

Record Times



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



Michael is sworn in as Clerk for second term

Getting elected as Clerk of the Superior Court isn't as easy as "1, 2, 3," but getting sworn into the office could be described that way for **Michael K. Jeanes** – that's because his official swearing-in ceremony occurred on 01-02-03 (January 2, 2003).

Michael was sworn-in as Clerk of the Court to serve a second four-year term by Superior Court Presiding Judge Colin Campbell at a special ceremony for him and other newly elected officials. Michael was elected to the position by the voters of Maricopa County in the November 2002 General Election.

Michael first took the oath of office for Clerk in February 1998 when he was appointed to the position by Governor Jane D. Hull after Judith Allen resigned as the Clerk of the Court. He was sworn-in as Clerk again in January 1999 when he was elected for the first time to the position.



Judge Colin Campbell administers the oath of office to Michael Jeanes. Michael's wife Jill, joined him for this special moment and is standing on his right side.



Michael poses with his family after his swearing-in ceremony. He and his wife Jill have three sons. They are: Nathan (left), Eric (standing next to Michael), and Garrett (standing in front of Michael).

Charging ahead with credit card option

The Clerk's Office took another step in providing more convenience to customers this month. On Jan. 15, the Customer Service Center began allowing customers to use their credit cards (Mastercard/Visa) as a form of payment for copies of court records, marriage licenses, and the Clerk's portion of the Passport Application fee. As part of this new option, customers use an electronic signature pad to sign for the service they are paying for.



Sheila Hinson poses as the first customer using a credit card at the Customer Service Center. Sue Baldwin prepares to swipe her card in the new credit card terminal attached to her computer.

After an evaluation period of this new option at the CSC, the office will next implement credit card usage at the Downtown locations, followed by Durango Juvenile, then Southeast Adult and Juvenile, and finally the Northwest Office. All of these phases are expected to be completed by the summer.

FSC weaves a new look for its' website

by Kat Cooper, FSC Associate Clerk

The Clerk would like to invite staff to take a look at the newly improved Family Support Center (FSC) website. In addition to dramatic changes in the appearance, ITG's **Oscar Garcia** and **Aaron Jones** have designed the site to be far more user-friendly.



Members of FSC's Management Team provided information about Expedited Services and Support Services, and contributed other valuable information including:

- Frequently Asked Questions;
- A variety of links to related sites such as fees, forms, and resources;
- Resources for Parents; and
- Employer information.

The FSC website address is: www.familysupportcenter.maricopa.gov.

A look back on 2002

Employees who are interested in viewing a six-minute video which highlights the past year for Maricopa County, may contact Len Keso at 506-6114.



THE INSIDE TRACK

- Pg. 2 - Charity Drive Wrap-up
- Pg. 3 - Recordsetters
- Pg. 4 - Employee News

Michael's

message



Michael K. Jeanes
Clerk of the Court

There's Munch more to talk about

For the past several years, I have enjoyed taking part in the monthly Munch meetings with you. It has provided me an opportunity to meet with you face to face and get to know many of you better. It has been a real benefit to hear from you directly on your likes and dislikes about the office. I also hope it has benefited you in being able to get your questions answered and/or in learning about issues the office is facing.

As we begin the New Year, I look forward to the many Munches scheduled in 2003. In

an effort to better accommodate employees, we have revised the times of the lunch discussions to allow for more participation. I encourage you to come to a Munch in your office location 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. The Nov. 27 SEA Munch and the Dec. 25 SE Juvenile Munch will be rescheduled due to the Thanksgiving and Christmas holidays. A schedule for Northwest is coming soon).

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

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

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

Feb 20; **Apr. 17**; June 19; **Aug. 21**; Oct. 16; and **Dec. 18**

Durango Juvenile - Room 223 / 12:30 - 1:30 p.m.

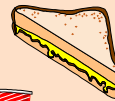
Jan. 27; **Mar. 20**; May 15; **July 17**; Sept. 18; **Nov. 20**

Southeast Adult - Cafeteria / 12:30 - 1:30

Jan. 23; **Mar. 27**; May 22; **July 24**; Sept. 25; and **Nov. 27**

Southeast Juvenile - Saguaro Room / 12:30 - 1:30

Feb. 27; **April 24**; June 26 - Ocotillo Room; **Aug. 28**; Oct. 23; and **Dec. 25**



Wrapping up the 2002 Charity Drive

The Clerk's Office Annual Holiday Charity Drive is wrapped up and it was a recordsetting campaign. Following are the results of the campaign.

◆ A recordbreaking \$2,025.90 was raised through the various Holiday activities (Cash-ual Days, Bake Sales, Raffle etc.). The previous record was set last year when \$1,336 was raised.

◆ \$350 was donated to the St. Vincent de Paul and the St. Mary's Food Banks on behalf of the employees.

◆ Five families representing 20 children and eight adults were adopted.



Each child received at least two new toys, and at least one brand new outfit and shoes, along with other donated and miscellaneous items. In addition, each family received wrapping paper and a gift certificate to a local grocery store.

◆ 647 tickets were purchased through the Raffle;

◆ 171 pairs of socks, seven boxes of sundries, and three bags of shoe boxes were donated to help the homeless through the Shoebox Ministry effort.

◆ 232 pairs of shoes were donated by Customer Service Center staff in their second annual Operation Cobbler effort that helps those in need of shoes.

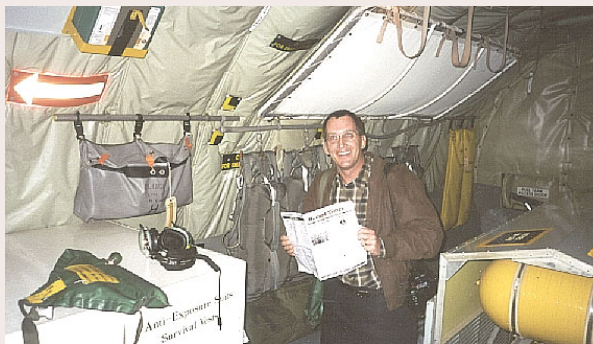


Newsletter takes off with Michael Jeanes

Each month employees are invited to send a photo of themselves reading the office newsletter while they are on vacation. Last month, the newsletter was seen with an employee who was catching a baseball game. This month it is shown with someone we all know, who was catching a flight.

Pictured here is our own Clerk of the Court **Michael Jeanes** who took time to soar through the newsletter while he was soaring the skies aboard a KC 135 military airplane that he was invited to ride in.

Employees may submit photos of themselves reading the Record Times to Len Keso at anytime. Please include your name and a photo description.



From left: **Jean Walker**, **Deborah Brooks**, and **Mitzi Munoz** worked at the Downtown Bake Sale, which raised nearly \$250. The CSC Food Sales raised \$442. The SEA Food Sales raised \$159.

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 - CARD COMPLIMENTS -

The following complimentary remarks were made by the public on the Office's Customer Service Survey cards about the service they received at these locations:

OCH Probate Filing Counter

- "Robyn treated me with the utmost of professionalism."
- "Robyn was very helpful and nice. She smiled and said thank you."
- "Wonderfully helpful."

SEA Public Records

- "Ken has a unique way of efficiently handling a troublesome situation to completion. I have had a wonderful experience, which otherwise would have been disastrous."
- "It's nice to see a government agency that is a pleasure to deal with."
- "Service was great. Veronique was so helpful."

Civil Filing Counter

- "Leslie was great!"
- "Very kind - I was in a hurry."

SEA Civil Filing Counter

- "Sharon is the most sweet, kind, exceptionally helpful person I have ever come across in the legal system."

CO-WORKER - COMPLIMENTS -

"I thank Karen Walker from SE Juvenile for always lending us a helping hand. We appreciate her coming on a short notice and always having a smile."

— Raquel Gastelum

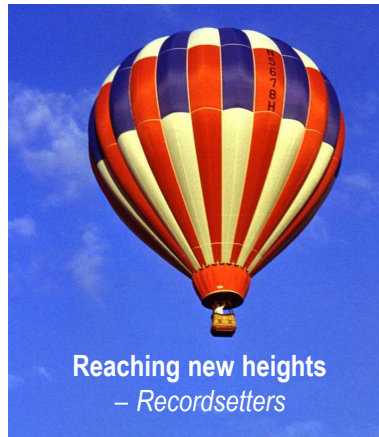
"Family Court Document Services extends their great appreciation to the

Micrographics staff and their continued assistance with the EDM project."

— Sheri Jaffe

"I would like to thank Everett Lee. When we are short-staffed, he is always willing to pick up the slack and volunteer to do whatever is needed. He is truly a very dedicated and hardworking employee."

— Olivia Cardenas



"We want to thank CeCe McDermott for being such a good and patient trainer with us."

— Ruby Davison, Anamae Ramirez, and Julie Summers

Melody Tinsley sent an email to the Facilities Management staff thanking them for their excellent work. She said, "Just wanted to thank each of you on the recent remodeling project at Juvenile Southeast and for creating two new courtroom clerk work stations – especially accomplishing this over the holidays with all the little snags we ran into. I appreciate your effort and it turned out just as planned."

CUSTOMER - COMPLIMENTS -

A customer called the office to thank Durango Juvenile's Monica Coleman for the excellent assistance she provided to her. This customer then followed up the phone call by sending a card to Monica in which she wrote how

much she appreciated her kindness and assistance.

Two different customers recently called CSC Supervisor Cheryl Marzella to compliment two of her staff members – Viki Hagen and Beverly Clement. Both customers expressed their appreciation to Cheryl for the fine assistance they received from them.

Criminal Financial Obligations Supervisor GeorgeAnn Smith received a call from a customer who wanted to compliment Angela Smith, Suzanne Kendall, and Matt Helm for their outstanding customer service. In addition, a representative of the Victim Service Unit sent a message to Angela thanking her for taking time out of her busy schedule to train a new advocate.

A customer sent a card to SE Support Services' Artis Gunn for her kindness during an appointment. She wrote, "Thank you so much for your patience and guidance during our calculation appointment. It is so refreshing to come across the human touch."

ITG Operations Manager Correnia Honaker received a letter from a chief counsel at the Arizona Attorney General's Office complimenting Reggie Graham for his excellent customer service. He wrote, "We have found Reggie to be cheerful, professional, knowledgeable, and prompt. He has always been most willing to assist when we have needed him."

- COURT COMPLIMENTS -
Superior Court's Karen Westover sent an email message thanking Distribution's Chris Mathein for his help in a matter. She said, "Thanks for your follow-through on this. We feel quite privileged to work with you and greatly appreciate you for bringing this to our attention."

Employee News

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

— BIRTHS —

Congratulations to SEA Document Processing/Certification Desk's **Jennifer Rivera**, who gave birth to a 6 lb.



14 oz. baby girl on December 31. Her new daughter's name is Katelyn Ann.

Marriage License and Passports Office's **Angelique Rodriguez** became the proud mother to a 6 lb. 5 oz. baby girl on Nov. 23. Her new daughter's name is Ariana.

— NEW EMPLOYEES —

● **Harriette Bills** – Financial Services, Accounting

— EMPLOYEE MOVES —

● **Penny Boettcher** was promoted to the position of Criminal Document Management Supervisor at SEA. She previously was a courtroom clerk.

● **Deborah Barnaby** has transferred to SEA Support Orders from CCB Support Finance.

● **Cheri Clark** has been promoted to the position of FSC Manager at SEA. She was previously the CCB Conference Team Supervisor for Expedited Services.

● **Jody Fisher** was promoted to the position of Administrative Support Supervisor. She was previously an Expedited Services caseworker.

● **Michelle Markson** was promoted to the position of Conference Team Supervisor. She was previously the Expedited Services Administrative Support Supervisor.

— AWARDS/HONORS —

The lifesaver of the month is...

Support Service Orders' **Jeff Nance** is the recipient of the Family Support Support Center's (FSC) "Lifesaver Award" for January.

Jeff was selected for the honor for making an excellent presentation to the Support Services staff about a training class he attended on the Family Law Assistance Program (FLAP) and on the Volunteer Lawyer Program (VLP).

Turning things up by a degree

The following employees deserve a special congratulations for their commendable achievement in earning college degrees:



● CCB Expedited Service Conference Officer **Denise Tavana** received a master's degree in Public Administration on Dec. 19 from A.S.U.

● SEA Expedited Services Conference Officer **Shannon Branham** received a master's degree in General Administration on Dec. 14 from Central Michigan University.

● CCB Expedited Services Conference Officer **Dee Shultz** received a bachelor's degree in Criminal Justice on Dec. 20 from A.S.U.

— MILESTONES —

The following Clerk of the Superior Court employees celebrate milestone office anniversaries in January:

20 YEARS

● **Steve March**

15 YEARS

● **GeorgeAnn Smith, Judy Bushong, Josephine Schuldt, Linda Domanico, and Randi Gonzalez**

(GeorgeAnn, Judy, Randi, Josephine, and Linda all started with the office on the same day, which was January 10, 1988).

10 YEARS

● **Brenda Burton**

5 YEARS

● **Lorie Stroud, Mary Smith, Sharon Butler, Phyllis Strother, and Sandra Salgado**

EMPLOYEE

— SPOTLIGHT —

Name: Lisa Kellar
Department: Payroll
Hometown: Phoenix, AZ
Family: **Lance** (husband) / **Toni** (Mother, who works in Court Admin.) / **Ann** (sister) / **Dave** (stepfather)
Birthday: March 28
Years with Clerk's Office: 13 years
Your Favorite Activity: Listening to music, playing with my two small dogs, Itsy and Shadoe
Activity Dislike: Ironing clothes
Pet Peeve: People who try to cut in line in front of me
A Memorable Experience For You: My wedding day
Most Adventurous Thing You've Done: When I went for the first time on trips to Las Vegas, Nev. and San Diego, Calif.
Who is a Person You Would Like to Meet: Barry Manilow
Where Was Your First Job: Working at Sears
Nobody Would Believe It If They Knew That.... I am much, much more mischievous than people think.



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Editor

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