

# Record Times

Vol. 13 No. 4

April 2007

A monthly newsletter for employees of the Clerk of the Superior Court's Office

## The CASE has opened for employee recognition

The CASE has officially opened and the verdict is in for 36 Customer Service Center (CSC) employees. They were proven, without any reasonable doubt, of providing superb service to the Clerk of the Court's Office during the annual C.A.S.E. (Celebrating and Saluting Employees) recognition event. The event was held at the CSC on April 26.



Following is a list of the CSC C.A.S.E. award-winning employees, along with some photos at the event. These staff members were nominated by their co-workers and then the nominations were evaluated by a review team, who selected the winners. The CASE winners from Downtown, Northwest, Northeast, Durango Juvenile, and Southeast will be listed in the May and June issues of *Record Times*.

### CUSTOMER SERVICE CENTER C.A.S.E. AWARDS

**Customer Service Award** - Diane Barnes, Jacqueline Rodriguez

**Excellence Award** - Donna Hall, Tom Riggs, Don Christoph

**Leadership Award** - Tina Barrett, Reggie Graham

**Teamwork Award - ITG Team** - Diane Barnes, Kyle Nelson, and David Griego /

**Fileroom Team** - Elizabeth Castaneda, Eva Castillo, Ramon Flores, Isidro Guillen, Tina Gonzales, Idella Hamilton, Helene Johnson, Leanne Jones, Chris Kilgus, Ken Lindler, Ron Lopez, Adam Marquez, Chinue' Moore, Luther Morris, Veronica Olivas, Patricia O'Reilly, Larry Pettit, Diana Perez, Jacqueline Rodriguez, Sissi Snyder, Dan Sullinger, Sally Valdez, Linda Wagman, John Whitford / **Quality Assurance Team** - Candy Cole-Terry, Timothy Potratz, Meg Kelleher, Tom Riggs

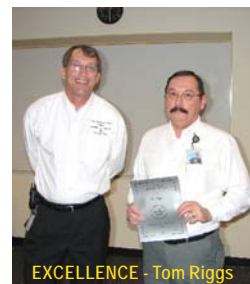
**Jeane-ius Award** - Donna Hall and Joyce Auchinleck



2007 JEANE-IUS  
Joyce Auchinleck (left) and Donna Hall



LEADERSHIP- Reggie Graham



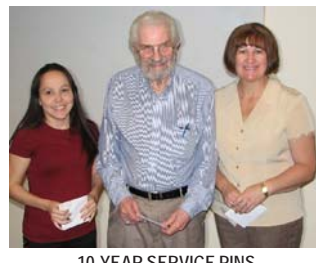
EXCELLENCE - Tom Riggs



LEADERSHIP  
Tina Barrett



EXCELLENCE  
Don Christoph



10-YEAR SERVICE PINS  
Angelique Rodriguez, Luther Morris,  
and Cheryl Marzella



20-YEAR  
SERVICE PIN  
William Cruz

## Retirement rate increase

Beginning July 1, the Arizona State Retirement System (ASRS) contribution rate will increase .5 percent for employees and Maricopa County. The deduction rate will change from 8.6% to 9.1%. County employees who participate in ASRS can expect to see the rate increase on their July 6 paycheck. The county is also increasing its matching contribution to ASRS, further ensuring a guaranteed pension when an employee retires. Following is the breakdown:



- ◆ Current employee deduction = 8.60 %
- ◆ Current employer contribution = 8.60%
- ◆ New employee deduction = 9.10%
- ◆ New employer contribution = 9.10%

## CSC springs to action

Spring is here and the staff at the Customer Service Center did not waste any time *springing* into action to help those in need. The CSC conducted its' annual "Operation Spring Cleaning Drive" this past month to collect articles of clothing for the homeless in the local communities. This year, the CSC collected 1,671 articles of clothing. The License Services/Recording Services/D&C area finished first for donating the most items. During the past three years, CSC has donated a total of 6,497 items for this effort.



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Michael K. Jeanes  
Clerk of the Court

## An eFiling statistical report

Following are some interesting eFiling statistics from our Office that I wanted to share with you. These statistics are Clerk of the Court hosted and not LexisNexis. These numbers show that eFiling is continuing to grow month by month.

Thank you to everyone who has been involved in making eFiling a success. Other government organizations are looking to us and following our lead in this area. We have an outstanding team and I am enthusiastic about our future.

### CIVIL eFILINGS

	2007	2006	2005
Jan.	1,473	262	-
Feb.	1,448	317	-
Mar.	1,784	572	-
Apr.	-	469	-
May	-	502	-
Jun.	-	492	-
Jul.	-	463	4
Aug.	-	523	51
Sept.	-	729	118
Oct.	-	1,229	94
Nov.	-	1,204	91
Dec.	-	1,083	166

### CRIMINAL eFILINGS

	2007	2006	2005
Jan.	6,121	190	-
Feb.	5,772	176	-
Mar.	6,563	263	-
Apr.	-	173	-
May	-	799	111
Jun.	-	948	136
Jul.	-	938	120
Aug.	-	1,352	8
Sept.	-	4,875	20
Oct.	-	6,379	5
Nov.	-	5,334	135
Dec.	-	5,285	164

### ALL eFILINGS

2005 (May - Dec.) = 1,223  
 2006 = 34,558  
2007 (Jan. - Mar.) = 23,161  
 Grand Total = 58,942



## "Scan do it" attitude is rewarding

Every month, the employees who are responsible for scanning documents are audited on their work. Each quarter, the scanners who have achieved a high quality on their images for that quarter receive a special certificate. The following are employees who received certificates for their outstanding rating:

**Platinum Certificates (99.8% - 100% accuracy rating)** — Sara Wysong (100%), Joycelyn Mathews (100%), Bonnie McGovern (100%), Sarah Dignard, Jonathan Reeves, Crystal Machelski, Victoria Carbajal, Raquel Andreu, Rebecca Bennett, Margarita Serrano, Hector Castaneda, Betty Mitchell

**Gold Certificates (99.6 - 99.7 accuracy rating)** — Erendira Zuniga, Belva Nasingoetewa, Sue Littrell, Anthony Garcia, Marjorie Crow, Claire Waltman, Darrell Lather

**Silver Certificate (99.5 - 99.59 accuracy rating)** — Chris Driscoll



## What does customer service mean to you?

Recently, employees were asked "What does customer service mean to you?" Numerous responses were received and many of them were listed in the March newsletter. Below are more responses to the question:

- ◆ "To produce the best work, help to the best of your abilities, and to be pleasant." - **Janice Bevan**
- ◆ "Making the customer's experience smooth and painless. It's about giving your best to your first customer and last customer of the day, and every customer in between." - **Brandy Lambert**
- ◆ "Seeking to understand what the customer is requesting without assuming you understand his/her needs. Shhhh. Stop and listen." - **Robert Jordan**
- ◆ "The old adage: 'Do unto others...' Put yourself in their shoes." - **Angela Smith**
- ◆ "It is the adjectives that precede service that define us. Examples are 'excellent,' 'good,' 'poor,' or 'terrible.' Excellent service means the customer leaves happy. Terrible service means the customer leaves angry and frustrated, and will relay the experience to others." - **Diane Jamison**
- ◆ "Providing the best possible service. Even if a certain task isn't necessarily my job, I feel like I can do a little extra when needed." - **Jennifer Escarcega**
- ◆ "Treat every customer with respect and consideration while efficiently and effectively answering/fulfilling their needs to the best of your ability." - **Jared Rutledge**
- ◆ "Caring about the impression you make. It is reflected by your expression, voice tone, demonstrating appreciation, affirming their presence, eye contact, listening, responding appropriately, being patient, addressing their needs with your full attention, and maintaining professionalism." - **Laurie Wistuber**
- ◆ "Customer service transcends the court, it eclipses color, race, creed, age, in-custody status, and all appearances. As I wear my ID badge for all to see, if a question is asked or a problem is evident that I can possibly answer, I will." - **Hollice Cameron**
- ◆ "Put yourself in their shoes. A little kindness, patience, and understanding can go a long way." - **Laura Lyon**
- ◆ "It is an attitude and frame of mind to treat everyone the way you want to be treated no matter the circumstances." - **Judy Knox**

*Due to the high volume of staff responses received, we were not able to print all of them.*

## Employee and newsletter arrive in Canada

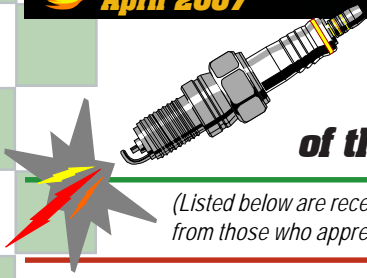
Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was spotted with an employee up north in Alaska. This month, it is seen with an employee up north in Canada.

Pictured here is Customer Service Center's **Feliz Gorny**, who posed with the newsletter at English Bay Beach in Vancouver, British Columbia, Canada.

Employees may submit photos of themselves reading the *Record Times* at any time. **TO SUBMIT** a photo, print a newsletter page(s), take your photo with the page(s), and send it to Public Affairs' with your name and a photo description.



One hundred Clerk of the Court employees representing 960 years of experience will receive service pins during the 2007 Service Pin Event.



## Recordsetters of the Clerk of the Court' Office

(Listed below are recent letters, email messages, and phone calls about Clerk employees from those who appreciate their recordsetting efforts to provide excellent service.)

### CO-WORKER COMPLIMENTS

"On behalf of the Downtown Family Court, I want to extend my gratitude to the **NE Filing Counter staff** for helping us with our workload while we had staffing issues. They are always available without hesitation." — *Cynthia Cornado*

"I want to give a long overdue thank you to the Civil Exhibit Clerks – **Cheryl, Leah, Angela, and Flor**. They always process my exhibits as quickly as possible and turn what is often thought of as a tedious part of a clerk's job, into a more enjoyable experience. I'm in a unique situation, in that many of my exhibits are shipped to the SE facility. These ladies often interact on my behalf if questions are raised, and by doing so, they prevent unnecessary transport of the exhibits back to our location. The Civil Exhibit clerks always provide me with the absolute best customer service. Thank you so much for what you do!" – *Denise McGraw*

"I want to give a big 'thank you' to EDM's **Joyce Auchinleck**. No matter the problem, she finds a solution. Thanks for all of your help Joyce!" – *Kathy Wendroff*

"I would like to applaud Downtown Civil Filing Counter's **Angela Walker** for excellent internal customer service. She was very patient with me as I had to call her twice to find out more about a customer's case status. She was very helpful even to the point of going through the case file page by page!" – *Jared Rutledge*

### OTHER COMPLIMENTS

NE Courtroom Clerk **Maggie Smith** was the subject of a complimentary email that Courtroom Clerk Tamara Ross sent to NE Courtroom Services Manager Gerri-Lynn Cohen. Tamara wrote, "I wanted you to know how much of a gem Maggie has been. She is always there when I have a question, and so very helpful in every way. It has been a pleasure working with her."

Commissioner Steve Lynch complimented the **RCC-DT staff**. He said, "I want to express my appreciation for the RCC-DT staff. We have been dealing with bizarre omnibus hearings. **Terry, Olivia, Marsha, and Becky** have been phenomenal! It is complicated and frustrating, yet they've been very professional."

Superior Court's Karen Rushing sent a kind email to Court Supplies' **Richard Lopez and Robert Manning**. She wrote, "Just wanted to give an extra thanks for all your hard work getting all of those non-stock inputed. I know it was a real workout today. Kudos sir!"

Courtroom Clerk **Alyson Moore** sent an email commending Fileroom's **Jacqueline Rodriguez**. She wrote, "On behalf of Judge Holt's staff, I wanted to send a note regarding Ms. Rodriguez. She got two files over to us in record time. We were in trial at the moment and an issue came up that needed to be resolved before trial could continue. The records weren't on ICIS or on the MEEDS website, and so the hard files were necessary. Jackie responded and took care of it for us quicker than I have ever seen, with almost no break in the

flow of the trial. We are very appreciative of her efforts."

Bailiff Christine Contreras wrote an email about the outstanding work of Courtroom Clerk **Mike Kay**. She said, "There was an issue with a parties' old savings bonds. The last filing was in 1967. After giving up on a search to locate the parties, I enlisted the help of Mike Kay. He is really the greatest clerk ever. He contacted the counsel for both parties. The father's counsel had no leads to offer. The mother's counsel only knew the first name of the wife's new husband. Over the internet, Mike was able to find a photo of the wife with her new husband at a U.S. Air Force Pilot Reunion.

From the photo, Mike contacted the Reunion Chairman who said he would help Mike if he put his request in writing via e-mail so it would be forwarded to the wife. Mike wrote a wonderful letter to the Reunion Chairman, which was forwarded to the wife. He received a call from her on his cell phone on a Saturday. Mike was advised that the husband passed away some time ago. She was elated to hear that such a great effort was put forth to find her so that her children would finally receive the bonds they were entitled to. Great job Mike!"

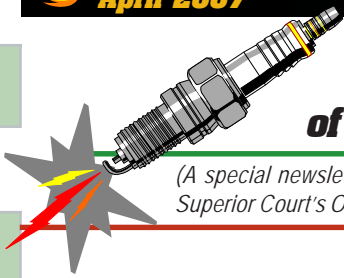


### CUSTOMER CARD COMPLIMENTS

#### Family Court Filing Counter

- **Jolene** gave us excellent customer service. Very helpful and polite.
- **Cynthia** was so extremely helpful and pleasant with lots of smiles!
- **Clarissa** was extremely pleasant and very helpful. Her customer service skills definitely went above and beyond all others."





# Employee News of the Clerk of the Court' Office

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

## BIRTHS

- Congratulations to Downtown Family Court Docket's **Judith Flowers** on the birth of her 8 lb. 2 oz. grandson on April 11. Her new grandchild's name is Nicholas David.
- Congratulations to Fileroom's **Jackie Rodriguez** on the birth of her 8 lb. 4 oz. baby boy on March 28. Her new son's name is Diego Ganaro.

## MARRIAGES



- Congratulations to Customer Service Center License Services' **Cecilia Alfaro**, who got married on March 31 to Gerald Arndt, Jr. They went to the Bahamas for their honeymoon.

## NEW EMPLOYEES

- **Courtroom Clerk** - JakinDee PerezKosaka, Tiffany Tankersley, Patricia Webster, Renee Anderson
- **Civil Filing Counter** - Terrence Swan
- **Family Court Operations** - Angela Johnson
- **Fileroom** - Linda Valdez, Teresa Hull



## OFFICE ANNIVERSARIES



The following Clerk of the Court employees celebrates milestone Office anniversaries in April:

### 25 YEARS

Pete Roman

### 5 YEARS

Linda Frey, Kyle Nelson, Alesia Bookman, Kimberly DeSanna, Kevin Hooper, Jackie Ortiz



## ON THE MOVE

- **Joycelyn Mathews** transferred from Probate Docket to Electronic Document Management Quality Control.
- **Patti Carter** transferred from Electronic Document Management Quality Control (EDM QC) to the EDM QC at Southeast Adult.
- Family Court Services' **Don Vert** was promoted to Court Operations Manager.
- Family Court Services' **Maria De La Cruz** was promoted to Court Operations Supervisor.

## AWARDS

**Meg Kelleher, Beverly MacDonald, Deborah Monroe, Steve Lauer, Stacey Haynes, Rebecca Jo Miller and Charlotte Levine** all recently won movie tickets through the County's Alternative Mode User Program (AMU). The AMU conducts random drawings to reward employees with movie tickets for their efforts to reduce air pollution by using an alternative mode of transportation.

## SPOTLIGHT



**Name:** Gerri-Lynn Cohen  
**Department:** Courtroom Services  
**Hometown:** Glen Ellyn, Illinois  
**Family:** Husband - Larry / Sons - Lance

(20) and Jake (14)

**Birthday:** January 4

**Years With Clerk's Office:** 14+ years

**Favorite Activity:** Traveling

**Least Favorite Activity:** Cleaning the turtle tank -- eek!

**I'm Proud Of:** The choices I have made

**The Hardest Thing That You've**

**Done:** I drove an 18-wheeler through

46 states in 1-1/2 years. I was part of

a two-person team, and we kept moving

24 hours a day through the night, fog,

torrential rainstorms, wind, mountain

passes, ice and snow, stopping only

to eat, fuel, and shower. I loaded and

unloaded by hand and "dropped and

hooked" trailers. It was grueling.

**My Favorite Meal:** My mom's

Thanksgiving Dinner

**A Dream I Have Is To:** Have a home

tucked deep in the woods with a stream

running through the property.

**A Pet Peeve:** Impatient people

**Two People You Would Like To Have**

**Dinner With:** My mom and grandmother

**What Was Your First Job:** Clerk at

Dunkin' Donuts

**Nobody Would Believe It If They**

**Knew...** that my uncle discovered a

sunken ship off the coast of Florida and

recovered, among other things,

doubloons (Spanish gold coins).

