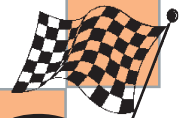


Record Times



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



An event-ful fall season

The Fall Season will have some *spring* in it this year at Maricopa County — that's because there are several events that are "springing" up for employees to participate in. Listed below are events that Maricopa County is hosting that all employees are invited to attend and/or participate in.

Craft Fair in September

A Craft Fair is being held from 9 a.m. to 3 p.m. on Sept. 30 on the Downtown Court Plaza. Employees who are interested in registering to have a space at the Fair may call Bernadette Munoz at 506-3380. Space is limited. The registration fee is \$40.



Bowling Tournament in October

The 3rd Annual Bowling Tournament will be held on October 23 at the Via Linda Lanes in Scottsdale. The cost to participate is \$125 per team. Teams must be co-ed and consist of five people. Included in the cost is three games of bowling, shoes, food and drink discounts, and free entry for multiple drawings.



In addition, there will also be a Halloween Costume Contest during the tournament. Prizes for both team and individual costumes will be awarded.

Employees interested in registering may call Richard Imburgia at 602-506-1730 or Sandy Davis at 602-506-5230.

Softball Tournament in November

A co-ed County Softball Tournament will be held from 7 a.m. - 2 p.m. on Nov. 13 at Estrella Mountain Regional Park. The cost to participate is \$10 per player. Teams must have 10 players (five men and five women). It is a standard double-elimination tournament. More information is available by calling Sandra McLemore at 602-876-1821.



Golf Tournament in December

A County Golf Tournament is also being planned for Dec. 11 at the Foothills Golf Club in Phoenix. More details will be forthcoming.

New 4th Avenue jail opens



The new 4th Avenue Jail opened for business on Sept. 1. The high-tech, mid-rise high-security jail is located west of the existing Madison Street Jail. Initially, only the intake facility and Initial Appearance Courts will be open in the new jail. Other operations, including the transfer of inmates into the new facility, will begin over the next several months. More details

about the new jail will be included in the October newsletter.

The 5 C's — County Combined Charitable Campaign Coming

Following is an article by Maricopa County Communications Director Al Macias, who is serving at this year's Combined Charitable Campaign Chairman.

Maricopa County is proud of our commitment to our community and is fortunate to have employees who share resources to help others. As leaders, it is important for us to set the standard in making our community a better place to live and work for all of us. This year, we would like to encourage County employees to participate again in the Combined Charitable Campaign (CCC). You can access the on-line pledge process or the hard copy pledge at: <http://ebc.maricopa.gov/ccc/>. Listed on the CCC site are the agencies that participate in our campaign. If you have questions, you may contact me, Al Macias, at 602-506-7063.



CSC drive has class

The Customer Service Center staff recently conducted an "Operation Stuff the Bus" Drive to help children in need at local school systems. At the end of the month-long drive, they contributed 3,862 articles of clothing and 987 school supply items.

THE INSIDE TRACK

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Michael's

Message



Michael K. Jeanes
Clerk of the Court

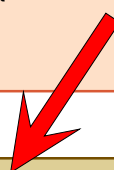
The language of acronym - Part II

Last month, I shared with you some office acronyms and what they stand for. My reason in doing this was to help you become more familiar with some of the acronyms we use within our organization. (I realize that it can be difficult keeping track of them, as well as the legal terms that we use).

Last time, I shared acronyms starting with the letters A - J. This month we will look at letters K - Z. For a full listing of office acronyms, you may visit our internal website at:

<http://cocweb/policiesandprocedures/pfdc/acronyms/acronyms.html>

- | | |
|---|---|
| LEGIS - Law Enforcement Justice Information System | OSC - Order to Show Cause |
| LL - Lower Level | PA&E - Public Affairs and Education |
| LS - License Services | PACR - Public Access to Court Records |
| ME - Minute Entry | PFDC - Process Formulation and Development Committee |
| MEEDS - Minute Entry Distribution System | PB - Probate |
| MH - Mental Health | QA - Quality Assurance |
| MfR - Managing for Results | SEA - Southeast Adult |
| MR - Management Resources | SEJ - Southeast Juvenile |
| OA - Order of Assignment | TR - Training |
| OCH - Old Courthouse | TX - Tax |
| OP - Order of Protection | WCB - West Court Building |



More from Michael – Survey results are in

“The results are in from the Employee Satisfaction Survey. The score was 5.53 (on a scale of 2 equalling Very Dissatisfied to 8 equalling Very Satisfied). Unfortunately, the participation rate was only 27 percent. We hope to do the next survey internally with access through your work station in an effort to get a better response.” — *Michael Jeanes*

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 time, the newsletter was seen with an employee who was in the country of Mexico. This month, it is seen with an employee who is in another different country.

Pictured here is Civil Filing Counter’s **Leslie Malson** and her new husband Tom, who took a moment to pose with the newsletter while they were on their honeymoon in Jamaica in July. Leslie’s new last name is now Jury.

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.



Did you know...

Past issues of the Record Times are available in electronic format dating back to December 2001 on the office intranet site (COCWEB). If you missed an issue or want to look at past issues, then visit the COCWEB at: <http://cocweb/news/recordtimes/default.asp>

Electing to help

The County Elections Department is looking for people to work the polls for the upcoming November 2 general election. More information is available by calling 602-506-1511.

The “Test Kitchen” of Life

When facing adversity, here is an inspirational story to keep in mind that may help in dealing with it:

A young woman was complaining to her father about how difficult her life had become. He said nothing, but took her to the kitchen and set three pans of water to boiling. To the first pan, he added carrots; to the second, eggs; and to the third, ground coffee. After all three had cooked, he put their contents into separate bowls and asked his daughter to cut into the eggs and carrots and smell the coffee. “What does this all mean?” she asked impatiently.

“Each food,” he said, “teaches us something about facing adversity, as represented by the boiling water.” The carrot went in hard but came out soft and weak. The eggs went in fragile but came out hardened. The coffee, however, changed the water to something better.



“Which will you be like as you face life?” he asked. “Will you give up, become hard - or transform adversity into triumph?”

National Customer Service Week is October 4 - 8!



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 thank all the civil clerks who have been so kind, patient, and helpful when I had questions that needed answers, and expartes and exhibits that needed to be finished. You guys were always there with an encouraging word and I truly appreciated that. To **Anita, Barb, Maggie, Tonia, Elyssa, Diane C., Chris, Sheryl, Andi,** and all the other great civil clerks — thank you so much! I will miss everyone there. You guys were wonderful."

— **Andrea Marquis**

"Many thanks to the great staff and supervisors in the **Support Services area.** It was a pleasure to work with you and to work within the Family Support Center for the last two years. You have enjoyed a great reputation for dependability, customer service, and volunteering to help others in and outside of the office. Thanks again."

— **Aaron Nash**

"I want to thank **Betty Finney** for being a great supervisor and for all the help and positive reinforcement she has given me. Thank you for working with me when I had scheduling conflicts and emergencies. I appreciate how hard you work to help all the clerks as well as myself. I will miss working for you now that I have transferred to Juvenile."

— **Eileen Smith**

"We would like to thank **Matt Helm** from Criminal Financial Obligations for being so helpful with the folding

machine that we use for our office paychecks. The machine folds the paychecks, but we still have to stuff them into the envelopes.

The silly machine doesn't always work right, and often times jams. Matt is very helpful and always knows what to do to get it working once again."

— **Mitzi Munoz and Lisa Kellar**



*Recordsetters
know the art
of quality
service.*

I was at my workout spot several weeks ago, and a discussion of where we worked came up. When I mentioned where I worked, a lady across the room that I had never met said, "then you must work for Michael Jeanes! Your people at the **Customer Service Center** are the best. They never get frazzled, they're courteous, knowledgeable, and efficient. It's the best group of service people that I have ever dealt with!"

Congratulations everyone...and yes, she was an attorney.

— **Diane Szaniawski**

"EVERYONE in Juvenile has been so patient and helpful in training me this past month. I want to thank each and every person — **Dave S., Sheila S., Monica R., Debora C., Rita G., Patty E., Dave L., and Karen W.** In addition, the judicial assistants, bailiffs, and courtroom clerks have been more than kind and friendly. Thank you for making it a pleasure to come to work each day. I look forward to working with everyone in the future."

— **Christine Contreras**

"The Southeast Filing Counter staff wants to thank **Angela Allegretti** for being so helpful. She was willing to assist us with our busy workload. Her help has been greatly appreciated."

— **Southeast Filing Counter staff**

"I want to thank ITG's **Kyle Nelson** for going the extra mile. His efforts in 'finding a way' to do something others said was very unlikely, allowed me to save and access thousands of hours of data accumulated over the past few years."

— **Chris Stimson**

Electronic Document Management's Joyce Auchinleck sent Document Services Director Michele Delk-Garey a complimentary email about Document Services Supervisor **Maridel Soileau.** Joyce wrote, "Michele, I really appreciate Maridel. She is always so willing to help me with various QC projects in EDM. She never says it's too complicated or that she doesn't have time. It makes a big difference to me to have her assistance with these projects!"

OTHER

— COMPLIMENTS —

ICJIS Agency Analyst Dave Goodwin sent an email to Michael Jeanes telling him about a meeting he had where a Public Defender was very complimentary of the office's Electronic Document Management System. Dave wrote, "Before the meeting got started, Dan Carrion, an attorney with the Public Defender's Office, talked about how great the EDMS system was. He recently had a case that the Legal Defender had to hand over to him at the last minute. He was able to go into the EDMS system and print out the couple of documents he needed to be able to talk with the defendant intelligently about his charges. He was prepared for court and as he put it, "No having to call for the file and wait for it to come."

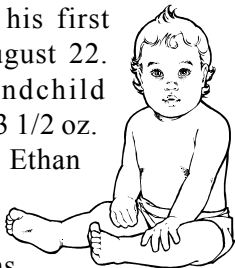
Dave added, "I think this is typical of many benefits we will see as people gain access to the electronic record."

Employee News

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

— BIRTHS —

• Congratulations to Information Technology Group's **Adrian Roberts** on the birth of his first grandson on August 22. His new grandchild weighed 8 lbs. 13 1/2 oz. and his name is Ethan William.



• Congratulations to Durango Juvenile's **Michael Mosiman** on the birth of his new 8 lb. 9 oz. baby boy on September 2. His new son's name is Ryan Thomas.

• Congratulations to Southeast Juvenile's **Rita Griebeler** on the birth of her 4 lb. 15 oz. granddaughter on August 16. Her new grandchild's name is Grace Jennifer.

• Congratulations to Southeast EDM's **Brenda Miller** on the birth of her triplet grandchildren on July 17. Their names are Regan, Luke, and Elle.



— NEW EMPLOYEES —

- **Marti Ackermann** – Courtroom Clerk, CCC
- **Krizna Blanco** – FC Filing Counter
- **Maria Davis** – Courtroom Clerk, CCC
- **Yolanda Escalante** – FC Filing Counter
- **Trudy Dominguez** – FC EDM Area
- **Karen Endelman** – Courtroom Clerk, CCC
- **Teresa Leugers** – FC Filing Counter
- **Karin Pilant** – Courtroom Clerk, CCC
- **Aracely Redondo** – CSC Fileroom
- **Araceli Rodriguez** – CSC Front Counter

- **Amanda Ruiz** – FC Filing Counter
- **Shay Singleterry** – FC Filing Counter

— MILESTONES —

The following employees celebrate milestone office anniversaries in September:

20 YEARS

Jay Berry

15 YEARS

Susan Score

10 YEARS

Richard Lopez, Kim

Whitson, Debra

Raybon, and Lorraine Sheehan

5 Years

Kiera Molina, Emily Greth, and Judy Barney



— AWARDS/HONORS —

The Public Affairs Office received an Award of Excellence for its production of the 2002 - 2003 Annual Report (titled "Our Warm Climate") from the National Awards of Publication Excellence Program.

— EMPLOYEE MOVES —

The following organizational changes became effective Aug. 23. These realignments support more aggressive pursuit of the office's strategic initiatives.

- The Family Support Center became a section of the Financial Services Division managed by Associate Clerk Gordon Mulleneaux.
- **Will Tagart** was promoted to the position of Associate Clerk for ITG.
- **Anje Anderson** joined ITG.
- **Aaron Nash** and **Len Keso** join the Public Affairs Office.



Have a happy and safe Columbus Day holiday on October 11.



EMPLOYEE

— SPOTLIGHT —

Name: Marge Boyett

Department: Criminal Financial Obligations Unit

Hometown: El Paso, Texas

Family: *Husband* - Otis / *Daughter* - Jodie / *Son-in-Law* - Blaine / *Grandson* - Justen / And I have another grandchild that is on the way

Birthday: September 24

Years with Clerk's Office: Five years

Favorite Activity: Traveling

Least Favorite Activity: Driving in heavy traffic

Pet Peeve: Impolite people

A Memorable Experience For You:

The first time I saw our grandson

Hardest Thing That You've Done:

When our son-in-law joined the Army and he and my daughter moved to Colorado

A Person You Would Like to Meet:

Alan Jackson

What Was Your First Job: I worked at a jewelry store.

Nobody would believe it if they knew... that I wanted to become a nurse.



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Editor

Len Keso