



## Costumes bring new *character* to Office

**A**t last year's Office Costume eVent, an employee who was dressed up as the pirate Captain Jack Sparrow was voted on by employees as having the "Best Overall Costume." This year, many other employees will *arr-ive* at the Office on Halloween hoping they can bring home the *treasured* award.

To see who will *hoist* this year's award, the third annual **Office Costume eVent** will be held on Oct. 31. 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: Happiest, Most Authentic, Sweetest, Scariest, Cutest, Most Creative, Funniest, and Best Group. This year, the categories will be determined based on the various costumes of the employees.



The way in which the Costume eVent will work is as follows: either Chief Deputy Chris Kelly or Associate Clerk Rich McHattie will visit the Office locations on Oct. 31; the Public Affairs staff will be with them and take photos of each person in costume who wants to participate in the Office eVent; from these photos, appropriate categories will be created from the various costumes; and the categories then will be sent out to employees via email (approx. 5 – 7 days later) to vote for their favorite costumes in each category. The votes then will be tallied and the winners will be announced in the November *Record Times*.



**BOOster Club** – There were quite a cast of characters who showed up at last year's Office Costume eVent. Who will appear this year?

## Season of name changes for county

**O**n Oct. 31, if employees show up in ghoulish costumes for Halloween, perhaps a temporary name change for Maricopa County on that particular day might be "**Scary-copa County.**" But then soon after Halloween, the more appropriate name for the county becomes "**Merry-copa County.**" The reason for this name change is due to the annual generosity of Clerk employees whose efforts during the Office Holiday Drive help make the holiday season merrier for many in the community.



Like previous years, the Holiday Drive activities include the **Shoebox Drive**, the **Toys for Tots Drive**, and the Customer Service Center's own **Operation Cobbler Drive**. This year, the Shoebox Drive will begin on Nov. 7 and end on Dec. 5. The Toys for Tots Drive will begin on Nov. 14 and end on Dec. 12. The dates for CSC's Operation Cobbler are Nov. 3 - Nov. 7.



Boxes will be set up at each Office location for employees to drop off their donated items for the Shoebox and Toys for Tots Drives.

Last year, Clerk employees donated **491** pairs of socks, thousands of toiletry items, and **289** empty shoeboxes (an office record) for the Shoebox Drive and an Office record of **426** new toys for the Toys for Tots Drive. CSC staff donated **918** pairs of used shoes for their Operation Cobbler Drive that helps the homeless.



Michael K. Jeanes  
Clerk of the Court

## A Minute with Michael



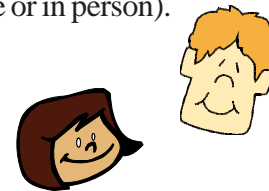
### The spirit of Customer Service Week lasts all year long here

**E**arlier this month was the observance of “National Customer Service Week” (Oct. 6 - 10). The week was established by the International Customer Service Association in 1988 and declared a national event in 1992 by the U.S. Congress. The purpose for the week is to emphasize the importance of good customer service and to recognize those who provide customer service.

I am pleased to say that our Office emphasizes great customer service all year long, and not just for one week out of the year. Your efforts to serve our customers each day throughout the year in a professional, timely, and friendly manner are greatly appreciated. I continually hear from the public and other offices and entities on what an excellent job you do.

But as we all know, we can continue in our efforts to improve our service, and so here are seven quick tips to think about when serving our customers:

- 1) Tell your customers what you **can** do for them. Don't begin by telling them what you are unable to do.
- 2) Use your customer's name at different points in the conversation (whether on the phone or in person).
- 3) Listen carefully to what they say.
- 4) Identify and anticipate their needs.
- 5) If they are upset, let them express their concern before you talk. Apologize if needed.
- 6) Make them feel important and appreciated.
- 7) Smile and give them eye contact.



I know most of you are good at these already, but it never hurts to have a reminder. Thank you again!

## Important information about the COCWEB

**T**wo new portals have been added to the COCWEB that **ALL employees are required to add to their COCWEB profile by Oct. 31**. The new portals are: **1 - Policies 2 - Procedures**

An email that provides the instructions on how to add these new

The Intranet Site for the Employees of the Clerk of the Superior Court



portals to your PC was distributed to employees on Oct. 23. These instructions are also provided on the COCWEB in the “News and Alerts” section. If you have any questions about the steps to take to add the portals, please contact your supervisor or call the ITG Help Desk at 602.506.6077.

The purpose for adding these two portals is to better inform employees of the new and revised departmental policies and procedures. Once these portals have been added, they cannot be removed.

## A special salute given to veterans on Nov. 10



**M**aricopa County officials are sponsoring a special **Veteran's Day Celebration** from 9 - 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 and will include a special tribute for those who have been called to active duty since 9/11.



# 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

- **Judy Barney** - "Courteous and helpful. Wonderful service."

### SEA Customer Service

- **Lori White** - "Exemplary customer service! Highly refreshing! Makes a huge difference."
- **Drayson Alcantar** - "Drayson was great. Very helpful and professional."

Always on key to providing quality customer service



## CO-WORKER COMPLIMENTS

"I want to send a special thank you to Supply Department's **Richard Lopez** and **Eddy Ramirez**. On two occasions, I needed something taken care of in a 'Big Hurry' and they made it happen. It's nice to know that even with limited courier runs to the outlying facilities, the commitment level to provide internal customer service remains SUPERIOR!" — *Sheri Jaffe*

"I would like to send a special THANK YOU to FC Filing Counter's **Sandra Valdez**. She is always willing to assist other people in our area despite her own heavy workload. She is truly a teamplayer and constantly steps up to the plate when we are in need. I wanted to let her know how much we appreciate all she does." — *Cynthia Coronado*

"I want to thank **ITG** and **Steve Lauer** for their assistance last month. Steve restored some important files I lost and I truly appreciate his help in getting them back." — *Erika Morgenstern*

## CUSTOMER COMPLIMENTS

A customer at the Downtown Civil Filing Counter recently asked if he could see the supervisor. Court Operations Supervisor Merriel Trombley came to the window and the customer said that he just wanted her to know that **Angela Walker** was extraordinary, polite, efficient, and she provided five-star customer service. Merriel said it was obvious that he was very pleased with the customer service Angela provided to him.

A staff member from Judge Heilman's Office recently complimented eFile Team's **Michelle Paigen** and **Lori Cummings**. She said she felt more comfortable with the eFiling system knowing the eFile Team was there. Court Operations Supervisor Merriel Trombley expressed her own appreciation to the team after hearing the compliment. She said, "Congratulations eFile Team. Your customer service is outstanding. Thank you so much for always going above and beyond."



eFiling Team member Lori Cummings sent an email to the supervisors and managers of **Sandra Valdez** and **Judy Flowers** to make them aware of these two employees' excellent work. She wrote, "I wanted to take a moment to let you know what a tremendous help these ladies have been this week with ECR. Although newly trained, they both jumped right in and easily processed 90 percent of the ECR messages we have had this week. I would not have been able to keep on top of the Help Desk calls and eFile without their help. Their willingness and enthusiasm to help out is greatly appreciated. They are awesome!"





## ... one more *extra mile*

Superior Court Management Analyst Cindy Reid sent an email to Chief Deputy Chris Kelly to let her know about her appreciation for Public Affairs' **Aaron Nash**. She wrote, "I want to express my gratitude on a multitude of items regarding the participation of Aaron Nash in the "Legal Advice vs. Legal Information" program on Sept. 23 and 24. The program was a huge success because of people like Aaron's ideas and facilitation skills. We put 20 participants through some challenging discussions, various teaching methods, and it was made even more difficult by having them speak in front of others as an instructor. Aaron was part of the faculty that made this happen. Everyone who participated gave their trust, ideas, and themselves to the event. It not only allowed for an excellent faculty skills program, but it enabled professional growth and networking. Thank you for allowing Aaron and his many skills in this program to help make Maricopa County's Judicial Branch a much better place to work at and come to."

## Finishing 2008 with class

**C**ongratulations to the employees listed below who completed one or more the Office's **Professional Certification Series** since January 2008. This series, provided by the Training Division, offers specialized training to employees in three areas: **Train the Department Trainer; Professional Development; Foundations of Leadership and Management**. Each program helps the employee develop the expertise necessary to excel in the workplace. The graduating employees are:

### Foundations of Leadership and Management

Kirsten Alger, Sylvia Anderson, Delilah Chilcoat, Catherine Diaz, Julie Erb, Ramon Flores, Giannina Franco-Perez, Jo Harbour, Leslie King, Kathryn Kruse, Mark Leong, Ronald Lopez, Melody McGee, Ed Morris, Gina Nevitt, Eileen Rosel, GeorgeAnn Smith, Maridel Soileau, Jolene Stroble, Robin Brimmer-Tomlinson, Brenda Townsend, Kathy Whittiker, Edith Witherspoon



### Professional Development Program

Molly Alcala, Drayson Alcantar, Dawn Arnold, Gozal Atabaeva-Coy, Sue Baldwin, Tina Barrett, Veronica Becerra, Rebecca Bennett, Janice Bevan, Michelle Brady, Margaret Brickman, Cathy Bridget, Robin Brimmer-Tomlinson, Mary Cabral, Rosalie Cabrera-Razo, Chris Cerrato, Monica Crowely, Franci Diaz-Smock, Sonja Draper, Sharayah Dunst, Jule Erb, Yolanda Escalante, Linda Firriello, Kathryn Folk, Edie Friss, Angie Green, Teresa Haaser, Tina Hays, Ana James, Diane Jamison, Cindy Kasmer, Judy Knox, Gloria Kuder, Michael Lane, Terri Langford, Cheryl Marzella, Bonnie McGovern, Sherry Murphy, Tysia Nelson, Jessica O'Connell, Cheryl O'Dell, Elizabeth Ramirez, Jonathan Reeves, Mary Rogers, Christina Saunders, Mary Scott, Sandy Seeley, Megan Simpson, Kelly Sleseman, Sharon Smith, Merriel Trombley, Anna Valenzuela, Jean Walker, Martha Wanke, Tawnie Wells, Leslie Wilkins, Laurie Wistuber

### Train the Department Trainer

Kathleen Apodaca, Courtney Cain, Hollice Cameron, Sarah Dignard, Teri Dunn, Sharayah Dunst, Marsha Ebel, Julie Erb, Jennifer Escarega, Tracey Fenton, Laura Hart, Bob Jordan, Alma Kirkendall, Brandy Lambert, Michael Lane, Sue Littrell, Connie Marcum, Katie Meade, Debra Merklings, Christine Morris, Flor Nevarez, Debra Pluff, Sharon Rochford, Eileen Rosel, Regina Ruiz, Jared Rutledge, Bridgette Vance, Shannon Ward, Kathy Wendroff, Patty Wolff, Veronica Ybarra





# 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 EDM's **Jessica O'Connell**, who got married on Oct. 11 to Donald O'Connell.

## NEW EMPLOYEES

- **Crystal AlSooz** - Courtroom Clerk
- **Susan Fromm** - Courtroom Clerk
- **Kelly Gonzales** - Courtroom Clerk

## EMPLOYEE ANNIVERSARIES

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

### 20 YEARS

**Timothy Potratz**  
**Arthur Sainz**  
**Deborah Whitford**

### 15 YEARS

**Diane Jamison**

### 10 YEARS

**Jolene Howard**   **Karla Molina**  
**Linda Owens**   **Nadine Hunt**

### 5 YEARS

**Diana Mansell**  
**Scott Mandell**  
**Don Pemberton Jr.**

## EMPLOYEE NEWS

### *Employees participate in inaugural "Legal Advice vs. Legal Information" training*

Public Affairs' **Aaron Nash** was recently one of seven faculty members for a new two-day Train the Trainer program on "Legal Advice vs. Legal Information." The inaugural class of 20 participants included judges, adult probation staff, judicial assistants, and three Clerk employees – **Sheri Jaffe**, **Diane Jamison**, and **Franci Diaz-Smock**. The goal of the class is to create a network of individuals in the court who are knowledgeable in the guidelines and can teach legal advice vs. legal information classes to others. Aaron also recently spoke to a statewide group of county law librarians about legal advice vs. information and reported there is a statewide interest in the new program.

### *Casual Day stickers available*



Maricopa County is once again sponsoring "Casual Days" from Nov. 2 - Jan. 30 to raise funds for the Employees Assisting and Supporting Employees Program. Clerk employees may purchase a casual day sticker(s) for this activity and dress casual **on Tuesdays only** (if appropriate for the work environment). The stickers are \$2 per sticker six stickers for \$10.

To purchase a casual day sticker, employees may contact the Office of Management and Budget's Jack Patton at 602.506.2274, or by email at **japaton@mail.maricopa.gov**, or visit him at his office on the 10th floor of the County Administration Building, 301 W. Jefferson (ask for him at the Front Desk). Outlying Clerk's Office locations may also send inter-office mail to him at the address above.

Southeast employees may purchase stickers from Tonia Tunnell at the County Recorder/Elections Office at the SE Court Complex **beginning on Nov. 10**. Her phone number is 602.506.1520 and email address is **tunnell@risc.maricopa.gov**.

### *Halloween-related employees*

Two Clerk employees have a special connection to Halloween. Courtroom Clerk **Deb Whitford** began working for the Office on Oct. 31, 1988 and Document Management Services Administrator **Correnia Honaker's** birthday is on Oct. 31.





# ...The **Employee Track** continued

## EMPLOYEE SPOTLIGHT OF THE MONTH



**Name:** Gina Nevitt     **Department:** Document Management Services, Supervisor - Criminal Filings  
**Hometown:** Phoenix, AZ  
**Family:** *Husband* - Paul / *Daughters* - Jaque (23) and Brandi (17) / *Stepdaughters* - Amanda (19) and Courtney (15) / *Son-in-Law* - Jason (24) / *Grandchildren* - Jason Jr (4), Javon (2), and Jaida

(3 mo.) / **Family Dog** - Boomer

**Birthday:** Jan. 12     **Years With Office:** 6 yrs

**One Thing You Enjoy About Your Job or the Clerk's Office:** The opportunity to meet and work with all the great people and to be able to work in a field that I enjoy.

**Favorite Activity:** Spending time with family

**Activity Dislike:** Housework

**The Most Adventurous Thing That You've Done:** I don't know, but I would like to venture out and travel in an RV around the U.S.

**Something You Are Proud Of:** Being a supervisor in the Clerk's Office

**Favorite Meal:** Barbeque ribs

**Where is Your Favorite Place to Eat Out:** Famous Dave's

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

**A Dream I Have Is To:** Have a black Corvette

**A Pet Peeve:** I don't like almost empty drink containers.

**Do You Have a Hobby/Collection/or Special Interest:** School – furthering my education.

**What Has Been Your Favorite Vacation Destination:** Hawaii

**What Place Would You Like to Travel To Next:** Washington D.C.

**Two People With Whom You Would Like to Have Dinner:** Jacqueline Kennedy Onasis and Judge Sandra Day O'Connor

**What Was Your First Job:** Clerical work for CCH Computax.

**Nobody would believe it if they knew ...** that I would have liked to have been a police officer.

## GET IN THE GAME

### Fall Season Word Search

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

Leaves	Apples	September	Fall
Raking	WoodSmoke	Harvest	Frost
Autumn	October	Pumpkins	Colors
Sweaters	November	Chestnuts	Chill

## Halloween Riddles

- Q: How do you mend a broken jack-o-lantern?  
A: **With a pumpkin patch.**
- Q: How did the monster keep his hair in place?  
A: **With scare spray.**
- Q: Why don't mummies take vacations?  
A: **Their afraid to relax and unwind.**
- Q: What kind of streets do zombies like?  
A: **Dead ends.**

## Patch of pumpkin trivia

- The world's largest pumpkin pie was 2,020 lbs. It was prepared and baked in 2005 in Ohio.
- The world's largest pumpkin is 1,689 lbs. It was grown by Joe Jutras from R.I.
- The world record time to carve a pumpkin is 14.8 seconds by Steve Clarke of Haverton, PA.
- While most pumpkins are orange, they also come in dark green, light green, white, red, gray, blue, and orange-yellow.



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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





# Snip-Snap

(A section of snippets and snapshots)

## From the Pacific to the Atlantic

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 at the Pacific Ocean in Hawaii. This month, the newsletter is seen near the Atlantic Ocean with two employees who work right next to one another in the Office, but who were in two different places on vacation.

Pictured to the left is Administrative Services' **Darlene Anderson**, who was at Half Moon Cay in the Bahamas during a cruise with her husband and granddaughter. The sign she is standing under says, "I wish I could stay here forever."

Pictured to the right is Public Affairs' **Len Keso**, who was standing at the border of Virginia and North Carolina. The sign he is next to says, "Welcome to Virginia."

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.

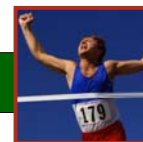


## Top 10 Court websites

Last year, the Clerk of the Court's website ([www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov)) was selected as one of the 10 best court websites in the world by the organization, Justice Served, who reviewed more than 4,000 websites. The following is a list of the court websites they selected as the **Top 10 in the world in 2008:**

- 1 - Superior Court of CA, Sacramento County [www.saccourt.com](http://www.saccourt.com)
- 2 - New York State Unified Court System [www.courts.state.ny.us](http://www.courts.state.ny.us)
- 3 - Rhode Island Judiciary [www.judiciary.state.nj.us](http://www.judiciary.state.nj.us)
- 4 - New Jersey Judiciary [www.judiciary.state.nj.us](http://www.judiciary.state.nj.us)
- 5 - Superior Court of CA, County of Placer [www.placer.courts.ca.gov](http://www.placer.courts.ca.gov)
- 6 - Superior Court of CA, County of Glenn [www.glenncourt.ca.gov](http://www.glenncourt.ca.gov)
- 7 - Seattle Municipal Court [www.cityofseattle.net/courts](http://www.cityofseattle.net/courts)
- 8 - Texas Courts Online [www.courts.state.tx.us](http://www.courts.state.tx.us)
- 9 - Travis County District Clerk [www.co.travis.tx.us/district\\_clerk](http://www.co.travis.tx.us/district_clerk)
- 10 - Center for Court Innovation [www.courtinnovation.org](http://www.courtinnovation.org)

## The Newsletter Finish Line



The following photos are of three significant projects that have impacted or will impact the Office:



Work to expand and enhance the NE Marriage License, Passport, and Public Records area was recently performed. The area went from 3 service desks to 6 and customer seating more than doubled.



On Sept. 30, the process began to move more than 163,000 files from the Southeast Adult Fileroom to the Customer Service Center. Planning is underway on how to best utilize the space the files were occupying.



In December, the Madison St. Garage will be torn down so the new Criminal Court Tower can be constructed in its place. Clerk employees who park in this garage will begin parking in the Jackson St. Garage.

