

# Record Times

Vol. 12 No. 9

September 2006

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

## Anniversaries were **Building up**

A significant anniversary was **building up** for the Clerk of the Court's Office this month. It was the one-year anniversary of the new Northeast Regional Court Center building. The facility was officially dedicated on September 13, 2005. Staff at the NE Court had a small celebration on Sept. 15 in recognition of the one-year milestone. Currently, there are 36 Clerk of the Court employees who serve at NE. The following are some statistics from the Northeast Office during its first year of operation:



- Scanned Pages = 776,576
- Credit Card Transactions = 4,942 equalling \$357,609
- Grand Total Dollars Received - Filing Counters/Marriage Licenses = \$2,320,493.78
- NE Filing Counter Transactions Percentage Compared to SE =
  - 1) Sept. 14, 2005 = 8.5%
  - 2) January 2, 2006 = 35.9%
  - 3) June 12, 2006 = 48.7%
  - 4) Sept. 17, 2006 = 60.7%

## Customer Service Center Celebrates Five-Year Anniversary

In addition, the Customer Service Center just celebrated its five-year anniversary. The building was officially dedicated on Aug. 27, 2001. An Employee Appreciation Event was held on Aug. 29 in recognition of the milestone. Currently there are more than 150 employees who serve at the CSC. The following are some notable statistics from the Customer Service Center for the time period of Aug. 1, 2005 - July 31, 2006.

- Customers Served = 737,247
- Copies Printed from the Public Print Q = 18,699
- Files Accessed = 491,586
- Copies Printed from OnBase = 111,208
- Marriage Licenses Recorded = 23,263
- Disposition Reports Completed = 41,511

## The time to move is fast approaching



Office Receptionist Sandra Strange checks out the new reception area at the Downtown Justice Center.

On Sept. 6 and 7, staff members moving into the new Downtown Justice Center toured their future offices. The Clerk's Office Administration is scheduled to relocate to the 3rd Floor of the new building on Dec. 12. Approximately 40 employees will move into the facility located at 620 W. Jackson St., across from the Customer Service Center.

The five-story, 254,300 square-foot facility also will house five justice courts and eight county departments. Construction is projected to be completed in November.

## Start spreading the news

For the past several months, news about the Clerk of the Court's Office has been *Brief* and sent out in a *Flash*. The reason why is that the Public Affairs Office has created two new ePublications called *The Brief* and the *NewsFlash*, which provide news about the Office to various audiences.



*The Brief* is sent out monthly to inform the legal community about news that may impact attorneys and their legal staff. Currently, more than 500 attorneys receive this electronic publication. Past issues of *The Brief* are available on the Office website ([www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov)) by selecting "Attorney News."

The *NewsFlash* is distributed periodically to court, county, state, and national officials. It provides quick information about recent achievements the Office has made in its electronic endeavors. For past copies of the *NewsFlash*, or to submit a story idea for either publication, contact Len Keso via email at [LKeso@cosc.maricopa.gov](mailto:LKeso@cosc.maricopa.gov)

## A kickoff at baseball park

The Combined Charitable Campaign Kick-off is being held at 11 a.m., Oct. 3 at Chase Field. The Concession Stand will be open. Free parking will be available in the garage south of the ballpark.

## It is the Fair thing to do on Oct. 26

The Maricopa County Craft Fair will be held from 9 a.m. to 3 p.m., Oct. 26 on the Central Court Plaza. Any employees interested in reserving a space to sell their crafts/products, may contact Kristine Kemper at 602-876-6941 by Oct. 13. The fee is \$30 before Sept. 29 and \$40 after Sept. 29.

# Michael's

message



Michael K. Jeanes  
Clerk of the Court

## 1/1/07 - counting down the days

This is the season when people start counting the days until the end of the year. A side benefit of counting days is knowing when to celebrate the holidays. This year the major benefit for Clerk's Office employees is knowing when to celebrate the successful implementation of our 1-1-07 initiative. As of 10-2-06, we will have 13 weeks/60 working days left to accomplish our 1-1-07 goals.

We're going to make it! We are close to obtaining the authorization we need from the

Chief Justice to dispose of paper documents received after 1/1/07. Members of 1-1-07 Preparedness Steering Committee workgroups are analyzing work processes and developing procedures for how paper documents will be processed as of 1-2-07. Once new procedures are finalized and approved, staff will be trained and receive any written documentation needed to support you and the delivery of our services. Some of the functions being addressed include how new complaints will be processed (no case file folders used to permanently maintain documents), how scanned documents will be temporarily stored and for how long, how certain documents such as wills and paper bonds will be handled, and what electronic court record (ECR) audit procedures will be followed. Many people are working daily to make 1-1-07 happen. Thanks go to each of you for contributing to the realization of our ECR goal.

## New 'Training' of thought being offered in certification series



In July, the Training and Staff Development Division began offering a **Professional Certification Series** that offers specialized training to employees in three areas: "Train the Department Trainer," "Professional Development," and "Foundations of Leadership and Management." Each program helps the employee

develop the expertise necessary to excel in the workplace. Seventy employees enrolled in the initial training series. Employees interested in registering in a future series or who would like more information about the series, may contact Training's **Josh Jakubczak** via email at: [jakubczakj@cosc.maricopa.gov](mailto:jakubczakj@cosc.maricopa.gov)

## The "scan do it" attitude

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 award. The following are employees who received awards for their outstanding rating:

### Platinum Certificates

(99.7 to 100% accuracy rating)

**Margaret Brickman, Susan LaMarsh, Sarah Dignard, Druscilla Granillo, Bonnie McGovern, Dawn Arnold, Rebecca Bennett, Carol Eccel, Lisa Smith, Janice Bevan, Erica Bookman, Bridgette Vance, Joycelyn Mathews, and Darrell Lather**

### Gold Certificate

(99.6 to 99.69 accuracy rating)

**Alexander Ocanas**

### Silver Certificate

(99.5 to 99.59 accuracy rating)

**Sherry Klinger**

## Home in Five can assist in purchasing first home

The Maricopa County Industrial Development Authorities and City of Phoenix have launched the **2006 Home in Five Program**, which provides mortgage loan assistance to all residents in Maricopa County. This first time homebuyers program offers a below market interest rate and down payment assistance. For more information, visit [www.phoenix.gov/housing/sfmrpb.html](http://www.phoenix.gov/housing/sfmrpb.html)

## This and that

- The Annual Office Halloween Costume Contest will be held on Oct. 31 at each office location. Start planning your costume now.
- Open Enrollment to select your health benefits (not Mariflex) will take place in April 2007, with an effective date of July 1, 2007. In the past, it has occurred during the fall season.
- Rio Salado Community College is offering an "Introduction to Human Communication" Course Oct. 11 - Nov. 29 in the County Administration Bldg. To enroll, call 480-517-8540.

## Newsletter returns to the United States

Each month, employees are invited to submit a photo of themselves reading the *Record Times* on their vacation. Last month, the newsletter was seen in Italy. This month, it finds its way back to the United States to a location right here in Arizona.

Pictured here is Accounting's **Madonna Anderson** (center) posing with the newsletter and her two daughters, Missy (left) and Laura (right), while they were vacationing in Greer, Arizona.

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.



National Customer Week is Oct. 2 - 6, 2006. It is held to recognize the importance of customer service.

## 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

- “The best clerk I have ever witnessed in my 14 years of working.” (referring to Olivia Cardenas).

### CO-WORKER COMPLIMENTS

“Thank you to **Cheri Bagato, Pam Crawford, Emmy Greth, Denise Nelson, Maira Perras, and Nita Summerhill** in Appeals for their tremendous help to me. Thank you for answering my tedious questions and for your patience. I couldn't ask for a better team to work with. Also, a big thank you goes to Denise for being a terrific teacher, and I also thank Leah, Nita, Cheryl, and Flor in Civil Exhibits for making me feel at home. ALL of you are super-duper.” - **Sarah Baker**

“I want to give thanks to both **Hollice Cameron and Gina Nevitt** for all of their patience and assistance during my training period. I've been training to become a courtroom clerk for the past two months, and it is definitely not an easy task to learn. Both of these women have been extremely patient with me during this time. Gina even helped me create a huge notebook full of notes and samples. I really appreciate all of the support and assistance they have given to me.” - **Stacey Haynes**

“I lost a gold chain coming into work that had three tiny diamonds attached to a purple teardrop stone. I checked with security and they had it. I couldn't believe somebody turned it in. I wanted to THANK whomever turned it in. It was a special birthday gift to me.” - **Elisa McGrath**

“I want to thank my supervisors, trainer, and co-workers in CR Docket and EDM for welcoming me and being so patient with all of my questions. It says a lot about an area, when you feel at home and comfortable in such a short time.” - **Kitty Curtner**

“I want to express great gratitude to those who assisted with the plumbing issues that the Exhibits and Appeals units experienced. A big thank you to **Bob Prater and Freddie Rubalcaba** for their help with the clean-up and getting the area re-established. A big thank you to staff for all of their commitment, determination, and flexibility while temporary work locations were arranged. What a great team.” - **Vonda Culp**

“I want to thank **Cynthia Gonzalez, Cynthia Kurtz, Kathy Whittiker, Delilah Chilcoat, Judy Flowers, and Sheri Jaffe** for taking care of things for me while I was out on Maternity Leave. I truly appreciate all of their help.” - **Anna Valenzuela**

### OTHER COMPLIMENTS

NE Manager Gerri-Lynn Longbein called Court Supplies Supervisor Bob Prater complimenting courier **Jason Campos**. She said Jason is extremely helpful and courteous. He'll do the special requests as well as his normal tasks without any

### CONTINUED

complaint. Jason's cooperative and friendly to staff. Gerri-Lynn thinks he should get a Spot Award and a CASE award.

Civil Filing Counter Supervisor Merriel Trombley recently received a compliment from a customer about the service she received from **Nicole Zamora**. The customer said she was extremely pleased with the customer service she received from Nicole. She said Nicole was very nice and professional in processing her documents, and she just wanted to say thanks for making it an easy and pleasurable process.

Deferral and Billing Unit's **Linda Castleberry** was called the “goddess of monies/payments” by a staff member of Adult Probation. He said if Linda doesn't know the answer, she knows the person who does.

Customer Service Center's **Veronica Olivas** received a complimentary note from a CSC's Giannina Franco-Perez. She thanked her for being patient, knowledgeable, courteous, organized, and helpful while training her.

### EMAIL COMPLIMENTS

**From Betty Finney to Renee Gillison:** “I just wanted to pass on a compliment that I received today related to you. I was interviewing a person who indicated to me that when she was dealing with you, she found you extremely pleasant, courteous, and helpful, and that you provided phenomenal customer service.”

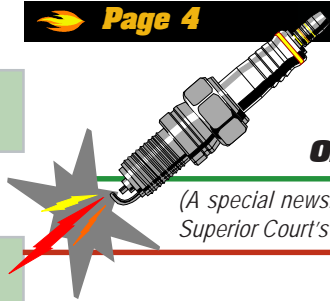
**From Pat Percival to Rylee Caigne:** “Yesterday Joe Silberschlag made a point of telling me that he was impressed with the level of service you provided in responding to his inquiry about our Process Improvement Plan. He indicated you were very prompt in providing the feedback he needed, and you delivered the information in a professional manner. Thank you for representing the Office well and for providing quality service.”



Recordsetters  
know how to serve







# 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 Clerk Manager **Patti O'Dell** on the birth of her 8 lb. 11 oz. grandchild on Sept. 1. Her new grandson's name is Tristan Keenan.
- Congratulations to NW Manager **Diane Jamison** on the birth of her 7 lb. 7 oz. grandchild on July 21. Her new granddaughter's name is McKenna Elizabeth.
- Congratulations to Courtroom Clerk **Maggie Smith** on the birth of her 4th grandchild on Sept. 2. Her new granddaughter's name is Carlie Faith.
- Congratulations to ITG's **Davis Shula** on the birth of his 8 lb. 4.3 oz. baby boy on Aug. 15. His new son's name is Watson Micole.
- Congratulations to ITG's **Steve Lauer** and Micrographics' **Rebecca Shanks** on the birth of their 6 lb. 14 oz. baby girl on Sept. 14. Her name is Kyra Nevaeha.

## MARRIAGES

- Congratulations to Probate's **Erica Bookman**, who got married on Sept. 9 to Bernard Bradford Jr.

## ENGAGEMENTS

- Congratulations to Courtroom Clerk **Wendy Yank**, who got engaged on July 19 to Tom Thompson. They plan to marry in the Spring of 2008.

## NEW EMPLOYEES

- **Civil EDM** - Iynita Baker, Tod Dennis
- **Civil Exhibits** - Angela Chavarria
- **Civil Filing Counter** - Megan Simpson
- **Civil Operations** - Yvette Moralez, Debbie Driesler,
- **Courtroom Clerk** - Anisa Ashburn, Leslie Cirzan, Kathleen Apodaca, Virginia James
- **Criminal Financial Obligations** - Gloria Begay
- **FC EDM** - Jonathan Reeves, Irene Sybounheuang
- **Grand Jury Clerk** - Martha Martinez
- **Juvenile Services** - Theresa Ernster
- **SEA EDM** - Victoria Carbajal
- **Southeast Juvenile** - Tiffany Fotos
- **Support Services** - Christina Cady



## OFFICE ANNIVERSARIES

The following employees celebrate milestone Office anniversaries in September:

### 20 YEARS

Phyllis Hartloff, Patricia Enyart, Mary Rogers

### 15 YEARS

Kathy Whittiker

### 10 YEARS

Beverly Clement, Julie Summers

### 5 YEARS

Feliz Gorny, Katie Meade, Patti O'Dell,  
Joseph Sims Jr.



## ON THE MOVE

- RCC/EDC's **Patti Carter** was promoted to Electronic Specialist.
- **Sherry Klinger** transferred from SEA EDM to the RCC/EDC.
- **Druscilla Granillo** transferred from NE to the Downtown EDM QC Area.

## SPOTLIGHT

**Name:** Anna Marie Valenzuela

**Department:** CCB  
FC Filing Counter

**Hometown:**

El Paso, TX

**Family:** *Husband* -

*Joe / Daughter* - Lyssa Marie / *Son* - Joe Anthony

**Birthday:** May 17

**Years With Clerk's Office:** 5 years

**Favorite Activity:** Scrap-booking

**Least Favorite Activity:** Reading

**I'm Proud Of:** My children

**The Hardest Thing That You've**

**Done:** So far, raising my kids

**My Favorite Meal:** Italian

**A Dream I Have Is To:** Travel

**A Pet Peeve:** Drivers who don't use their turn signals

**Two People You Would You Like To Have Dinner With:** Garth Brooks and John Travolta

**What Was Your First Job:** I was a bus girl at Michael's Kitchen in Taos, NM

**Nobody Would Believe It If They Knew...** that I hate speaking in public



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**Chief Deputy Editor**

**Chris Kelly  
Len Keso**