

# Record Times



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

## Local publication selects Customer Service Center as best place for public information

The Customer Service Center (CSC) was selected as the "Best Place for Public Information" in the New Times' recent "Best of..." issue. Following is what the New Times (a weekly, local publication) said on why they selected the CSC for the honor.



*"The Records Office used to be in a tiny basement room in the county courthouse building on Jefferson. So if you needed, say, a copy of your divorce file, you had to circle the block a few times for an open parking space, then find the basement office, then brave the gridlock of lawyers, paralegals and others in the small room just to get to the counter to request a file.*

*My how things have changed. A couple of years ago, the Records Office moved to spacious quarters in the bottom of a parking garage at Sixth Avenue and Jackson. Now it's no problem finding an empty parking space, and the office itself is thoughtfully designed and laid out to accommodate people who may need to be there awhile and need a place to spread out some paperwork. There are more than two dozen desks and several large round tables scattered throughout the room, so privacy is not an issue. A nice touch is the kid-size tables for those patrons who have to bring small children with them. There are numerous computer terminals for looking up case numbers. Rows of couches fill the room so waiting is comfortable (even though the wait seems shorter these days and the counter clerks more plentiful). Magazine racks full of recent copies of a range of publications stand on one wall. Our favorite element: clean public rest rooms at the back of the main room. Now that's public service."*

Congratulations to the CSC staff and to those who helped design the CSC on this well-deserved honor!

## The new "Fab Five of Training"

Five Clerk of the Court employees who handle training responsibilities in their areas received some "supreme" recognition this month. These employees were recipients of the Supreme Court's "Trainer Excellence Award." The award is given to honor employees who promote and support continuing education in Arizona.



The Clerk of the Court employees who won the award are:

- Family Court Document Services Supervisor **Sheri Jaffe** for the training she provided in iCIS;
- SEA Document Management Rep **Cynthia Kurtz** for the training she provided in the direct filing process; and
- Mailroom Supervisor **AnnMarie Thornton** and Mailroom's **Francisca Horst** and **Mary Davis** for providing on-the-job training in the Clerk's Mailroom.

## "The Who's Boo of the Office"

Spook-tacular costumes will once again be appearing at the Clerk's Office on Oct. 31. The office is holding its annual "Spook-tacular Costume Contests" on Halloween (the day this newsletter was distributed). The event should give everyone an extra **BOO**st.



The costume contests are being held at each office location. Clerk of the Court **Michael Jeanes** and Customer Services Associate Clerk **Carol Schreiber** are judging the costumes at the outer office locations. Volunteer employees



There will be plenty of Halloween costume CATegories to win in this year.

will judge the **Downtown** contest.

Prizes will be awarded to all winners. Last year, there were 28 costume winners.

### Let's go! We need a logo!

Clerk of the Court employees are invited to participate in a "Design An Office Logo Contest" being held Nov. 1 - Dec. 1. The winning logo will be used on everything from shirts to possibly COSC letterhead and forms. The logo should be representative of the office, staff, as well as the office vision and mission. More information is available by contacting Shawn Johnston by e-mail or by phone at 62309

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## Michael's

message



Michael K. Jeanes  
Clerk of the Court

### Take time for important things

Following is an anecdote that I found interesting about prioritizing and time management. As we face an increasing work-load, a tighter budget and stretched resources, these issues become more vital to the success of our office. So, here it is:

An expert in time management used an illustration to drive home a point to his students. He pulled out a one-gallon, wide-mouth jar. He then produced about a dozen large rocks and placed them one

at a time into the jar.

When he couldn't fit any more rocks into the jar, he asked the students if it was full. Everyone said it was. He said, "Really?" Then he pulled out a bucket of sand, which he started pouring into the jar. The sand went into the spaces left between the rocks.

Again he asked if the jar was full. Once again the students said, "yes." The instructor then grabbed a pitcher of water and poured much of it into the jar.

Then he asked, "What is the point of this illustration?"

One student said it was that no matter how full your schedule is, you can always fit more into it.

No, the speaker replied. He said this illustration teaches that if you don't put the big rocks in first, you'll never get them in at all.

## Tee-riffic golf tournament

Maricopa County is sponsoring a Golf Tournament on Dec. 6 at the Foothills Golf Club in Phoenix. Employees interested in playing may call Jan Neal (65899) or Shelby Scharbach (61367) for more information.

### The newsletter goes on a camping trip

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 two employees (a mother and daughter), who were visiting California. This month it is seen with an employee in another state that begins with the letter "C."

Pictured here is Customer Service Center's Disposition Clerk **Kathryn Kruse**, who took a moment to view the newsletter while she viewed the beautiful scenery at Southfork, Colorado at the Fun Valley Resort.

Employees may submit photos of themselves reading the Record Times newsletter to the Public Affairs Office at anytime. When submitting a photo, please include your name, phone number, and a description of the photo.



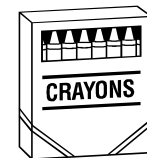
## Annual Report now has silver lining

The Clerk's Office recently received some good news about its Annual Report, titled "Service Driven." The International Association of Business Communicators awarded the report its prestigious Silver Quill Award. The Silver Quill is a highly competitive contest among big business (such as Sprint, Texaco, Dell Computers, universities, utility companies, governments, etc.) from Arizona, New Mexico, Texas, Colorado, Oklahoma, and Kansas. There is no distinction in the contest among organizational size or budget. It is an open contest.



## Courtroom Clerks show class in giving to school

The Downtown and Northwest Courtroom Clerks get an "A" for their efforts in gathering donations for a "Back to School Drive" for the Maricopa County Thomas J. Pappas School for the Homeless Children.



During the month of September, the clerks collected a carload of school supplies (backpacks, pencils, crayons, etc.) and some handmade items to assist the efforts of the Pappas School.

Court Clerk **Lynne Chapman** crocheted lace and beads to the bottom of new socks that were a big hit and will be used as incentives for the little girls.



Courtroom Clerks **Terri Pavia** (who initiated the drive) and **Liz Russo** delivered the donations.

## 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 want to give a very special thanks to Courtroom Services **Liz Russo**. She was a tremendous assistance to us during the Courtroom Clerk move. She did a super job and was a world of help. We appreciate all that she did.”

— **Larry Spoehr**

“I would like to express my appreciation to my co-workers in the **Criminal Financial Obligations Unit**. I want to thank everyone for standing as a department and observing the minute of silence on the anniversary of 9/11/01. I really think we have some of the best teamwork ethics in the County and it is my pleasure to be here. Also, thanks to **Michael Jeanes** for allowing us to take a minute out of our day to reflect and remember.

Again thanks everyone. I know I had a smile on my face looking at all of you standing there, together.”

— **Matt Helm**

“A special thanks to **Jeanette Farrison** and **Timothy Potratz** for assisting in the quality assurance testing of the cocsun Solaris upgrade during the Columbus Day holiday weekend. A special thanks also to **John Walker**, project manager, for providing the additional support we needed. His efforts ensured the project’s success.”

— **Vonda Culp**

### — COURT COMPLIMENTS —

**Mary Bucci**, a justice court man-

ager, sent a very appreciative email to **Court Supplies’ Bob Prater and his staff**. Her area had a major power outage during which Bob and his staff provided assistance to them.

She wrote, “A big thanks for every ounce of support you and your team provided over the past couple of days with our woes at One West Madison. Prompt, courteous, reliable and a lot of fun doesn’t even begin to describe the team you are managing over there. Thanks a million for the great work.”



Judge Sheldon’s Office sent an email message to FSC Associate Clerk **Kat Cooper** and Expedited Services Director **Judy Bushong** to compliment their staff. He wrote, “I have had the very good fortune over the last couple of weeks of receiving some outstanding work product from your folks. In one case, I received a report from **Denise Tavana** dated Sept. 12, 2003 effectively and creatively resolving an on-going visitation dispute between parents in a long-distance visitation situation. Because I deal with these kinds of problems on a regular basis, I know how difficult and frustrating it can be to try and bring an acceptable resolution to them. It is obvious to me that Denise spent considerable time and effort in getting an excellent resolution in this case and I think her time, effort, and patience needs to be recognized. So my thanks for an exceptional effort. This was even way above the norm for the usual excellent work product that I have come to expect from your Office.

### CUSTOMER SURVEY — COMPLIMENTS —

The following comment was received from a customer service survey about the service that Expedited Services’ **Shannon Branham** provided.

“Sharon, the conference officer, had extreme patience, dignity, courtesy, and did her job in a very professional manner, despite the conduct of the other party – which was directed and redirected by Sharon at each occurrence. If she was my employee, she would definitely be training all my new employees. This employee has an abundance of natural skills, talent, and professionalism.

### OTHER — COMPLIMENTS —

A business owner took time to write a special note about the **Customer Service Center staff**. He wrote, “We don’t often take time these days to thank the people who work hard to make our jobs go smoothly. In this case, it is essential that we at Hawkins and Campbell Inc. inform you that your staff is gracious, efficient, and bends over backward to help.

As you know we have very demanding clients and without the help of your able staff we would not look as good as we do. Please thank all of your staff for their continuous help over the years.

Clerk of the Court Michael Jeanes and Customer Services Associate Clerk Carol Schreiber sent their own thanks to the CSC Team after seeing the letter and expressed appreciation for their commitment to success.

An investigator called Public Records Supervisor Cheryl Marzella to let her know of his appreciation for the service he receives from CSC’s **Rose Crowley**. He said Rose is always accurate and she consistently provides excellent service. He expressed to Cheryl how much he appreciates the work she does for him.

# Employee News

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

## — BIRTHS —



Several employees have become proud new parents or grandparents recently. Those people who are enjoying new bundles of joy are:

- Southeast Juvenile's **Monica Randez**, who gave birth to a 5 lb. 7 oz. baby boy on Sept. 16. Her new son's name is Vincent Ramon.
- Criminal Financial Obligation Unit's **Angie Smith**, who gave birth to a 7 lb. 9 oz. baby boy on September 12. Her new son's name is Connor Richard.
- Micrographics **Carol Eccel** had a 3 lb. 2.4 oz. granddaughter born on July 24. Her new grandchild's name is Savannah. She was born premature and stayed in the hospital for two months. She is now 8 lbs. and doing well.
- Mailroom's **Patti Carter's** seventh grandchild was born Oct. 13. Her new grandson's name is Luis Vicente and he weighed 8 lb. 14 oz.

## — MARRIAGES —



Congratulations to File Maintenance's **Lyn Hinton** who got married on September 21 in Las Vegas NV.

She is now Lyn Hannan.

Congratulations to Customer Service Center's **Viki Hagen** who got married on Sept. 13 to Tracy Jones.

## — NEW EMPLOYEES —

- **Amy Garland** – Support Services Orders

- **Erica Perez** – Support Services Finance
- **Maria Saenz** – Civil Docket

## — EMPLOYEE MOVES —

- **Carmen Amaya** transferred from Appeals to the Civil Filing Counter.
- **Christine Tiftt** was promoted to Expedited Services Administrative Support Supervisor.

## — AWARDS/HONORS —

**The lifesaver of the month is...** CCB Support Services Finances' **Mary Rogers** is the recipient of the FSC's Lifesaver Award for October. She was recognized for consistently pitching in and helping her co-workers, as well as for her excellent work related to unidentified payments.

### **The Special Manager Award**

Family Support Center Project Manager **Aaron Nash** received the Family Support Center's (FSC) "Special Manager Award" for his valuable contributions to the FSC and for his commitment to the organizational goals.

### **Recognition on the spot**

The following employees are recent recipients of the office's Spot Award in recognition of their excellent customer service:

- **Laverne Willkomm**
- **Kerry Reynolds**
- **Cindy Malnar**

## — MILESTONES —

The following employees celebrate milestone anniversaries with the Clerk of the Court's Office during the month of October:

- 20 YEARS**  
**Elyssa Schneider**

## **15 YEARS**

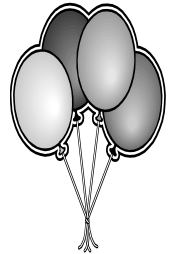
**Timothy Potratz**  
**Arthur Sainz**  
**Deborah Whitford**

## **10 YEARS**

**Diane Jamison**

## **5 YEARS**

**Jolene Howard**  
**Linda Owens**  
**Nadine Hunt**  
**Cathy Bopko**  
**Carolyn Hernandez**



## — TEAMWORK —

**Pam Woods, Dorothy King, Diane Jamison, Laura Eng, Gerri-Lynn Longbein and Betty Finney** participated in the Combined Charitable Campaign's Bowling Tournament on Oct. 25.

**Audra Piper, Barbara Navarro, Linda Samson, Betty Finney, Liz Russo, Ruben Trejo, and Will Tagart** will participate in the CCC's Softball Tournament on Nov. 8.



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