

Record Times



February
2003

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



Volume 9
No. 2

It's bigger, better, brighter for SE Juvenile



The new Southeast Juvenile Office provides a better-designed work area for staff.

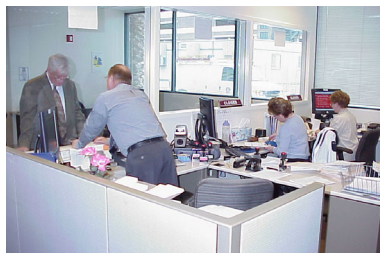
A ceremonial courtroom, chambers and waiting area will be built in the area that the SE Juvenile staff formerly occupied. Their new space was formerly the working area of the Juvenile Probation Office.

Other benefits of the new work area are: enhanced security, three public windows to serve customers, a small conference room, a lobby for customers, and a small kitchen area.

Juvenile Administrator **Melody Tinsley** said because of the staff's enthusiasm, efficiency, and organization, everything was moved over in half-a-day and it went very smoothly.

The Southeast Juvenile Office has moved over to a bigger, better, and even brighter place. This month, staff moved from their office space at the entrance of the SE Juvenile facility into a new area of the building. This new office area has twice the filing space, more work room, and even brighter lighting.

The move was made as part of the construction and remodeling work being done at the Southeast Juvenile facility.



The new SE Juvenile Office provides a more professional appearance to serve customers.

Report focuses on Service Driven attitude

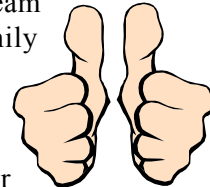


The Office's 2001 - 2002 Annual Report is printed. Employees who are interested in viewing a copy may contact Public Affairs' Len Keso at 506-6114. The report is also available on the office's website in electronic format at www.clerkofcourt.maricopa.gov in the "News" section and then click on "Annual Report." The theme for this year's report is "Service Driven."

Conference Officers say two thumbs up!

by Kat Cooper, FSC Associate Clerk

During the week of February 3 - 7, 13 conference officers and the Conference Team supervisor in Family Support Center's Expedited Services, participated in an intensive, 40-hour



mediation training. Attorney/mediator Christine Coates, from Boulder, Colo. designed and conducted this training specifically to assist conference officers who engage in highly challenging work with parties who are either non-compliant with the Court's orders related to child support and parenting time, or are in persistent high conflict.

Much of the training's success can be attributed to the invaluable expertise and delightful personal style of Ms. Coates, a past president of the Association of Family and Conciliation Courts (AFCC).

Conference officers described the training, which included didactic, role play and video segments, as one of the best they ever experienced. As a result of the training, conference officers have acquired new skills to draw upon when helping parties identify their needs and preferences while negotiating very important issues about their children.

For the record...



.... On Jan. 27, the office implemented a new computer program language (called the XML data feed) that greatly reduces the amount of redundant data entry for the Criminal Financial Obligations Unit. The way it works is that the program pulls specific data from the minute entries and automatically integrates this information with the Criminal Financial Obligations records. Therefore, the CFO staff have less data to enter when initiating a case because much of the information already has been electronically recorded.

.... Clerk's Office employees donated \$4,496.74 to the 2002 County's Combined Charitable Campaign.

THE INSIDE TRACK

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Michael's

Message



Michael K. Jeanes
Clerk of the Court

Your opinions are important to us

Employees' input builds the foundation of a strong and effective organization. Your opinions are important and can help make our organization even stronger than it is right now.

During the next few months, three surveys will be conducted in which all COSC employees will have the opportunity to provide input. Your responses to the surveys are the first step in identifying what the office is doing well and where we can make improvements. All survey responses submitted

will be anonymous. They will be delivered electronically, as an automated questionnaire that appears when you log in on your computer at work. Questions on the Culture Survey will be presented in four sections.

The Culture Survey will be conducted first. Organizational culture is the way we do business, our approach to serving customers and providing leadership for our staff. To make meaningful changes, or to continue supporting positive aspects of our culture, I need to know what your perceptions are about the current Clerk's Office culture. A compilation of everyone's input on this survey will help me and your administrators understand how you define the COSC culture. Knowing how you perceive the Clerk's Office way of doing business is vital to making needed changes to our organization.



The Supervisor Survey will be conducted next. The multiple-choice questionnaire asks for input about your supervisor's performance. Again, your name will not be attached to your response. Survey results will be compiled and used to identify positive supervisory and leadership skills being practiced, as well as areas for improvement. The survey is a learning tool for supervisors.

The third survey is the Employee Satisfaction Survey. In the past, Clerk's Office employees have participated in the Employee Satisfaction Survey conducted by the County. Starting this year, we will replace the County survey with a similar one that aligns more completely with our needs and structure.

I appreciate the time and sincere input you will be giving to these surveys. Working together, we can strive to accomplish our vision: Meeting the needs of our customers before they ask.

More specific information will be provided to you as we get closer to implementation. Please contact Diane Szaniawski with any questions.

Well calculated idea

To provide the Family Support Center staff with a reliable and convenient tool to calculate the proportionate share of child support that a parent owes, ITG and FSC managers have developed an application called the Child Support Calculator Program (CSCP). The CSCP, which is available on FSC staff computers, contains electronic child support worksheets that were modeled after the Arizona Child Support Guidelines (ACSG). The worksheets are used to figure the amount of child support for each parent and applies the amount appropriately based on the parents' income, the number of children, and other ACSG factors.

Also, the CSCP allows staff to calculate child support when one parent has custody, when there is equal time spent with the children, or when a third party has custody of the child.

Newsletter travels to Japan

Each month employees are invited to submit a photo of themselves reading the newsletter while they are on vacation.

Pictured below is Juvenile Durango Courtroom Services Manager **Tami Mayes** who took time to read the newsletter while she was in Okinawa, Japan visiting her new grandchild. This is the newsletter's first appearance in the continent of Asia.

Employees may submit photos of themselves reading the Record Times to Public Affairs' Len Keso.



Cupid keeps staff busy on Valentine's Day

Traditionally, Valentine's Day is the busiest day of the year for the Marriage License and Passport Office. Once again, this year was no exception. Staff issued 104 licenses on Feb. 14. On an average day, they issue about 42 licenses.

On previous Valentine's Days, staff issued 90 licenses in 2002; 103 licenses in 2001; 98 licenses in 2000; and 102 licenses in 1999.



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 work at the SEA Filing Counter and want to send a huge thank you to my counter-parts at the **Downtown Probate Filing Counter**. I seek advice from them often and they are always willing to assist me. They are experts in their field.”

– **Shelly Soderstrom**

“I would like to express my heart-felt gratitude and most sincere thanks to the entire **Fileroom staff** for their patience, guidance, and direction in training me. Thanks a million.”

– **Joey Ramirez**

“I would like to thank all of the staff at the **Northwest Regional Center** for making me feel so welcome during my temporary assignment. You all are wonderful people to work with.

A very special thanks to the **Family Court Docket, EDM, and the Counter staff** for your wonderful words of commendation and appreciation. A thank you cannot convey the appreciation I have for all of you. It is a blessing to be able to work with each and everyone one of you.”

– **Lora Gilbert**

“I would like to thank **Lora Gilbert** and **Connie Jenkins** for their training expertise. They both have been extremely patient with all my questions. I appreciate everything they have done.”

– **Keri Wade**

“I want to send a special congratulations to **Lora Gilbert**, who is the employee

of the month in our department. Her hard work is much appreciated and she is always so very helpful to everyone in need of help. She truly deserves the title of *Employee of the Month*.”

– **Candice Williams**

“I would like to thank **Diane Szaniawski, Dave Forde, and Sue Ortiz** for their responsiveness to issues and needs and their professionalism and support in advising our department.”

– **Kat Cooper**



Going the extra mile
– Recordsetters

“I want to thank **Marge Boyett** from Financial Services for working with us at Juvenile Durango for the past three months. She has assisted with numerous duties so that our staff could work on a research and reconciliation project. I also thank **Gordon Mulleneaux** and **GeorgeAnn Smith** for loaning her to us.”

– **Melody Tinsley**

“I want to thank **Nicola Mueller** and **Sabrena Davis** for their assistance in learning and then training other staff members in the Fileroom on how to print CCN file folder labels. Without their effort, the labels would not have been printed in a timely manner.

I also want to thank everyone in **Customer/License Services** and the Fileroom for their hardwork (and patience) while we rearranged files on shelves in order to create more space.”

– **Joe Altnether**

“When I began working in the Mailroom, I had no working knowledge of the Superior Court system, nor was I familiar with the language. This would have been very difficult for me if not for the combined efforts of **Francis Horst, Mary Davis, and AnneMarie Thorton**, who patiently explained things to me and kindly showed me the proper way to handle the mail.

“I have been trained by specialists in other jobs, but have never had the gentle and kind teaching that I have had here. They deserve recognition for their kindness, efficiency, and just plain fun training.”

– **Patti Carter**

COURT – COMPLIMENTS –

Superior Court’s Karen Westover sent an email message to the office complementing Document Services Director **Michele Delk-Garey**. She said, “I want Michele’s boss and others to know that she is truly a delight to work with. She has been incredibly responsive and always upbeat with all the changes and revisions occurring in Civil. I can’t say enough about how much we enjoy working with her.”

Marian Catt who was one of the recipients of the message responded by saying, “I concur with your comments as to what a pleasure it is to work with Michele as I have experienced the same great customer service.”

Superior Court’s Carey Hyatt sent an email to the office complimenting File Maintenance Supervisor **Tina Barrett**. She said, “There was a glitch in the file ordering system; however, we were able to make contact with Tina. She did the impossible and had 25 files pulled and delivered as a RUSH in less than 45 minutes all the way from 6th Ave.

CSC Director Melanie Fay added, “Thanks Tina for your dedicated hardwork. I am honored to have you on my team.”

Employee News

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

— BIRTHS —

Two employees became grandmothers for the first time and at the same time with the birth of one child



– Office Receptionist **Sandra Strange** and Administrative Services Assistant **Sandy**

Watson. Sandy's oldest son Joe is married to Sandra's youngest daughter Lisa.

On Feb. 6, Lisa gave birth to a 7 lb. 5 oz. baby boy. His name is Levi Michael.

Sandy and Sandra's desks are about 10 feet apart and so they will have plenty of opportunities to brag about their new grandchild.

In addition, Marriage License and Passport's **Duffy Watson** (Sandy's husband) is the grandfather.

Furthermore, Sandy's youngest son, Mike, is engaged to Sandra's oldest daughter Heather. Mike is currently in the Marines and is stationed on a ship in the Persian Gulf.

Family Court Filing Counter's **Anna Valenzuela** came very close to having the first baby born in Phoenix in 2003 – 11 seconds away, in fact.

Anna gave birth to a 6 lb. 11 oz. baby girl just 20 seconds after midnight on Jan. 1 at Good Samaritan Regional Medical Center. However, there was one child who was born just 10 seconds before Anna's baby at the same hospital.

Anna and her husband Joe named their new daughter, Lyssa Marie.

Two other Valley hospitals reported babies being born close to midnight. One baby was born 45 seconds after midnight and another one was born one minute after midnight.

Congratulations to SEA Scanning Area's **Maja Obradovic**, who gave birth

to a 7 lb. 15 oz. baby girl on Feb. 7. Her new daughter's name is Andrianna.

Support Service Finance's **David Rosset** and his wife Customer Service Center's **Jessica Rosset** became the proud parents to a baby girl on Feb. 10. Their new daughter's name is Sasha.

Congratulations to Appeals' **Juanita Summerhill** on the birth of her 6 lb. 13 oz. grandchild on Jan. 2. Her new granddaughter's name is Rebecca Mae.

Probate's **Angela Northrop** became a grandmother on Jan. 3. Her new granddaughter's name is Kaylie Pellegrim and she weighed 6 lb. 5 oz.

— WEDDINGS —

CSC Fileroom's **Steve Greth** and Appeals' **Emmy Colosimo** may not be married to their jobs, but they are now married to each other as a result of their jobs.



Steve and Emmy, who met while working in the Clerk's Office, got married on Feb. 8.

Congratulations to Northwest Regional Center's **Connie Torres** who got married on Jan. 10 to Juan Jenkins.

— NEW EMPLOYEES —

- **Fernando Cabral** – Court Supplies
- **Beverly Fraser** – Juvenile Durango Courtroom Clerk
- **Christine Gessler** – CCB Expedited Service Conf. Officer
- **Mica Inman** – CCB Expedited Services Caseworker
- **Esmerelda Vasquez** – SE Support Services Specialist

— EMPLOYEE MOVES —

● **Keri Wade** transferred from the CCB Civil Docket to the Northwest Regional Center to cross train at the

File Counter and to learn other case type docketing and EDMS processes.

— AWARDS/HONORS —

The lifesaver of the month is... CCB Expedited Services' **Niki Swank** is the recipient of the Family Support Center's (FSC) "Lifesaver Award" for February. Niki was selected for the honor for assisting Southeast with their Expedited Services Conferences. She willingly offered to help out even at a moments notice. Her help was much appreciated by the staff of Southeast.

— MILESTONES —

The following employees celebrate milestone anniversaries in February:

35 YEARS

Duffy Watson

15 YEARS

Loretta Carlson

10 YEARS

Laverne Willkomm and **Carrie Gerhardt**

5 YEARS

Cecilia Alfaro, **Suzanne Kendall**, and **Suzanne Lambries**



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 L.Keso@cosc.maricopa.gov

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