

Record Times

Vol. 13 No. 10

October 2007

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

Costumes emerge at Office eVent on Oct. 31

The Northwest employees who dressed up as *Snow White and the Seven Dwarves* for last year's Costume eVent were voted on as having the "Best Overall Costume" in the Office. This year, they have **High HOPes, High HOPes** of repeating the honor; however, many other employees have been "**whistling while they work**" to come up with their own award-winning costume.

To see who is "**the fairest of them all**" for 2007, the second 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. Last year, the costume categories were: Cutest, Funniest, Scariest, Most Creative, Most Authentic, Most Unique, Best Time-Period, Best Group, and Best Overall.

The way in which the Costume eVent will work this year is as follows: Clerk of the Court Michael Jeanes will visit each Office location on Oct. 31. The Public Affairs staff will be with him and taking photos of each person in costume who wants to participate in the Office eVent. From those photos, a panel will select up to five costumes per category. These selections will be posted to the COCWEB where employees can vote on their favorite costumes. The votes will be tallied and the winners will be announced in an email or in the *Record Times*.



There was quite a cast of characters that turned up at last year's Office Costume eVent.

Increasing minute by minute

The number of attorneys enrolled in the Office's electronic distribution of minute entries program has doubled in the past two years. Currently, there are more than 5,560 attorneys who receive their minute entries electronically, which is a 50% increase from the 2,817 attorneys enrolled two years ago. The Office distributes a daily average of 5,484 minute entries electronically and 2,614 via paper. Prior to Electronic Distribution, all minute entries were printed, manually sorted, and either mailed or placed in an area for attorney pick up. Electronic distribution has saved the Office considerable time, and money related to printing and mailing minute entries.

Name change in order during Holiday Drive

Each year after Halloween is over, the time for a temporary name change for Maricopa County is merited due to the generosity of Clerk of the Court employees. The name of "Merry-copa County" is a better reflection as a result of the employees efforts to make the holiday season merrier for those in need in the community. The method in which the name change is accomplished is through the Office's Annual Holiday Drive. Like previous years, the Holiday Drive activities include the: **Shoebox Drive, Toys for Tots Drive,** and the Customer Service Center's "**Operation Cobbler.**" The Shoebox and Toys for Tots Drive will begin on Nov. 7 and conclude on Dec. 7. The dates for CSC's Operation Cobbler are Nov. 5 - 30.

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 an Office record of 550 pairs of socks, thousands of toiletry items, and 231 shoeboxes for the Shoebox Drive, and an Office record of 293 new toys for the Toys for Tots Drive. The CSC staff donated 226 pairs of used shoes for their Operation Cobbler Drive that helps the homeless.



Then and Now

Following is a look at some statistical comparisons from Fiscal Years 1996 - 1997 and 2006 - 2007:

County Population - '96 - '97 = approx. 2 million / '06 - '07 = approx. 3.7 million
County Rank - '96 - '97 = 7th largest county in U.S. / '06 - '07 = 3rd largest county
Clerk of the Court Staff - '96 - '97 = 598 employees / '06 - '07 = 769 employees
Office Budget - '96 - '97 = \$19.7 million / '06 - '07 = \$41.7 million
New Cases Filed - '96 - '97 = 113,062 / '06 - '07 = 132,147

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Michael K. Jeanes
Clerk of the Court

Plant Your Garden Today

With the fall season upon us and the thought that this is the time that crops and gardens are being harvested in some areas and in other areas being planted, it has brought to mind an old column of mine that appeared in this newsletter many years ago. The column is fun and still meaningful to our work environment today, as well as appropriate to the season we are in. It is called "Plant Your Garden Today."



PLANT YOUR GARDEN —

First plant three rows of Peas:

- Patience
- Promptness
- Professionalism



Next plant three rows of Squash:

- Squash gossip
- Squash indifference
- Squash criticism

Then plant three rows of Lettuce:

- Let us be true to our obligations
- Let us be loyal
- Let us be unselfish



Finish with four rows of Turnip:

- Turn up with a smile
- Turn up when needed
- Turn up with a vision
- Turn up with determination

One newsletter in two different places

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was seen with two employees who were at the same location (Four Corners) at two different times. This month, the newsletter is spotted at two different locations with two different employees at two different times.

Pictured on the left is Business Analyst **Rick Hutton**, who was reading the newsletter while standing in front of CBS Studios where the show, *The Price is Right* is filmed. Rick took his wife to the show for their 10th anniversary. It was one of Host Bob Barker's final shows. They were in the show's audience, but did not get selected as a contestant.

Pictured to the right is Civil Notice Desk's **Katie Sullivan** and her husband Rick, who were posing with the newsletter at the famous Carlos and Charlie's Restaurant and Bar in Aruba.

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.



A salute to veterans

Maricopa County officials are showing their appreciation to employees who have served in the U.S. Armed Services by sponsoring a special tribute for those who have been called to active duty since 9/11. The "Special Veteran's Day Celebration" will be held at 9:30 a.m. on Nov. 8 in the Supervisors' Auditorium. Refreshments will be served following the ceremony.



New division approved

In September, a new judicial division in Superior Court was approved. The new Division 95 allows the court, for the first time, to focus its resources and dedicate judicial officers to hear capital cases (death penalty) exclusively.

Between July 2003 and July 2007, the volume of pending, active capital cases nearly doubled from 69 to 122.

Moving Process

The Private Process Server Program has moved from the Central Court Building to the Customer Service Center.

Casual Day stickers available

Maricopa County is once again sponsoring "Casual Days" from Oct. 29 - Jan. 25 to raise funds for the Employees Assisting and Supporting Employees Program.

Clerk of the Court 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 or 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. Her phone number is 602.506.1520 and email address is ttunnell@risc.maricopa.gov



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.)

CUSTOMER SURVEY CARD COMPLIMENTS

Northeast Filing Counter

- "Monica Crowley has been very helpful on all of our visits. She is an asset to your court."
- "Sandra Seeley went above and beyond in customer service."
- "This is the third time we have dealt with Monica. She is extremely helpful, and goes out of her way for the public."
- "Kelle Dyer has been extremely helpful and has an overwhelming knowledge of the court filing system."
- "I am astounded at the quality of Kelly Sleseman's work. It is a constant source of amazement to me."

Southeast Adult

- "Jennifer Rivera is very good at providing public service."
- "Lori White was the best and most caring person I have ever met."
- "Iwan Tandyasraya is the best! Never seen any better!"
- "Drayson Alcantar and Lori White provide beyond ordinary customer service. Drayson was great and Lori was also great."
- "Franci Smock was very professional, courteous, and provided excellent customer service."

Downtown Civil Filing Counter

- "Olivia Gable is very professional and helpful. She could not have been any nicer."

CO-WORKER COMPLIMENTS

"I would like to give special recognition to the following people for their willingness to take on additional responsibilities: **Kandi Peck, Cathleen Bridget, William Wong, Micaela Rios, and Courtney Cain.** Thank you, it is very much appreciated." — *Jane Tewksbury*

"I would like to thank the **Accounting Department** for giving me such a warm departure. It was a pleasure to work with all of you. I wanted to give a special thanks to the **NE Document Management Services Department** for giving me such a warm welcome. The **File Counter, EDM/Docket and Marriage License and Passport staff** have all been very friendly and helpful. I want to personally thank all of you for that. I would also like to thank **Sheri Jaffe** for the opportunity and for training me. I am looking forward to learning everything that I can from each of you." — *Angie Green*

"I want to thank the **SE Adult criminal courtroom clerks** who have helped me. They are always there to answer questions promptly and are willing to go out of their way to make sure I understand what I need to." — *Tiffany Soto*

"I want to thank my co-workers in **Criminal Financial Obligations** for their kindness and generosity. Words can't express how they have touched my heart. I am grateful for their kind words and hearts." — *Linda Vitanovec*

"I would like to thank the **Payroll Department (Lisa Kellar, Mitzi Munoz, and Renee Gillison)** for always getting our monies to us."

— *Madonna Anderson*

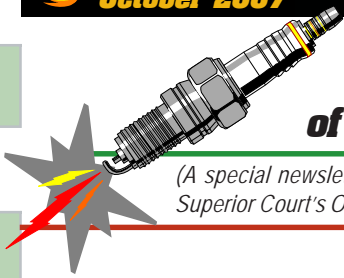


OTHER COMPLIMENTS

Receptionist **Sandra Strange** was complemented by two different customers. The first customer called to say that Sandra was very helpful, and took the time she needed to help her even though the phones were ringing. The second customer called to say that Sandra went out of her way to research a question for her and was very efficient, expedient, courteous, and most of all patient. She went on to say that Sandra is an asset to the Office."

CSC Public Records Supervisor Cheryl Marzella sent an email to **Facilities Management staff** commending them for their excellent work. She said, "A special thanks to all of you from me and my staff for setting up the Support Service work area and getting our PCs hooked up. Whatever we needed, you were there and willing to help. The area looks great and there's more room than I thought there would be. All of the staff loves being upstairs."





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 Early Disposition Court's **Angelica Laguna**, who gave birth to a 6 lb. 3 oz. baby girl on Oct. 10. Her new daughter's name is Mariah.
- Congratulations to Grand Jury's **Belen Aguilar**, who became a grandmother on Sept. 25 to a 7 lb. 1 oz. baby girl. Her new granddaughter's name is Alexis Kailah.

• Congratulations to Information Technology Group's **Charlie Gill**, who became a grandfather for the second time on Oct. 11. His new grandson's name is Jayden Daniel and he weighed 6 lbs. 12 ozs. at birth.

NEW EMPLOYEES

- **Billing Unit** - Andria Arenas
- **Civil EDM** - Kimberly Pierson
- **Civil Filing Counter** - Kristy Kee
- **Courtroom Clerks** - Megan Boudreaux, Audrey Kimble, Bobby Lester
- **Criminal Financial Obligations Unit** - Doris McDonough, Brenda Windahl
- **Downtown Regional Court Center** - Doris Mofford
- **Fileroom** - Maria Saenz, Dawnya Witherspoon, Linda O'Donnell
- **Management Resources** - Lisa Dignard
- **Public Records** - Evelyn Laborin, Tammy Stone



OFFICE ANNIVERSARIES

The following employees celebrate milestone Office anniversaries in October:

10 YEARS

Jennifer Herman, Sandra Strange, Kathy Ballard

5 YEARS

Kimberly Maloy, Melanie Sahli, Patti Sanderman, Rick Hutton, and Jessica Bernal



ON THE MOVE

- **Wendy Johnson** was promoted to Office Project Manager. She was serving as a financial business analyst.
- **Chiquita Williamson** transferred from Civil Docket to become a courtroom clerk.
- **Cystral Machelski** transferred from the DOC Certification Desk to become a courtroom clerk.
- **Michael Meija** was promoted to be the new Downtown Civil Filing Counter Lead. He was working at the FC Filing Counter.



AWARDS/HONORS

• **Sharon Wilson** and **Patricia Burnett** 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:
Angelique
Rodriguez
Department: CSC
Marriage License &
Passports
Hometown:
Phoenix, AZ

Family: Daughters - Reyna (13) and Ariana (4) / Son - Andrew (2)

Birthday: May 13

Years With Clerk's Office: 11 years

Favorite Activity: I enjoy watching and playing sports

Least Favorite Activity: Cleaning the bathroom

I'm Proud Of: Being a mother

The Hardest Thing That You've Done: Having my children

My Favorite Meal: My mother's green chili with homemade tortillas

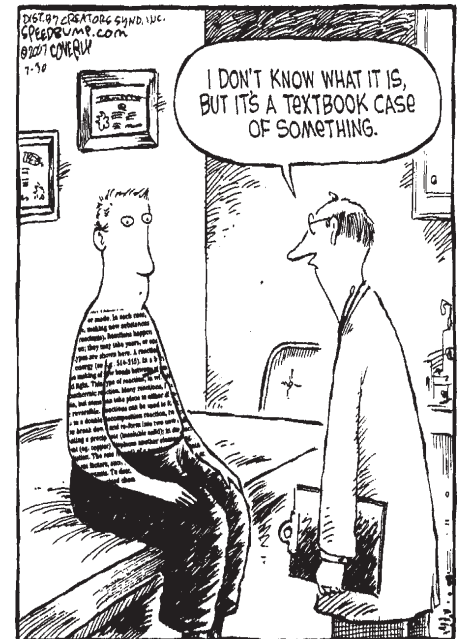
A Dream I Have Is To: Travel the world

A Pet Peeve: Cleaning up after people

Two people who you would like to have dinner with: My father and my brother Chris

What Was Your First Job: I worked at a law firm

Nobody Would Believe It If They Knew ... that I have a twin sister.



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Chief Deputy Chris Kelly / Editor Len Keso