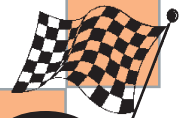


Record Times



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

37 years and still serving strong

On August 10, the Maricopa County Board of Supervisors recognized Marriage License and Passport's Duffy Watson for his 37 years of service to the Clerk of the Superior Court's Office and Maricopa County. Duffy is currently the longest-serving employee of the Clerk's Office. The following is a summary about Duffy that was written for the county service awards ceremony.

Duffy Watson began working for the Clerk of the Superior Court's Office on February 5, 1968 – the same year the Big Mac hit the McDonald's menu. Like that famous hamburger, Duffy has come up “BIG” in customer satisfaction for the office.



Duffy Watson (center) is applauded by (from left) Clerk of the Court Michael Jeanes, Supervisors' Chairman Max Wilson, Sandy (Duffy's wife), and his supervisor Linda Johnson at the Awards Ceremony. Duffy was also honored by Clerk staff at a special ceremony held at the Customer Service Center later in the day.

For the past 21 years, Duffy has served in the Marriage License and Passport Office where he has issued more than 49,000 marriage licenses and 57,000 passports. Through the years, customers have complemented him on his friendliness, professionalism, knowledge, and excellent service.

Duffy is a great asset to the Office, and played a key role in the creation of satellite offices for issuing marriage licenses and processing passports. However, perhaps his most memorable accomplishment while working in the

Marriage License Office was finding the person that he could place his own name on a marriage license with. After four years of working with a lady named Sandy, Duffy proposed, and they were issued their own license by the Clerk of the Court.

Duffy is like the Energizer Bunny – he keeps going and going. Thirty-seven years of public service has not tired him. He is still going strong to provide excellent service, as well as keeping a pleasant and positive attitude. He says that it is the opportunity to serve and interact with the public that has kept him going all this time.

Among the famous people Duffy has served are Barry Goldwater, Alice Cooper, former Arizona Diamondback Matt Williams, and former Phoenix Sun Jason Kidd.

Learn the language of acronym

JOLTS, JAVS, MEEDS, and EDMS are only a few of the many acronyms that are a part of the Clerk's Office language. Ever wonder what these and the other acronyms you hear really stand for? The Clerk of Court's COCWeb (Clerk of the Court website) can help solve the mystery. The COCWeb now has a place that lists the majority of office acronyms, and provides a description of what they stand for. To visit the site, log on to: <http://cocweb/policiesandprocedures/pfdc/acronyms/acronyms.html>

Northeast Court is ready to be dedicated

The sound of pounding hammers is about to change to the pounding of gavels at the new Northeast Regional Court. The construction phase is over and the time for it to open for business is almost here. Court, county, and construction officials are holding a dedication ceremony for the new 104,900 square-foot facility at 9:30 a.m. on September 13 to officially announce the opening. The ceremony will be held at the court, which is located on the southeast corner of State Route 51 and Union Hills.

Services provided by the Clerk's Office at the NE Court will include: a filing counter (for Civil, Family Court, Probate and Tax cases); Marriage License Office; and an external Filing Depository box. More details about the new Northeast Court will be provided in September's Record Times.

Monthly COCWeb Update

by Anje Anderson, ITG Administrator

There has been a lot of work going on behind the scenes by ITG in regard to the New COCWeb.

To recap some of the website's benefits:

- Entry of your login and password just once per day for access to most applications;
- Alphabetized menu-options;
- Customized links;
- Easy search option, by key words;
- A totally steadfast behind the scenes security feature; and
- CNN News, local weather, traffic reports, and more!

You guys are going to love this

Guess what? It's all coming this fall!

Michael's

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Michael K. Jeanes
Clerk of the Court

Change is here

*"There is nothing permanent
except change."*

[Heraclitus](#) BC 535-475, Greek Philosopher

Change – I realize that you are seeing a considerable amount of change with our recent organizational restructuring and introduction of new e-filing pilot programs. We can expect to see even more changes in the future as we move forward in fully implementing the electronic document management system, introduce new technology,

streamline processes, and expand our office locations (Northeast and the Downtown Justice Center), among other exciting projects.

Change is not always easy, but it usually works out for the best. Yet many of us still fight it. Often times, we overestimate the value of what we give up and underestimate the value of what we gain with change.

Here are a few interesting points that an international leadership speaker told one of his audiences about the topic of change:

- 1) **If you do not change, you can become extinct.** Of the Fortune 500 companies listed 70 years ago, only four remain on the list today because they would not or could not change.
- 2) **What would you do if you weren't afraid of change.** This is a great question to ask yourself. The emotion of fear can be beneficial if it prompts us into action. However, when we are so afraid that it keeps us from accomplishing anything, then fear gets in the way.
- 3) **When you move beyond your fear, you feel free.** Going in a new direction keeps us from being paralyzed and helps us overcome our fear.
- 4) **The quicker you let go of the old ways, the sooner you will find new gains.** If we are to change quickly enough to succeed in a rapidly changing world, we must ask ourselves what is keeping us from changing now? Think about what you are holding on to and what you need to release.

If you have any questions about the changes that have occurred or will be occurring, I invite you to share them with me at one of my monthly munches.

Newsletter readership increasing in Las Vegas

Each month, employees are invited to send the Public Affairs Office a photo of themselves reading the Record Times while on vacation. Last month, the newsletter was seen with an employee and an Elvis impersonator in Las Vegas, Nevada. This month, the newsletter returned to Las Vegas with five more Clerk of the Court employees.

Pictured here are (from left) EDM's Isabel Osuna and Heather Gunnell, Criminal Docket's Juanita Hernandez, Courtroom Clerk Kandi Williams, and Downtown RCC's Allison Cole, who took time to pose with the newsletter during a trip together in Las Vegas.

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



Scanning the scans

On average, the Clerk's Office scans more than 200,000 paper documents (700,000 pages) per month. These images are building a repository that is enabling the judicial system to receive, store, route, and make available electronic documents and eliminate paper documents. To ensure electronic documents meet standards, including legibility and the information is completely captured, the office created a Quality Control Unit last year.

Today, the Unit (comprised of six employees) inspects an average of 16,000 scanned documents per month. Their efforts eliminate potential issues for the court such as missing pages and illegible file dates or text, and ensure an overall quality image.

Did you know...

Last year, Clerk of the Superior Court employees donated:

- More than \$4,326 to the County Combined Charity Campaign, which assists non-profit agencies;
- 378 pairs of socks and 584 pairs of shoes for the homeless;
- 3,862 articles of clothing and 987 school supply items to local schools for children in need;
- 255 new toys for children in the community during the holiday season; and
- 2,471 articles of clothes for individuals in need.



How to prevent ID theft

The County Attorney's Office recently began a campaign to end ID theft. The campaign's website www.endidtheft.com provides information on how to prevent becoming a victim of ID theft. Here are a few of their suggestions:

- Shred your documents before throwing them away.
- Don't leave mail in your mail box.
- Don't leave personal information in your car.
- Don't give personal information over the phone or Internet, unless you initiate the contact.

Recordsetters

(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 — COMPLIMENTS —

Following are comments the public wrote on the customer survey cards about the service they received:

Civil File Counter

- “**Reta** was very helpful and easy to work with. She is a pleasure to be around.”

SE Civil/Probate/Criminal Filing Counter

- “The SE CV counter is great. They are always extremely helpful and calming in a stressful situation.”

- “The service was fantastic!”

SE Family Court Filing Counter

- “The ladies were very helpful and nice. We could use more people like them around.”

- “Good job...the ladies were very helpful and understanding.”

CO-WORKER — COMPLIMENTS —

“I want to thank the entire **Juvenile Courtroom Clerk staff** – the Durango/Downtown juvenile clerks for persevering in keeping the courts covered during staff vacancies, and the Southeast juvenile clerks for the assistance they provided to the Durango/Downtown staff when it was needed.”

— **Rebecca Miller**

“I want to send a big thank you to **Marcella Lartz** and **Olivia Cardenas** from the Civil Filing Counter for helping out while our department is short-staffed. It is greatly appreciated.”

— **Katie Sullivan**

“I want to thank Judicial Assistant **Kristi Johnson** for all of her help while we were transitioning between judicial assistants in Commissioner Bodinet and Commissioner McCoy’s divisions. She could have used a skateboard to get from one end of the hall to the other during the time she was helping us out.”

— **Jenny Skuza**

“I want to thank all of the **Downtown Management supervisors** for helping me in my new position. I want to give a special thanks to **Charlotte Levine**, who has been a HUGE help and I appreciate her support.”

— **Merriel Trombley**

*Recordsetters
jump right
in to
help their
customers*



“A big thank you is given to **Leah Lindahl, Jean Walker, Kimberly Maloy, and Walter Rockwell** for the tremendous help they provide to the EDM Quality Control Group. They take time to research and find the correct case number when there is a wrong-numbered document on the EDM Exceptions Log.”

— **Barb Smith**

“I want to extend a big thank you to **Liz Russo** for always taking the time to assist me with criminal minute entries. She always responds to my questions immediately and she consistently offers her assistance. What an asset she is to the office.”

— **Alicia Burd**

“I would like to thank the Criminal EDM staff (**Gina Frigo, Jan Bevan,**

Eileen Fenner, and Fran Hanson) for the extensive search for documents they perform for the Appeals Department. Their help is very much appreciated by me and by the other Appeals Department staff members.”

— **Cheri Bagato**

OTHER — COMPLIMENTS —

A staff member from the Department of Economic Security sent a note to the Clerk’s Office expressing appreciation for the service she received from Customer Service Center’s **Rose Crowley**. The customer said Rose was extremely prompt in her response. She also said Rose not only provided the information she requested, but included additional information she needed as well.

A legal assistant from a local law firm took time to write a letter to the office to say how much he appreciated the outstanding service that Probate File Counter’s **Angie Northrop** provided to him. He wrote, “I would like to thank you for the exemplary service you provided to our office. I recently called your office regarding an original document that we inadvertently did not include with a court filing. You were able to track the file and instruct us in a professional and courteous manner on how to properly get the original document with the other filings, so as not to delay the filing process any further. Thank you for the assistance. We greatly appreciate it.”

Superior Court’s Jill Siller sent an email to Court Supplies’ **Richard Lopez** and **Fernando Cabral** to commend them for their excellent service. She wrote, “Thank you for the great job you consistently do. Whenever I come to you with a need, I am always met with professional, motivated staff, who make me feel well taken care of. You and your staff are impressive and very much appreciated.”

Employee News

(A special section devoted to news about employees of the Clerk of the Superior Court's Office.)

— BIRTHS —

• Congratulations to Marriage License and Passport's **Angelique Rodriguez** on the birth of her 7 lb. 11 oz. baby boy on July 29. Her new son's name is Andrew Ray and he is her third child, and first boy.



• Support Finance's **Michelle Fowler** gave birth to a 6 lb. 4 oz. baby girl on July 12. Her new daughter's name is Samantha Mae.

• Southeast Filing Counter's **Tracy Arrington** delivered a 7 lb. 15 oz. baby boy on June 28. Her new son's name is Royce Lee.

• Congratulations to Southeast Court Clerk **Lydia Gonzales** on the birth of her second grandchild. On July 10, her new granddaughter, named Cynthia Rae arrived weighing 7 lb. 15 oz.

— NEW EMPLOYEES —

- **Karen Alvarez** – Juvenile Durango Courtroom Clerk
- **Erica Bookman** – Distribution
- **Jason Campos** – Court Supply
- **Kenna Cumbley** – Support Finance
- **Jennifer Friess** – Courtroom Clerk
- **Nancy Guzman** – Durango Juvenile Courtroom Clerk
- **Jolene Hogue** – Courtroom Clerk
- **Krista Johnson** – Southeast Fileroom
- **Josh Jakubczak** – Fileroom
- **Cheryl Johanning** – ITG Help Desk
- **Lance Kellar** – Court Supplies
- **Claire Manke** – Family Court EDM
- **Linda Mauro** – Courtroom Clerk
- **Jolie Matlack** – Courtroom Clerk
- **Richard McHattie** – Strategic Planning and Management Director

- **Linda Osuna** – Public Records
- **Regina Romero** – Southeast Civil Docketer
- **Jared Rutledge** – Family Court Filing Counter
- **Jesus Salomon** – Civil EDM
- **Todd Schulz** – Family Court Filing Counter
- **Linda Stout** – Appeals Auditor
- **Natalie Taswell** – Public Records
- **Anita Treacy** – Courtroom Clerk
- **Chiquita Williamson** – Civil Docket
- **Veronica Ybarra** – Durango Juvenile Courtroom Clerk

OFFICE

— ANNIVERSARIES —

The following Clerk of the Court employees celebrate milestone office anniversaries in August:

10 YEARS

Lisa Bonilla and Len Keso

5 YEARS

Annette Lepak and Jody Fisher



Picture yourself in the office newsletter

The deadline for the Record Times' Summer Photo Contest has been extended to Sept. 9. Employees interested in participating in the contest are asked to submit a photo of themselves reading the newsletter for one or two of the following categories:

- 1) Farthest Distance from Phoenix
- 2) Most Creative or Original Photo
- 3) Most Famous Location
- 4) Most Scenic
- 5) Most Humorous

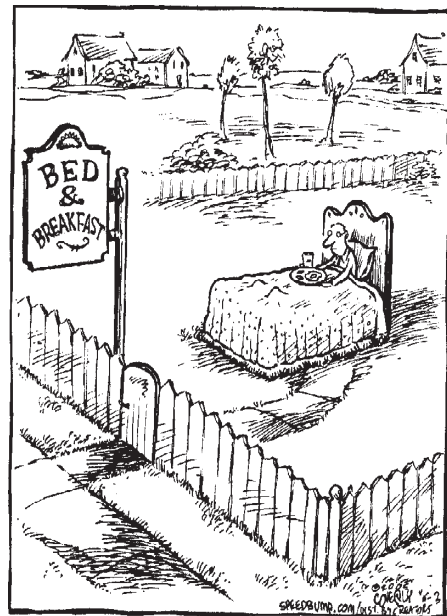


CONTEST RULES

- Photo must have the employee and the newsletter in it
- Photo must include employee's name, phone number, and department
- Photo must include a short description
- Photo must be suitable and printable
- Up to two photos may be submitted
- Photos may be in either print or electronic format
- Employee may win up to two categories
- Send photos to Len Keso, Public Affairs Office, CC-PA

EMPLOYEE — SPOTLIGHT —

Name: Kari Lund
Department: Human Resources
Hometown: Howard, South Dakota
Family: *Husband* - Steve
Birthday: January 5
Years with Clerk's Office: Six years
Favorite Activity: Traveling
Least Favorite Activity: Cooking
I'm Most Proud of: Moving to Arizona by myself and making a go of it. I love it here!
Most Adventurous Thing You've Done: I rafted 177 miles through the Grand Canyon (twice).
My Favorite Meal: Lisa Kellar's chicken salad. It is the best.
A Pet Peeve: Drivers with cell phones (Sorry, I think it can be dangerous)
A Dream I Have Is To: Going to Africa on a safari
Two people you would like to have dinner with: Mary Magdalene and Teddy Roosevelt
What Was Your First Job: I was a waitress in a little cafe when I was 12. I was scared to death.
Nobody would believe it if they knew... that I lost two houses to tornadoes. (I wasn't home either time).



Record Times. Published monthly by the Clerk of the Court's Public Affairs Office for distribution to employees on the last payday of each month. Contact PA&E, CCB, 201 W. Jefferson, Phoenix, Ariz. 85003 (602-506-6114) or by e-mail LKeso@cosc.maricopa.gov

Editor

Len Keso