

Record Times



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



New Juvenile Court facility opens

Over the past several years, the Clerk's Office has not only continued to build better service (with the development of EDMS and many other new programs), but it also has been a part of building better buildings. First, there was the completion of the new Customer Service Center (CSC) in 2001 which brought the court records together, increased storage capacity, and provided many other benefits to customers and staff. The CSC building was then followed up in 2002, with the opening of the new Northwest Regional Court Center in Surprise, which expanded court services to the citizens in the Northwest Valley. Now, there is another new building — the new Durango Juvenile Facility.



The new Juvenile building, located at 3131 W. Durango (just west of the old Durango Juvenile building), has three floors, 12 electronic courtrooms, including two ceremonial courtrooms, and a child play area on each floor.

Court and county officials officially dedicated this new courthouse on July 12. The new 263,00 square-foot facility includes offices for the Clerk of the Court, Court Administration, Juvenile Probation Court Services, Court Appointed Special Advocate, the Public Defender's Office, the County Attorney's Office, and Court Security. It also includes an expanded state-of-the-art juvenile detention facility. The Clerk's Office is located on the first floor and has areas for a filing counter, payment windows, file maintenance, distribution, appeals, exhibits, and courtroom clerk staff.



Durango Juvenile staff get ready to tour their new work area after the Juvenile dedication event on July 12. They are (from left): Rachel Robles, Jan Price, Melody Tinsley, Dawn Wood, Jamie Welch, and Tami Mayes.



The filing counter area where staff will be working at the new Juvenile Facility

The Durango Juvenile staff will move into the new building on July 30. The first court hearing is scheduled for August 3.

The C.A.S.E. for recognizing employees

The C.A.S.E. is now closed for another year. C.A.S.E. (which stands for Celebrating and Saluting Employees) is the office's annual employee recognition program and it concluded last month with events at the Northwest and Southeast office locations. Listed below are the winners from the Northwest and Southeast offices. The C.A.S.E. winners from Durango Juvenile, the Customer Service Center, and Downtown were printed in the June issue of Record Times.



In addition, the recipients of this year's **Jeane-ius Award** are also listed in this newsletter. The Jeane-ius Award is Clerk of the Court Michael Jeanes' own special award that he presents to an individual and/or a team for providing brilliant service.

NORTHWEST/GLENDALE RCC

- ☞ **Customer Service Award** - Kelle Gauss
- ☞ **Excellence Award** - Keri Wade and Darrell Lather
- ☞ **Teamwork Award - Document Management Team** (Margaret Brickman, Keri Wade, Kelle Gauss, and Michele Delk-Garey)

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Then and Now

Below are some comparisons from when the old "Round" Juvenile Court Facility (pictured below) opened in 1975 to today when the new Juvenile Facility opened.

	1975	2004
The County Population =	1,253,900	3,256,039
County Population (8 - 17)	175,546	479,718
Number of Juvenile Complaints	19,677	37,952
Number of Juveniles Referred	13,759	30,388



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Michael's

message



Michael K. Jeanes
Clerk of the Court

Dealing with change

At our recent C.A.S.E. Award ceremonies, I spoke briefly about the topic of ... change. I shared how our office will be experiencing many more changes in the future as we continue to move toward full implementation of our Electronic Document Management System. I mentioned that staff should not be concerned about their job due to technical implementations, but that their jobs may be different in the future. I also reflected back on the discussion that occurred in our office when we went from

typewriters to computers. With this in mind, I would like to share with you a story about dealing with change. Following is a letter written to then President Jackson, dated Jan. 31, 1829.

"The canal system of this country is being threatened by the spread of a new form of transportation known as railroads. The federal government must preserve the canals for the following reasons:

One, if boats are supplanted by railroads, serious unemployment will result. Captains, cooks, drivers, hostlers, repairmen and lock tenders will be left without means of livelihood; not to mention the numerous farmers now employed in growing hay for horses. Two, boat builders would suffer, and towline, whip and harness makers would be left destitute.

Three, canal boats are absolutely essential to the defense of the United States. In the event of the expected trouble with England, the Erie Canal would be the only means by which we could ever move supplies so vital to waging modern war.

As you may well know, Mr. President, railroad carriages are pulled at the enormous speed of 15 miles per hour by engines, which, in addition to endangering life and limb of passengers, roar and snort their way through the countryside, setting fire to crops, scaring the livestock, and frightening women and children."

Change, when it occurs, is not always easy; but after it is over and you can look back, it is easy to see the benefits and put it all in perspective – just as we now look back on the change from typewriters to computers.

Newsletter goes from warm weather to cold weather

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 time, the newsletter was seen with an employee who was in the warm tropic weather of the Dominican Republic. This month, the same employee is seen in the cold New England winter weather.

Pictured here is Civil Filing's **Katie Sullivan** and her husband Rick, who took a moment to pose with the newsletter while they were out in the snow in Boston, Massachusetts

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.



More CASE

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SOUTHEAST

Excellence Award - Katie Mead, Penny Boettcher, and Lela Frizzell

Customer Service Award - Monica Jimenez and Sheila Sailer

Leadership Award - Diane Hoy

Teamwork Award - (SE Courtroom **Services Managers** - Gloria Kuder and Betty Finney / **Southeast Adult Supervisor Team** - Joe Altnether, Penny Boettcher, Janice Bray, Toy Van Damme, Cheri Clark, Betty Finney, and Gloria Kuder.

JEANE-IUSAWARD

E-Filing Implementation Team - Will Tagart, Andy Czuppa, Al Thomas, Timothy Potratz, and Aaron Jones.

EI / EIO Team - Lauri Thomas, Mark Jensen, Will Tagart, Andy Czuppa, Aaron Jones, John Walker, George Knecht, Joyce Auchinleck, and Michelle Monick.



All photos from left: **1) Southeast CASE winners** - Betty Finney, Penny Boettcher, Toy Van Damme, with Michael Jeanes. **2) Jeane-ius winners** - George Knecht, Mark Jensen, Lauri Thomas, Michelle Monick, and Will Tagart, with Michael Jeanes in back. **3) Northwest CASE winners** - Michele Delk-Garey, Keri Wade, Margaret Brickman, Kelle Gauss, with Michael Jeanes.

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

— COMPLIMENTS —

Customer Service Center

- “Sue was extremely pleasant and helpful.”
- Martha is very helpful and friendly.”
- Staff is always friendly, professional and courteous.”

CO-WORKER

— COMPLIMENTS —

“I would like to thank a fellow co-worker, **Pam Crawford**, for all her hard work, for training me, and for being patient with me.”

— **Cheri Bagato**

“I want to thank **Ken Shipley**, who is a true team player and a ‘go-to, get-the-job-done’ type of individual. He becomes feverishly involved with each and every task given to him, always presenting the desired results in a polished and professional manner. He has actively participated in a multitude of section and office-wide projects making himself readily available at a moments notice. He not only has physically assisted in various sections of the Customer Service Center, but has also provided assistance in developing section-specific management tools upon request by other members of the CSC Management Team. His efforts enhance the overall efficiency and effectiveness of the distinct operations performed at the Customer Service Center, and ultimately the Clerk’s Office.”

— **Melanie Fay**

“I would like to send a BIG thank you to **Michelle Black** at the Family Court Filing Counter, for being a great team player and for going above and beyond her expected duties. She continued to assist me with the IV-D filings while performing her tasks up at the Filing Counter which was truly remarkable and extremely generous.”

— **Cynthia Gonzalez**

“I want to thank **Mitzi Munoz, Lisa Kellar, and Kari Lund** for all the help they provide me with the newsletters, certificates, lists, and any other project when I need their expertise.”

— **Len Keso**



“There are a few people who have really come through for me that I would like to thank. Thank you to **Elvira Jaquez, Angela Smith, and Chris Bradford** (of Criminal Financial Obligations) for all of their support and help with the Criminal Restitution Orders. I am in training on something new and their help has allowed me to remain focused on the training. I am proud to be a part of this team.”

— **Matt Helm**

OTHER

— COMPLIMENTS —

Document Services Supervisor **Karen Rose** and the Clerk of the Court’s Office website were the subjects of some very kind words in an email sent to the office from a customer. The customer wrote, “You have an

excellent website here. It is effective and efficient, which is no easy task. I also would like to recognize **Karen Rose’s** excellence in service. A true reflection of the hard work, and so much appreciated in the light of delivering justice. She brings out the meaning of what it takes to be a proud American, at a time well placed. Congratulations on hiring someone of this caliber.”

Clerk of the Court **Michael Jeanes** received a card from a grateful customer who was assisted by the **Criminal Financial Obligations staff**. She wrote, “The restitution check came to me at a critical time when my account was almost empty. What a wonderful, unexpected gift. I thank you with deep appreciation. Justice really does come about, thanks to conscientious, honest servants of the law. I would have had to wait going to the store and paying bills for a week or longer. My deepest gratitude.”

Central Services Manager **Bob Prater** received a complimentary email from **Bonnie Fellenz** in the Superior Court. She wrote, “Just a quick note to tell you how much I appreciate you and your staff. I consider the supply area a step above the rest. It’s a pleasure to drop in, (some times stressed) and then leave with a load of problems off of my shoulders. It never fails, I always leave your area wearing a smile on my face.

Today for instance, **Richard Lopez** was there, alone with a couple of people at the counter who needed supplies, another customer on the phone, and another phone line ringing. He gave each and every one of us prompt service. He brought joy and laughter, involving everyone with his sense of humor. Unfortunately, the item I needed was not in stock and needed to be ordered. And so, he fiddled with my broken object and fixed it. As they say in the flight world, that guy has ‘the right stuff.’”

Employee News

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

— NEW EMPLOYEES —

- **Arlene Chee** – Juvenile Durango Courtroom Clerk
- **Iris Crawford-Bush** – Juvenile Durango Courtroom Clerk
- **Tina Funk** – Juvenile Durango Courtroom Clerk
- **Michelle Gomez** – Public Records File Room Team
- **Donna Hall** – CSC Public Records Project Manager
- **Mike Williams** – Mailroom

— EMPLOYEE MOVES —

- **Scott Mandel** was promoted to Public Records Lead at the CCB File Transmittal Center.
- **Sue Ortiz** transferred from the Personnel Office to Courtroom Clerk at Juvenile Durango.
- **Cindy Malnar** was promoted from Courtroom Clerk to Office Staff Supervisor at Durango Juvenile.
- **Susan Baldwin** transferred from the Front Counter to the Support Services Area at the Customer Service Center.
- **Darlene Pierson** is the new Process Server Coordinator.

— MILESTONES —

The following employees celebrate office anniversaries in July:

30 YEARS

Dina Arzaga

25 YEARS

Olivia Rosson

20 Years

Sharon Wilson

15 Years

Candy Terry

Steve Lauer

10 Years

Teresa Nestor-Donahue

Nancy Kielblock

5 Years

Meg Kelleher, Marian Smith, and Christina Terrell

— SPOTLIGHT —

Name: Bob Prater

Department: Administrative Services, Manager Central Services

Hometown: Washington Court House, Ohio

Family: *Wife* - Sharon (of 39 years) / *Daughter* - Katrina / *Son* - Kevin / *Daughter* - Krista / **5 grandchildren**

Birthday: December 14

Years with Clerk's Office: 10 years

Favorite Activity: Mountain and Road Biking

Pet Peeve: Inconsiderate people

A Memorable Experience For You:

While stationed in Germany, my wife, mother-in-law, and I visited both East and West Berlin. To get there by car, we drove through 110 miles of East Germany. We were timed from Checkpoint A to B. Also, there were soldiers along the way who were authorized to do what they felt appropriate if they saw you doing something improper. No pictures or stopping allowed along the stretch. Seeing the Berlin Wall, reading about the escape attempts, and how the East Berliner's lived made me appreciate our freedom. I also had to wear my Air Force uniform, which stood out like crazy! Wherever I went, the East Berliners would move away and I was watched wherever I went.

What Is The Adventurous Thing

That You've Done: There was a rolling road outside a Missouri campground we were staying at that looked real inviting for rollerblading. I put my blades on and took off. Before, I knew it, I was going up and down the curvy, narrow, rolling road out of control, hoping not to meet any oncoming cars. I stopped by diving into a soft ditch, and then took off my blades and walked back.

A Person You Would Like to Meet:

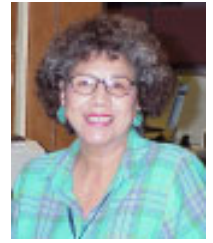
Lance Armstrong

What Was Your First Job: Pulling weeds in a soy bean field for \$5.00 a week.

Nobody would believe it if they knew... that I actually have an identical twin that still resembles me and does the same kind of silly things I do.

— 30 YEARS OF SERVICE—

On July 22, Dina Arzaga from General Accounting-Collections, reached her 30-year anniversary with the Clerk's Office. Following is a brief interview with her about this accomplishment:



What was your first job here?

File Clerk in Records

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

No, not at all. I figured I would be here a few years, maybe 5 and then move on.

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

The biggest change is how much easier it has become for the public in general to make use of the many court services that we offer.

Is there an accomplishment that you are particularly proud of?

One of the accomplishments I am most proud of and was one of the most challenging, was the conversion of a manual child support system to an automated one. It took immense training of all our staff, and this was during a time when most employees, myself included, had never worked with computers before.

What have you enjoyed most about your career here?

What I have enjoyed most is the many wonderful people it has been my pleasure to meet and work with here, and the many varied, interesting jobs I have been lucky to work at.

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

Keeping up with all the grand new technology and managing the volume of work that continues to grow.

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