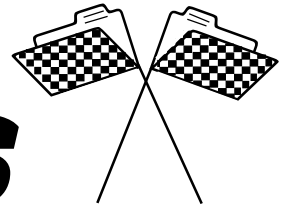


# Record Times



Vol. 8 No. 4

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

April 2002

## Moving here and moving there

FOR the past year, the Clerk's Office has been on the move. It began last Summer when several departments and staff moved over to the new Customer Services Center (CSC) at 601 W. Jackson. It then continued in the Fall when the Information Technology Group (ITG) moved into the CSC.

Now, as a result of some of those moves, there are new moves taking place this Spring to fill the areas left vacant. Following is an overview of the current office moves:



Quality Assurance has moved from the Old Courthouse to the former ITG office area in the Central Court Building, 2nd Floor (CCB-2).



While they didn't move far, the Personnel and Payroll staff are now in a new location. A large area was remodeled from three different offices and made into a new work environment for them. They are still near the Telecommunications/Security Office on CCB-2, but are now closer to the entrance from the elevators. The work station/office that Payroll used to occupy will be transformed into a meeting room.



While Payroll's Lisa Kellar (left) and Mitzi Munoz have a larger work area, they light-heartedly said employee paychecks will remain the same size. Lisa and Mitzi handle distribution of paychecks among other things.



The Training and Staff Department is also on the move. Staff has left the West Court Building, 2nd Floor (WCB-2) and headed over to CCB-2. They are located in a remodeled area that was formerly offices for ITG staff. In addition, Training Manager **Pat Percival** moved from a work station that was next to the Family Support Center Administrative Office into a remodeled office that is next to the new Training Office.



The Computer Lab and classroom used by the Training Department will remain on the WCB-2; however, there also will be a new Training Room constructed from the area that the ITG Technical staff used to occupy on CCB-2.

As for the office space at WCB-2 that the Training staff left, three staff members will move into that area – Project Specialist **George Knecht**, EDM/Special Projects' **Pam Wicks**, and Courtroom Services Manager **Joyce Auchinleck**.



And finally... Financial Services also has moved two staff members into the former ITG office area on CCB-2 — Assistant Associate Clerk **Darrell Brinkley** and Systems Consultant **Chris Stimson**.

## Are you getting pinned?

THE pins are in. Following are two lists of employees who are scheduled to receive a service pin from the Clerk's Office and/or from Maricopa County at the upcoming Employee Recognition Event (*dates to be announced in the near future*). If you have any questions about either the Clerk's list or County list, please call Len Keso at 66114.

### CLERK OF THE COURT Service Pin Recipients

#### 25 YEARS

Janice Arnold  
Kim Dollins

#### 20 YEARS

Belen Coffman  
Mark Jensen  
Linda Hardaway  
Alwyn Ogawa  
Melody Tinsley

#### 15 YEARS

William Cruz  
Patricia Enyart  
Phyllis Hartloff  
Janet Price  
Gloria Rogers  
Mary Rogers  
Janice Scott  
Maridel Soileau  
Allen Thomas

#### 10 YEARS

Darlene Anderson  
Joyce Auchinleck  
Anita Beery  
Esther Chavarria  
Grace Colosimo  
Kim Doolan  
Kelle Dyer  
Barbara James  
Linda Johnson  
Beth Kredit  
Kelly Lind  
Elva Martin-Mendoza

#### 10 YEARS CONT.

Rebecca Miller  
Judy Pinter  
Kathy Whittiker

#### 5 YEARS

Maria Aldaba  
Joella Baldwin  
Diane Barnes  
Beverly Clement  
Cynthia Cramer  
Terri Downer  
Cynthia Kurtz  
Leslie Malson  
Cheryl Marzella  
Cruzita Minero  
Ed Morris  
Barbara Navarro  
Anne Pagel-Spaulding  
Deborah Payment  
Angelique Rodriguez  
Stella Rodriguez  
Linda Samson  
Reta Sneddon  
Larry Spoehrs  
Julie Summers  
Annamarie Thornton  
Kathleen Zoratti

Maricopa County  
Service Pin recipients,  
are listed on  
page 2. Please see  
– Service Pins



## Clerk's

REPORT



Michael Jeanes  
Clerk of the Court

### CITIZENS RATE COUNTY GOVERNMENT

THE week of April 7 - 13 was "National County Government Week," which was sponsored by the National Association of Counties Organization (NACo) in Washington D.C.

In recognition of this noteworthy event, following are results of a random survey of 1,000 Maricopa County citizens who were asked to give their thoughts about Maricopa County government. The survey was conducted by the Research and Reporting Office. I thought you might be interested in seeing the results.

#### Satisfaction with Maricopa County

- 9 percent - Very Satisfied
- 68 percent - Satisfied
- 8 percent - Dissatisfied
- 2 percent - Very Dissatisfied
- 13 percent - No Opinion

#### Trust in County Government

- 10 percent - A Great Deal
- 62 percent - Some
- 17 percent - Not Much
- 5 percent - None
- 6 percent - No opinion

*(County Trivia Note: According to NACo, there are 3,066 counties in the nation.)*

#### Rating of Maricopa County

- 7 percent - Excellent
- 49 percent - Good
- 31 percent - Fair
- 5 percent - Poor
- 1 percent - Very Poor
- 7 percent - No opinion

#### County Government Responsiveness

- 5 percent - Excellent
- 36 percent - Good
- 30 percent - Fair
- 8 percent - Poor
- 3 percent - Very Poor
- 18 percent - No opinion



## Service pins

...continued from Page 1

### MARICOPA COUNTY Service Pin Recipients

#### 5 YEARS

Joella Baldwin  
Diane Barnes  
Elisa Canas  
Beverly Clement  
Terri Downer  
Jennifer Escarcega  
Lora Gilbert  
Cynthia Kurtz  
Cheryl Marzella  
Cruzita Minero  
Barbara Navarro  
Deborah Payment  
Angelique Rodriguez  
Reta Sneddon  
Anne Pagel-Spaulding  
Larry Spoehr  
Annamarie Thornton  
Julie Summers  
Kathleen Zoratti

#### 10 YEARS

Darlene Anderson  
Joyce Auchinleck  
Anita Beery

#### 10 YEARS CONT.

Grace Colosimo  
Kim Doolan  
Kelle Dyer  
Elva Martin-Mendoza  
Judy Pinter

#### 15 YEARS

Judith Burger  
Patricia Enyart  
Phyllis Hartloff  
Carol Miller  
Janet Price  
Andy Rodriguez  
Aurora Sandoval  
Sonyia Smith  
Maridel Soileau  
John Walker  
Sandy Watson

#### 20 YEARS

Mark Jensen  
Alwyn Ogawa

#### 25 YEARS

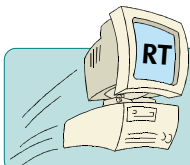
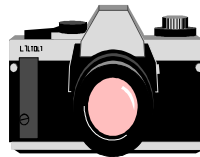
Mary Brown  
Kim Dollins

## WANTED: Your photo with the newsletter

FOR the past several years, the Record Times has featured photos of employees reading the newsletter while they are on vacation. The supply of photos for this feature is out this month. Therefore, the Record Times is putting a call out to all employees to grab a camera and a newsletter and start snapping.

Employees may submit the photos of themselves reading the newsletter to the Public Affairs Office at anytime. The photos should include the employee's name, office phone number, and a description of where the photo was taken. Any other interesting details about the photo or the vacation are also welcome.

Thus far, the newsletter has traveled near and far including: the countries of Ireland, Russia, Spain, Belgium, France and the Caribbean Islands; and the states of Hawaii (three times), Maine, Alaska, Kansas, Louisiana, Michigan, New Jersey, Illinois, Oregon, Washington, Minnesota, Georgia, Florida, California, and New York, in addition to Washington D.C. (twice). Plus, it has journeyed to several locations within Arizona from the Grand Canyon to Tucson.



An electronic version of the Record Times is now available on the Office's Intranet site at <http://cocweb> and then click on "News." The current and previous issues are available in color starting with December 2001.

## Suggestion Street

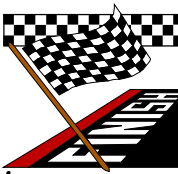
FOLLOWING are responses/actions that have been taken as a result of suggestions employees have made through the Employee Suggestion Boxes located throughout the Office.

- An ATM machine was placed at the Customer Service Center. It is located inside the lobby, next to the main entrance of the building.



- Two picnic tables and two benches were installed on the elevator balconies of floors 6 and 7 in the Customer Service Center Parking Garage.





# Recordsetters

(Following are recent letters, memos, and phone calls to Clerk's Office employees from those who appreciate their recordsetting efforts in providing excellent service.)

## COMPLIMENTS IN THE CUSTOMER SURVEY CARDS

The following comments were made by the public on the Customer Service Survey cards about the service they received from staff:

### Customer Service Center

- Veronyka Lockhart was excellent, she was very caring to my situation;
  - Thank you to **Mary Hall** and **Deborah Payment** for their support and understanding;
  - Patty Miller** did an excellent job;
  - Sue Baldwin** was very helpful;
  - Connie Estrada** was very helpful and noticed a critical computer final disposition error that had been there for over five years;
  - Alma Cano** is extremely helpful and informative. She is an asset to the office and is very nice and polite. She goes out of her way;
  - Judy Burger** was a lifesaver. I was completely lost and she guided me to the office on my own cell phone;
  - All were great and provided fast service – even close to closing. A clerk (**Angel Petty**) offered to copy even though it was just after 5 p.m. Staff was friendly, smiling, and happy;
  - Feliz Gorny** and **Ramona Velasquez** were very helpful to a slow learner. Their good humor and patience made it easier;
  - The people who work in here are always great. Everyone here is so nice and helpful.
- SEA Family Court Filing Counter**
- I noticed that **Kathy Whittiker** was very pleasant and very helpful assisting a staff member.
- Civil Filing Counter**
- Desiree Nelson** was outstanding in every way;
  - Your clerks were extremely helpful

and explained everything that was necessary without hurrying me. That is definitely appreciated.

### SEA Public Records

- Very helpful and efficient service.

## COMPLIMENTS IN EMAIL

"Thanks to the entire **Criminal Financial Obligations** staff for all of your hardwork and endurance through the good and challenging times."

— *Sylvia Rodriguez*



"My many thanks to all the staff at the **Customer Service Center Fileroom**. They are still the best."

— *Madonna Anderson*

"I want to thank **Pam Crawford** and **Aurora Avina** for doing an admirable job helping out when the office was in a tight place with staff shortages. Pam came over to assist in the Appeals Section and Aurora came over to Discovery and Confidential Materials Section to fill in for Pam while she's gone."

— *Chris Cerrato*

"I want to thank **Anamae Ramirez**, **Nina Parmar**, **Stella Rodriguez**, and **Annette Galarza** for being so willing to assist the Docket areas. Great job guys!"

— *Michelle Monick*

## COMPLIMENTS IN LETTERS

A very happy customer recently took time to write a letter to Support Services Manager **Gloria Weiss** to express her appreciation for the service she received from the office and more specifically **Liliana Ramirez**.

She said, "I want to tell you what a great job your office staff is doing and in particular Liliana. I was fortunate enough to receive a call from Liliana regarding child support payments due to me for a three-month period. She gave me information that neither the Air Force Payroll Section in Cleveland or in Denver, or the Arizona Department of Economic Security Child Support Enforcement Division could provide. She shared with me what she knew and what I should expect. Wow! How awesome is that? I really appreciate the work that you all do. Ms. Weiss, you should be commended. The way I see it, good staff is a direct reflection of a great supervisor."

## OTHER COMPLIMENTS

After providing a tour and demonstrations in the Customer Service Center for 15 college students and their professor, Public Records Counter Supervisor **Cheryl Marzella** received some nice compliments from Public Records Director Melanie Faye and Associate Clerk Carol Schreiber.

Melanie said, "Thanks Cheryl! Fantastic PR work."

Carol said, "Thank you from me too! I know these tours take time from your daily work, but the return in good PR and education of the community on processes is so great. I appreciate your interest in teaching others about our business."



# Employee News

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

## — NEW EMPLOYEES —

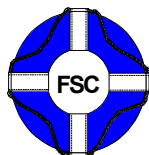
- **Rares Almasan** – Micrographics
- **Cheri Dale** – Criminal Financial Obligations Training Coordinator
- **Linda Frey** – Juvenile Durango Courtroom Clerk
- **Joel Grajeda** – Micrographics
- **Debbie Cox (a.k.a. Debbie Luster)** – Document Services Director, CV/PB & License Services
- **Maja Obradovic** – SEA Electronic Document Management
- **Kimberly Ramirez** – Public Records Counter
- **Alma Vega** – Customer Service SEA
- **Ramona Velasquez** – Public Records Counter



## — AWARDS/HONORS —

### *She is a lifesaver*

**Mary Siris**, Support Services Orders Lead, is the Family Support Center's Lifesaver Award recipient for April. Judge Hyatt commended Mary for her stellar customer service saying, "Mary never complains or makes excuses and never says, *I can't do that*. She is an employee who makes the Clerk's Office look great."



### *Good going*

**Sylvia Rodriguez** was the recipient of Criminal Financial Obligations "*Good Do-Be Award*" for March. The award, which is staff originated and supported, is given to the co-worker who staff feels made the greatest contribution for the month.



## — EMPLOYEE MOVES —

- **Monica Jimenez** transferred from the SEA Fileroom to License Services
- **Alma Cano** transferred from the Public Records Counter to the Criminal Financial Obligations Unit
- **Marcella Keays** transferred from the CSC Fileroom to the Public Records Counter
- **Annette Poland** transferred from Appeals to the Criminal Financial Obligations Unit
- **Connie Torres-Gonzales** transferred from Support Services Finance to the Family Court Filing Counter/Docket area
- **Toy Van Damme** was promoted to the position of SEA Family Court Document Services Supervisor. She previously worked in Expedited Services for the FSC.

## — MILESTONES —

These employees celebrate milestone employment anniversaries in April:

### **20 Years**

**Pete Roman**      **Carol Marquardt**  
**Lynne Chapman**      **Carol Myers**

### "BRING YOUR CHILD TO WORK DAY" April 25, 2002

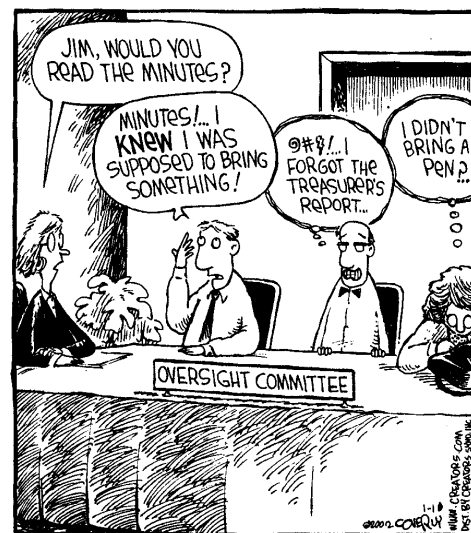
#### **GUIDELINES**

- Child should be at least 8 years of age. Some departments may have a different age limit, so please see your supervisor about the age requirement.
- In order to bring their child to work, employees need to have their supervisor's approval by Monday, April 22.
- Employee may bring one child only



## — SPOTLIGHT —

**Name:** Sheila Sailer (pronounced Siler, the "a" is silent)  
**Department:** SE Juvenile File Counter  
**Hometown:** Bismark, North Dakota  
**Family:** Duane (husband) / Craig and Mark (sons) / Evan & Garret (grandsons)  
**Birthday:** March 9  
**Years w/ Clerk's Office:** 2 years  
**Favorite Activity:** Reading, crafts, and attending Blues Festivals  
**Activity Dislike:** Shopping  
**Pet Peeve:** Drivers who speed and change lanes constantly  
**A Memorable Experience:** Kayaking in the Pacific Ocean  
**Most Adventurous Thing You've Done:** Selling our home, quitting our jobs, leaving the boys in college and moving to Seattle without having jobs in advance  
**Person You Would Like to Meet:** Stephen King  
**First Job:** Working at a concession stand at a theater during high school  
**Nobody Would Believe It If They Knew...** I've finished 105 Volkswalks in several states. A volkswalk is a 10k walk on a predetermined route – some may be in the wilderness, while others may be in towns.



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Editor

Len Keso