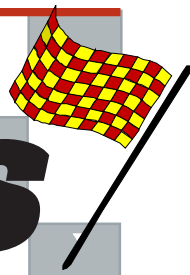


Record Times



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

Division created to prepare office for future

Where is the Office headed? What will change? What does it mean to me? How will the Office measure success? These are some of the questions being addressed by a newly established Strategic Planning and Change Management division (SPCMD), headed by **Rich McHattie**.



SPCMD was developed, in part, as a dedicated resource to help clarify and further define the Office's key priorities. With many great initiatives under way – from EDMS certification to e-filing – it is important to utilize a planning process to determine the long term goals, identify the best approach for the timely achievement of those goals, and communicate the plan to the entire organization. Like most organizations, the Clerk's Office has limited resources, so it must plan effectively to ensure everyone is working towards the same goals.

The strategic planning process is really one step in the model for continuous improvement or performance management. Maricopa County utilizes a performance management program called Managing for Results, or MfR. The program involves the process of strategic planning, reporting on performance measures included in the plan, evaluating those results, and then making decisions from that information

Continued on page 2 - Strategic

The "Who's Boo of the Clerk's Office" returns

Spook-tacular costumes will appear once again in the Clerk of the Court's Office. To provide a little employee morale **BOO**st, the Office is holding its annual "Spook-tacular Halloween Costume Contest" on Monday, Oct. 31 at each Office location

Clerk of the Court Michael Jeanes and Chief Deputy Chris Kelly will attend the event at all of the locations. Prizes and certificates will be awarded to the costume winners. In addition, there will be special prize drawings for those who attend the event.

Last year, there were 25 costume contest winners. The following is a list of the costume judging times at each location:

- **Northeast** - 8:30 a.m.
- **Northwest** - 9:30 a.m.
- **Durango Juvenile** - 10:30 a.m.
- **Downtown** - 12:15 p.m.
- **Customer Service Center** - 2 p.m.
- **Southeast Adult** - 3:15 p.m.
- **Southeast Juvenile** - 3:45 p.m.



These are only some of the employees who participated in the 2004 Spook-tacular Costume Contest.

30 years and still counting for Lydia

On Oct. 21, SEA Courtroom Clerk Lydia Gonzales celebrated her 30th anniversary with the Office. She is the 4th employee to celebrate 30 years with the Office this year. The following is a brief interview conducted by the *Record Times* with Lydia about her accomplishment.



What was your first job here?

My first job with the Clerk's Office was Courtroom Clerk in 1975. Prior to that, I worked at Adult Probation.

Did you think you would work here as long as you have? I really didn't think about how long I would work here. The years just passed by.

What are some big changes you have seen in the office? There have been so many changes that it is hard to pinpoint just one. Computers have definitely made a big impact.

What have you enjoyed about your job? I like the diversity. There is never a dull moment, and you learn something new every day.

What has kept you going all this time? The variety. It is a very interesting job to have.

Have you worked in other areas? I have crossed-trained in Passports and Marriage Licenses, the Filing Counter, and the Fileroom.

How much longer do you think you will work? I will probably work an additional two or three years.

Do you have any other comments? There are a lot of wonderful people who are employed here.



Michael's

Message



Michael K. Jeanes
Clerk of the Court

Make no mistake about it, we can learn from our mistakes

"Mistakes are a fact of life, it is the response to error that counts."

– Nikki Giovanni, American Poet

We all make mistakes – at home and here at work. If we never make mistakes, then we are probably not making any decisions. But our mistakes can have value if we allow them. We can learn from our mistakes and then move forward. Author and speaker John C. Maxwell had

this to say about mistakes:

- Messages that give us feedback about life.
- Interruptions that should cause us to reflect and think.
- Signpost that direct us to the right path.
- Tests that push us toward greater maturity.
- Awakenings that keep us in the game mentally.
- Keys that we can use to unlock the next door of opportunity.
- Explorations that let us journey where we've never been before.
- Statements about our development and progress.



Our office is moving forward fast with new services, technology, and other efforts to meet the growing demand of our customers. Each year, the work load increases and we serve more customers. While it would be nice that none of us ever makes a mistake as we meet these demands, reality is that it will probably happen on occasion. If it does, just remember to learn from them so that they become worthwhile, and then move on.

Most Creative and Most Scenic photo contest winners

This past summer, the *Record Times* conducted a photo contest that asked employees to submit photos of themselves reading the newsletter while they are on vacation. Numerous employees entered the contest and winners were selected in seven different categories. During these next few months, the winning photos are being printed in the *Record Times*.

Pictured below (Photo #1) is Administration's **Darlene Anderson** who received first prize for this photo in the "Most Creative" category. Darlene is posing with the newsletter, her husband Bruce, and a man dressed as a pirate while they were traveling to Grand Cayman on a cruise. In Photo 2 is Customer Service Center's **Feliz Gorny** who received first prize for this photo in the "Most Scenic" category. Feliz is posing with the newsletter in front of a floral garden at Stanley



Park in Vancouver, B.C., Canada.

Employees may submit photos of themselves reading the *Record Times* at anytime for this feature. Please send photo(s) to the Public Affairs and Education Office, 2nd Floor, CCB.

...Strategic continued

that affect future planning goals. The strategic plan establishes the key performance measures used to track success and then the Office reports on these measures each quarter of the fiscal year. Pat Percival is currently working with managers to collect the MfR statistics that will be reported for the first quarter of the 2005 - 2006 fiscal year. County departments have until Nov. 11 to post their first quarter results on the EBC, and we encourage you to view our results once they are posted at <http://ebc.maricopa.gov/mfr/default.asp>

Ultimately, the organization's direction will be defined in a document called the *Clerk of Superior Court Strategic Plan for 2005-2007*. The Plan states the Vision (the desired future), the Mission (the reason for being), and outlines the strategic priorities, goals, and objectives. When the current strategic plan is finalized, it will be posted on the COCweb.

This new division is one example of the changes taking place in the Office. As the name of the division indicates, the team will be involved to ensure employees understand the changes taking place, what it means to them, and the resources available to manage those changes. The team will work closely with the Public Affairs and Education and the Training & Staff Development Offices to communicate the Strategic Plan and the important role each person plays in the continuing success of the Office.

Knowing notary news

The Clerk's Office has created a Notary Bond website to improve customer service by offering quick and easy access to the status of notary bond or certificate information. The site can be accessed at www.clerkofcourt.maricopa.gov/ and then click on "Notary Bonds." The site offers search ability to find specific information regarding existing problems with the submissions and dates relating to mailings. An e-mail address is also provided to ask questions.

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:

Customer Service Center Public Counter

- “The employees are consistently helpful and cheerful!”
- “Fast, nice, great service!”
- “Great service!”
- “**Laura** and **Martha** were a great help. **Carmen** also provided a lot of help.”
- “**Ms. Essie** and **Connie** were very helpful and very knowledgeable.”
- “More than excellent!”
- “Keep up the great work!”

CO-WORKER — COMPLIMENTS —

“I want to send a BIG THANK YOU to the guys in **Court Supplies**. They are always awesome in getting supplies to me very fast and their service is greatly appreciated.”
— **Andrea Martin**

“I would like to thank all of my new co-workers at the **Northeast Office**, and all of my former co-workers at the **Downtown Office** for the wonderful support they have given to me during the recent loss of my mother. Friends are invaluable when you have sustained such a loss, and I am blessed to have so many friends at work. Thank you for being there.”
— **Jean Walker**

“I would like to take this opportunity to thank the **Micrographics/EDM staff**, **File Room staff**, and **Document Filing staff** who have been prepping case files for filming. Everyone has been working so hard to get these filmed. Thank you everyone. We couldn’t do it without you.”

— **Tina Barrett**

*Recordsetters
know the art
of service*



“I want to send a special thanks to the **Civil Filing Counter staff** for providing excellent service by staying late to help their customers. I would also like to thank **Katie Sullivan**, **Michelle Paigen**, and **Cindy Richards** for helping the filing counter with their customers when the lines are long. All of you are GREAT!”

— **Merriel Trombley**

“I wanted to let **Dora Sandoval** know that she is doing a great job as a trainer/auditor and thank **Rene Gillison** for her help.”

— **Rebecca Wilds**

“I would like to thank Support Finance Supervisor **Don Vert** for all of his assistance with customers. He is always willing to help no matter what the situation is. He will tackle any issue and see it through until it gets resolved. I greatly appreciate him.”

— **Sandra Strange**

OTHER — COMPLIMENTS —

Civil Filing Counter Supervisor **Merriel Trombley** sent a kind note to Central Court Supplies Manager

Bob Prater thanking him for the great work his Facilities Management staff (**Larry Spoehr** and **Dell Moore**) did in her office. She said, “I want to thank you for my office. You exceeded my expectations by far. It looks wonderful! Thank you so much for all of your hard work. It is very much appreciated. You guys are the best!”

George Schade Jr., special master of the Arizona General Stream Adjudication, sent a note to the Clerk’s Office commending Court Supplies’ **Michael Ball**. He wrote, “**Michael Ball** has done our courier service for several years. He is friendly, prompt, reliable, and helpful.”

A customer called the Clerk of the Court’s Office and left a voice mail for **Nancy Killian** (**Michael Jeanes**’ Administrative Assistant) saying that she works in the customer service field and wanted her to know how helpful Office Receptionist **Sandra Strange** was to her. The customer said **Sandra** is a great asset to the Office, and she complimented her on her customer service skills. She also stated that **Sandra** was very helpful and was the first person she had dealt with who was able to assist with her issue.

A customer took time to send a fax to the Criminal Financial Obligations Unit to commend **Benny Lopez** for his assistance. The customer had not been receiving his restitution checks and **Benny** helped resolve the matter. He said, “**Benny** was very helpful on the phone and in this day and age, that is very refreshing.”

A customer wrote the Clerk of the Court’s Office to acknowledge the great job the **Old Courthouse Probate staff** performed for him. He said they provided quality service and he was appreciative.

Employee News

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

— MARRIAGE —



Congratulations to Family Court Filing Counter's **Sandra Manzo**, who got married on Sept. 29 to Stephen Valdez.

— ENGAGEMENT —

Congratulations to Customer Service Center's **Theresa Mendoza**, who recently got engaged and is planning to be married on Jan. 28.

— NEW EMPLOYEES —

- **Victoria Almaraz** – SE Family Court Filing Counter
- **Raqual Andreu** – Civil EDM
- **Lorelle Angsten** – Courtroom Clerk
- **Victoria Campbell** – SEA Fileroom
- **Karen Christensen-Gamble** – Courtroom Clerk
- **Diedra Clark** – Courtroom Clerk
- **Leticia Gonzales** – Criminal Financial Obligations Unit
- **Priscilla Huff** – Juvenile Courtroom Clerk
- **Edward Hyatt** – Juvenile Courtroom Clerk
- **Alma Kirkendall** – Courtroom Clerk
- **Brandy Lambert** – Courtroom Clerk
- **Deborah Lopez** – Criminal Exhibits
- **Douglas Lukes** – Southeast Juvenile Court Operations Rep.
- **Clarissa Quinones** – Family Court Filing Counter
- **Maggie Serrano** – RCC-DT
- **Davina Tsosie** – Courtroom Clerk
- **Teddy Turnbow** – CSC Fileroom
- **Linda Wagman** – Fileroom
- **Erendira Zuniga** – RCC-DT

— EMPLOYEE MOVES —

- **GeorgeAnn Smith** transferred from Criminal Financial Obligations Manager to Accounting Operations Manager.
- **Jane Tewksbury** was promoted from supervisor to manager of the Criminal Financial Obligations Section.
- **Anna Valenzuela** was promoted from the Family Court File Counter Lead to Downtown Family Court File Counter Supervisor.
- **Cynthia Kurtz** was promoted from the SE Family Court and Criminal Court areas to Downtown Family Court/EDM Supervisor.
- **Roxana Luiszer** transferred from being a courtroom clerk to the new Downtown Criminal Document Management Supervisor position.
- **Joy Calhoon** transferred from Document Management to Juvenile Durango to be a courtroom clerk.

OFFICE

— ANNIVERSARIES —

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

30 YEARS

Lydia Gonzales

25 YEARS

Darrell Brinkley

20 YEARS

John Walker

10 YEARS

Betty Finney and Rebecca Shanks

5 YEARS

Merriel Trombley, Kendra Neal, Mary Scott, and Susan Baldwin

— AWARDS/HONORS —

The Public Affairs Office received a Silver Quill Award from the International Association of Business Communicators for their production of the 2003 - 2004 Annual Report in a competition among businesses, organizations, governments, and non-profit agencies for a 16-state region.

EMPLOYEE — SPOTLIGHT —

Name: Debbie (Deborah) Brooks
Department: Management Resources
Hometown: Chicago, Ill.
Family: *Husband* - Keith / Sons - Kyle DaShawn and Keith Jr.
Birthday: June 8
Years with Clerk's Office: 4 years
Favorite Activity: Scrapbooking
Least Favorite Activity: Cooking
Something I'm Proud of: Giving birth to my son Kyle
Hardest Thing You've Done: Becoming a peer contact and facilitator for an organization who help families face the death of a child.
My Favorite Meal: Seafood, all-you-can-eat at Red Lobster
A Pet Peeve: People who grumble when you say "Hello" or "Good Morning"
A Dream I Have Is To: Find a job that doesn't interfere with all my volunteer work. (I do enjoy my current job).
Two people you would like to have dinner with: Condoleezza Rice and Stevie Wonder
What Was Your First Job: Office typist and sales girl for a department store in the John Hancock Bldg. in Chicago
Nobody would believe it if they knew... that I was a department store model my senior year of high school. Shoppers would come into the girls department and say, "Oh, you're my granddaughters size could you try this on for me?" So I became the department sales girl and model. Shoppers would give me their phone numbers and I would call them when new items came in or when we had a big sale.

