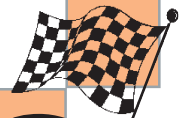


Record Times



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



Casey's are coming down the track

The Casey's are coming down the track once again. "Casey" is the name of the office's annual employee recognition award that is presented to employees at the Celebrating and Saluting Employees (C.A.S.E.) events in the summer. Casey's are presented to employees who demonstrate excellence in their work.

To receive an award, employees have to be nominated by a co-worker. All of the nominations are then reviewed by a committee and the associate clerks, who select winners from each office location. One winner (but perhaps more) is selected for each award category at each office location.

Here are the details on how you can participate in the C.A.S.E. Awards Program:

What are the award categories?

The categories that employees may nominate their co-workers for are:

- **Excellence Award** - for demonstrating overall excellence in service to the Clerk's Office;
- **Teamwork Award** - for demonstrating excellence in working together (three or more employees);
- **Customer Service Award** - for demonstrating excellence in serving customers (internal and/or external); and
- **Leadership Award** - for demonstrating excellence in a leadership capacity.

How to nominate an employee

On a piece of paper or in an email (no special form is necessary to make a nomination) please include the following items:

- 1) Name(s) of the nominated employee or team
- 2) The selected award category: **Excellence; Customer Service; Leadership; or Teamwork**
- 3) List the location the nominee works at: **DT** = Downtown / **SEA** = Southeast Adult / **SEJ** = Southeast Juvenile / **DJ** = Durango / **CSC** = Customer Service Center / **NW** = Northwest
- 4) Write a one or two paragraph explanation on why they are being nominated for the award. No more than two paragraphs.
- 5) Your name and phone number in case we need to contact you
- 6) Send nomination form by email, interoffice mail (CC-PA), or hand delivery to Public Affairs' Len Keso on the 2nd Floor of the Central Court Building.

All of these items must be included in the nomination or they may be disqualified from consideration.

The Deadline

Nominations must be received by **5 p.m., Thursday, May 20.**

When will the awards be presented?

Dates for the ceremonies are being scheduled and will be announced via email within the next few weeks.



The EASE is here

The EASE (Employees Assisting and Supporting Employees) program is a new contingency fund established to assist County employees with unanticipated financial situations related to emergency health or human services issues.

Who is eligible?

- Permanent full or part-time employees



What is eligible for consideration?

- Applicants must explore all resources before applying, i.e., family, churches, etc.
- The fund is for short-term emergencies only.
- Documentation must accompany the request.
- All disbursements will be made payable to the vendor, not the applicant.

Funding guidelines

- Funding is intended for basic charges for necessities such as housing, utilities, and food.

EASE funds are not intended for:

- Vehicle payments, insurance, or repairs
- Credit card payments
- Cellular phones, pagers or phone features
- Health insurance or medical co-payments
- Funeral expenses in excess of \$1,000

How to obtain an application

Contact Employee Relations Manager **Diane Szaniawski** (61957) or visit the EASE Website at ebc.maricopa.gov/cc/ease.asp



(Photo taken by Maureen Runnold)

ITG's Correnia Honaker stands in front of the Juvenile Durango facility construction project. She was on a tour of the building, which is expected to open in August, 2004. The Clerk's Office will have sections on the first floor.

Michael's

Message



Michael K. Jeanes
Clerk of the Court

Developing self-management skills

On the cover page of this newsletter is an article about our annual employee recognition program called Celebrating And Saluting Employees. This program is held to recognize employees who demonstrate excellence in their work. Following is an article I received on how to excel in the work place using self-management skills. I thought that I would share it with you. Here it is:

Developing self-management skills can send your career hurtling into star territory. Everyone is different, but there are some common threads or guidelines that people who are considered stars at work usually use.

In the publication How to be a Star at Work it lists these guidelines, which may help you to set up your own self-management model:

- 1) Learn what your company's goals are and then add your own value to attaining those goals.
- 2) Review your efficiency and devise ways to improve it.
- 3) Change your work routines and habits and see if you can further improve your productivity level.
- 4) Constantly borrow other people's methods for self-improvement.
- 5) If possible, adopt behaviors at work that minimize interruptions, but don't separate yourself from your peers or customers.
- 6) Plan for problems and build time into your schedule for problem solving so that you can avoid working in a crisis-ridden panic.
- 7) Do away with procrastination; build enjoyable tasks around the ones you dislike so that you don't fall behind.
- 8) Know your work patterns. Some people work in great bursts and long hours. Others work in steady rhythms. Whatever yours is, know it and respect it.

If you follow these guidelines, who knows, you may be a future C.A.S.E. Award recipient.

Newsletter goes from one country to another

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 with an employee who was in the country of Poland. This month, the newsletter is seen with an employee who is also outside of the United States.

Pictured here is Civil Filing's **Katie Sullivan** and her husband Rick, who took a moment to pose with the newsletter while they were vacationing in the Dominican Republic.

Employees may submit photos of themselves reading the Record Times at anytime. When submitting a photo for this feature, please include your name, office phone number, and a description of the photo.



The need for MEEDS is growing

The Clerk's Office is continuing to expand its Minute Entry Electronic Distribution System (MEEDS) by enrolling interested law firms into the program. MEEDS is a program that automates the entire court minute entry process for adult and non-confidential cases by sorting and electronically sending the entries from the court to the court docket, to the website, and to all interested law firms.

Currently, there are 255 law firms representing more than 2,352 attorneys who are enrolled in the program. MEEDS is providing law firms faster service and is saving the Office considerable time and costs in mailing and printing.

Family in armed forces to be honored

Maricopa County employees are invited to participate in a "Wall of Honor" exhibit by sending an **electronic copy** of a photo of a family member who is serving or has served in the military. The Wall of Honor will be displayed from May 24 to June 3 at the County Administration Building.

Send photos to Nancy Santos at nsantos@mail.maricopa.gov by **May 12**. More information is available by contacting Santos at 506-5233.

Facts to file



In 2003, the Information Desk in the Central Court Building assisted 131,869 people. The most frequently asked questions they receive are about calendar hearings, followed by questions about Clerk's Office matters.



The final contribution amount to the 2003 County's Combined Charitable Campaign for the Clerk of the Court's Office is \$8,157. The final amount for all of Maricopa County is \$404,200.69.

Recordsetters

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

CO-WORKER — COMPLIMENTS —

“I would like to congratulate **Joe Legander** on his efforts with the ‘Arizona Court System Symposium on the Global Dimensions of Muslim Culture.’ The program was very well attended and Joe did an excellent job facilitating it.”

— **Julie Grindey**

“We would like to thank Civil Filing Counter’s **Olivia Cardenas** for looking out for her fellow employees. She keeps us thoroughly entertained and we can’t wait to get to work the next day to see how the saga continues.”

— **Marsha Fuentes, Sharese Hopkins, and Carmen Amaya**

“I would like to thank **Laura Eng** for her training and support during my probation. Laura, thank you for your sincere desire for each individual’s success and happiness.”

— **Caryn Zent**

I would like to commend **David Rudd** for being so very active in always ensuring that CFO is provided with victim addresses. David unflinchingly obtains and forwards addresses when a ledger is not provided to the court. I have advised his supervisors of his superior customer service, but David should also receive officewide recognition for his outstanding service to CFO and to the victims who might not receive restitution without his intervention.”

— **GeorgeAnn Smith**

“We would like to recognize one of our

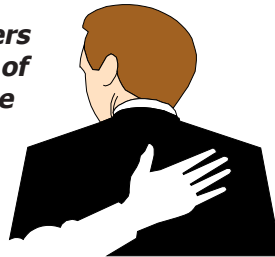
co-workers – **Reta Sneddon**. She has an outstanding ability to help and instruct us on our daily tasks. Great job Reta.”

— **From all of us in Civil EDM**

— OTHER COMPLIMENTS —

A customer called the Criminal Financial Obligations Unit to give her high praise to **Ruth Mason**. She said Ruth really went the extra mile in helping her.

Recordsetters
— *deserving of a “pat on the back”*



A Juvenile Court staff member sent an email to Court Supplies Bob Prater to say thanks for the service that **Carmen Rivera** provided her. The person wrote, “Thank you for the prompt handling of my forms order. It is the fastest I have ever received forms and I really appreciate your help.”

The bailiff for Judge Dunevant sent an email to Customer Service Center’s **Ed Morris, Ramon Flores**, and the **Fileroom staff**. He wrote, “Wow! I sent in a request for a ‘rush’ file at 3:40 p.m. and received the file at 4:35 p.m. That’s 55 minutes for a rush file. Is that some type of record? Even the JA was impressed. Keep up the good work.”

A customer called the Support Services office to say how helpful **Ana Luna** was to her. She expressed her gratefulness for the service Ana provided, and noted how quickly she was able to take care of the problem. She said she has never dealt with anyone in the office who was more efficient than Ana.

A Superior Court staff member sent an email to Bob Prater to convey her gratitude to Mailroom’s **Frances Horst**. She said Frances was able to correct a

problem with two inadvertently sent envelopes. Frances quickly retrieved the envelopes and even returned them to the person.

Support Services Supervisor Don Vert received a phone call from a customer who called him to say how much she appreciated **Darlene Pierson** and **Russell Vojir**. She said they treated her with the utmost respect. She said they showed her they cared and were concerned enough to research her problem and get an answer. She expressed how happy she was after talking with them.

Expedited Services Deborah Roland sent an email to Judy Bushong to let her know how helpful **Lisa Estrada** was to her. She wrote, “I wanted to let you know, thanks to a case note made by Lisa, I was able to help out a customer without having to bother her. The customer complemented me and said that I had been very helpful, but it was all thanks to Lisa.”

A customer sent a letter to the office to thank Criminal Financial Obligations’ **Ruth Mason** for the good service she provided to her. She wrote, “I am grateful for the assistance of everyone, particularly the County Attorney’s Office and you (Ruth) for your quick and capable determination. Thank you for your help.”

“I am extremely grateful for the determination made in our favor and follow through with regular restitution checks,” a customer wrote in a letter about the service she received from **Criminal Financial Obligations staff**. “My sincere thanks.”

Courtroom Services’ Gerri-Lynn Longbein received a call from a bailiff who went with her fiance to obtain a marriage license and a passport at the Customer Service Center. She told Gerri-Lynn that **Steve Greth** and **Chris Cerrato** made the whole process very pleasant, enjoyable, and a great experience.

Employee News

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

— BIRTHS —

Congratulations to Courtroom Clerk **Genevieve Vincelette** on the birth of her 7 lb. 6 oz. baby boy on Nov. 13. Her son's name is Jacob Anthony.

— ENGAGEMENT —

Congratulations to Customer Service Center's **Elise Manton** on her March 17th engagement to Dustin Bays. Their wedding date is Feb. 19, 2005.



— NEW EMPLOYEES —

- **Catherine Diaz** – CSC Disposition/Abstracts
- **Chrystal Duenas** – Courtroom Clerk
- **Jackie Hogle** – Criminal Financial Obligations
- **Barbara McDonald** – Courtroom Clerk
- **Joe Silberschlag** – Training Consultant
- **Tiffany Soto** – Courtroom Clerk
- **Russell Vojir** – Support Services
- **William Wong** – Criminal Financial Obligations

— EMPLOYEE MOVES —

- Criminal Financial Obligations' **Marjorie Boyett** and **Matt Helm** were promoted to Accounts Servicing Specialist III.
- Criminal Financial Obligations **Emma Short** was promoted to Accounts Servicing Specialist II.

— AWARDS/HONORS —

The lifesaver of the month is... Support Services Customer Service Representative **Darlene Pierson** is the recipient of the "FSC Lifesaver Award" for April. She went above and

beyond by making sure that customers continued to receive great customer service in the absences of two positions and her co-workers being out for family emergencies. Through all of this, she managed to train another employee to assist with Research. Darlene always goes the extra mile to ensure that our customers are handled with care and understanding.

He is a special manager

Support Services Finance Supervisor **Don Vert** is the recipient of the "FSC Special Manager Award" for exemplifying valued manager skills, as well as for his contributions to FSC and commitment to organizational goals.

Supreme recognition

Clerk of the Court Civil Auditor/Trainer **CeCe McDermott** received some supreme recognition this month. She was awarded the "Supreme Court's Trainer Excellence Award" for promoting and supporting continuing education in Arizona.

100-percent citizen

Congratulations to Southeast Juvenile's **Debora Celaya** on becoming a naturalized citizen of the United States. She is originally from Brazil. On April 16, she passed the test with a 100% grade. Debora and her co-workers are very proud of this accomplishment.

The naturalization ceremony will be in about 2 months and very close to the 4th of July.

— MILESTONES —

The following employees celebrate milestone anniversaries with the Clerk of the Court's Office in April:

15 YEARS

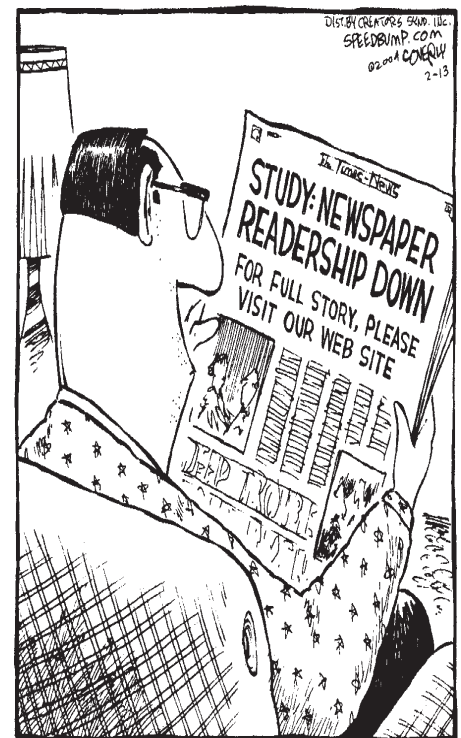
Sue Ortiz
Nancy Killian

5 YEARS

John Whitford
Chris Bradford

EMPLOYEE — SPOTLIGHT —

Name: Frances Horst
Department: Mail Services
Hometown: Phoenix
Family: Husband - Joshua / Sons - Ryan and Nicholas
Birthday: July 5
Years with Clerk's Office: 5 1/2 yrs.
Favorite Activity: Taking my boys to the park and watching them play
Activity Dislike: Washing dishes
Pet Peeve: People not using their turn signals when driving
A Memorable Experience For You: Giving birth to my boys
Hardest Thing You've Done: Leaving both of my boys after they were born to return to work
A Person You Would Like to Meet: Steven Segal
What Was Your First Job: A bagger for Mega Foods Grocery Store
Nobody would believe it if they knew... I am very shy



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Editor

Len Keso