

# Record Times

Vol. 13 No. 5

May 2007

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

## Several employees are getting to know Casey

Casey is a name that many Clerk employees are hearing this month – at least the staff at the Customer Service Center (CSC), Downtown (DT), Northwest (NW), and Northeast (NE). Durango Juvenile (DJ) and Southeast (SE) will soon follow. The reason why they are hearing this name is because they are recipients of the Office's "Casey" award. Casey is the name of the award that is presented to staff at the annual recognition events. The final two events will be held on May 29 at DJ and May 30 at SE. Following is a list of the DT, NW, and NE Casey recipients. DJ and SE winners will be printed in June's *Record Times*. The CSC winners were printed in April's issue.

CASEY  
Award  
2007

### DOWNTOWN C.A.S.E. AWARDS

**Customer Service Award** - Frances Horst, CJ Allen, Liz Kauffman, Cynthia Ferriegel, Flor Nevarez, and Anna Valenzuela

**Excellence Award** - Art Sainz, Merriel Trombley, Melody McGee, Kristin Edwards

**Leadership Award** - Cynthia Kurtz, Julie Grindey, Patti Sanderman, Maria De La Cruz, Betty Finney, Karen Stone, Denise McGraw, Lauri Thomas, Brenda Townsend.

**Teamwork Award - Criminal Filing Counter** - Laura Dagna, Jo Harbour, Reta Sneddon, Melody McGee, Pam Dougherty / **Civil Docket/EDM** - Travis Joy, Anthony Garcia, Tod Dennis, Raquel Andreu, Annette Galarza, Iynita Baker, Jean Morrow, Cece McDermott, Chiquita Williamson, Yvette Morales, Shawn Jackson, Brisa Sanchez, Martha Martin, Walter Rockwell / **Appeals** - Cheri Bagato, Emily Greth, Nita Summerhill, Kandis Rausch, Flor Nevarez, Maira Perras, Melissa Samel, Shandi Rea, Pam Crawford / **Family Court EDM/Docket** - Antoinette Brown, Delilah Chilcoat, Christopher Driscoll, Judith Flowers, Angelica Mejia, Lorena Perez, Jonathan Reeves, Irene Sybounheuang, Sara Wysong, Joseph Sims / **Criminal EDM** - Pam Dougherty, Tara Farr, Jan Bevan, Jouseth Gamez, Rayleen Smith, Erendira Zuniga, Carol Eccel / **Training and Staff Development** - Joe Legander, Joe Silberschlag, Steve Weston, Tina Meadows, Josh Jakubczak

...continued on page 2 - see Casey's



DOWNTOWN PHOTO CAPTIONS: 1 - Family Court EDM/Docket / 2 - Training and Staff Development / 3 - Denise McGraw / 4 - Melody McGee / 5 - Criminal EDM / 6 - Brenda Townsend / 7 - Appeals

(Not all award winners in the group photos above are pictured)

## Michael Jeanes wins a special award

During the past few weeks, Clerk of the Court Michael Jeanes has been presenting the Office's Casey award to employees. Next month, he is the one who will be receiving an award. The Arizona Judicial Branch has selected Michael as the recipient of its prestigious "Administrative Director's Administration of Justice Award." The award is presented to an individual who has made substantial contributions to improving public trust and confidence in the Arizona Court system, and for outstanding achievement in the administration of justice by improving services to those who use the court system.



Michael will receive the award at a special ceremony in June.

## A new eVenture arrives

A new eVenture began for the Clerk's Office this month. But there is no need to get in line to participate, because employees can experience it by going online. eVentures is the website launched a few years ago that is dedicated to the Office's electronic initiatives. This month, the eVentures website was completely redesigned to have a similar appearance to the Office's homepage. The homepage was redesigned in 2006. The eVentures website can be accessed at: <http://eventures.clerkofcourt.maricopa.gov> or by visiting the homepage ([www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov)) and click on the red eFile logo at the top, right corner.



# Michael's

message



Michael K. Jeanes  
Clerk of the Court

### What's on the rise

Outside our Office we are seeing things begin to rise, like the temperature and sprouting plant life. But inside, I am proud to report that there are several things rising too – like new technology and improved services.

#### Electronic Warrants

The first improvement that is on the rise is electronic warrants. In April, criminal bench warrants and civil arrest warrants were implemented. What this means is that when a judicial division orders a criminal bench warrant

or civil arrest warrant, the order is created and sealed by the courtroom clerk and subsequently transmitted electronically to the Sheriff's Office. Warrants can be quashed electronically upon notice from the division. When an electronically transmitted warrant is quashed, the quashed warrant is electronically filed and docketed in the clerk's system. The electronic issuance and quashing of warrants has an advantage over paper processes in both speed and accuracy.

Electronic warrants use a verification technology that imprints an electronic seal that includes a unique number. Tracking the information on the electronic seal can identify who requested the warrant, the date and time of the request, and other administrative details. Tracking the quash information identifies who ordered the warrant quashed and other administrative information.



#### eFiling in Family Court

Another service that is rising is eFiling in Family Court. Plans are being reviewed to begin expanding eFile capabilities to subsequent documents filed in Family Court case types. If the pilot is approved in its proposed format, eFiling in Family Court could begin by the end of summer. Similar to the general civil pilot program, the eFile pilot in family cases will start with a limited number of cases in two or three judicial divisions. It is anticipated that participation in the eFile pilot in Family Court will be permissive; if a judicial officer appears on the list of participating divisions, attorneys may eFile in that division.

As these and other efforts to improve our service rise, I want to thank you for continually rising to the occasion. You deserve a rising round of applause.

### Employee takes newsletter to a softball tournament

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was spotted with an employee having a ball in Vancouver, British Columbia, Canada. This month it is found with an employee who was playing ball in Utah.

Pictured here is Administrative Coordinator **Linda Samson**, who posed with the newsletter and her friend June at a softball tournament in St. George, Utah. Linda's team finished second.

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.



### ...Casey cont. from pg. 2

**FC Services** - Patricia Burnett, Michelle Maroni, and Deborah Johnson  
**Jeane-ius Award** - Pat Percival

#### NORTHWEST C.A.S.E. AWARDS

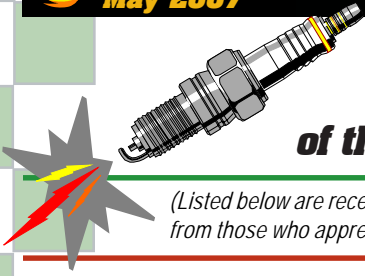
**Customer Service Award** - Duffy Watson and Aurora Avina  
**Excellence Award** - Margaret Brickman  
**Leadership Award** - Keri Wade  
**Teamwork Award** - **Courtroom Clerks** - Diane Berkland, Paula Brown, Lynne Glenn, and Marian Smith / **Filing Counter** - Jackie Ortiz, Krizna Rodriguez, and Keri Wade

#### NORTHEAST C.A.S.E. AWARDS

**Teamwork Award** - **Filing Counter** - Monica Crowley, Kelle Dyer, Cristina Eichner, Jared Rutledge, Sandy Seeley, and Kelly Sleseman / **Cross-Trainers** - Jared Rutledge, Kelly Sleseman, Cristina Eichner, Monica Crowley, Sandra Seeley, Kelle Dyer, Jean Walker, Tina Hays, Rebecca Bennett, Judy Knox, Bonnie McGovern, Hector Castaneda, Candice Williams, Laura Lyon, Beverly Clement, Mary Harris, Dawn Arnold, Kandis Rausch, and Sheri Jaffe



**PHOTO CAPTIONS:** 1 - Jeane-ius winner Pat Percival / 2 - NW Filing Counter Team Krizna Rodriguez, Keri Wade, Jackie Ortiz / 3 - NE Cross-Trained Team



## 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 ♦

"I want to thank **Jody Fisher** for all of the wonderful support she always provides me. She is ALWAYS so helpful to the DCMS Management Team and we would be lost without her." — *Merriel Trombley*

"We want to give a great big THANK YOU to **Duffy Watson** and **Aurora Avina** at the NW Marriage License and Passport Office. They've done an outstanding job following up with customers who have encountered difficulties with their passports. Due to their hardwork and time, they have put into this endeavor, they have been successful in resolving passport issues for 56 of our customers since April. Customers have expressed appreciation that someone is assisting them when they are feeling stressed that their travel plans are set and they have no passport.

We would also like to send a great big THANK YOU to **Kelly Sleseman, Kelle Dyer, Jared Rutledge, Jean Walker, and Kandi Williams** for coming to our aide when we are swamped with customers." — *Beverly Clement, Kandise Rausch, Dawn Arnold, and Mary Harris*

"A big thank you goes out to Northeast Manager **Gerri-Lynn Cohen** and Courtroom Clerks **Leslie Slaughter, Jennifer Hill, Gracie Smith, and Ginny James** for covering at Northwest over the last couple of months." — *Diane Jamison*

"I want to thank the **Distribution staff** for all of their help while I am training. They are all very helpful whenever I have questions or need assistance." — *Diana Rexinger*

"I would like to thank Payroll's **Mitzi Munoz** and **Lisa Kellar** for all of the help they provide me in proofreading different materials, assisting with event tasks, answering my questions, and making sure I have employee names spelled correctly. They are always so cheerful, helpful and kind and I appreciate how they assist me so quickly when they can." — *Len Keso*

### ♦ CUSTOMER SURVEY CARD COMPLIMENTS ♦

#### Civil Filing Counter

- "Lori Cummings is great. She always goes above and beyond to help me."
- "I was very pleased with how I was treated by all employees."
- "Megan Simpson is always kind, very helpful, and in good spirits."
- "Terrance Swan was very friendly. He did two things at once and that makes him awesome. Keep up the good work."

#### Customer Service Center Public Counter

- "Service was unbelievably efficient, fast, helpful."
- "One of the best service experiences I have ever had. It was more than excellent. Thank you for having people like them."

#### SEA File Counter

- **Franci Diaz-Smock** was very helpful, professional, and informative. Thank you for making my experience pleasant."
- **Sheelagh Ponicki** has such a friendly, pleasant attitude. It made me feel much more at ease. She's awesome."



Recordsetters go beyond the call of duty for customers

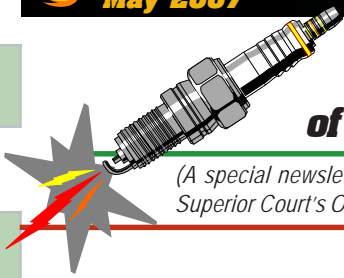
### ♦ OTHER COMPLIMENTS ♦

Superior Court's Ann Marie Crawford sent a complimentary email about NE Manager **Gerri-Lynn Cohen**. "She wrote, "It doesn't get any better than working with someone like Gerri-Lynn. She mentors her staff as only a true leader can. She is always fair, yet firm when she needs to be. She consistently demonstrates that she is a true team player. I am most sincere in stating that Gerri-Lynn is not only a major asset to the Clerk's Office, but also to the NE Regional Court Center."

The Office has recently received two calls from customers regarding the outstanding customer service they have been given by Accounting's **Christina Nekho**. Both customers were very complimentary and one of them even wanted to nominate Christina for an "Employee of the Year" award.

Court of Appeals Judge Daniel Barker sent a letter to the Office to express his thanks to Courtroom Clerk **Beth Giles** for assisting with a mock trial for 5th graders. He wrote, "Beth did a super job and the students had a terrific time learning about the importance of the judicial system and living in a democracy. I also appreciate Manager **Patti O'Dell** being willing to assist. Everything went very smooth."





## 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 Courtroom Services' **Caryn Smith** on the birth of her 7 lb. 9 oz. granddaughter on May 9. Her name is Addison Quinn and she is Caryn's first grandchild.
- Congratulations to Criminal Financial Obligations Manager **Jane Tewksbury** on the birth of her 7 lb. 3 oz. grandson on May 6. Her new grandchild's name is Adan Tobias and he is Jane's first grandson.
- Congratulations to Courtroom Clerk **Stacey Taylor**, who became the proud father to a 6 lb. 2 oz. baby boy on May 4. His new son's name is Mikiah.



### MARRIAGES

- Congratulations to SE Courtroom Clerk **Erika Lopez**, who is getting married on May 26 to Jack Riccobono. The couple is going to Greece on their honeymoon.

### NEW EMPLOYEES

- **Civil Docket** - Lauren Luke
- **Civil Filing Counter** - Mireka Knox
- **Criminal Filing Counter** - Laura Sam
- **Courtroom Clerk** - Sheila Bullock, Laura Nixon, Robin Peck, Kathryn Martin
- **Family Court EDM** - Evette Landrum, Constance White
- **Grand Jury Clerk** - Linda Davis



### OFFICE ANNIVERSARIES

The following employees celebrates milestone Office anniversaries in May:

#### 15 YEARS

Tricia Ortega

#### 10 YEARS

Isabel Osuna  
Vonda Culp

#### 5 YEARS

Carrie Montoya, Tysia Nelson,  
Aaron Jones



### ON THE MOVE

- **Jonathan Reeves** was promoted from Downtown Family Court EDM to EDM Trainer/Project Specialist and will work at the Northeast facility.
- **Diana Rexinger** was promoted to Court Operations Lead for Probate/Distribution from the Downtown Family Court Filing Counter.

### OTHER NEWS



**SUNS-ATIONAL SUPPORT** - The SEA Family Counter Filing Counter showed their support for the Phoenix Suns during the team's playoff run by wearing Suns attire and decorating the Office area in Phoenix Suns colors. Pictured here are: (from left) **Sharon Szakacs, Mariam McTaggart, Angela Allegretti, Sheelagh Ponicki, Regina Romero, and Debbie Holden.**

### HONORS

• 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:

- ◆ Downtown Civil EDM's **Anthony Garcia** received the Platinum Scanning Award for 99.87% accuracy
- ◆ Downtown Civil EDM's **Raquel Andreu** received the Gold Scanning Award for 99.55% accuracy.

• Congratulations to ITG Administrator **Anje Anderson** who earned a bachelor's degree in management from Ottawa University.

Have a safe and enjoyable

# MEMORIAL DAY



**Record Times.** Published monthly by the Public Affairs Office for distribution to employees on the last Friday of each month. For questions, send email to Len Keso at [LKeso@cosc.maricopa.gov](mailto:LKeso@cosc.maricopa.gov)

Chief Deputy Chris Kelly / Editor Len Keso