

Record Times

Vol. 12 No. 5

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

May 2006

Employees are getting acquainted with Casey

Casey is a name that is becoming more familiar to several Clerk employees – at least for the employees at the Northeast, Customer Service Center, Southeast, Northwest, and Downtown offices. Durango Juvenile will soon follow. The reason why is that several of the employees from these office locations are recent recipients of the Office's "Casey" award.

Casey is the name of the award that is presented to employees at the annual employee recognition event. Thus far, the event has been held at Northeast, Customer Service Center, Southeast, Northwest, and Downtown. It will conclude at Durango Juvenile on May 31. The following is a list of Casey award recipients from the CSC, SE, and NW. **Downtown and Durango Juvenile award recipients will be printed in the June issue of Record Times.**

CUSTOMER SERVICE CENTER AWARDS

Customer Service: Public Records Unit - Veronyka Lockhart, Margaret Wagner, Feliz Gorny, Connie Estrada, Carmen Diaz, Regina Maccoll, Eustolia Espinoza, Martha Miller, Veronique McClelland, Debbie Cooper, Karen Gonzales, Araceli Rodriguez, Rick Stefano, and Brenda Sweet // Rick Lupori

Excellence: Susan Baldwin // Clay Proulx // Suzanne Kendall

Leadership: Candy Cole-Terry // Tina Barrett

Teamwork: System Administrator Team - Reggie Graham, Steve Lauer, Justin Mayse, Stace Williams, and Ruben Trejo // **Public Records CSC Fileroom and CCB Transmittal Center Team** - Ramon Flores, Scott Mandel, Joseph Chino, Ivan Diaz, Chris Kilgus, Adam Marquez, Larry Pettit, Aracely Redondo, Jacqueline Rodriguez, Pete Roman, Dan Sullinger, Elizabeth Tapia, John Whitford, Isidro Guillen, Eva Castillo, Tina Gonzales, Helene Johnson, Veronica Olivas, Ron Lopez, Sonja Olmos, Patricia O'Reilly, Diana Perez, Elvia Rojas, Jessica Rosset, Elnora Snyder, Linda Wagman, Angela Walker, and James Morris, Sr. // **ITG Help Desk Team** - Diane Barnes, Cheryl Johanning, Adrian Robers, and Scott Hensel // **Micrographics Filming Project Team** - Anamae Beard, Angela Chavarria, Ruby Davison, Giannina Franco-Perez, Annette Galarza, Steve Greth, Kelly Laird, Lorna Ondersma, Nina Parmar, Maria Reyes, Helen Rodriguez, Stella Rodriguez, Rebecca Shanks, Julie Summers, Aracely Redondo, Sonja Olmos, Larry Pettit, Alesia Bookman, Annie Fair, Karina Orendain, Leanne Jones, and Tina Gonzales. *More winners and photos on page 2... See Casey*

Photos of some of the 2006 Casey Award winners



Drive bags success

The Customer Service Center staff *bagged* another successful clothing drive. In May, they donated 2,355 articles of clothing to the Central Arizona Shelter Services for the Homeless during their annual Spring Cleaning Drive.



Congratulations and con-graduate-lations!

There is reason to say "congratulations" and "con-graduate-lations" in the Clerk's Office this Spring. Here's why:

- **Congratulations to Patti Carter** for winning the 10 millionth document contest. Her guess of "April 14 at 10 a.m." was the closest as to when the 10 millionth document would enter the OnBase system. It actually occurred between 10 and 11 a.m. on that day.
- **Congratulations to the Public Affairs Office** for receiving two different awards from the International Association of Business Communicators for their production of the 2004 - 2005 Annual Report.
- **Congratulations to Public Affairs Manager Aaron Nash** who recently passed the bar exam.
- **Con-graduate-lations to SE Filing Counter's Victoria Almaraz and Probate's Erica Bookman** who recently earned their associate degrees.

Michael's

message



Michael K. Jeanes
Clerk of the Court

What Has Been Sprouting This Spring

Things begin to sprout in the Spring. This is true outside and now it is true inside...inside the Clerk of the Court's Office that is. The following is a list of things that have recently sprouted in the Office:

- A New Office Website Design** - On May 1, the Office launched a new website design. Thus far, many favorable responses have been received from our website users including: "Wow, this site is definitely user-friendly;" "It is much better;" "Great improvements;" "Simply awesome;" and "This is a top-level professional design."
- Strategic Plan** - The wonderful new Strategic Plan is available on the Office website under "Newsflashes." It represents the overall strategic direction for the Office and outlines the significant goals to support its mission. As we move toward 1/1/07, the Strategic Planning Group will provide timely updates regarding the implementation of the Plan. This will allow us to see our progress and the significant milestones we have reached.
- eFiling** - Electronic filing in criminal cases began at SEA on May 8. Attorneys may file pleadings subsequent to initial charging documents on any case assigned to Judges Udall, Talamante, Sanders, and Stephens. This pilot involves attorneys who use the county computerized systems and will eventually expand to the private bar. The eFiling system not only allows these attorneys to electronically transmit their pleading to the Clerk and the assigned Judge, but also allows them to send a copy of the pleading to opposing counsel.
- iCIS Priority Barcoding Project** - ITG successfully deployed an updated version of the iCIS Priority Barcoding software and the EDM Express Indexing application. This project greatly improves search results for users. There is significant savings in maintenance of the software due to consolidation of the software, and there is an improved long-term system performance through targeted search from unique ID, which avoids the additional search of millions of rows in multiple database tables.
- Special Deputy** - ITG deployed an enhanced website for the Special Deputy process. The enhancements provide a more easily accessible environment to monitor and review the status of special deputies.

Newsletter is in SHIP-shape for photo

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 in a field. This month it is seen in a ship.

Pictured here is ITG's **Scott Hensel**, who is posing with the newsletter in his tuxedo aboard a cruise ship that was anchored off of the coast of Cozumel, Mexico.

Employees may submit photos of themselves reading the *Record Times* to the Public Affairs Office at any time. **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.



Casey's continued

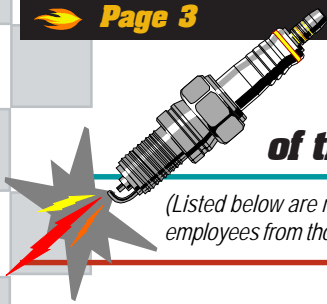
SOUTHEAST AWARDS

- Customer Service:** Sheila Sailer // David Steinmetz // Sharayah Eisler
- Excellence:** Patty Enyart // Linda Rice // Joe Altnether and Janice Bray // Drayson Alcantar // Angela Colson
- Leadership:** Franci Diaz-Smock // Kathy Whittiker // Gloria Kuder and Patti O'Dell
- Teamwork: SE Team** - Sharon Hall, Jennifer Rivera, Linda Rice, Elva Martin-Mendoza, Kimberly Epling, Amalia Alcala, Franci Diaz-Smock, Joe Altnether, Betty Finney, and Gloria Kuder
- // SEJ Team** - David Steinmetz, Lani Harrison, Sheila Sailer, Karen Walker, Douglas Lukes, David Lett, Debora Celaya, Patty Enyart, and Monica Randez
- // Courtroom Clerk Team** - Elizabeth Cacia, Sonia Canez, Joann Cumming, Linda Frey, Carrie Gerhardt, Kathy Hill, Debra Hughes, Annette Lepak, Anne Lieske, Katie Meade, Linda Moya, Barbara Nance, Marlene Rivera-Guthrie, Teresa Robinson, Patricia Rolling, Jenny Shaska, and Joanne Wallace

NORTHWEST AWARDS

- Teamwork: NW Team** - Keri Wade, Jackie Ortiz, Margaret Brickman, Krizna Blanco, and Michelle Monick
- Leadership:** Diane Jamison and Brenda Burton





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 say thank you to **Betty Finney, Denise McGraw, Denise Monroe, and Chrystal Castro** for all of the effort they put forth in training me to be the best courtroom clerk I can be. Your help, advice, encouragement and kudos were greatly appreciated. I know it was hard work and you deserve praise. Thanks to all of you." — *Yvonne Thompson*

CUSTOMER SURVEY CARD COMPLIMENTS

Downtown Family Court Filing Counter

◆ **Melisa Alderman-Mendez** was really nice and helpful with everything. She made my day and I appreciated her help.

EMAIL COMPLIMENTS

Court Supplies **Richard Lopez** was the subject of a complimentary email from Business Analyst Liz Kauffman. She wrote, "Richard was able to get the print job done in less than 24 hours ... amazing."

Court Technology Services' Chuck Ryan sent an email to Court Supplies' **Eddy Ramirez** complementing him for his great service. He wrote, "Thank you for letting me know and keeping me updated. You truly do a great job for us, and we all really appreciate your efforts."

Courtroom Clerk Melanie Sahli sent an email to her supervisor expressing how happy she was with the work that Facilities' **Larry Spoehr** and **Fred Rubalcaba** did for her. She said, "Larry and his crew finished the exhibit closet. The shelves are stained to match all of the wood in the office and it is absolutely beautiful."

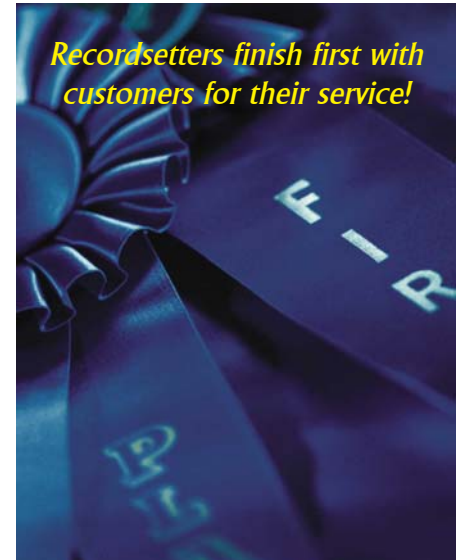
OTHER COMPLIMENTS

A customer sent a kind letter to Court Operations Supervisor **Franci Diaz-Smock** about the service she received from SE FC Filing Counter's **Sheila Ponicki**. The letter said, "A few days ago, I went to the Mesa Court to help my daughter turn in some papers to prove paternity of her baby. Due to her financial situation, she could not afford the cost, so she had to fill out more papers to get the fees waived. Because of all that was going on, she was scared and embarrassed, that is why I will never forget the kindness of the lady who waited on us. Sheila Ponicki talked to my daughter with respect and was very patient. I know that the people who work at the court probably see this kind of thing all of the time, and so they might not realize how much the way they treat someone makes a big difference...but it does."

Judicial Specialist Garry Salmon took time to create a special certificate for the **Customer Service Center Fileroom staff**. The certificate says "Job Well Done Award For Continued Excellence." He asked the staff to post it, so all would know of their award-winning efforts.

OTHER COMPLIMENTS

Nancy Killian, Assistant to Michael Jeanes, received a phone call from a customer who was delighted with the customer service she received from receptionist **Sandra Strange**. She said she has never received the level of service over the phone that Sandra provided to her. She went on to say that Sandra was wonderful and extremely polite.



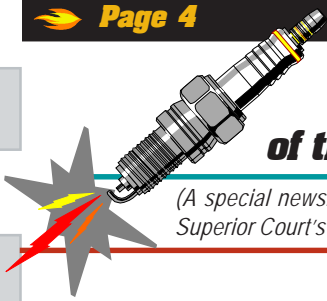
Recordsetters finish first with customers for their service!

Clerk of the Court Michael Jeanes received two letters from customers saying how pleased they were with the high level of customer service and professionalism that Star Call Center's **Jenna Ashe** provided them.

Support Finance Supervisor **Don Vert** received a very nice compliment from Superior Court Judge Harriet Chavez. She said, "You do such excellent work and you don't get the acknowledgment you deserve. Thanks for all you do. You have bailed me out a zillion times."

Court of Appeals' Daniel Barker wrote a letter to Courtroom Services Manager **Gloria Kuder** saying, "Thanks so much for assisting with the mock trial for the 5th graders. The students had a terrific time and learned much about the importance of the judicial system and living in a democracy. I am pleased to see that the Clerk has such a terrific supervisor as you."





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 SEA Courtroom Clerk **Lisa Riley**, who got married on March 25 to Shawn Hoskin.

BIRTHS

- Congratulations to Senior Business Analyst **George Knecht** on the birth of his 8 lb. 10 oz. baby girl on March 31. His new daughter's name is McKenna Joy.
- Congratulations to Public Affairs Manager **Aaron Nash** on the birth of his 5 lb. 13 oz. baby girl on May 13. His new daughter's name is Alex Nicole.
- Congratulations to Northwest Court's **Aurora Avina**, who became a grandmother to a 4 lb. 14 oz. baby girl on April 18. Her new granddaughter's name is Ceriyah Jaylynn.



NEW EMPLOYEES

- **Civil Filing Counter** - Tricia Grimes
- **Civil Court EDM** - Valerie Bailey
- **Courtroom Clerks** - Vanessa Alvarez, Alexia Caviglia, Laura Chambers, Sandra Dujean, Linda Firriello, and Lisa Mooney
- **Courtroom Clerk Juvenile Durango** - Jamie Govoni
- **Family Court Filing Counter** - John Falkenberg
- **NE EDM** - Hector Castaneda
- **NE Filing Counter** - Monica Crowley
- **Public Records Counter** - Valerie Leon
- **Support Finance** - Paula Carson



OFFICE ANNIVERSARIES

The following employees are celebrating milestone Office anniversaries in May:

20 YEARS

Darlene Pierson

10 YEARS

Cheryl Marzella, Anne Pagel-Spaulling, Annmarie Thornton, and Deborah Payment

AWARDS/HONORS

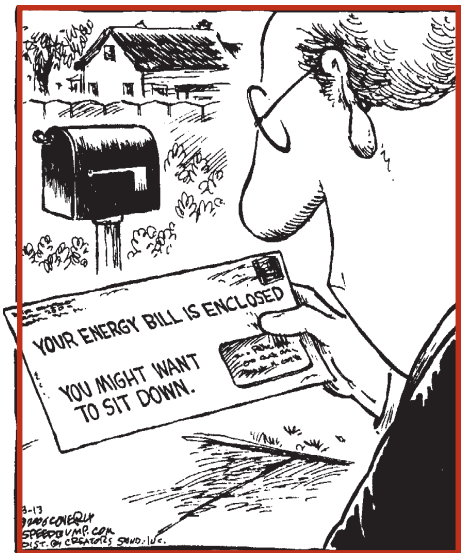
Elected to the Board - Support Finance Supervisor Don Vert was elected to the Board of Directors of the Arizona Family Support Council.

Scanner Awards - Every month the scanners are audited. Each quarter, the scanners who have achieved a high quality on their images for that quarter receive an award. The following are employees who received the **Platinum Award** for 99.7 - 100 percent accuracy: Bonnie McGovern, Dawn Arnold, Druscilla Granillo, Brenda Miller, Bridgette Vance, Darrell Lather, Delilah Chilcoat, Erendira Zuniga, Janice Bevan, Jennifer McKernan, Jessica Bernal, Jesus Salomon, Lois Doan Welsch, Margaret Brickman, Rita Pickering-Koch, and Sarah Dignard. The following employees received the **Gold Award** for 99.6% Accuracy: Patti Carter, and Christopher Driscoll.

RETIREMENT

After 21 years of service to the Clerk of the Court's Office, **Barb Smith** has retired. She began her career with the Office as a temporary staff member working the evening shift in Micrographics. After several months, she became a permanent employee, and worked as an assistant to the micrographics supervisor. Next, she switched to the day shift, and worked in the Fileroom, D&C and the Exhibits sections. She then took a position working in the docket area (called QC at that time) processing bindovers. She was promoted to docket supervisor (and back then there was only one docket area processing all case types) and oversaw the Night Filing Window. After the Night Window closed, she moved back to days supervising the CR and the FC docket. Eventually, family court became its own department, and Barb oversaw the Criminal docket, EDM, EDC, and RCC areas. Finally Barb took a position with the EDM Quality Control department.

Barb said, "Working for the COC was a job like no other. We were always learning many new things."



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