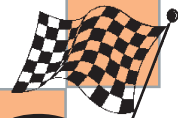


Record Times



February
2004

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

Volume 10
No. 2

Court has grounds to move Northeast

The Clerk of the Court's Office, the Superior Court, and the Justice Court are all headed in a new direction this month — Northeast, to be exact. On Feb. 10, Michael Jeanes, along with other Court and County officials broke ground on the new 104,900 square foot Northeast Regional Center that will serve the Northeast Valley citizens.



Photos taken by Maureen Ramroth

Clerk of the Court Michael Jeanes (fourth from the left) participates in the groundbreaking ceremony for the Northeast Regional Center with other court, county, and construction officials.

The building will be a unique L-shaped courthouse that is single story.

The services that will be available at the facility include: Clerk of the Court's Filing Counter and offices, Self Service Center, Domestic Violence Prevention Center, Juror Services, Court Interpreters, Mediation, Conciliation, Court Information Services, and Court Security.

It is projected that the new building will be completed and ready for occupancy in late June or early July 2005.

"The Northeast Regional Center is a part of the County's continuing effort to bring services closer to the people," Clerk of the Court Michael Jeanes said. "The Southeast and Northwest facilities have been a tremendous customer service improvement for residents in those areas. I am confident that the Northeast Regional Center will likewise be a significant improvement in service and convenience for our customers."

The facility will be located on the southeast corner of State Route 51 and Union Hills. It will house the Clerk of the Court's Office, 12 Superior Court Courtrooms (Civil and Family cases), and four Justice Courts. The courtrooms will be equipped with state-of-the-art technology including special audio, video, and/or CD taping of proceedings. The



Michael Jeanes addresses the audience at the groundbreaking ceremony.

Courtroom clerk hits 30-year mark

On Feb. 11, Courtroom Clerk Denise Glab, the office's longest, continuous serving employee, celebrated her 30th anniversary with the office. Following is a brief interview with Denise about her accomplishment:



What was your first job here?

I was a floater trainee and was trained in Appeals and Mental Health. I call these "the Pat and Lou days." The supervisors were Pat Cardwell and Lou Zarlino.

Did you think you would be here as long as you have been when you started?

I never thought I would be here 30 years. It never crossed my mind, but when you find a job you enjoy and people you like...

What is the biggest change that you have seen since working here?

Two big changes: Changing from "the Pat and Lou" days to the professional image that we are today. And the arrival of the computers. We kept hearing that "computers were coming." I never expected to be here when the "computers arrived".

Is there an accomplishment that you are particularly proud of?

Being a part of MEEDS, and the fact that I have been here for 30 years.

What has been one of the biggest challenges you faced here?

The biggest challenge I have faced is:

Continued on page 2 – 30 years

Annual Maricopa County picnic coming

Spring is coming and that means the annual Maricopa County Picnic will be springing up once again. The picnic is scheduled from 11:30 a.m. to 3:30 p.m. on April 25 at Pera Club, 1 E. Continental Drive in Tempe. More details will be forthcoming.



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Michael K. Jeanes
Clerk of the Court

Less is sometimes better

The following anecdote is a simple reminder that sometimes less is better when it comes to communication. Many of us are required to write, whether it is email messages, memos, letters, minutes, presentations, or a new policy. This little anecdote just gives us something to think about when we do communicate, as well as see the value of another person's input.

Ernest Hemingway always liked to say: The trick to great writing is not knowing what to put in so much as knowing what to omit. The

same case was true, with some sections of the Declaration of Independence. The story goes like this: Like most writers, Thomas Jefferson was upset upon discovering that the editorial committee made some revisions to his writing. When Benjamin Franklin took note of his companion's stress, he tried comforting Jefferson by telling him a story about John Thompson, a hat maker who wanted to go into business for himself. Caught up in the excitement of it all and seeking opinions, one day Thompson showed a few friends a sign he was going to put up for his business. It read: "**John Thompson, hatter, makes and sells hats for ready money.**" The tagline would be placed over a rendering of a hat. That was the plan, anyway. One friend said he didn't think he needed the word "hatter" in the sign. It was redundant because, well, there was a picture of a hat. A second friend told Thompson he didn't need to put in the word "makes" because nobody cares who made the hats; customers were more interested in buying them. Then a third friend suggested Thompson strike the word "sells" because it was obvious he was going to sell them; nobody was going to get a hat for free. In the end, John Thompson's sign was reduced to a bare minimum. It read: "John Thompson," with a picture of a hat underneath the name. Ultimately, Jefferson felt better about his Declaration of Independence and upon closer inspection commended the editorial committee for its changes.

The newsletter is taken to an Army base

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 surrounded by the Pacific Ocean on the island of Kauai, Hawaii. This month, it is seen with an employee who was on the opposite side of the country near the Atlantic Ocean.

Pictured here is Southeast Juvenile's **Patty Enyart** who was viewing the newsletter with her husband Scott (left) and their son PFC Todd Enyart at Ft. Jackson, South Carolina. Todd had just graduated from Army Basic Training. Todd has since married and is now stationed at Fort Hood, Texas. He is scheduled to be deployed to Iraq in March. His wife, who is also in the Army, is scheduled to be deployed to Iraq this month.

Employees may submit photos of themselves reading the newsletter at anytime. When submitting a photo, please include your name, phone number, and a photo description.



...30 years continued

being in front of people. I'm very shy and do not like to speak in meetings or appear at award-type meetings. I prefer to get an award afterward quietly. I don't like attention.

What do you enjoy most about your job?

Being in the courtroom. People come and sit in on trials, and we get paid for doing that. Courtrooms are exciting places. You learn a lot about people there.

What areas have you worked in?

I have worked in Mental Health, Appeals, Probate, Civil, Criminal, and Family Court, as well as on some computer projects.

Any retirement plans at this time?

No retirement plans now....but I need to attend one of the retirement classes to see what life looks like as a "retired" person after I have worked for 35 years.

The effect of Valentine's Day on office

Traditionally, Valentine's Day is the busiest day of the year for the Marriage License and Passport Office. On average they issue almost double the amount of licenses on that day than they do on a normal day. In 2003, staff issued 104 licenses, 90 in 2002, and 103 in 2001. This year, Valentine's Day fell on a Saturday. But out of curiosity, the Public Affairs Office looked into how many licenses were issued on Friday (the day before Valentine's Day) to see if there was a noticeable increase. On an average day, they issue 42. **The answer** – staff issued 92 licenses on Feb. 13.

Check this out

Following are statistics from Financial Services Division regarding the non-sufficient funds (NSF) the Clerk's Office handles:

- In 2002, the number of NSF checks was 538 – totaling \$70,686. On average, 45 checks per month with a dollar average of \$131 per check.
- In 2003, the number of checks was 609 – totaling \$69,457. On average, 51 checks per month with a dollar average of \$114 per check.
- For January 2004, the number of checks was 46 – totalling \$5,782. The dollar average was \$126 per check.

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 —

“We would like to thank **Ramon Flores** for all of his efforts and hard work as our Fileroom lead.”

— *Tina Barrett and Ed Morris*

“To **Mitzi Munoz, Lisa Kellar, Kari Lund** and everyone involved with the new payroll system. Thank you for all that you do to help make sure things are right, and for correcting those things that are not. When dealing with a person’s pay, I can imagine how difficult it is when something isn’t correct. The bugs will iron out in time and I am grateful for their time and patience to deal with the problems.”

— *Matt Helm*

“I have a lot of people to give thanks to and they are:

Ed Morris, Tina Barrett and all of the **Fileroom staff** – they are always on top of it and help me whenever I need it.

My director **Rick Hutton** for always helping me with tough subpoenas and being supportive with all that we do in our department.

My thanks to **Sylvia Rosales** for all her speedy microfilm processing. She is super!

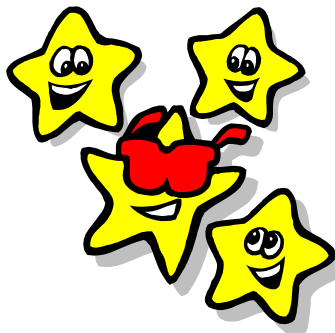
Most of all to my co-workers for the understanding and help they give me every day!

Thanks also to **Len Keso** for all his hardwork printing the newsletter!”

— *Madonna Anderson*

“I want to send a big ‘hug’ to all of my co-workers in the **Support Services area** at the Customer Service Center. They are always ready and willing to help each other when they can. They are truly caring and professional, which is what family is all about. Many thanks go out to **Diana Eaton, Annette Tallabas, Misty Hardman, Sylvia Rosales, Bev Clement, Christine Goodwill, Viki Jones**, and last but not least, **Cheryl Marzella**, who is a wonderful supervisor.”

— *Rose Crowley*



— OTHER COMPLIMENTS —

Criminal Financial Obligations Unit’s **Marjorie Boyett** received a complimentary email about her service from a customer. He wrote, “Thank you ma’am. As usual, your service is five stars.”

An employee from the Adult Probation Department sent an email to Criminal Financial Obligations Unit Supervisor Georgeann Smith to express her appreciation for **Jane Tewksbury**. She wrote, “I have worked with Jane on getting some reports over the past year, in addition we have exchanged information, and I have asked her RFR questions, to which she usually has an answer for. She has been wonderful to work with as she is very knowledgeable, patient, and quick to answer e-mails. I just wanted someone to be aware of what positive interactions I have had with her and how helpful she has been to me.” Georgeann replied, “I

appreciate the positive feed back. Jane is one of the best!”

A customer took time to write a nice letter about the service she received from Support Services Orders’ **Jules Herbuveaux**. She wrote, “This letter is to extend my deepest gratitude to Jules. He is a model employee and deserves recognition for his excellence in customer service. I called the Family Support Center in early January and left a message requesting an arrears report. To my delight, Jules called me back that same day. Jules looked over my case, saw something strange in my file, and pleasantly asked if he could call me back, as he needed to research it. Within 24 hours, he did just that.

The efforts of Jules are not unappreciated and I hope that if I ever need the Family Support Center again, that Jules will be the one responding. Please extend my gratitude to him. He made my day.”

A customer sent a letter to Family Support Center Associate Clerk Kat Cooper to express her appreciation for Support Services Finance Supervisor **Don Vert**. She was having some problems with her case and so she called the office and spoke to Don. She wrote in her letter about her experience with him, “I would like to inform you that one of your employees went above and beyond the call of duty to assist me. I explained my situation to Mr. Vert, who listened very patiently and informed me that he would be looking into the matter and would call me back. To my surprise, he returned my call the same day I spoke to him and stated that he was able to get the clearinghouse to release the monies in five days. Mr. Vert’s actions provided the support that I needed and also extinguished the frustration that I was feeling. I want you to know that Mr. Vert is a great asset to your organization. I can’t communicate enough how much your employee’s actions today has impacted my life in a positive manner.”

Employee News

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

— BIRTHS —

Congratulations to Document Management's **Kim Dollins** on the birth of her first granddaughter on Jan. 25. Her name is Rachel and she weighed 5 lbs. 5 oz.

Congratulations to Electronic Document Management's **Pam Wicks** on the birth of her new 7 lb. 4 oz. granddaughter on Jan. 22. Her name is Emily Colleen.



Congratulations to Family Courtroom Clerk **Juanita Billingsley** who gave birth to an 8 lb. 2 oz. baby girl on Nov. 9. Her daughter's name is Mia Denise.

One more congratulatory note is sent to Micrographics **Cirila Navarro** on the birth of her new 7 lbs. 9 oz. baby girl on Feb. 6. Her daughter's name is Laurita Rashal.

— MARRIAGES —

Congratulations to Criminal Filing Counter's **Karla Pacheco** who got married on Valentine's Day (Feb. 14) to Efrain Tena. They went to Niagara Falls for their honeymoon.

— NEW EMPLOYEES —

- **Joel Grajeda** – Transmittal Center, CCB
- **Sterling Griffin** – SEA Appeals/Dispo
- **Stefanie Odom** – Expedited Services, Caseworker



- **Gabriel Paduganan** – CCB Transmittal Center
- **Erica Perez** – CCB Expedited Services Caseworker
- **Kaneka Trotter** - CCB Expedited Services, Caseworker

— EMPLOYEE MOVES —

• **Karyn Wyatt** transferred to the Information Technology Group. Karyn was a courtroom clerk in Courtroom Services. She will be serving ITG at their Help Desk.

— AWARDS/HONORS —

The lifesaver of the month is... Support Services Orders' **Amy Garland** is the recipient of the FSC Lifesaver Award for February. Amy has gone above and beyond by helping Expedited Services with arrears calculations. She is enthusiastic about contributing wherever she can, which really makes people's day.

On the Spot

The following employees received "Spot Awards" for providing quality customer service:

- **Beth Kredit**, Courtroom Clerk
- **Nancy Northrop**, Courtroom Clerk

— MILESTONES —

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

30 Years

Denise Glab

25 Years

Carol Miller

20 Years

Martha Sockwell

10 Years

Bob Prater

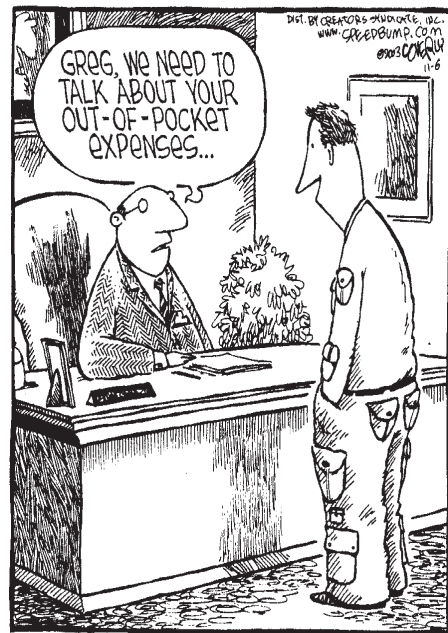
5 Years

Michael Kay, Olivia Hernandez, and Michael Ball



EMPLOYEE SPOTLIGHT

Name: Joann Sandoval
Department: Financial Services - Accounting Unit
Hometown: Phoenix, AZ
Family: *Husband* - Martin / *Two children* - Tommy (15) and LaZette (4)
Birthday: October 27
Years with Clerk's Office: 1-1/2 years
Favorite Activity: Gardening and working within my community
Activity Dislike: Housework
Pet Peeve: When a car speeds up to get in front of me and signals to turn right
A Memorable Experience For You: My memorable experiences have been enjoying watching my children flourish and prosper, blossom and bloom.
Hardest Thing You've Done: Watching my two children receive stitches as small children
A Person You Would Like to Meet: The President
What Was Your First Job: Equal Employment Opportunity Commission with the City of Phoenix
Nobody would believe it if they knew... that I patrol my neighborhood (S.P.A.R.C.) Community Starlight Park



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