

# Record Times



December  
2003

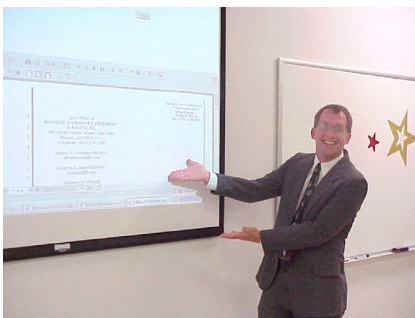
A monthly newsletter for employees of the Clerk of the Superior Court's Office.

Volume 9  
No. 12

## Arrival of new **E-Filing** program makes it a happy holiday **season**

What better time to kick-off the office's new E-Filing program than the holiday season. That's because this new service is a gift of convenience and efficiency to those who utilize it.

On Dec. 8, Clerk of the Court Michael Jeanes officially presented this service gift (titled E-Filing Program in Complex Litigation) at an open house kick-off event held in the Central Court Building's Training Room. More than 80 people from the Clerk of the Court, Superior Court, and members of the vendor company (LexisNexis) attended the event.



Michael Jeanes proudly displays on the projection screen the first document that was accepted through the new E-Filing Program.

The new program allows participating parties to electronically file their documents with the Court, and enables the Court to electronically correspond with the parties. The project involves complex civil litigation cases where there are multiple parties, cases, or issues. The parties involved in the case must agree to participate in the project and the case must meet the criteria to be eligible.

"We anticipate that once a case is designated as complex, the 'time-to-disposition' will accelerate, allowing for more effective utilization of court resources and permitting improvements to the processing of civil cases," Michael said.

"I want to give a special thanks to all those in our office who made this possible," Michael said. "The debut of the e-filing program would not have been accomplished without their hard work and dedication. I have no doubt that as a team, using cutting edge technology, we will be a benchmark for success as we continue to take further steps forward."

## Drive makes it a December to remember

It has been another *fa-la-la-bulous* December Holiday Charity Drive for the Clerk's Office this year. The annual Drive is comprised of several activities to raise funds and purchase items for those who are in need. Following is a summary of the efforts employees made this year to make it a merrier season for others in our community.



**The Socks/Sundries Drive** – This activity concluded on Dec. 11. Employees donated a new record of 202 pairs of socks, 10 boxes of sundries, and five boxes of shoe boxes, all of which will help the homeless. The Juvenile Durango Office really pitched in by donating half of all the socks and a third of the sundries.

*Continued on page 2 - Drive*

## Season for giving

Besides the Holiday Charity Drive, Clerk's Office staff also demonstrated their generosity in another way. To date, the staff has contributed \$9,129.02 to the County's Combined Charitable Giving Campaign (CCC). This amount is the result of \$8,105.52 made in contributions and \$1,023.50 spent in special events. This year's amount surpasses the office's contributions from the previous two years – \$4,500 in 2002 and \$6,400 in 2001.



Thus far, Maricopa County's overall contribution amount is \$347,000.

### Home for the holidays

The holiday season is here and so is the opportunity to look at the season of upcoming paid holidays that await employees in 2004. They are:



- New Year's Day – Thursday, Jan. 1
- Civil Rights Day – Monday, Jan. 19
- President's Day – Monday, Feb. 16
- Memorial Day – Monday, May 31
- Independence Day – Monday, July 5
- Labor Day – Monday, Sept. 6
- Columbus Day – Monday, Oct. 11
- Veteran's Day – Thursday, Nov. 11
- Thanksgiving Day – Thursday, Nov. 25
- Christmas Day – Friday, Dec. 24

### THE INSIDE TRACK

**Pg. 2 - The Holiday Message E-dition**

**Pg. 3 - Recordsetters**

**Pg. 4 - Employee News**



## Michael's

e  
s  
s  
a  
g  
e



Michael K. Jeanes  
Clerk of the Court

### My Holiday Message E-dition

In the spirit of our new E-Filing program that we kicked off this month, there are some other important "E's" that I want to celebrate as we close out yet another year. Those "E's" are the Efficiency, Energy, Excellence, and Enthusiasm that you demonstrated throughout 2003. Once again, your performance was impressive and I am truly grateful to you.

I am proud of the Extraordinary accomplishments you achieved and how you continued to Enhance service to our customers.

Your Emphasis on quality service is an Example to other agencies.

I am Equally proud of your Extreme generosity during our Holiday Charity Drive. Each year, your Efforts allow those in need to Experience a merrier holiday season.

I also want to Elude to the fact of how Encouraging you are to one another as Evidenced Each month in the Recordsetters section of this newsletter. Your support for your co-workers is Electrifying. I have never Encountered a group of people who Embody such teamwork. It is truly Exceptional.

Essentially, the thing that I most want to Express to you is my heartfelt thanks for a job well done. You are Extra special people.

I Extend my wishes for you and your families to have a happy and Enjoyable holiday season.

## Logo submissions are being reviewed

The judges for the Office Logo Contest are set to GO to decide the way to GO in selecting a loGO from the designs employees submitted. In total, 19 staff members submitted 30 creative logo designs for consideration. The judges are taking their time to consider each unique logo. An announcement will be forthcoming.

### The newsletter goes Universal

Each month, employees are invited to send the Public Affairs Office a photo of themselves reading the Record Times newsletter while they are on vacation or in an unusual place. Last month, the newsletter was seen with an employee who was in Minnesota at a historical park. This month, it is found with two employees who were in California at a theme park.

Pictured here is Family Court Auditor/Trainer **Lora Gilbert** (left) and Northwest Filing Counter's **Keri Wade** who are enjoying reading and riding at Universal Studios – reading the newsletter and riding the rides.

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



### The Drive continued

**Adopt-A-Family** – The office adopted five families through the Salvation Army. These families represent 25 children and seven adults. The families were given clothes and gifts purchased by employees. One employee purchased and donated a bed for a family that did not have one.

**Cash-ual Days, Raffle, Food Sales, and Raffle** – The Office held Cash-ual Days, a Raffle, and Bake Sales which helped raise several hundred dollars to purchase gifts for the Salvation Army families.

**Operation Cobbler** – The Customer Service Center staff conducted its annual "Operation Cobbler" Shoe Drive. This year, staff donated 345 pairs of shoes. These shoes will be cleaned and repaired by a local shoe repair shop and then given to those in need of them.



**Happy Shoe Year!** Pictured above are all of the shoes donated by the CSC departments. The Micrographics Office won the friendly competition to see which area could donate the most shoes.

### Juvenile helps make Adoption Event successful

In November, the Juvenile Division was involved in the "Celebrate Adoption Event." There were 83 hearings among 13 judges and 100 children were adopted. The Clerk's Office had four courtroom clerks covering the hearings and two office staff to issue certified copies. Juvenile processed 182 copies and 92 certifications for a total of \$1,747.

The staff who worked at the event are **Kathy Hill, Katie Meade, Linda Moya, Kiera Molina, Karen Walker, and Monica Randez.**

# 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.

### Southeast Filing Counter

- **Elva** is a true professional. What an asset to the office.

### Southeast Public Records

- **Veronique** provides excellent, professional service. She defines customer service.
- **Iwan** was so kind and helpful. What a great asset to your office.
- **Ken Daniels** was very helpful and courteous. I appreciate his smile.

### CCB Family Court File Counter

- Very helpful, cheerful. It made the whole process easier to deal with.

### CCB Civil Filing Counter

- **Olivia** is a super employee. She is cooperative and courteous.
- **Marsha** is excellent. She has a great personality and is fast.

### Customer Service Center

- **Martha Miller, Cheryl Marzella** and **Linda Johnson** were a fantastic help.
- **Sue** was great.
- **Anna** and **Regina** were very helpful.
- Service given by **Martha** was great.

## CO-WORKER — COMPLIMENTS —

"To the staff at **OCH Probate** and the **Northwest Filing Counter**, I want to say thank you for all your help while one of our co-workers was out on medical leave. I want to give another special thank you to **Lora Gilbert**, busy as she is with her auditing and training duties, she somehow found time to come out to our court to help. Thank you all, we really appreciate you."

— **Kelle Dyer**

"I want to honor the folks I work with at **Durango**. I have worked here for almost

two years and these people have proven to be dedicated, kind, and thoughtful. I enjoy coming to work because of them."

— **Bonnie Glenn**

"I want to thank **Ruben Trejo** for assisting me several times when I ran into technical problems during training sessions. He interrupted what he was doing to come to my aid, which was much appreciated. Also, I want to thank **Merriell Trombley** and all the staff who cover the **ITG Help Desk** for their continuing help on a daily basis with various EDM issues. They are responsive and get problems resolved quickly."

— **Joyce Auchinleck**



*Recordsetters -  
Always answering the bell*

"We, at the CCB File Transmittal Center, congratulate **Chad Johnson** for his long awaited career advancement. We thank him for all of his hardwork and dedication."

— **Diane Barnes**

I want to thank **Karen Rose, CeCe McDermott, Everett Lee, Veronica Trevino, and Katie Sullivan** for their participation in the new e-filing project. They participated in e-filing training sessions and expressed their eagerness for this exciting transition. Also, congratulations to Civil Docket employees **Tina Hays** and **Jean Walker**, who received the 'Spot Award' for maintaining a positive attitude and making ongoing efforts to keep the civil docket process flowing during very difficult times."

— **Michele Delk-Gary**

"I want to thank **Linda Moya** for transferring from Durango to Southeast Juvenile in order to help us out. I also thank all of the **SE Juvenile courtroom clerks** for their hardwork and dedication all year."

— **Jenny Shaska**

"I just want to send a BIG thank you to the **SE Juvenile staff**. It has been a busy year with moving to a new area, smokin' deals, vacations, and a new baby. I hope everyone has a wonderful holiday season."

— **Diane Hoy**

## — OTHER COMPLIMENTS —

Julie Bower sent a complimentary email to Correnia Honaker about ITG's **Kyle Nelson**. She wrote, "I just wanted to send you a note to let you know that Kyle has assisted me for the past 2 to 3 years when I needed help. He is always courteous, kind, and very understanding of the urgency of the matter. He has always gone out of his way to help with any problems or questions. His help is invaluable."

SE License Services Supervisor Joe Altnether sent an email to File Transfer Center's **Diane Barnes** and SE License Services' **Sabrina Dana** to thank them for their quick efforts to help with a file. He expressed appreciation for their hardwork and fast service in getting the file out to a judge. He said, "We had 30 minutes before the end of the day, and they both came through magnificently."

A United States District Court official sent a letter to Michael Jeanes to inform him of the excellent service she received from Collections' **Linda Castleberry**. She wrote, "Linda has provided excellent customer service and accurate invoices to us. I want to let you know how satisfied and confident I am in the information I have received from her since she has taken over our account management."

A partner from a law firm wrote Michael Jeanes to say that he had the opportunity to work with Courtroom Clerk **Elyssa Schneider** during a trial. He said he found her to be highly competent, courteous, and helpful. He added that her professionalism never wavered, she was always willing to assist in anyway possible, and she was outstanding in her approach to her job."

A judge sent an email message to Family Support Center Associate Clerk Kat Cooper to let her know how impressed he was with Expedited Services' **Terri Toth**. He wrote, "I want to take a minute to tell you what a terrific, thorough, and excellent report and conclusion Terri Toth achieved in this case. I was particularly impressed with her handling and result that she accomplished. I thought she got the folks to reach a very fair and appropriate compromise. I recognize the effort, patience, and skill she utilized in reaching the result she did. What a great job."

# Employee News

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

## — BIRTHS —

Congratulations to Court Supplies' **Dominic Navarro** who became the proud father to a 9 lb. 6 oz. baby boy on Nov. 11. His new son's name is Jonathan.



Congratulations to Family Court Docket's **Judith Flowers** who became a grandmother for the first time when her 7 lb. 9 oz. granddaughter was born on Nov. 22. Her new grandchild's name is Whitney LeeAnne.

Congratulations to Courtroom Clerk **Alex Aguirre** on the birth of his 6 lb. 4 oz baby girl on Nov. 21. His new daughter's name is Luna Marie.

## — NEW EMPLOYEES —

- **Jeanne Albert** – Family Court Document Services
- **Alicia Burd** – Durango Juvenile
- **Bernadette Marquez** – Family Court Document Services
- **Patricia Perez** – CCB Expedited Services
- **Christina Rodriguez** – Family Court Document Services

## — EMPLOYEE MOVES —

- **Frances Horst** was promoted to be the new supervisor of the Mailroom.
- **Margaret Brickman** transferred from RCC DT to a EDM position at the Northwest Court.

## — AWARDS/HONORS —

*The lifesaver of the month is...* Support Services Finance's **Maria DeLaCruz** is the recipient of the

FSC's "Lifesaver Award" for December. She was recognized for the honor for bringing the suspense payments up-to-date. In addition, she helps the Southeast staff when her work is caught up. Furthermore, Maria recently received a complimentary acknowledgment from the Department of Child Support Enforcement on the quality of her work.

## Correction on Softball team

In last month's newsletter **Sherri Gene's** name was mistakenly left off of the names of those who were on the Clerk's team for the County Combined Charitable Campaign Softball tournament. Sherri and the other Clerk members finished in an impressive second place in the tournament.

## New march in her step

CSC Document Filing's **Bianca Marzella** recently graduated from Army Basic Training on Dec. 4 at Fort Jackson, S.C.

## On the Spot recognition

The following employees are recent recipients of the office's Spot Award.

- **Penny Boettcher** – SEA Doc. Management Supervisor
- **Jessica Folts** – SEA Filing Counter
- **Tina Hays** – Doc. Management Rep
- **Leah Lindahl** – SEA Doc. Management Auditor
- **Andrea Martin** – Document Management Lead
- **Melissa Alderman-Mendez** – CCB Filing Counter
- **Roberta Stumper** – SEA Filing Counter
- **Jean Walker** – Doc. Management Rep

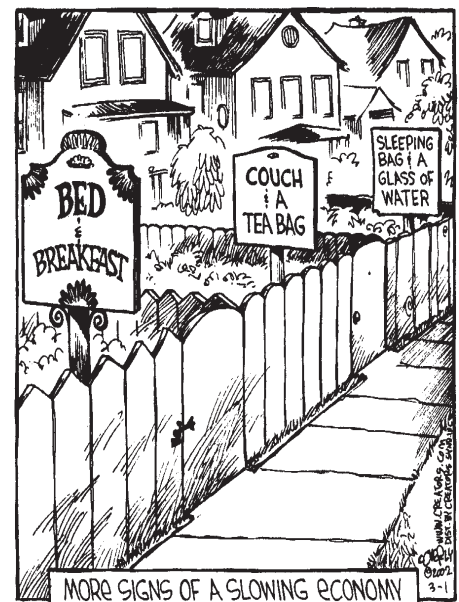
## — MILESTONES —

The following employee celebrates a milestone anniversary in December:  
**Karen Stone - 15 Years**



## EMPLOYEE — SPOTLIGHT —

**Name:** Cheryl Bothwick  
**Department:** Criminal Docketing  
**Hometown:** Phoenix, AZ  
**Family:** Daughter - **Melissa**  
**Birthday:** August 8  
**Years with Clerk's Office:** 4 years  
**Favorite Activity:** I like to work out at the gym  
**Activity Dislike:** Delivering the morning newspaper everyday  
**Pet Peeve:** When parents won't wipe their child's runny nose for them.  
**A Memorable Experience For You:** When I shot the winning free throw to win the high school division basketball championship  
**Hardest Thing You've Done:** Going back to school later in life and finally graduating from court reporting school after 5-1/2 years  
**A Person You Would Like to Meet:** Vin Diesel  
**What Was Your First Job:** I was office manager for my Dad's manufacturing company.  
**Nobody would believe it if they knew...** that I was a Phoenix Suns ballgirl for four years.



**Record Times.** Published monthly by the Clerk of the Court's Public Affairs Office for distribution to employees on the last payday of each month. Contact PA&E, CCB, 201 W. Jefferson, Phoenix, Ariz. 85003 (602-506-6114) or by e-mail LKeso@cosc.maricopa.gov

Editor

Len Keso