

Record Times

Vol. 12 No. 10

October 2006

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

The first-ever Costume eVent coming Oct. 31



EFiling is a word that is getting considerable attention in the Office these days, but it will be replaced, for one day only, by another “e” word – and that is “eVent.” On Oct. 31, the Clerk’s Office will be holding a first-ever “Costume eVent.”

This year, Clerk employees will have the opportunity, through the eVent, to vote on who they think has the best costumes Officewide in the following categories: Cutest, Funniest, Original, Scariest, Most Unusual, and Best Group (3 or more employees).

Previously, costumes were judged individually at each Office location. This new effort allows there to be overall Office winners as selected by employees through a vote.

Here’s how it will work. Michael Jeanes will visit each Office location on Oct. 31. Small prizes will be awarded to each person in costume and the Public Affairs Office will take photos of the costumes. From the photos, a costume panel will select up to five best costumes in each category. Selections will be posted to the COCWEB where employees can vote on their favorite costumes.

Costume finalists will be listed by a contest number and not their name for the vote. Winning employees will receive a special certificate and photo.

The employee votes will be tallied and the winners will be announced in an email or in the November *Record Times*.

Would some of last year's characters, win this year's eVent?



New website makes eFiling easier



The Clerk’s Office launched a new and improved eFiling website this month. The website, which is used by more than 2,500 registered users, allows participating attorneys to file Civil or Criminal documents with the Court.

The new site features: enhanced graphic presentation; easy login from the homepage or help pages; a save username option for easy login on next visit; case number validation to view case caption and assigned judicial officer; an improved ‘single page’ filing interface; and filing fee calculation. The web address is: <https://efiling.clerkofcourt.maricopa.gov>.

30 years of service and still counting for Kim

On Nov. 3, Kim Dollins, Auditor/Trainer for the EDM-QC Team, celebrates her 30th anniversary with the Clerk’s Office. She becomes the sixth employee who currently has 30 or more years of service with the Office. The following is a brief interview conducted by the *Record Times* with Kim about her accomplishment.



What was your first job here?

I started as a Courtroom Clerk.

Did you think you would work here as long as you have at that time?

No, I had no idea I would be here so long. But time has really passed by in a flash!

What is the biggest change you have seen in the Office?

I think the biggest change was moving to computers and then getting the entire Office networked. It seemed to me that typewriters disappeared almost overnight!

What have you enjoyed most?

I have enjoyed the variety of the positions that I have held with the Office.

What accomplishment are you particularly proud of?

Being a part of getting the ECR (electronic court record) initiative off the ground. Once the electronic images become the official Court record, there will be profound changes to the Office.

Continued on page 2 – See “Kim”

Looking for something to do?

Maricopa County has several events coming up for employees to participate in. They will be raffling Gift Baskets Nov. 1 - Dec. 15; holding a Skeet and Trap Shoot on Dec. 2; and hosting a Golf Tournament on Dec. 7. More details on each event is available at <http://ebc.maricopa.gov/cccl>

Michael's

e
s
s
a
g
e



Michael K. Jeanes
Clerk of the Court

Pulling together as a team

The following is a short anecdote about believing in your team:

A man was lost while driving through the country. As he tried to read a map, he accidentally drove off the road into a ditch. Though he wasn't injured, his car was stuck deep in the mud. So the man walked to a nearby farm to ask for help.

"Warwick can get you out that ditch," said the farmer, pointing to an old mule standing in a field. The man looked at the haggardly mule and looked at the farmer who just stood there repeating, "Yep, old Warwick can do the job." The man figured he had nothing to lose. The two

men and Warwick made their way back to the ditch.

The farmer hitched the mule to the car. With a snap of the reins he shouted, "Pull Fred! Pull Jack! Pull Ted! Pull Warwick!" And the mule pulled the car from the ditch with very little effort.

The man was amazed. He thanked the farmer, patted the mule and asked, "Why did you call out all of those other names before you called Warwick?"

The farmer grinned and said, "Old Warwick doesn't see very well, and so as long as he believes he's part of a team, he doesn't mind pulling."

I share this story because it shows the importance of believing in your team to accomplish a great task. Unlike the mule in the story, I do see all that you are doing to accomplish great tasks, and I want to share with you how much I believe in you. We are pulling many different things right now – 1/1/07; the electronic court record initiatives; eFiling; new financial systems; juvenile iCIS, and many other significant projects. Thank you for being willing to work together to keep these things moving forward. Thank you for believing in what we are doing. Thank you for supporting one another and working together so well.

I believe it is important to keep you updated on what is happening so that we continue to work together as a team. We will keep providing you news as it happens through email, Munch meetings, Newflashes, and other means.

Did you know...

- First Choice Gift Shop has discount Harkins Theatre tickets for \$6.05 each.
- Early voting concludes on Nov. 3 for the Nov. 7 General Election.
- Maricopa County has a diversity website at <http://www.maricopa.gov/Diversity/>

Two employees take newsletter to a Supreme place

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Two months ago, the newsletter was in Italy. Last month, it found its way back to Arizona to the town of Greer. This month, it was just down the street from the Downtown Clerk of the Court's Office.

Pictured here is Training's **Joe Silberschlag** (left) and Public Affairs Project Manager **Aaron Nash**, who took time to read the newsletter while standing on the steps of the Arizona Supreme Court. Aaron had just been sworn in by the Court to practice law.

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



....Kim continued

What has kept you going?

The great variety of jobs that I have held with the Office.

What areas have you worked in?

I have been a courtroom clerk and covered all of the case types; a supervisor of courtroom clerks; did PEP studies of various parts of the Office; worked in Public Records; and helped get File Tracking started.

Any advice to pass on to employees?

Take advantage of the benefits offered, especially the Tuition Reimbursement benefit. Also, look at doing different jobs within the Office so that you don't get bored with the same routine.

How much longer do you think you will work?

I think for at least the next 8-10 years.

The need, action taken, and successful result of Project Inmate Transfer Acceleration



The following is an overview of the Office's successful efforts in a project called Inmate Transfer Acceleration:

NEED: Reduce the average length of stay that a

Department of Correction (DOC) sentenced inmate spends at the county jail before being transferred to a DOC institution.

ACTION: The Office and Court in partnership with numerous County and Judicial Departments worked together with the Sheriff's Office and DOC to review a lengthy paper process of transferring an inmate from the county jail to a DOC prison. This time-consuming creation/approval process required several steps between agencies that took many days to complete before the Sheriff could transfer the inmate to DOC.

RESULT: In May, any defendant sentenced to DOC is transferred to DOC by an Order of Confinement Packet, which is compiled in Court at the time of sentencing. This accelerates the DOC inmate transfer process by nine days, resulting in an annual \$4.3 million savings.

2005 Government Employee Charitable Campaign Participation Rates

Maricopa County - 13.4%; Peoria - 27%; State of Arizona - 30.2%; Avondale - 33.8%; Glendale - 46.4%; and Phoenix - 67%



A Maricopa County Golf Tournament is being held Dec. 7. Visit ebc.maricopa.gov/ccg for details.

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.)

CUSTOMER SURVEY CARD COMPLIMENTS

CIVIL FILING COUNTER

• “**Jennie Davidson** was very, very fast and polite. Thank you for having her work.”

CO-WORKER COMPLIMENTS

“I would like to thank all of the **Financial Services** team for welcoming me into their department. Everyone has been very kind.” – *Madonna Anderson*

“On behalf of the RCC clerk staff, I want to say thank you to **Lorraine Sheehan, Laura Franco** and **Lorie Stroud** (the three “L’s” from EDC) for their enthusiastic assistance during our staffing shortage.” – *Marsha Ebel*

“A big thank you to **Steve Weston** in Training for his help in creating the *Supervisor’s Guide to Performance Management*. He did a great job.” – *Diane Szaniawski*

“A BIG THANK YOU to **Claudia Strup**. I had the pleasure of being her second trainer. She is now out in the big world ‘floating’ as we clerk’s call it. She has the most positive attitude and always has a smile on her face.” – *Lori Ansten*

“To our co-worker and friend **Teresa Haaser** – Thank you for all of the hardwork and dedication you have given at the SEA Family Court Filing Counter. We wish you the best in your future success as a courtroom clerk.” – *SEA Filing Counter*

“I want to give out a BIG thank you to Support Finance Supervisor **Don Vert**. He is always available when needed for a family support question. Thanks Don for answering your phone.” – *Keri Wade*

“We want to send a special thanks to **Larry Pettit** in the Customer Service Center Fileroom. When he brings or picks up files (and there are tons lately), he is always very nice and has a smile for us. We appreciate all of the hauling of files he does.” – *Eileen Fenner, Alison Cole, Druscilla Granillo, Kim Dollins, and Susan LeMarsh*

“I want to send a special thank you to **Delilah Chilcoat, Judith Flowers, Cynthia Gonzalez, and Mike Mejia**. They all did a wonderful job in creating the *Family Court Staff Education Handout*. It was a lot of work and they each stepped up without hesitation. It was very much appreciated.” – *Cynthia Kurtz*

“A big THANK YOU to Janice Bray’s group, **Jen Rivera, Molly Alcala, Jayme Taormina** and **Sharon Hall** for their help on our bindover project. I also want to thank **Brandi Odell, Tracy Nalls, Sher Klinger, Carly Smith, Angela Colson** and **Leah Lindahl** for their extra efforts in completing this project. Thanks to you all!” – *Rick Bennett*

OTHER COMPLIMENTS

Deferral and Billing Unit’s **Linda Castleberry** received a complimentary email from a staff member of the Arizona Supreme Court for her prompt attention to a matter. The customer said, “Thank you so much for your quick response. I really appreciate you getting back to me. You are so good!”

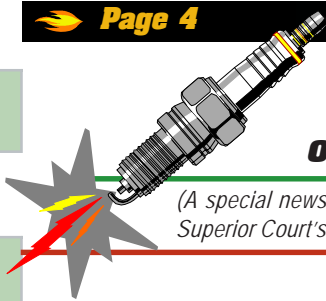


Nancy Killian, Assistant to the Clerk of the Court Michael Jeanes, received a phone call from a customer that couldn’t say enough about the effort that Star Call Center’s **Jenna Ashe** put forth in providing her with information she needed. She went on to say that Jenna took time to explain things, and that our Office is lucky to have her on the team. She also said that Jenna went above and beyond and provided excellent customer service.

A Judicial Assistant sent an email to the Office to compliment Customer Service Center’s **Diana Eaton**. She wrote, “Diana explained my situation and got right in. This is not the first time she has come to my rescue, and I am sure it won’t be the last. She is a terrific example of what an employee should be – friendly, efficient, and a team player. Diana is a pleasure to work with. We are lucky to have her at Superior Court.”

A customer called the Office to say that NW Court’s **Aurora Avina** is a keeper. He said, “she really knows her job and gave me such great service.”





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 Specialist **Diana Rexinger**, who gave birth to a 8 lb. 12 oz. baby girl on Sept. 26. Her daughter's name is Madison Jean. This is Diana's second child.
- Congratulations to NE Courtroom Clerk **Maggie Smith** on the birth of her 8 lb. 2.75 oz granddaughter on Sept. 2. Her new grandchild's name is Carlie Faith.
- Congratulations to Fileroom's **Larry Pettit** on the birth of his 8.8 oz. grandson on Sept. 22. His new grandchild's name is David Christopher.

MARRIAGES

- Congratulations to NE Courtroom Clerk **Jennifer McQueen**, who got married on Sept. 16 to Terry Hill. They are taking a delayed honeymoon to the sand dunes at Glamis, Calif. during Thanksgiving.
- Congratulations to Civil Filing Counter's **Olivia Cardenas**, who got married on Oct. 7 to Clayton Gable. They went on a Caribbean cruise for their honeymoon.



ENGAGEMENTS

- Congratulations to Court Operations Manager **Gerri-Lynn Longbein**, who got engaged on Sept. 1 to Larry Cohen. Their wedding date is Dec. 22 and they plan to honeymoon in England.

NEW EMPLOYEES



- **CSC Public Counter** - Jana Reynolds
- **Juvenile Courtroom Clerk** - Sherlone Fair
- **Family Court EDM** - Sara Wysong and Jennifer Williams
- **Micrographics** - Yolanda Lopez deRamirez
- **Notary Clerk** - Danette Mizell

OFFICE ANNIVERSARIES

The following employees celebrate five-year Office anniversaries in October: **Andi Gonzalez, Wendy Brown, Marian Corriveau, Carmen Diaz, and Helen Rodriguez**

AWARDS/HONORS

- Training and Staff Development's **Stephen Weston** received the "Trainer Excellence Award" from the Arizona Supreme Court. The award is given to honor employees who promote and support continuing education in Arizona.

ON THE MOVE

- **Druscilla Granillo** was promoted to EDM Specialist.
- **Madonna Anderson** transferred from Criminal to the Billing Unit.
- NE Courtroom Clerk **Kathy Wendroff** transferred to Downtown.
- Downtown Courtroom Clerk **Donna Kenney** transferred to NE.
- **Araceli Rodriguez** transferred from Public Records to Marriage License and Passports.



SPOTLIGHT

Name: Jenny Shaska
Department: Courtroom Services Manager, SE Juvenile
Hometown: Milwaukee, Wis.
Loved Ones: My boyfriend, Michael and his two children Taylor (7) and Jordan (4)
Birthday: Oct. 14
Years With Clerk's Office: 9 years
Favorite Activity: Spending time with family and friends
Least Favorite Activity: Cleaning
I'm Proud Of: That I was able to buy a house last year.
The Hardest Thing That You've Done: Move to Arizona all by myself without any family here
My Favorite Meal: Probably seafood
A Dream I Have Is To: Win the lottery
A Pet Peeve: People who don't know how to drive
Two People You Would You Like To Have Dinner With: Michael Jordan and LL Cool J
What Was Your First Job: Data entry clerk at a medical clinic
Nobody Would Believe It If They Knew... that when I was little, I was on the news for winning a talent contest where I performed a dance. I was known as "Milwaukee's own Shirley Temple" because I looked and acted just like her. My mom was sure I would be an actress one day.



Record Times. Published monthly by the Public Affairs Office for distribution to employees on the last payday of each month. For questions, send email to Len Keso at LKeso@cosc.maricopa.gov
 Chief Deputy Chris Kelly / Editor Len Keso