

Record Times



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

Month of losing 59 years of experience

In a period of a month, the Clerk's Office lost 59 years of experience with the retirements of CR EDM's **Mary Ellen O'Hara** and Expedited Services' **Randi Gonzalez**. Mary Ellen retired December 30 after serving the office for 30 years. The *Record Times* printed a feature article about her when she hit the 30-year mark in July (See cocweb/news/recordtimes/july_2003).

On Jan. 22, Expedited Services' **Randi Gonzalez** called it a career when she retired after serving 29 years



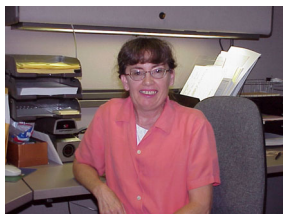
When Randi started her career with the county at a hospital clinic, she said she never would have thought that it was the place she would retire from. But as time went along, she knew that she wanted to work with people and assist them, and so she came to the conclusion that this was the place she needed to be.

– 13 with the county and 16 with the Clerk's Office. Following are thoughts Randi shared about her retirement.

"Looking back on my years with the County and with the Clerk's Office, I can say with all honesty and pride that the employees of the Clerk's Office are the most professional and ethical employees that I have ever had the pleasure of working with. In my 16 years here, I have seen the office grow in its number of employees, and in its efficiency and trend setting.

I am especially proud to have been a part of the Family Support Center, Expedited Services. While all of the departments are unique and worthy of mention, my connection with the FSC has provided me with the most challenges and rewards. I am proud to have participated with my co-worker's in the ideas and suggestions that have resulted in the FSC receiving many local and national acknowledgments and awards.

Although I will miss everyone in the Clerk's Office and the Family Support Center, I am looking forward to the upcoming goals and challenges that are waiting for me."



In reference to her 30 years at the Clerk's Office, Mary Ellen said, "Time flies when your having fun."

A "Warm" report

The Office's 2002-2003 Annual Report is now available. Employees who are interested in viewing a copy may contact Public Affairs' **Len Keso** at 506-1909.



The theme for this year's report is "Our Warm Climate." The report also will be available on the Office's website in electronic format in the near future at www.clerkofcourt.maricopa.gov and then click on "News."



On Dec. 9, Civil EDM's **Veronica Trevino** completes the docket processing steps for the first e-filed document in Maricopa County.

Viewing service in a new way at CSC

The Customer Service Center is providing customers with a new view of service. This month, the CSC installed two new computers in the Customer Lobby that allow the public to instantly view actual court documents on the computer monitors, rather than having to make a file request and have staff pull the file.



The documents accessible at these computers are scanned images – probate documents from 1998 forward and all new case types from 2002 forward. To date, the office has scanned about four million documents and 13 million pages.

After viewing the documents, the customer can determine if copies are wanted, hit a button, print the page(s), go to the counter where they are printed out, and pay the statutory fee. It saves time for customers and staff, plus it also allows more than one person to access a file at the same time. Future plans are to add more computers at the CSC and SEA.

Wrapping up the Holiday Drive

Following are the results of the office's 2003 Holiday Charity Drive. Employees donated:

- 202 pairs of socks and 10 boxes of sundries to Shoebox Ministries;
- Presents, clothes, toys and food certificates for 25 children and seven adults in need;
- 345 pairs of shoes; and
- Several hundred dollars were raised through the Cash-ual Days, Raffle and Food Sales.



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Michael's

message



Michael K. Jeanes
Clerk of the Court

Munch to talk about in 2004

The new year has arrived and along with it are the new dates for my monthly Munch meetings with you. For the past several years, I have enjoyed these monthly get-togethers, and it is my hope that it has been beneficial to you as well. The meetings are a great opportunity for us to get to know one another better and discuss issues about our office and the county.

If you haven't been to a Munch yet, I want to encourage you to come this year. I would love to hear your thoughts. Here are this

year's Munch dates and locations:

(Dates in bold signify everyone is invited. Non-bold dates signify the Munch is a non-supervisory discussion.)

Central Court - 2nd Floor Conference Room / Noon - 1:30 p.m.

Jan. 8; **Feb. 12**; Mar. 11; **Apr. 8**; May 13; **June 10**; July 8; **Aug. 12**; Sept. 9; **Oct. 14**; Nov. 11; and Dec. 9

Durango Juvenile - 12:30 - 1:30 p.m.

Jan. 15 (Room 223); **Mar. 18 (Room 223)**; May 20 (Room 223); **July 15 (Room to be announced)**; Sept. 16 (Room TBA); and **Nov. 18 (Room TBA)**

Customer Service Center - Lower Level Conference Room / Alternate times 1 - 2 p.m. and then Noon - 1 p.m. the following Munch

Feb. 19; **Apr. 15**; June 17; **Aug. 19**; Oct. 21; and **Dec. 16**.

Southeast Adult - Cafeteria / 12:30 - 1:30 p.m.

Jan. 22; **Mar. 25**; May 27; **July 22**; Sept. 23; and **Nov. 25**

Southeast Juvenile - 12:30 - 1:30 p.m.

Feb. 26 (Saguaro Room); **Apr. 22 (Saguaro Room)**; June 24 (COC Conf. Room); **Aug. 26 (Saguaro Room)**; Oct. 28 (Yucca Room); and **Dec. 23 (Saguaro Room)**

Northwest Regional - Jury Room / Noon - 1 p.m.

Feb. 20; **Apr. 16**; **June 18**; **Aug. 20**; **Oct. 15**; and **Dec. 17**



I try to avoid, if at all possible, rescheduling the Munches, but there are times when it is unavoidable. Please know that you do not have to wait until the Munch if you have an issue you would like to discuss.

The Eagle is flying

by Julie Grindley

As you may have noticed, our paychecks have a new look and the Maricopa County "Eagle Project" is learning to fly. Beginning in October 2003, 63 timekeepers for the Clerk's Office began learning a new way of processing payroll for employees. This preparation required the completion of a PeopleSoft training program and numerous hours hiking the rocky roads, hills, valleys, mountains, and mole hills in the long journey to implementing the new system.



With a relatively short lead time to convert from our old payroll system, OPTES, to the new PeopleSoft system, the timekeepers demonstrated the dedication and perseverance required for the transition. In spite of sometimes conflicting information and very short deadlines, these individuals rose to the challenge by learning and implementing the new system.

On Jan. 9, 2004, the first pay period of the new system, the vast majority of employees were paid correctly. There were only a few individuals who were affected by bumps in the road, and fortunately they received their compensation the following work day.

This is a great example of when you work as a team great things can happen. Thank you everyone for your hard work.

The newsletter travels to the land of Aloha

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 two employees who were at a theme park. This month, it is seen with an employee in a tropical park.

Pictured here is Public Records' **Feliz Gorny** who was viewing the newsletter while viewing the scenery on the island of Kauai, Hawaii.

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.



A closer look inside the Box

● Following are statistics on the Office's Filing Depository boxes:
2003 - 227,919 filings
2002 - 187,469 filings
2001 - 118,398 filings
The 2001 and 2002 figures include filings at the Night Window up to May 2002.



● There is a new internal depository filing box now located at the Northwest Regional Court. It is located inside the main lobby and available during regular business hours.

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.)

CUSTOMER SURVEY

— CARDS COMPLIMENTS —

Following are comments that the public wrote on the customer survey cards about the service they received from staff.

CSC Counter

- **Veronica** was very helpful.
- Very helpful and kind. Thanks so much **Carmen**.
- All were very helpful, but many went a step beyond.
- **Sue Baldwin** was a very good helper for me.
- **Anna Wong** was fantastic.
- **Debbie Cooper** was very helpful and courteous to a phone customer.

CO-WORKER

— COMPLIMENTS —

“As one of the EDM QC staff, I order hundreds of files from the File Room every week. I would just like to say thanks to the **File Room staff** for getting those files to me expediently. This helps me to be able to make the necessary corrections in the files, to OnBase, and in iCIS. Thanks for a job well done.”

— **Barb Smith**

“I want to thank **Penny Boettcher** and **Janice Bray** for filling in and making sure the office had sufficient coverage during the week of Dec. 29. We were short-staffed in numerous areas, and they did a fantastic job making sure we had sufficient coverage throughout the office, as well as coverage for staff to take breaks and lunch. Obviously, without the dedication of the staff who were present, it would not have been as smooth as it was. Thanks also to

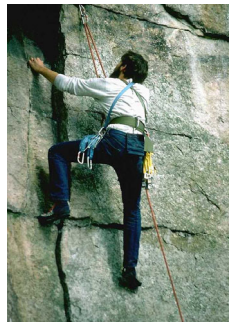
Alwyn Ogawa, Ken Daniels, Sabrena Dana, Sharon Hall, Jenni Rivera, and Leticia Gauna. They all weathered a stressful situation and made it better. Much thanks to all.”

— **Joe Altnether**

“I would like to send a big thank you out to the **Docket staff in the Downtown Family Court area**. They are always so helpful to me when I have any questions, especially now in my new training position as a docketer. So I say thank you to **Joe Sims, Judy Flowers, Laura Lyons, and Lora Gilbert**. Thanks for putting up with me.”

— **Candice Williams**

Scaling new heights to provide great service.



“I want to thank **Merriell Trombley** for all the help and assistance she gave while entering payroll in the new PeopleSoft system. She was patient and knowledgeable, which was much appreciated. Also, thanks to **Lisa Kellar** who never lost her cool with all the questions and phone calls that came in at approval time. Both gals were great.”

— **Linda Johnson**

“Congrats to **Marcella Lartz** on completing her probation at the Civil Filing Counter. She is a great person and everything she does is greatly appreciated. Thank you.”

— **Someone in Appeals**

— OTHER COMPLIMENTS —

Criminal Financial Obligations Supervisor GeorgeAnn Smith received a phone call from the mother of a

defendant. She called to let her know how much she appreciated **Ruth Mason** taking time to explain all the details of her son’s financial obligations. GeorgeAnn said, “Ruth always does her best to provide excellent service to our customers, but today’s effort was especially noteworthy because Ruth was up most of the night due to a break-in at her mother’s (vacant) home. We are lucky to have Ruth here today. Many people wouldn’t have come in after such a night. Imagine how good she is on a full night’s sleep.”

A customer called Support Service Finance Supervisor Don Vert to tell him what a great help Support Finance’s **Connie Torres** was to him. He stated that she went above and beyond to help him out and wanted her to know how much he appreciated her service. Don said in a note to Connie about this, “Thanks for the good work. It is always nice to hear from customers that are pleased with the service they receive.”

Criminal Financial Obligations Supervisor GeorgeAnn Smith sent an email message to Courtroom Services Manager Pam Wood to tell her how helpful **David Rudd** has been to her. She wrote, “I just want to acknowledge how helpful David has been. This is his second message providing victim address information and it’s only Tuesday. If clerks are evaluated on customer service, David rates an A+ in my book.” Pam copied the message to David and added, “Thanks for the excellent customer service.”

Michael Jeanes received a letter from a legal secretary who wrote, “I want to let you and everyone in your department know how helpful your office has been over the past eight years that I have been living in Arizona. I am from New Jersey. The services between the two courts is like night and day. Everyone at your office has been friendly and willing to help. Thanks for the great job.”

Employee News

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

— BIRTHS —

Congratulations to Courtroom Clerk **Margaret Smith** on the birth of her new 8 lb. 10 oz. grandson on Dec. 29. His name is Cody Joseph and he is her third grandchild.

Congratulations to License Services' **Sandy Salgado** on the birth of her 7 lb. 3 oz. baby girl on Dec. 11. Her new daughter's name is Nicole Alyssa. This is her first child.

Congratulations to SEA Family Support Center's **Artis Gunn** on the birth of her new 8 lb. grandson on Dec. 2. His name is Dylan Antonio.

Congratulations to Courtroom Clerk **Stacy Stewart** on the birth of her 9 lb. baby boy on Jan. 10. Her son's name is Jace Collins.

— NEW EMPLOYEES —

- **Ricardo Barcelo** - Management Resources
- **Paula Brown** - Courtroom Clerk
- **Sheryl Brown** - Courtroom Clerk
- **Jennifer Cook** - CSC Public Records
- **Linda Esquivel** - Courtroom Clerk
- **Angela Garcia** - CSC Public Records
- **Diana Hoover** - Accounting Unit
- **Diana Mansell** - Management Resources
- **Patricia Prekup** - Courtroom Clerk
- **Elva Wilbourn** - Courtroom Clerk



— EMPLOYEE MOVES —

- **Angela Chavarria** transferred to Disposition and Abstracts from Micrographics.
- **Bill Cruz** transferred to CCB Disposition and Abstracts from the Southeast Disposition section.
- **Kghtawnya Wells** returned to the Disposition and Abstracts after a year's absence working in another job.
- **Marcella Keays** transferred from Public Records to Micrographics.

— AWARDS/HONORS —

The lifesaver of the month is... CCB Expedited Services' **Irene Hendricks-Jones** is the recipient of the FSC Lifesaver Award for January. She was recognized for her ability to tackle tough jobs with speed and efficiency, as well as for continually being willing to give assistance to the general public, and especially to Court staff.

On the Spot recognition

The following employees are recent recipients of the office's Spot Award. **Angela Bernbrock, Ken Daniels, Jessica Folts, Leticia Gauna, Sharon Hall, Kathy Hill, Debra Howe, Ana Lopez, Katie Meade, Linda Moya, Kiera Molina, Alwyn Ogawa, Monica Randez, Keith Reed, Jennifer Rivera, Shiela Sailer, Karen Walker, and Jamie Welch**

Con-graduate-lations

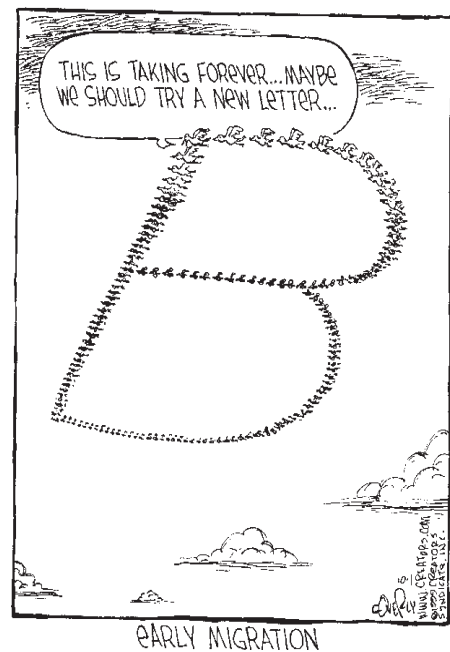
Congratulations to Training's **Matt Kauffman** who received his Master of Arts degree in Organizational Management from the University of Phoenix.

— MILESTONES —

The following staff celebrate milestone office anniversaries in January:
Marta Deleon - 5 years
Andrea Martin - 5 years
Kerry Reynolds - 5 years

EMPLOYEE — SPOTLIGHT —

Name: Kim Dollins
Department: Document Management
Hometown: Glenview, Illinois
Family: Three children - Andy (29); Andrea (25); and David (23)
Birthday: October 25
Years with Clerk's Office: 27 years
Favorite Activity: Reading and doing puzzles
Activity Dislike: Housework
Pet Peeve: When people change lanes without signaling
A Memorable Experience For You: A trip to Paris in 1987
Hardest Thing You've Done: When I was a Girl Scout, our troop spent one week primitive camping. That meant cooking all meals over a campfire, sleeping outdoors, and digging our own latrine.
A Person You Would Like to Meet: Colin Powell
What Was Your First Job: A secretary for an architect
Nobody would believe it if they knew... that I do a mean shimmy!



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