a Hobby/Collection/or Special Interest: I am a motor sports enthusiast.

What Has Been Your Favorite Vacation Destination: Canada

What Place Would You Like to Travel To Next: Hawaii

Two People With Whom You Would Like to Have Dinner: Dale Earnhardt Jr. and Reba McEntire

What Was Your First Job: I processed microfilm.

Nobody would believe it if they knew ... that I compete in archery.

BIRTHS

• Congratulations to Public Affairs Project Manager **Aaron Nash** on the birth of his 7 lb. 3 oz., 20½ in. boy on Dec. 18. His new son's name is Maxwell Lloyd. This is his second child.

• Congratulations to Downtown Courtroom Clerk **Jared Rutledge**, who became a new father to a 6 lb. 15 oz., 20½ in. baby girl on Dec. 2. Her name is Elizabeth Grace.



HONORS

• Congratulations to Civil Courtroom Services Manager **Erika Morgens-tern**, who earned her Masters degree in Government and Business Leadership from Grand Canyon Univ.

ANNIVERSARIES

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

20 YEARS

Karen Stone

5 YEARS

Sheryl Brown and Diana Hoover



HAVE A SAFE AND HAPPY HOLIDAY SEASON!



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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

