

Record Times

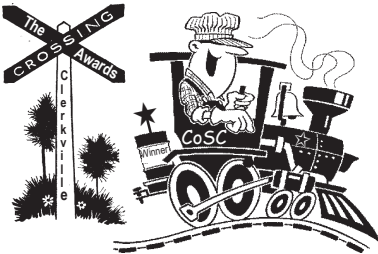


A monthly newsletter for employees of the Clerk of the Superior Court's Office.



The Casey's are coming down the track

The Casey's are coming down the track once again. "Casey" is the name of the office's annual award, which is presented to employees at the Celebrating and Saluting Employees (C.A.S.E.) Recognition events held in May and June.



This year, the categories in which employees will receive a Casey award for their outstanding efforts are:

- **Excellence Award** - for demonstrating overall excellence in service to the Clerk's Office;
- **Teamwork Award** - for demonstrating excellence in working together (three or more employees);
- **Customer Service Award** - for demonstrating excellence in serving customers (external or internal); and
- **Leadership Award** (for demonstrating excellence in a leadership capacity)

Something new to the C.A.S.E. program this year is the nomination process. Last year, the nominations for the Casey's were made by supervisors only. This year, the nomination process was opened up so that all employees could submit the names of their co-workers for consideration of the awards. The winners are being selected upon the review of the nominations by a committee and the associate clerks. One winner (but perhaps more) for each award category at each office location will be selected.

The C.A.S.E. events are being held at 12:15 p.m. on the following days: June 3 at **Downtown**, June 4 at **Southeast/SE Juvenile** (This date was rescheduled from June 9); June 10 at **Durango Juvenile**; and June 20 at **Northwest**. The **Customer Service Center's** event was held May 29, while this newsletter was being printed.

In addition to the Casey presentations, service pins will also be issued to employees. The names of all the winners will be listed in June's Record Times.

CSC staff is a super trooper help

The Customer Service Center staff, along with ITG, conducted a special drive in April called "Operation Not Forgotten." This initiative was conducted to show support for the men and women of the Armed Forces who were fighting the war in the Middle East. The staff donated toiletry and comfort items. They also raised



\$691 to purchase additional items and pay for the shipping of 11 boxes that totaled about 325 lbs.

Upon receiving a control number and an address from the Red Cross Washington D.C. Office, staff's contributions were shipped off to the troops stationed in Kuwait.

"The drive was meant to provide a bit of comfort and to let the troops know that they are cared for and thought about," CSC Director **Melanie Fay** said.

2003 Clerk of the Year works here

The Casey's aren't the only awards that will be seen in the Office. There is another award that is making its way to the wall of an employee in the



Anje Anderson

near future. The award is the Arizona Family Support Council's (AFSC) "Clerk of the Year Award" and the employee receiving it is FSC Assistant Associate Clerk **Anje Anderson**.

The AFSC, which is a statewide organization for child support-related agencies, selected Anje for her significant contributions to the field of child support.

"Anje is deserving of special recognition for her years of service in the child support area, but particularly this year, because of her relentless effort and contributions coordinating a child support arrearage calculation program that satisfies both IV-D and non IV-D criteria," FSC Associate Clerk **Kat Cooper** said.

Kat also added that few may know that Anje recently returned from a Pool Tournament where she and her husband placed 97th in a field of 1094 team entrants. "Just goes to show you, a winner is a winner is a winner."



THE INSIDE TRACK

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Michael's

message



Michael K. Jeanes
Clerk of the Court

Don't let your music go unplayed

The phrase, "Do more with less," is not unfamiliar to those of us in government, especially during times of a tight budget such as this year. While these words are easy to say, doing them is not always as easy. However, it can be done. In fact, it is being done here in the Clerk's Office, and in some instances, it is being done with remarkable results. Here is a great example of someone "doing more with less" with incredible results in an anecdote called, "Don't let your music go unplayed."

Many years ago, violinist Itzhak Perlman gave a performance in New York. During the concert one of the strings on his violin broke. The sound could be heard throughout the auditorium and the music suddenly came to a stop.

The crowd waited patiently for the string to be replaced. But much to everyone's surprise, Perlman took a moment to himself and then motioned for the conductor to begin where they had left off. For the remainder of the concert, Perlman played on three strings what should have been played on four.



The audience gave him a standing ovation for this incredible feat. Perlman smiled and humbly raised his bow. "You know," he told them, "sometimes it is the artist's task to find out how much music you can still make with what you have left."

As we deal with our current budget constraints and strive to do more with less, let's try to find out (like the violinist) how much we can make with what we have left. The results could be remarkable.

Thank you again for your continued hard work, dedication, and enthusiasm to provide quality customer service no matter what the circumstances may be.

Employee takes the Record Times to Europe

Each month, employees are invited to send the Public Affairs Office a photo of themselves reading the office newsletter while they are on vacation or in an unusual place. Last month, the monthly newsletter was seen with an employee who was in Italy. This month, it is shown with an employee in another European country.

Pictured here is Expedited Services **Jules Herbuveaux**, who took time to read the newsletter while he was in Le Puy En Velay, France.



Employees may submit photos of themselves reading the Record Times to Public Affairs at any time. Please include name, phone number, and a description of the photo.

Office takes another step up the EDM staircase

In April, the Clerk's Office took another step up on the staircase that leads to a full implementation of an Electronic Document Management System (EDMS) in the Court.

A new procedure called "Workflow" was implemented on April 28 in the Appeals, Deposits and Disbursements, and Billing sections of the office. This procedure allows these sections to receive the electronic images of documents (scanned documents) for processing, instead of the paper documents. This step reduces costs, improves efficiency, and increases the speed of service.

"With Workflow there is less room for error," Document Services Supervisor **Maridel Soileau** said. "You don't need to worry about documents being misplaced or sorted incorrectly."

Another step that was recently taken in the development of an EDM system was providing access to the CR and FC judges, commissioners, and judicial assistants for the OnBase system. OnBase is the system that contains the electronic documents the office has scanned, which began for all case types in January 2002.

The next step planned for the EDM project is implementing "Workflow" in the Civil area.

Facts to file



The Expedited Services Office has been selected by the Federal Office of Child Support Enforcement to be an official study sight for the evaluation of Access and Visitation Grant Programs.



Maricopa County officials have erected a "Wall of Heroes" at the 1st floor lobby of the County Administration Building, 301 W. Jefferson to honor the brave men and women who serve in the military and have ties to Maricopa County employees.

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 –

“We were experiencing some problems with the Marriage License application for the Justice Courts. **Ruben Trejo** took the time to visit the Tolleson Justice Court and was able to find a solution. This solution solved a problem for the NE Justice Court that allowed the Judge to complete a ceremony after hours. When the chips were down, Ruben came through. He is an asset to ITG.”

– Reggie Graham

“I want to thank everyone for their thoughts and prayers for my step-son, who was injured in a fire in Chicago. He is now recovering from his injuries. I give a special thanks to **Cheri Chapman** for covering my desk. Great Job!” – Deborah Brooks

“I want to thank **GeorgeAnn Smith** and **Jane Tewksbury** for their leadership and ability to understand. I appreciate their help when I need it, and I don’t think I have told them that.” – Matt Helm

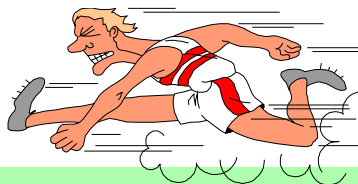
“I want to send my special thank you to everyone who sent their cards, sympathy, thoughts, and prayers for my mother’s passing this month. I am glad to be back at work with such warm feeling people around me.” – Candice Williams

“I want to thank **Judith Sweador** for all her much needed help in keeping RCC/EDC going while our other

co-workers were out. I couldn’t have done it without her, and I really appreciate her willingness to grab extra work that was piling up on my desk. – Amber Farley

“I want to thank the **SE Family Court Filing Counter** and their supervisor **Toy Van Damme** for helping me with Attorney General filings. They were wonderful and it was a great help to get the filings out in a timely manner.”

– June Cole



Recordsetters

“I want to express my appreciation to the **Downtown FC** and **CR Filing Counter, Docket & EDM** staff, and the assistance of the **SE FC Filing Counter** people for their support and kindness while I was dealing with the loss of my Father. No one complained about the extra work to keep my desk current. I feel fortunate to work with so many great people.” – Jo Harbour

“I want to thank everyone who helped with the switchboard while Sandra Strange and Sandy Watson were out of the office. We could not have handled the front desk without your help. I also thank the supervisors/managers who were so willing to provide the coverage. We have great people here and it is a pleasure working with you.”

– Nancy Killian

CUSTOMER – COMPLIMENTS –

A customer sent an email to **Annmarie Thornton** commending her and **Carolyn Hernandez** for their outstanding service. The customer wrote,

“I want to thank you and Carolyn for the wonderful service. It is a pleasure being able to work with true professionals, who can get the job done. Too little positive is said when things go wrong about the people who righted the problem.”

A customer wrote a letter to Michael Jeanes to let him know of the excellent service he received from CSC’s **Chris Cerrato**. He wrote, “If it had not been for Mr. Cerrato, I would have continued with the circle of bureaucracy that I was caught up in, and I would’ve probably given up in obtaining a passport. I know you are committed to excellence and you will succeed with employees like Mr. Cerrato.”

A customer called Nancy Killian to say how much he appreciated the Star Call Center’s **Jenna Ashe**. He emphasized that she did what she said she was going to do. In addition, she positively changed his opinion about the court by doing an excellent job and going above and beyond.

COURT & COUNTY – COMPLIMENTS –

A Superior Court employee sent a note to Support Services Finance Supervisor **Don Vert** to thank him for the prompt handling of a matter, and said he appreciated the hard work he and his department performs.

Clerk of the Board Fran McCarroll sent a note to the Office about the service she received from Facilities **Gilbert Lopez**. She said, “We were in need of a 5-drawer filing cabinet and made our request known around the county. Gilbert not only located the cabinet, but also made arrangements to deliver it, remove our 4-Drawer cabinet, and set the new cabinet in the same spot. This was truly above and beyond expectations, but I hear it is typical of Gilbert.”

Employee News

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

— BIRTHS —

Congratulations to ITG's **Aaron Jones** on the birth of his 9 lb. 3 oz. baby boy on April 14. His new son's name is Aidan Keith. This is his third child.

Southeast Adult Docket/DR's **Seth Featherston** became a father for the first time when his wife gave birth to an 8 lb. 11 oz. baby girl on April 5. His new daughter's name is Amara Leigh.



Downtown RCC's **Crystal Machelski** gave birth to a bouncing baby boy on May 13. Her new son's name is Chase.

Congratulations to CSC's **Feliz Gorny** who became a great grandmother on March 30. Her new great granddaughter's name is Nevaeh, which is heaven reversed. Nevaeh weighed 4 lb. 6 oz.

Courtroom Clerk **Julie Bower** is a proud new grandmother. Her daughter gave birth to an 8 lb. 10 oz. baby girl on April 15. Her new granddaughter's name is Sara Alexis.

— MARRIAGES —

Courtroom Clerk **Carole Mabrey** has reason to smile – that's because she got married on May 10 to David Hernden.



Wedding bells were ringing in April for Support Finance's **Liliana Ramirez**. On April 26, she got married to Alan Figueroa.

— NEW EMPLOYEES —

- **Angela Colson** – SE EDM
- **Sharese Hopkins** – Civil Filing Counter
- **Marcella Lartz** – Civil Filing Counter
- **Freddie Rubalcaba** – Court Supplies
- **Faith Schuckman** – Exped. Services
- **Emma Short** – Criminal Financial Obligations Unit
- **Joe Stadlman** – Exhibits, Grand Jury and Appeals Supervisor
- **Linda Vitanovec** – Criminal Financial Obligations Unit

— EMPLOYEE MOVES —

- Criminal Financial Obligations Unit's **Alma Cano** and **Carmen Albarran-Castillo** were promoted to Account Servicing Specialist II.

— AWARDS/HONORS —

The lifesaver of the month is...



CCB Expedited Services' **Christine Tift** is the recipient for the FSC's Lifesaver Award for May. She received the award for diligently working on the non-compliance orders to appear for the upcoming hearings, and brought the Expedited Services Child Support Monitoring System up-to-date.

On the Spot

The following employees are recipients of the Office's Spot Award: **Michael Aiston, Drayson Alcantar, Cecilia Alfaro, Tina Barrett, Chris Cerrato, Angela Chavarria, Ruby Davison, Annette Galarza, Catherine Gray, Misty Hardman, Monica Jimenez, Linda Johnson, Cheryl Marzella, Michelle Monick, Cirila Navarro, Deborah Payment, Anamae Ramirez, Pete Roman, Jessica Rosset, Sandra Salgado, Rebecca Shanks, Ken Shipley, Sabrina Stone, and Teresa Vargas.**

Con-graduate-lations

Customer Service Center's **Michelle Rocha** received an Applied Associates degree in Criminal Justice from Education America.



Newsletter namer

ITG's **Meg Kelleher** was the winner in the naming of the County HR Newsletter Contest. Her suggestion of "Staff Matters" was selected as the new name of the county publication. As a prize, she received a gift certificate to Change of Venue and lunch with the County HR Director Gwynn Simpson (at the expense of Ms. Simpson).

— MILESTONES —

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

15 Years

Deborah Monroe

5 Years

Wendi Bobrowski
Chris Cerrato



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