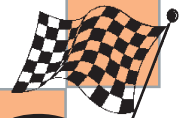


Record Times



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



County approves \$2.11 billion budget

Tax rate lowest in 26 years

The Maricopa County Board of Supervisors voted unanimously to approve the 2005-06 budget. This fiscal year's \$2.11 billion budget is \$475 million lower than last year's budget.



As a result of the reduced budget, Maricopa County's property tax rate was cut by about 2.37 cents per \$100 of assessed valuation. This is the lowest overall property tax rate for Maricopa County in 26 years. One of the seven strategic priorities of the county is: *Continue to exercise sound financial management and build the County's fiscal strength while minimizing the property tax burden.*

2005 CASE closed, 2006 door open

The 2005 CASE of "Employee Recognition" is officially closed. The final verdict is in. The evidence brought forth during the annual employee recognition program, which is called C.A.S.E. (Celebrating and Saluting Employees) proved that the Clerk of the Court's Office, without any reasonable doubt, is filled with outstanding employees, who provide excellent service.

The final two recognition events (the Customer Service Center and Durango Juvenile) were held at the end of June, which officially brought the C.A.S.E. to a close for 2005, but opened the door for employees to begin looking for nominees for the 2006 awards program.

Following are the final 2005 C.A.S.E. award winners from the Customer Service Center and Durango Juvenile. The Northwest, Downtown, and Southeast winners were listed in the May and June issues of the Record Times.

CUSTOMER SERVICE CENTER AWARDS

- ▶ **Excellence** – *Discovery and Confidential Staff* (Mary Young, Patricia Wolff, Aurora Avina, and Sarah Dignard) / Don Christoph / Candy Cole-Terry
- ▶ **Customer Service** – Jeanette Farrison / Diana Garbarino / **Support Services staff** (Janeene Carrillo, Susan Baldwin, Beverly Clement, Rose Crowley, Diana Eaton, Christine Goodwill, Sylvia Rosales, Annette Tallabas, Edith Witherspoon, and Cheryl Marzella)
- ▶ **Leadership** – Donna Hall / Correnia Honaker / Kevin Hooper / Ramon Flores

...article continued on page 2 (see C.A.S.E.). Photos of Michael presenting awards to staff are below.



Diana Garbarino



Ramon Flores



Kiera Molina



Norma Barron

A shirt tale

The opportunity to order one or more of the new office polo shirts, as well as the newly-introduced long and short-sleeved cotton/poly easy care dress shirts, ends on **July 26**. The next ordering campaign won't be held until the fall. Shirts



Court Information Desk's Andy Rodriguez wears a different polo shirt almost every day to work.

may be ordered by visiting the COCWeb at <http://cocweb/news/polo.asp>.

Since the new office shirts became available in November to wear to work, Clerk of the Court employees have purchased 200 shirts.

Monthly COCWeb Update

by Anje Anderson, ITG Administrator

The behind the scenes, but ever so important MIMIWEB portal is nicely progressing. This is the background technology that gives us the security access affording employees the luxury of entering their login and password once, and then having the system acknowledge each application they need on a daily basis. This is the same process that occurs when staff accesses the new File Tracking system deployed on July 9. As we enter the system, all applications used appear on the COC portal.

Don't despair, even though you are not seeing the results yet, there are good things being accomplished. Soon we will be able to experience the advantages of the changes that are being made and even see some amazing surprises.

Michael's

message



Michael K. Jeanes
Clerk of the Court

Your idea just might pay off

Following is information from the County Employee Suggestion Program that provides information on how you can save our office and the county some money, as well as possibly earn some for yourself.

"What is it most of us really want from work? We would like to find the most effective, most productive, most rewarding way of working together. We would like to know that our work process uses all of the appropriate and pertinent resources: human, physical, financial. We would like a work process and relationships that meet our personal needs for belonging, for contributing, for meaningful work, for the opportunity to make a commitment, for the

opportunity to grow and be at least reasonably in control of our own destinies. Finally, we would like someone to say "Thank you!" - (Dupree, Leadership is an Art)

Maricopa County has an Employee Suggestion Program that is all about recognizing and rewarding! In today's changing world with its endless complexity in systems development and technological solutions, it's important to remember that systems and procedures do not produce results.... employees generate results!

The "Rewarding Ideas" suggestion system is prepared to reward employees whose ideas are implemented and have resulted in: reduced costs, increased revenues, and improved service to our taxpayers and/or internal customers.

If you have an idea that might save Maricopa County money, or improve the delivery of services, that idea could result in a cash reward for you. If the



suggestion you submit results in a cost savings for the department, the Merit Award Board may recommend to the Board of Supervisors that you receive a monetary award of 20% of the estimated first year's savings (up to the \$2,500, not less than \$25). That's right! Absolutely no one is left out. If it is a suggestion that results in intangible benefits (suggestions that do not have a financial impact on the County), you can receive an award up to \$100, not less than \$25.

How does the "Rewarding Ideas" process work?

- Submit your suggestion directly to the Rewarding Ideas Program Administrator.
- Your suggestion will be analyzed by a department representative.
- If approved, the Merit Award Board recommends a cash award (if applicable).
- Get your suggestion form at [www. http://ebc.maricopa.gov/pio/employee_rewards/](http://ebc.maricopa.gov/pio/employee_rewards/) More information is available by contacting Nancy Santos at 602-506-5233.

Newsletter goes from famous place to famous face

Each month, employees are invited to send the Public Affairs Office a photo of themselves reading the Record Times while they are on vacation. Last month, the newsletter was seen at a famous place (the Statue of Liberty). This month, it is found with a famous face.

Pictured here is ITG's **Merriel Trombley**, who is reading the newsletter with none other than Elvis Presley (okay... he is actually an impersonator of Elvis) in Las Vegas.

Employees may submit photos of themselves reading the Record Times at anytime to the Public Affairs Office. Please include name, phone number, and a photo description.



...C.A.S.E. continued

► **Teamwork – Disposition and Abstract Team** - (Rene Howard, Kathryn Kruse, Sharon Wilson, Catherine Diaz, William Cruz, Tawnie Wells, and Cheryl Marzella) / **Fileroom Team** - Alesia Bookman, Charlotte Concholar, Ramon Flores, Giannina Franco-Perez, Tina Gonzales, Lyn Hannan, Heline Johnson, Leanne Jones, Kelly Laird, Luther Morris, Ron Lopez, Veronica Olivias, Karina Orendain, Diana Perez, Larry Pettit, Maria Reyes, Delilah Terrones, Angela Walker, Joseph Chino, Martin Gandarilla, Nancy Gradilla, Druscilla Granillo, Christopher Kraus, Aracely Redondo, Jacqueline Rodriguez, Benjamin (Pete) Roman, Jessica Rosset, Dan Sullinger, Elnora (Sissy) Snyder, John Whitford, Ivan Diaz, Steve Gonzales, Scott Mandel, Traci Ranft, Sylvia Anderson, and Ed Morris / **E-Filing Team** - (Don Christoph, Clay Proulx, Shane Monroe, Andrea Wolfe, Tim Potratz, Candy Cole-Terry, Meg Kelleher, Aaron Jones, Correnia Honaker, Steve Lauer, Andrew Czuppa, Stace Williams, Vonda Culp.

DURANGO JUVENILE AWARDS

Excellence Award - Kiera Molina / Kerry Reynolds / Jan Price / Norma Barron

Customer Service Award - Rachel Robles / Lori Morris / Teri Dunn / Isabel Sernas and Desiree Leroy

Leadership Award - Cindy Malnar

Teamwork Award - Support Team - Jan Price and Norma Barron / **ClerkTeam** - Alicia Burd, Kiera Molina, and Tami Mayes.

Isabel Sernas and Desiree Leroy



The E-Filing Team



Did you know....

- The Clerk's Office receives 232,000 paper documents per month.
- The Information Desk had 14,977 customers in June.

Recordsetters

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

CUSTOMER SURVEY CARD COMPLIMENTS

Following are comments the public wrote on the office's customer survey cards about the service they received from staff:

Customer Service Center's Public Counter

- "Essie, Laura, and Connie were such a great help."
- "Debbie made this an easy experience and was extremely helpful."
- "Veronica was exceptional. She's always friendly, courteous, and very professional."
- "The clerks at the front counter and in the back did a great job as always."
- "Martha always has a smile. She's very nice."
- "The clerks in this office were courteous. They went out of their way for me and even delayed their lunch break to make sure someone was taking care of my request."

SE Juvenile

- "This office is so well run that it is incredible. The employees seem to have a very good working relationship and I always receive excellent service. Kudos to all, and especially to **Dave** who helps me. I also want to acknowledge **Diane Hoy**. She is a great manager and it shows in the level of service I receive from her staff. Of all the government office's I have ever dealt with, this is my favorite."
- "The Clerk's Office staff was extremely helpful and the judge was friendly and courteous and treated me with respect."

CO-WORKER — COMPLIMENTS —

"We want to thank **Angela Allegretti** for all of her help these past few months. We couldn't have done it without her."

— **Jessica Folts, Teresa Haaser, and Sheelagh Ponicki**

"I want to give a COLOSSAL thank you to **ITG** for always being ready to help in my time of need — especially **Merriel Trombley** and **Diane Barnes**, who have so much patience."

— **Grace Tucciarone**



Office recordsetters know how to get the job done fast

"I would like to say thank you to all of the **Fileroom staff** for their continued hardwork."

— **Ed Morris**

"I want to send a big THANK YOU to all of the **SE Juvenile Court Clerks** for helping out the Durango Juvenile Court Clerks during this shortage of clerks we are having. It is greatly appreciated."

— **Kiera Molina**

"I would like to thank the ladies in the Criminal EDM for the extensive search for documents they performed for the Appeals Department. **Gina Frigo, Jan Bevan, Eileen Fenner,** and **Fran Hanson** your help is very much appreciated by me and the Appeals Department."

— **Cheri Bagato**

OTHER

— COMPLIMENTS —

Criminal Filing's **Andrea Martin** sent a note to File Delivery Supervisor **Ed Morris** complementing the service she received from the Fileroom's **Christopher Kraus**. She wrote, "I requested a lot of new SW file folders to be made and Chris had them to me in one day. What a great job!"

A customer wrote a note to License Services Supervisor **Linda Johnson** to express his gratitude for her help and advice for a friend who needed to obtain a passport in another state. He wrote, "This is just a follow-up to thank you for your advice and attention to detail. My friend was able to get to the Los Angeles Passport Office and complete the process to obtain a passport. He followed your instructions and all was completed in a timely manner. Thank you again for your service."

An employee in the DUI Center wrote File Delivery Supervisor **Ed Morris** to say how much she appreciated the service of Fileroom's **Scott Mandel**. She wrote, "Scott has always made time to answer all of my calls to accommodate my needs in an expeditious fashion. I so much appreciate him. He is a real asset to your department. Thank you."

A customer took time to send a special card to the **Criminal Financial Obligations** staff to let them know how much she appreciated them locating her so that they could send her a restitution check for a crime that was committed against her several years ago. She wrote in the card, "Such a great and happy surprise to receive a check by mail. It was unexpected, but so gratifying to receive a check from something that occurred four to five years ago. Thank you and good police work in finding me. Justice is being carried out."

Employee News

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

MARRIAGES —



• Congratulations to ITG Client Server Programmer **Clay Proulx**, who got married on May 26. His wife's name is Robbie and they spent their honeymoon in Santa Fe, New Mexico.

BIRTHS —



• Congratulations to Southeast Adult Courtroom Clerk **Deborah Fisk**, who became a grandmother for the first time on July 1. Her new grandson's name is David Walker Kinnaird IV and he weighed 5 lbs. 6 oz.

• Congratulations to EDC-DT's **Crystal Machelski**, who gave birth to a 6 lb. 12 oz. baby boy on June 3. Her new son's name is Tyler Thomas.

NEW EMPLOYEES —

- **Gloria Begay** — *Customer Service Center Fileroom*
- **Jennifer Friess** — *Courtroom Clerk* ★
- **Lance Kellar** — *Court Supplies*
- **Chris Kelly** — *Chief Deputy*
- **Erika Lopez** — *Southeast Adult - Electronic Document Management*
- **Linda Mauro** — *Courtroom Clerk*
- **Sherman Prezzy** — *Juvenile Durango File Maintenance*
- **Anita Treacy** — *Courtroom Clerk*
- **Veronica Ybarra** — *Juvenile Courtroom Clerk* ★



OFFICE

— ANNIVERSARIES —

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

20 YEARS

Janice Bray

10 YEARS

Reggie Graham

Roxanne Luiszer

Ed Morris

5 YEARS

Angela Chavarria

Ramon Flores

Ronald Lopez

Annette Tallabas

Keri Wade



Summer Photo Contest

The Record Times is holding a Summer Photo Contest. A small prize will be awarded to the employee whose photo with Record Times newsletter is selected as the best in one 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



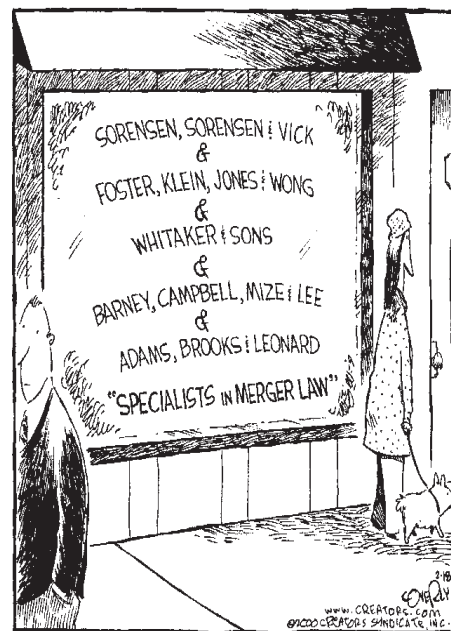
CONTEST RULES

- The contest takes place through Aug. 31
- 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
- You may submit no more than two photos
- 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
- Photo contest winners will be announced in September

NOTE: Past issues of the Record Times dating back to December 2001 are available on-line at <http://cocweb/news/recordtimes/default.asp>

EMPLOYEE — SPOTLIGHT —

Name: Keri Wade
Department: Northwest Filing Counter
Hometown: Pacoima, California
Family: *Husband* - Brian / *Daughter* - Samantha
Birthday: August 5
Years with Clerk's Office: 5 years
Favorite Activity: Camping
Least Favorite Activity: Cleaning bathrooms
I'm Most Proud of: Having the opportunity to adopt my daughter
Most Adventurous Thing You've Done: Waking up while camping with a skunk asleep on my pillow.
My Favorite Meal: My mom's homemade macaroni and cheese
A Pet Peeve: When someone doesn't say "goodbye" when hanging up the telephone
A Dream I Have Is To: Vacation in Jamaica
Two people you would like to have dinner with: Lucy and Ethel together
What Was Your First Job: McDonalds
Nobody would believe it if they knew... that I was in Competition Roller Skating for 10 years



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Editor

Len Keso