

Record Times

Vol. 12 No. 4

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

April 2006

The CASE is opened first at Northeast Court

The CASE is opened and one aspect of the verdict is in. Seventeen Clerk of the Court employees from the Northeast Court were proven, without any reasonable doubt, of providing outstanding service to the Office during the annual C.A.S.E. (Celebrating and Saluting Employees) recognition event. The event was held at Northeast on April 26.

Following is a list of the Northeast C.A.S.E. award-winning employees. These staff members were nominated by their co-workers. The nominations were evaluated by a review team and the winners were selected. The winners from the Customer Service Center, Southeast, Downtown, and Juvenile Durango will be listed in upcoming newsletters.



NORTHEAST AWARDS

Customer Service Award: Kelly Sleeseman, Kelle Dyer, and Beverly Clement

Teamwork Award: *Courtroom Clerk Team* - Wendi Bobrowski, Beth Kredit, June Mabry, Mary Minkow, Leslie Slaughter, Gracie Smith, Maggie Smith, Robin Brimmer-Tomlinson, Claire Vigil, Kathy Wendroff, Michelle Wetherell, and Marian Corriveau

Leadership Award: Sheri Jaffe and Gerri-Lyn Longbein

Five more events are scheduled to occur before C.A.S.E. is closed for 2006: **Customer Service Center** on May 2; **Southeast Adult/Juvenile** on May 8; **Northwest** on May 17; **Downtown** on May 25; and **Juvenile Durango** on May 31.

SERVICE PIN NEWS

In addition to the C.A.S.E. awards, service pins are presented to employees at each event. This year, more than 120 employees officwide will receive a service pin from the Clerk of the Court's Office and/or Maricopa County. Clerk of the Court pins are presented for service completed as of December 31, 2005. The county distributes their pins at various times throughout the year.



Photo #1 – The “NE Teamwork Award” winners are the courtroom clerks. **Photo #2** – Michael Jeanes presents Kathy Wendroff and June Mabry their 5-year service pins at the NE event. **Photo #3** – Michael with the “NE Leadership Award” winners Gerri-lynn Longbein and Sheri Jaffe.

New website design is weaved

The Clerk of the Court's Office is on a roll implementing new electronic endeavors, such as e-filing and MEEDS; therefore, what better time is there to roll out an older electronic endeavor with a new look – the website. The Public Affairs Office, in conjunction with the Information Technology Group, has designed a new website for the Clerk of the Court's Office that is expected to be released the first week of May. The website address and content will remain the same (www.clerkofcourt.maricopa.gov), but the appearance of the homepage will be different.



The current website design is about four years old. It received several national awards including the Top 10 Court Website from *Justice Served*.

CSC springs to help

Spring is here and staff at the Customer Service Center is taking the opportunity to *spring* into action to help those in need. The CSC is conducting its' annual “Operation Spring Cleaning Drive.” The Drive runs through May 12 and is being held to collect articles of clothing for the Central Ariz. Shelter Service for the homeless. Last year, the CSC collected 2,471 articles of clothing.

The drive results will be announced in the May issue of *Record Times*.

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Michael K. Jeanes
Clerk of the Court

Customer service tips

One thing that I am continually proud of is your quality customer service. I appreciate that you make it a top priority to serve our customers with excellence. Whether our customers are in person, over the phone, via correspondence (email, letters, faxes), internal, or external, the vast majority of them are pleased with the service we provide. You are to be commended for this.

It would be interesting to know the total number of customers we serve each year. I

am sure it is millions upon millions. In serving such a tremendously large number of people, it is inevitable that some of those customers may be upset. Here are a few things to keep in mind when you deal with a customer who is upset:

- 1) Allow the customer to vent. Do not interrupt them or start to speak until they have finished.
- 2) Diffuse anger by saying "I'm sorry or "I apologize."
- 3) Use your customer's name at different points.
- 4) Make certain that your tone of voice is in sync with your words.
- 5) Listen attentively - it adds to their frustration by asking them to repeat what they just said.

Stopping the press on more minute entries

On April 14, the Clerk's Office stopped printing minute entries for distribution to the Criminal bureaus of the County Attorney's Office. According to Business Analyst **C.J. Allen**, the Clerk's Office began a pilot in October wherein minute entries were emailed (in addition to being printed) to the County Attorney's Office. The County Attorney's Office developed an application that subsequently distributes the emails to the appropriate attorneys within their Office. As a result of the pilot being successful, minute entries no longer need to be printed. This action results in a substantial cost savings in printing for the Office, as well as provides a more reliable and faster delivery of minutes entries to the County Attorney's Office.

During the pilot (which was 10/12/05 - 4/13/06), the Office sent 135,326 emails to the Criminal bureaus of the County Attorney's Office.

East meets West

Actually, it was more like SE, NE, NW and DT all meet... Recently, the staff from Exhibits, Appeals and regional Public Records departments gathered at various locations to participate in the COJET class, "You Never Can Step into the Same River Twice." What made these sessions different, was that the supervisors of these areas set them up in a "retreat-type" format.

Court Operations Administrator **Vonda Culp** said, "The success of the retreats was laid with the foundation provided by supervisors **Joe Altnether**, **Janice Bray** and **Patti Sanderman**. They were committed to 100% staff participation, mixing up the sessions with staff from each location, and focusing on a team-building effort. The supervisors went above and beyond to make these retreats 'something different.' In the end, we were able to fulfill an Officewide goal, learn something important, and have fun doing it."

Vonda was commended by Associate Clerk Carol Schreiber and session participants for orchestrating this unique setting to learn about Michael Jeanes' goal.

Idea to be rewarded

Support Service Finance's **Catherine Gray** is slated to receive \$2,500 in June through the County's Rewarding Ideas Program. Catherine suggested that wage assignment packets sent to major employers be reduced to simply the Order of Assignment and the acknowledgment of the order.

Employees interested in information about Rewarding Ideas may visit: http://ebc.maricopa.gov/pio/employee_rewards/

The County Corner

The Maricopa County Elections Office is seeking poll workers for the upcoming Primary and General Elections. Compensation is \$75 - \$90 for the day. More information is available by calling 602-506-1511.

Newsletter has a gem-endous experience

Each month, employees are invited to submit a photo of themselves reading the *Record Times* while they are on vacation. Last month, the newsletter was seen at a place with some old rocks – the Petrified Forest in Arizona. This month, it is seen with an employee near some valuable rocks.

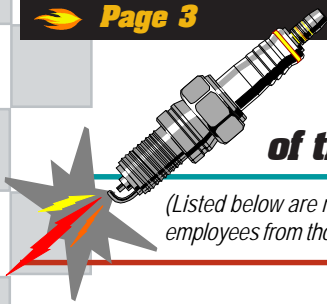
Pictured here is Financial Services Administrator **Darrell Brinkley**, who is posing with the newsletter at Crater of Diamonds State Park in Murfreesboro, Arkansas.

Employees may submit photos of themselves reading the *Record Times* to the Public Affairs Office. **To submit a photo**, print a newsletter page(s), take your photo with the page(s), and send the photo to Len Keso with your name, phone number, and a photo description.



THE INSIDE TRACK

The Clerk's Office issued 23,987 marriage licenses in 2004 - 2005.



Recordsetters of the Clerk of the Court' Office

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

CO-WORKER COMPLIMENTS

"I would like to thank **Aurora** and all of the ladies in **Distribution**. Last week, I needed a large copy job taken care of (seventeen 220 page binders). I asked Aurora on Thursday morning if we could have them by Friday afternoon, which I considered to be a short time frame. I received a call from her around 11 a.m. (three hours after I dropped off the job), informing me that it was complete. The binders were for new employees coming in the following Monday, and without the help of distribution, it would have been a daunting task to pull together. Thank you." — **Josh Jakubczak**

"I would like to extend a hearty 'Welcome Back' to **Cheryl Hancey** and **Tammie Yancer**, who have been training as courtroom clerks at the Mesa Juvenile facility. I also send a sincere thank you to **Marlene Rivera-Guthrie** and **Katie Meade** for their assistance in training Cheryl and Tammie while they were at the Mesa facility." — **Rebecca Miller**

"I want to say thank you to **Vonda Culp** and **Patti Sanderman** for putting together a fun lunch retreat/COJET class. I also want to thank **Richard Lopez** and the other guys in Supplies for all of their help, as well as for the emergency runs they have made to the clerks at NE for me." — **Cheryl Odell**

"We would like to say thank you to **Vonda Culp**, **Patti Sanderman**, **Janice Bray**, and **Joe Altnether** for the staff retreats we had this month. We all appreciate all of the hard work and time that was put into the retreats. We also thank **Joe Silberschlag** for his hard work in teaching the class, *You Can Never Step Into the Same River Twice*." — **From All of Your Staff Members**

"I really want to say how much I appreciate **Sylvia Anderson's** help. I was working on a project and needed several files fast. She stopped what she was doing to help me, and was also very gracious. Thank you Sylvia!" — **Joyce Auchinleck**

EMAIL COMPLIMENTS

From Merriel Trombley to Julie Grindey – "I wanted to let you know that I really appreciate the help I receive from **Joe Silberschlag**. He is always so helpful and has such a positive attitude. His customer service is impeccable!"

From Maridel Soileau to Joyce Auchinleck – "I wanted to tell you that **Chris Cerrato** deserves some kind of 'Scanner Service Award.' Anytime there is a problem with the scanners, Chris is the person we contact first. He rushes right over from wherever he is and patiently works with the scanner to get it up and running. He is also a wonderful instructor when teaching the scanner training to staff and they especially like the helpful tips he gives out. He always remains calm and pleasant no matter what we throw at him. He is very much appreciated by myself and staff."

From Reggie Graham to Brenda Burton – "I want to drop a 'thank you' for **Merriel Trombley** and **Mark Leong**. During the scheduled power outage, Mark called at 5:30 p.m. to let ITG know that the cashiers had completed their processing for both Civil and DR. This was very helpful. Merriel continues to be missed from ITG. She is so willing to help ITG out, whether it is for testing or ITG needing assistance with the cashiering staff."

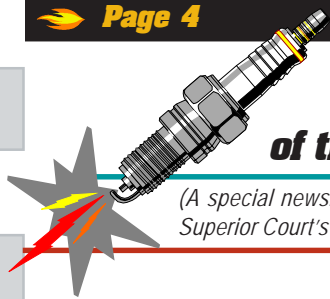


From Maureen Ramroth to Joe Legander – "I would like to publicly compliment you on the exceptional presentation this morning, *You Can Never Step in the Same River Twice*." I can say without reservation that it was the best I have attended in the 13 years with the Clerk's Office. Everyone paid close attention. My observation is that you changed the equation from 'Fear of the Unknown' to 'Anticipation of the Unknown.' Great job."

OTHER COMPLIMENTS

A receptionist from a company sent an email to the Office to compliment Notary Division's **Regina Ruiz**. She wrote, "I send you a note of high praise for Regina. She has been professional, patient, and tolerant with me each and every time I phone. Every time I call, I feel and know that she puts a priority on my situation. Her service is personalized. It is a delight to communicate with her."





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.)

MARRIAGES

- Congratulations to Courtroom Clerk **Donnielle McLane**, who got married on April 8 to Anthony Chavarria in Las Vegas.

BIRTHS

- Congratulations to Support Finance/Research's **Ana Luna**, who became a grandmother to a 8 lb. 14 oz. baby girl on April 9. Her new granddaughter's name is Kiley Nevaeh.
- Congratulations to Family Court Operations Supervisor **Anna Valenzuela**, who gave birth to a 8 lb. 15 oz. baby boy on March 21. Her new son's name is Joseph Anthony.

NEW EMPLOYEES

- **Courtroom Clerks** - Alicia Brambila, Donna Courtemanche, Elvira Masis, Lori Mick, Denise Pentrack, Shannon Ramirez, Lisa Ulrich
- **Court Supplies** - David Fierro
- **CR Docket** - Mary Ann Martin
- **Distribution** - Monica Coleman
- **Fileroom** - Eva Castillo, Isidro Guillen
- **NW EDM** - Merlinda Resendes
- **SEA EDM** - Elizabeth Ramirez
- **SEA Exhibits** - Sandra Otto
- **SEA Filing Counter** - Sharon Szakacs
- **SEA Fileroom** - Mina Garnica



OFFICE ANNIVERSARIES

The following employees celebrate milestone Office anniversaries in April:



15 YEARS

Kelle Dyer
Barbara James
Darlene Anderson

5 YEARS

Sandra Carrillo
Patricia Fernandez
Joanne Wallace
Cindy Malnar
Margarita Serrano

10 YEARS

Barbara Navarro,
Larry Spoehr, and Lora Gilbert

ON THE MOVE

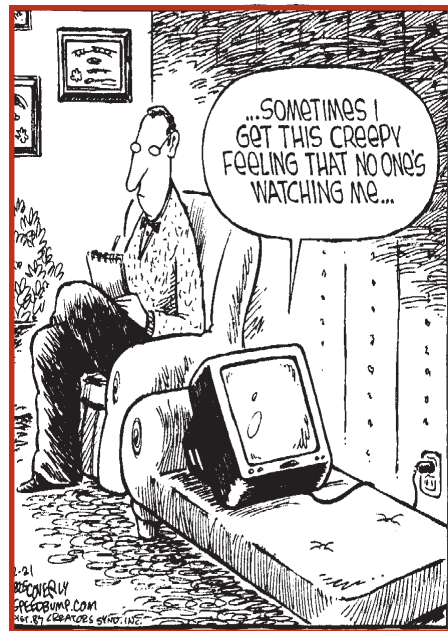
- **Jason Hudson** transferred from File Delivery to Micrographics
- **Angela Walker** transferred from the File Room to CV Filing Counter
- **Josh Jakubczak** transferred from the Customer Service Center Fileroom to Training and Staff Development

AWARDS/HONORS

Linda Castleberry, Martha Martin, Steve Lauer, and Cheryl Odell 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.

EMPLOYEE SPOTLIGHT

Name: Patty Espinoza
Department: Courtroom Clerk
Hometown: Phoenix, Ariz.
Family: Two daughters - Vanessa and Emily
Birthday: March 13
Years with Clerk's Office: 17 years and eight months
Favorite Activity: Power walking
Least Favorite Activity: Hiking in Phoenix...way too hot!
Something I'm Proud of: Being a grandmother of two sets of twins (by the same mother - Vanessa).
The Most Adventurous Thing That You've Done: When I took a cruise to Alaska because I'm sooo afraid of flying in an airplane and sooo afraid of water, and I had to do both.
My Favorite Meal: Ravioli (spinach) with lots of salad and breadsticks
A Pet Peeve: Procrastination
A Dream I Have Is To: Visit Israel
Two people you would like to have dinner with: Billy Graham and Mel Gibson
What Was Your First Job: I was a concession worker at a movie theater
Nobody would believe it if they knew... that I can't swim



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