

1
2
3
4

Record Times



A monthly newsletter for Clerk of the Court employees

January 2008

Vol. 14 No. 1

The new employee newsletter for the new year

The newsletter is starting the new year with a new look, new format, and new size. The *Record Times*, which is distributed monthly to employees, has changed its design, and increased the number of pages for the first time ever.

The new newsletter has a larger font size, making it easier to read; larger photos for better viewing; and three additional pages. The format of the newsletter was also changed so that it is easier to read from a computer monitor.

The new appearance uses a sport of track-type theme to go along with the publication name *Record Times*. The name "Record Times" ties in with one of the main functions of the Clerk's Office as the official record-keeper for the Court.

The new newsletter keeps the same features, but some of the names have changed – "Michael's Message" is now called "A Minute with Michael," "Recordsetters" (the employee commendations section) is now called "The Extra Mile," and the "Employee News" is now called "The Employee Track." In addition, the "Employee Spotlight" section now has more questions. The newsletter will continue to be distributed on the last Friday of the month. The *Record Times* was first published in Sept. 1995.



When is Open Enrollment this year?

by Lois Wahl, Human Resources Manager

Open Enrollment is just around the corner. The dates for this year are April 14 - May 2. What do you need to do to get ready? Please go into PeopleSoft and make sure your address is correct. You also need to make sure you have entered a date of birth for your spouse if you intend on purchasing spousal life insurance. Something new this year: the vendors of our medical and dental plans will be offering information sessions on the specific benefit plans. These sessions will be available April 2 - 11 and you will be notified once a schedule is available. If you want to get a head start on learning more about the various medical plans, CIGNA is currently offering one-hour classes to employees. The classes range from an overview of all plans offered to classes on the specific plans. Employees can register for these classes through the On-Line Learning Center available on the County's EBC website (<http://ebc.maricopa.gov/training>). These classes are not approved for COJET credit.

OnBase keeps OnGrowing

The following is a chart showing the annual growth of the OnBase Repository. OnBase is the software program designed to manage the processing and retrieval of the Office's electronic documents.

	2002	2003	2004	2005	2006	2007
PAGES	6,249,839	6,481,725	7,475,599	9,164,487	9,095,136	9,177,838
DOCUMENTS	1,956,559	2,007,854	2,368,029	2,841,956	2,883,845	3,036,809





Michael K. Jeanes
Clerk of the Court

A Minute with Michael



There are **Munch** more meetings scheduled in 2008

It is a new year and there are new dates set for the Monthly Munch Meetings. I have been holding these meetings for many years at each office location and I look forward to another year of meeting with you to discuss issues about the office, answer questions, and just have the opportunity to get better acquainted with you.

If you haven't been to a Munch yet, I encourage you to attend. I would enjoy meeting you. If you have attended them in the past, I look forward to seeing you again. When you come, please bring your lunch and any questions you may have. Here are the dates for 2008:

(Dates in red signify everyone including supervisors is invited. Dates in black signify the Munch is a non-supervisory personnel discussion.)

DOWNTOWN – East Court Building (TANG Conference Room) 3rd Floor (Noon - 1:30)

January 9; **March 12**; May 14; **July 9**; September 10; and **November 12**

DURANGO JUVENILE – COC Conference Room (12:30 - 1:30)

March 20; **June 19**; September 18; and **December 18**

CUSTOMER SERVICE CENTER – Sonoran Room (12:00 – 1:00)

February 21; **May 15**; August 21; and **November 20**

SOUTHEAST ADULT – Cafeteria (12:30 - 1:30)

February 28; **May 22**; August 28; and **November 25**

SOUTHEAST JUVENILE – Cactus Room, 1st Floor (12:30 - 1:30)

March 27; **June 26**; September 25; and **December 23**

NORTHWEST – Judge Chavez’s Jury Room D / Suite 124 (12:00 – 1:00)

January 17; **April 17**; **July 17**; and **October 16**

NORTHEAST – Multi Purpose Room (Noon – 1:00)

January 11; **April 11**; **July 11**; and **October 10**

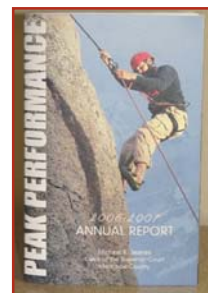
NOTE: The above dates could change due to unforeseen scheduling conflicts. You will be notified should that occur.



Reporting on the Report

The Clerk of the Superior Court’s 2006 - 2007 Annual Report titled “Peak Performance” is now available to view on the Office’s website at www.clerkofcourt.maricopa.gov. The report provides an overview of the Office and the accomplishments it made this past year. It is posted on the website in the “Latest News” section under the link “Annual Report.” All previous Office annual reports dating back to Fiscal Year 2000 - 2001 are also available on the website.

This year’s annual report has a mountain climbing theme to go along with the name “Peak Performance.” It has a special section called “The eQuipped” that is devoted to the Office’s electronic initiatives, and a section called “The Sneak Peak,” which highlights some future Office endeavors. As a small sidenote, it even mentions a few actual famous peak performers (mountain climbers).





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

NORTHEAST OFFICE

- **Martha Wanke** - "Martha was very helpful and kind. Patient with me even though I forgot my case number. Excellent service. Quick and speedy."
- **Monica Crowley** - "Monica was so nice and understanding and very patient."
- **Kelly Sleseman** - "Kelly was very helpful and very patient in an important time of need."
- **Kelle Dyer** - "Kelle Dyer was efficient, friendly, professional, pleasant, and courteous."
- **Sandy Seeley** - "Sandy was very professional and helpful with the filing of the documents."

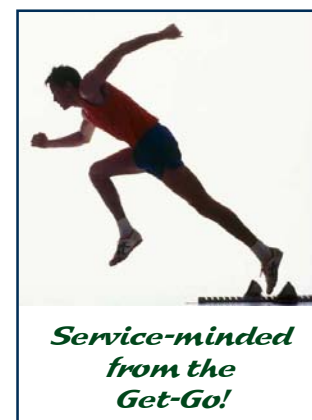
CUSTOMER SERVICE CENTER PUBLIC COUNTER

- **Connie Estrada** - "Connie provided very good help."
- "Everyone was so very helpful and extremely nice! Great staff. Good experience."

SOUTHEAST OFFICE

- **Drayson Alcantar** - "Drayson was excellent!"
- **Jennifer Rivera** - "Jenni was a delight. She made our transaction in record time and was very courteous."
- **Jayne Taormina** - "Tremendously helpful and great spirit. Made my day brighter."
- **SEA** has come a long way in 20 years. Keep up the good work!"

Thanks. I heard employees being very courteous and helpful to everyone, not just me. Please let them know."



CO-WORKER COMPLIMENTS

"A thank you goes out to everyone in **Court Supplies** for their help with transitioning to the new ordering system over the past month. We both greatly appreciate all of the hard work you have all put into this successful transition. Thank you to everyone." — *Lisa Dignard and Debbie Brooks*

"I would like to thank my co-workers **Angela Walker, Nicole Zamora,** and **Lori Cummings** for always answering my many, many questions with such patience. I also would like to thank our new lead **Mike Mejia** for being such a great team player." — *Mireka Knox*

"I want to thank **Don Vert** for helping me with the customers who call on the phone with questions. He is so reliable. You can really depend on him. He always gets back to you with an answer ... sometimes in just minutes." — *Sandra Strange*

CUSTOMER COMPLIMENTS

A customer called the Office to say how grateful he was for Criminal Financial Obligations' **Robert Gonzales**. He said that he and his wife came to the Office feeling very frustrated, but are going home happy because of Robert's service. They said, whatever the Office is paying him is not enough.



...a few more *extra miles*

Court Purchasing's Karen Rushing sent a very nice email to Management Resources Director Doug Wood commending Court Supplies **Eddy Ramirez**. She said, "I must take this moment to commend Eddy Ramirez for his outstanding contributions to the Court. Eddy excels in providing customer service in a timely, courteous fashion. He strives for accuracy in all that he does. Eddy is outstanding in his ability to interact with everyone cheerfully. He does his job with a positive and cheerful attitude. I cannot say enough good things about his return to counter service in Court Supply. His contributions make our jobs here in Purchasing run that much smoother. My only regret is not being in a position to bestow upon him a Peak Performer award as he is truly deserving of praise and commendations for his work ethic."

Court Operations Supervisor Patti Sanderman sent an email to Facilities' **Larry Spoehr** complementing him and his staff on the excellent work they did for the Appeals Work Unit. She said, "The Unit is professionally well-designed and very functional. You did a fabulous job in the set-up of the area. The staff and I cannot thank you enough."



Snip-Snap

(A section of snippets and snapshots)

Newsletter is a topic in the tropics

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was seen with an employee in the mountains of Oregon. This month, the newsletter is spotted with an employee in the tropics of Hawaii.

Pictured here is General Accounting/Collections Manager **GeorgeAnn Smith**, who posed with the newsletter during her trip to Kihei on the island of Maui, Hawaii.

You may submit photos of yourself reading the *Record Times* at any time for this feature. **TO SUBMIT** a photo, print a newsletter page(s), take your photo(s) with the page(s), and send it to Public Affairs' Len Keso with your name, department, and a description of the photo. The photo may be in print or digital format.



Maintain a PC Perimeter

Mark Chambers, author of *PCs All-in-One Desk Reference for Dummies*, Third Edition, says PC users should keep six inches of free space around the base of their computers. Paper and knick-knacks can contribute to the accumulation of dust on and inside the computer. In the worst-case scenario, they can block the flow of air, causing excess heat to build up inside the PC, reducing its lifespan.



Setting goals

Career coach and motivational speaker Philip Humbert says the best goals are those that are just out of reach but not out of sight. "You want to stretch to be your best, not strain after impossible dreams," he says. "Set goals you can and will achieve."



The Employee Track

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

BIRTHS



- Congratulations to Family Court Operations' **Clarissa Quinonez** on the birth of her 7 lb. 5 oz., 21 in., baby girl on Jan. 7. Her new daughter's name is Madelyn Rose. This baby is her second child.
- Congratulations to Accounting's **Christine Nekho** on the birth of her 7 lb. 6 oz., 21.5 in., baby boy on Jan. 2. Her new son's name is Nasser Lee. He is her first child.

NEW EMPLOYEES

- **Cindylou Billings** - Downtown Civil Docket/EDM (Her supervisor is Charlotte Levine)
- **Angela DeLucia** - Customer Service Center's License Services (Her supervisor is Linda Johnson)
- **Krista Robinson** - Southeast Juvenile File Maintenance (Her supervisor is Diane Hoy)

EMPLOYEE ANNIVERSARIES

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

20 YEARS

GeorgeAnn Smith
Josephine Schuldt
Linda Domanico

15 YEARS

Brenda Burton

10 YEARS

Lorie Stroud

5 YEARS

Harriette Bills
Caryn Smith
Angela Sedillo

Alison Cole
Claire Vigil
Janice Bevan

EMPLOYEE AWARDS AND HONORS

Professional Certification Series Graduates

The following employees successfully completed programs within the Clerk of the Court's "Professional Certification Series" offered by Training and Staff Development:

- **Foundations of Leadership and Management Certification Program** – Joyce Auchinleck, Evonne Gonzales, Erika Morgenstern, Jared Rutledge, Marta Deleon, Cheryl Marzella, and Fred Mohr
- **Professional Development Certification Program** – Angie Green, Beverly MacDonald, Veronica Olivas, Mark Leong, Joycelyn Mathews-Pate, and Cyndi Rego
- **Train the Department Trainer Certification Program** – Evonne Gonzales, Melody McGee, Susan Morris, Jonathan Reeves, Rae-Ann Hopper, Erika Morgenstern, Gina Nevitt, and Laurie Wistuber

Vert honored with election as president of AFSC

Family Court Services Manager **Don Vert** was recently elected to serve a two-year term as president of the Arizona Family Support Council. The purpose of the Council is to enhance the delivery of efficient and effective family support services to any person entitled to receive such services under the laws, rules and regulations of Arizona and the United States through education.





...The Employee Track continued

EMPLOYEE SPOTLIGHT OF THE MONTH



Name: Merriel Trombly
Department: Document Management Services, Civil Filing
Hometown: Glendale, Ariz.
Family: Husband - Paul / Step-children - Brandon (18) and Ashley (16)
Birthday: October 31
Years With Clerk's Office: 7 years

One Thing You Enjoy About Your Job or the Clerk's Office:

Working with so many wonderful people and helping customers

Favorite Activity:

Spending time with my family and my dog

Least Favorite Activity:

Housework

What is Something You Are Proud Of:

Being the supervisor of a wonderful team.

The Hardest Thing That You've Done:

The loss of my father

Favorite Meal:

Mexican food

Where is Your Favorite Place to Eat Out:

Arribas

Favorite Movie or TV Show:

Sleepless in Seattle

Do You Have a Hobby/Collection/or Special Interest:

Computers

A Dream I Have Is To:

Travel with my family

What Has Been Your Favorite Vacation Destination and Where

Would You Like to Travel To Next: San Diego is my favorite for now, but I can't wait to take a cruise to Key West and the Bahamas in April. Ask me in May if my favorite destination changed.

A Pet Peeve:

Drivers who cut you off

Two People Who You Would Like to Have Dinner With:

My dad and Martina McBride

What Was Your First Job:

Usher at the Veteran's Memorial Coliseum

Nobody Would Believe It If They Knew ...

that I met my wonderful husband on the internet.

FUN AND GAMES

Happy New Year Jumble

```

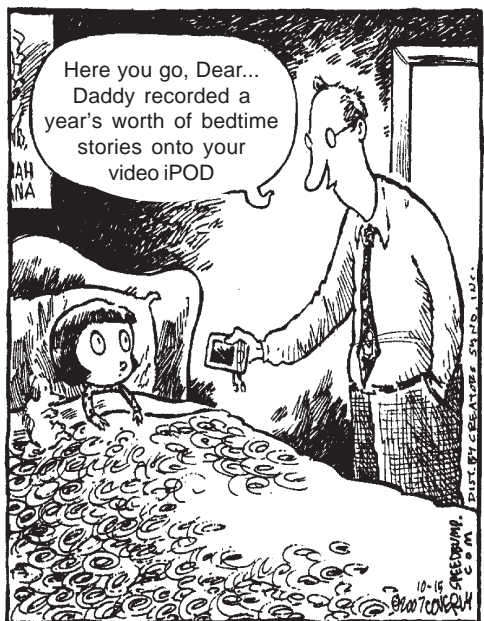
B O D E T K F A R B L E S S I N G S
D E L B F M J N P G A Y Q S A C T H
O Z H E A L T H I J E L K U R H E H
L R O A M X N V A W H E P N H L C A
U W P U S N G I C P E A C E G S J R
O L E T D E M U W F L T K S H I L M
J S N Y O A G T E R U S E P L T U O
C E H A P P Y N E W Y E A R X B S N
H N I R C T H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

```

- | | | |
|----------------|---------|--------|
| Happy New Year | Success | Health |
| Prosperity | Health | Wealth |
| Harmony | Wonder | Beauty |
| Blessings | Hope | Faith |
| Love | Peace | |

Very Punny

- ☺ Did you hear about ...
 - ... the new line of Elvis Presley-themed steakhouses? They're for people who love meat tender.
 - ... the man who dreamt he was a muffler on a car and then part of the wheel? He woke up feeling exhausted and tired.





The County News Relay



Maricopa County is hosting a **Safety Fair and Equipment Rodeo**

from 7 a.m. to 4 p.m. Jan. 28 - 30 at the Transportation/Flood Control Facilities in the Durango Complex. Topics presented include: fire extinguisher training, ladder safety, ID theft, heat stress prevention, desert awareness, CPR, Know Your Benefits, verbal judo, safe lifting techniques, among others. In addition, there will also be products on display from various national brand companies, and representatives from healthcare agencies.



More than \$7,800 was raised from the County's **Last Talent Standing Contest**, which was held to raise funds for the Employees Assisting and Supporting Employees Program. The winner was Bing Zhao from the Flood Control District who brought in \$1,206; 1st runner-up was Art Jones from Facilities Management, who brought in \$1,103; and 2nd runner-up was Bill White from the Assessor's Office, who brought in \$982.



The next **Lunch-N-Learn** meeting will be held from Noon - 1 p.m. on Jan. 31 at the Durango Juvenile Training Room #1. The topic of discussion is "Eating Right to Weight Loss."



The Newsletter Finish Line

Lydia Gonzales - 35 years of service



Tracey Fenton - 30 years of service



On January 14, the Maricopa County Board of Supervisors honored two Clerk of the Court employees for their years of service — **Courtroom Clerk Tracey Fenton** and **Courtroom Clerk Lydia Gonzales**. Tracey and Lydia were among 10 county employees who were honored for their 30 or more years of service to Maricopa County at the special service award ceremony. They both received certificates, plaques, special tributes, and a congratulations from each supervisor. During their tribute, Tracey and Lydia were joined by Clerk of the Court Michael Jeanes, Chief Deputy Chris Kelly, Associate Clerk Grace Colosimo, Courtroom Services Administrator Laura Eng, Courtroom Services Manager Gloria Kuder, and Courtroom Services Manager Karen Stone.

Tracey began working for the Clerk of the Court's Office on Dec. 19, 1977. Lydia began working for Maricopa County on Nov. 6, 1972 and for the Clerk's Office on Oct. 21, 1975. Lydia is the 5th longest-serving current Clerk of the Court employee and Tracey is the 8th longest-serving current Clerk employee. Duffy Watson is 1st with 40 years of service next month.

