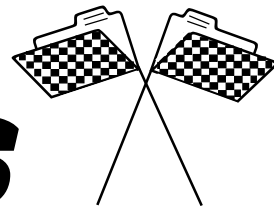


Record Times



Vol. 8 No. 2

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

February 2002

The minute for "the minutes" has arrived

THE minute the Clerk's Office has been waiting for has arrived, which means the *minutes* attorneys have been waiting for will be arriving at their computers.



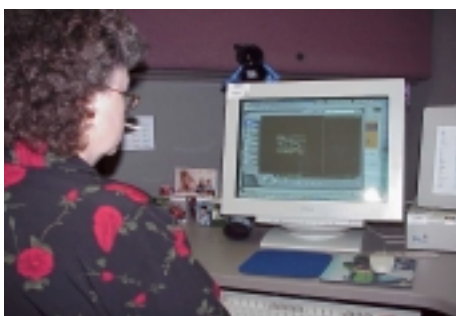
After spending a considerable amount of time developing it, the office is ready to fully implement the Minute Entry Electronic Distribution System (MEEDS) and begin sending minute entries electronically to all interested law firms. MEEDS is the program the office designed to automate the entire minute-entry process. This automation includes sorting

and distributing the minute entries from the court division to the parties, court docket, website, and to a few law firms who were participating in the pilot project phase.

However, beginning this month, the Office is opening up MEEDS to all interested law firms. This effort will save considerable time, printing costs and paper, as well as allow the office to provide better service to the legal community, who will be receiving the minute entries in a more efficient manner. Employees may send any inquiries they receive about MEEDS to Communications Director **Cari Gerchick** at 506-5728.

The web and flow of Training

TRAINING and Staff Development and the Information Technology Group have teamed up in an effort to deliver training in a new and exciting way. It's called, "Web-Casting" and it will revolutionize the way they deliver training.



Electronic training. Employees may have the option in the future of receiving training from an outer location while they remain in their office.

Currently, most Training classes are held in a classroom setting. Employees have to leave their workstations to attend the class and instructors may need to drive to an offsite location to teach the class. In either case, money and productivity is lost by time spent traveling. With web-cast, an employee can sit at a computer, access a web page through the Internet and watch the class live while it is being taught. They can even participate in the class through instant messaging, which

allows them to email their questions/responses to a moderator in the classroom. The moderator will deliver the questions/responses to the instructor, who can then respond.

Thus far, Training has had two trial web-casts. The employees who participated were very positive about the experience. Further testing is needed before web-cast training will be widely implemented.

"We are excited about creating this new opportunity for employees to attend training sessions," Training Consultant **Suzanne Ness** said. "It will create another training option for those who choose to use it."

Further details about the program will be forthcoming. Employees who are interested in participating in a trial run may contact the Training Staff.

Cupid sends business our way

TRADITIONALLY, Valentine's Day is the busiest day of the year for the Marriage License and Passport staff. Once again, this year was no exception. Staff issued 90 licenses on Feb. 14. On an average day, they issue 35 - 40 marriage licenses.

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

Take a swing at it

CLERK of the Court employees have an opportunity to take a swing at playing in the County Picnic Softball Tournament on March 9 at Kiwanis Park in Tempe if they are interested. The COED tournament will be from 8 - Noon. Employees who would like to play on a possible Clerk's team may call **Linda Samson** at 67417.



Whatever happened to that Office?

The *Record Times* is doing a photo series of "Whatever Happened to that Office." The series shows photos of the areas that were once occupied by offices that have since moved to the new Customer Service Center. Last month, a photo showed the site of the old 3rd Avenue Storage Building. This month's photo shows the area of the former Public Records Service Center, which is now the home of Exhibits Intake.



Clerk's

RECORD



Michael Jeanes
Clerk of the Court

BUILDING A TEAM IN THE NEW BUILDING

THE Customer Service Center staff were treated to a delightful team building opportunity in December that was divided into half-day sessions. The theme of the event was "We Are CSC" and everyone proudly wore name tags to advertise that fact. Associate Clerk **Carol Schreiber**, CSC Administrator **Melanie K. Fay** and CSC Director **Maureen Ramroth** each took an opportunity to express their appreciation to the entire staff for their patience, diligence and exceptional customer service delivery during

the difficult move and the subsequent "settling in" period. A comment about not knowing whether the person next to you was a COC staff member or a construction worker drew nods of agreement from those who had lived through the experience. Court Services Administrator **Lauri Thomas** bid a fond farewell to all as she officially turned over the reigns of responsibility for the CCB, OCH, RMC operations now located at CSC to Melanie. Staff were reminded that they should no longer refer to themselves as being from RMC - CCB - OCH, but should focus on their current status as *CSC Team Members*.

Jana Ruth served as facilitator and moved the program along at a rapid pace. Staff were treated to a humorous skit that was written, directed and performed by the Customer Service Center Management team. The title, "How Not To Behave When You're Having a Monday," could not have been more appropriate given the shenanigans of the "actors." Jana made sure that everyone participated in a get acquainted exercise and prizes were awarded for the winning team in the Family Feud game. The video "Fish" was shown and Jana reminded everyone that any job can be fun and fulfilling given the right attitude. The entire program was well received and several staff members expressed their appreciation for the chance to attend.

A special thanks goes to **Suzanne Ness** of the Training Office who was instrumental in the planning and organization of the event.



The CSC Management Team's special performance of the humorous skit called, "How to Not Behave When You're Having a Monday" was a smash hit.

Expedited Services offers recordings

THE Expedited Services Department is now tape recording the conferences they hold with parents in order to provide both parties, if requested, an accurate record of the discussion and agreements made concerning issues about child support, spousal maintenance, and parenting time. The recordings are retained in the Expedited Services working file until the file is purged. The parties can obtain a transcript of the recording from an outside provider for a fee.

Facts to file



In 2001, the **CSC Evening Shift** staff filed 1,330,454 documents.



In fiscal year '00 - '01, the **Exhibits and Classified Materials** staff processed 120,779 exhibits.



The Clerk's Office had three submissions to the 2002 National Association of Counties (NACo) Achievement Award Program, which recognizes county programs that enhance service to the public. The submissions were: Expanded Child Support Information; Family Support Center Website/Booklet; and Electronic Distribution of Minute Entries. In the past 15 years, the Clerk's Office has won 31 NACo awards.

Catching news and softballs

Last month, the Record Times was seen with an employee who was having a ball on a hot air balloon ride. This month, the newsletter was seen with an employee who was playing ball.

Pictured below is Customer Services Administrative Coordinator **Linda Samson** (left) and her teammate Margaret Bonin, who took time out to catch up on the office news while competing in a national senior softball tournament in Detroit, Michigan. Linda said her team did as well as the weather they had, which wasn't very good.

Employees may send photos for this newsletter feature to the Public Affairs Office at anytime. Please include your name, phone number, and a description of the photo.





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.)

Customer's compliments. The following comments were made by the public on the Office's customer service survey cards:

Public Records Counter

- **Veronyka Lockhart** and **Debra Cooper** bent over backwards to assist me. They were very kind.
- **Feliz Gorny, Susan Baldwin,** and **Debra Cooper** did a great job.
- **Connie Estrada** was very helpful.
- **Martha Miller** was extremely knowledgeable and helpful, even when she was on her way to lunch.

Civil Filing Counter

- I come here everyday and **Leticia Perez** is very professional and helpful.
- We need more people like **Everett Lee** in government agencies.

SEA File Services

- **Ken Daniels** has excellent customer management skills. It is wonderful to see such understanding of the human heart.

SEA Exhibits

- Excellent staff, always professional, courteous and helpful.

SEA License Services

- **Joe Altnether** went above and beyond with my rush request.
- I believe the service is outstanding.

Probate

- I wish all court staff were this nice.

Positive person. "I want to send a GREAT big thank you to Courtroom Clerk **Lela Frizzell**," Regional Court Center's **Heather Chavez** said in an email to the newsletter. "She is such a positive person. Her knowledge of the courtroom clerk position, exceeds anything I have encountered."

Effective and productive. "I would like to commend the **Family Court Filing Counter staff** and their

supervisor **Sheri Jaffe** for their apparent hardwork and dedication in creating a highly effective and productive team working environment," **Michele Delk-Garey** said in an email to the newsletter. "Their teamwork, coupled with their professional and friendly efforts, have made a visible difference in the long lines that used to be seen in their lobby for a major portion of the day. I extend my thanks to this exceptional team in providing quality customer service."



Recordsetters

COJET has class. "I think that the COJET classes are a great asset and shouldn't be viewed as 'mandatory' as some view it," Criminal Financial Obligations' **Matt Helm** said in a message to **Pat Percival**. "I have enjoyed every class I have taken. It has even helped me decide that I want to further my career in the court system. Please thank the **Training staff** for me."

A good word for good people. "I would like to put in a good word for the **CSC Fileroom**," Criminal Department's **Madonna Anderson** said in an email to the newsletter. "They are absolutely great. I have had so many rush orders with the Restoration Desk and they have come through for me every time. I send a big thank you to all of them for their help."

Twice is nice. Central Court Supplies Supervisor **Bob Prater** recently received two complimentary emails from his customers. The first message came from a Court staff member who wrote, "I always appreciate you and your staff's assistance in our time of need. You are great to work with."

The second message was from Fileroom Supervisor **Ed Morris** who said, "I want to thank you and your guys for all the help you give us each and every day. I really appreciate it."

Sweethearts. There are a lot of sweethearts in the **Family Support Center**, but there is not enough room to mention all of their names, and so I want to thank them all as a team," said FSC Associate Clerk **Kat Cooper**.

Shirley she will help. Office Receptionist **Sandra Strange** sent a note to Support Finance's **Shirley Hendrickson** thanking her for her assistance. She said, "I have depended on you for help and you are always willing to assist without hesitation."

Clean compliment. Courtroom Clerk **Andrea Ybarra** sent a note to the newsletter expressing her appreciation to Facilities for keeping the floors in the Court building clean and sparkling. "I appreciate it every day I walk in," she said.

Ed-ifying service. "I want to tell you how helpful **File Delivery Supervisor Ed Morris** is," Courtroom Services Manager **Sue Fremouw** said in a note to **Maureen Ramroth**. "I have called him on many occasions and he is always pleasant and on top of everything. I can always count on him to follow through and provide excellent service."

Employee News

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

— ENGAGEMENTS —

Congratulations to Courtroom Clerk **Roselle Thompson** who got engaged on Jan. 24 to Jacob Smith. Their wedding date is December 15, 2002.



— NEW EMPLOYEES —

- **Norma Avitia** – Civil File Counter
- **Kathy Baskom** – CV Document Prep/EDM
- **Frankie Bryant** – CCB Expedited Services
- **Ron Corcoran** – ITG
- **Andy Czuppa** – ITG
- **Bonnie Glenn** – Juvenile Durango Courtroom Clerk
- **Michael Lane** – Juvenile Durango Courtroom Clerk
- **Laurie Lewis** – SE Expedited Services
- **Bonnie Lucas** – Appeals
- **Karla Pacheco** – Criminal Processing
- **Susan Plunkett** – Appeals
- **Traci Ranft** – CSC Fileroom
- **Jenni Rivera** – Criminal Processing
- **Angela Tomlinson** – Micrographics
- **Deborah Vanfossan** – CSC Public Records Counter

— EMPLOYEE MOVES —

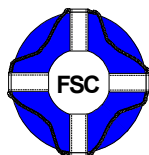
- **Peggy Krevitt** transferred as a courtroom clerk from Civil to Juvenile Durango;
- **Sarah Farrell** transferred to Support Services from the CSC;
- **Patricia Miller** transferred from the Fileroom to the CSC Public Records Counter; and
- **Kim Whitson** transferred from the Public Records Counter to the Civil Notice Desk.

— AWARDS/HONORS —

On the spot
Pam Crawford recently received a

Customer Services Division "On the Spot" award for excellent service.

She is a lifesaver



Expedited Services' Conference Officer **Carrie Titus** was the recipient of the Family Support Center's Lifesaver Award for February. She was selected for the honor for her willingness to help out with conferences at the CCB and SEA offices, for reviewing the Expedited Services policies, for providing feedback, and for recommending an Expedited Services fax cover-sheet for customers.

Positively great

The following Family Support Center employees were recognized by their co-workers for choosing to have a great attitude, for being a positive addition to their work environment, for being available to their customers and co-workers, and for making people's day:

Darlene Anderson, Tim Heri, Gloria Weiss, Marsha Doyle, and Toy Van Damme

For being outstanding

The Criminal Financial Obligations Unit has begun a program to recognize outstanding staff members. The recipient of their award for January is **Ruth Mason**. She was recognized for having good ideas and for always having a smile and kind word to say.

— MILESTONES —

The following employees celebrate milestone employment anniversaries with the Clerk's Office in February:

5 Years

Jean Walker, Linda Talbo, and Rosalinda Denogean

— SPOTLIGHT —



Name: Aide Estrada
Department: CSC License Services Supervisor
Hometown: Deming, New Mexico
Family: Sergio - Husband / Julia - daughter (2) / and two german shepherds
Birthday: November 19
Years w/ Clerk's Office: 14 years
Favorite Activity: Spending time with my 2-year-old daughter
Activity Dislike: Cooking
A Pet Peeve: I hate to see a dirty bathroom mirror
Most adventurous thing you've done: When I got to play a princess and be chauffeured around town for a day by the State Department. People thought I was someone important
A Memorable Experience: When my daughter was born and how busy she has kept me since then
First Job: I was a telemarketer for a photo studio

SPEED BUMP

Dave Coverly



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Editor

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