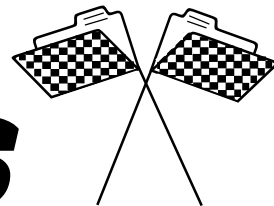


Record Times



Vol. 8 No. 6

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

June 2002

In CASE you wanted to know who won

THE CASE is closed and the results are in. More than 40 employees have been found guilty of providing excellent service for the Clerk's Office. Actually, these employees were the award recipients of the Office's new employee recognition program called C.A.S.E. or Celebrating and Saluting Employees. They received the awards at recent events held at different office locations. In addition, the Juvenile Division awarded their own special certificates to some of their stars.

Following are all of the award-winning employees, who were nominated by office supervisors/managers and selected by a committee:

CUSTOMER SERVICE CENTER

- ◆Employee of the Year - Justin Saraceno
- ◆Customer Service Excellence of the Year - Correnia Honaker
- ◆Manager of the Year - Melanie Fay
- ◆Team of the Year - Public Records Counter/Fileroom

DOWNTOWN

- ◆Employee of the Year - Maria Aldaba
- ◆Customer Service Excellence of the Year - Angela Smith
- ◆Manager of the Year - Marian Catt
- ◆Team of the Year - Facilities Management

SOUTHEAST ADULT

- ◆Employee of the Year - Ellen Campo
- ◆Customer Service Excellence of the Year - Ken Daniels
- ◆Manager of the Year - Janice Bray
- ◆Team of the Year - Support Services Unit

JUVENILE DIVISION

- ◆Management Team Award - Diane Hoy, Jenny Shaska, Michelle Paigen, Tami Mayes, Rebecca Miller, & Melody Tinsley
- ◆Expert & Volunteer Award - Anne Lieske (SEJ) & Valla Davis (DJ)
- ◆Expert and Much More Award - Teresa Robinson (SEJ)
- ◆Customer Service Expert Award - Sheila Sailor (SEJ) and Norma Barron (DJ)
- ◆For a Job Well Done - Patty Enyart (SEJ) and Jan Price (DJ)
- ◆Peer Support Award - Kiera Molina (DJ) and Teri Dunn (DJ)
- ◆Helping Hand Award - Bonnie Glenn (DJ)

THE JEANE-IUS AWARD (Michael Jeanes' own special award)

- ◆Lauri Thomas, Document Management Administrator



Justin Saraceno



Correnia Honaker



Ellen Campo



Kiera Molina



Angela Smith



Cheryl Lugo (SEA Support Services Team Member)

The Northwest news

LAST summer, the Clerk's Office was moving into the new Customer Service Center, and now this summer the office is moving again into another new building. On July 1, the new Northwest Regional Court will open. Following are some facts about how this move impacts the office:

- All NW cases will be identified with a numeric (07) preponder, such as FC2002-070030);
- All NW cases will be housed at CSC;
- 6,000 cases will be transferred to NW;
- Six courtroom clerks and two counter staff will transfer to the NW Court; and
- The Clerk's Office will have a filing counter for Probate, Civil, and Family Court cases. No Criminal or Juvenile.

An awarding time

IT has been an awarding time in the Clerk's Office lately. In the past few months, four awards have come its way.



First, the Arizona Family Support Council (AFSC) presented Support Services Finance's **Lisa Bonilla** their "Clerk of the Year Award." She was selected for achieving excellence in the child support enforcement field at a statewide level.

Next, the office's 2000 - 2001 Annual Report has been awarded three awards from three organizations. The National Communicators presented it their "Award of Distinction," the International Assoc. of Business Communicators presented it their "Award of Merit" and the National Assoc. of County Information Officers presented it their "Meritorious Award for Graphic Design." If you would like a copy of the report, call Len Keso at ext. 66114.

More photos and details about the C.A.S.E. program on page 2 - see "More award winners"



Clerk's

ORDER



Michael Jeanes
Clerk of the Court

THE MINUTES ARE MOVING BY

LAST month, I informed you about our new credit/debit card terminal, which provides customers with a new payment option. This month, I want to update you on another new service which we are offering to the legal community – the electronic distribution of minute entries.

We are now distributing minute entries electronically to any interested law firms. Thus far, we have about 110 law firms (with approximately 1,345 attorney's) who are taking advantage

of this new service, which sends the minute entries directly to the law firm. It is allowing us to provide them faster service while reducing our costs. Another benefit is that the law firm does not need to wait for the minute entry to be picked up or mailed – they are available the day after the courtroom clerk prepares the minute entry. Once the e-mailed minute entry is received, the law firm can forward it to as many people as necessary.

All of the Indigent Defense agencies (Office of the Public Defender, Office of the Legal Defender, Office of the Legal Advocate, and the Office of Court Appointed Counsel) are also taking advantage of this new technology and are receiving their minute entries electronically. The Public Defender's Office has programmed their e-mail folder so that minute entries with "key" words in the subject line automatically go to certain e-mail folders, for example, any minute entries with "sentencing" in the subject line go to an e-mail folder for just minute entries having to do with sentencings. This assists the staff in processing the minute entries.

I am very proud of our team who has diligently worked to make this project such a success. Their vision, perseverance, and hardwork are to be commended.

Suggestion Box goes electronic

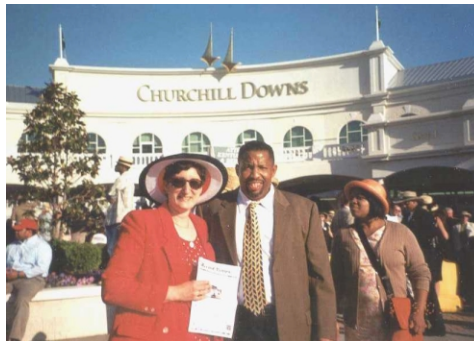
DO you have a suggestion for the office or your department, then visit the new Electronic Suggestion Box on the Office Intranet site (<http://cocweb>) and click on "Employee Suggestions" to convey your idea(s). Suggestions are confidential.

The newsletter is off to the races — Derby style

Each month employees are invited to send in a photo of themselves reading the newsletter while they are on vacation. This month, the Record Times traveled to the Bluegrass State.

Pictured here is Courtroom Services **Dorothy King** with her husband Darryl, who took a moment to catch up on the office news before catching the Kentucky Derby in Louisville, Ken.

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



More award winners

...continued from page 1



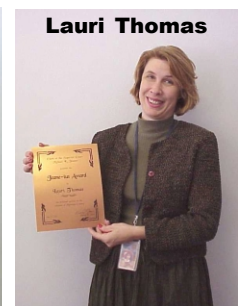
From left: Melody Tinsley, Michelle Paigen, Jenny Shaska, and Tami Mayes



From left after Michael: Patty Enyart, Sheila Sailer, and Teresa Robinson



Marian Catt



Lauri Thomas

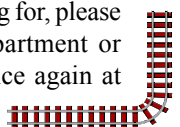
• This summer, a new form will be posted on the Clerk's Intranet that will allow employees to nominate their co-workers for quarterly CASE awards. More details are forthcoming.

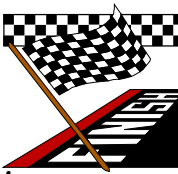


The Training track

by Suzanne Ness, Training Consultant

The new listing of classes for July - December will be posted by the end of June. Classes are added daily, and so if you don't find one that you're looking for, please contact the Training Department or check the Web Self-Service again at the end of the month.





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 SURVEY CARD COMPLIMENTS

Civil Filing Counter

● **Olivia Cardenas** was very helpful and courteous today and should be recognized as a valuable asset.

Probate Filing Counter

● Probate folks are always helpful.

SE Civil Filing Counter

● **Sharon Hall** was excellent and very professional.

SE Marriage License and Passport

● Very courteous and helpful, even after I had to redo the license because I did not proof my writing very well.

● The best service ever.

Customer Service Center

● **Marcella Keays** was extremely courteous, friendly and helpful – good job.

● **Martha Miller** is a very helpful person at the counter. It's nice to have somebody like her here at your office.

● **Kathy Kruse** went out of her way to take care of us. She goes the extra mile.

● **Elnora Snyder** is the most efficient and courteous person in the office. She knows the meanings of "hustle" and "helpful." I really appreciate excellence in work performance.

CO-WORKER COMPLIMENTS

"**Beverly Clement** is an all-around troubleshooter in the Records Department. She is a people person who is great with the public and her co-workers. She deserves to be praised."

– *Debra Cooper*

"I am leaving Arizona after almost four years and would like to thank the courtroom clerks for making this a great place to work."

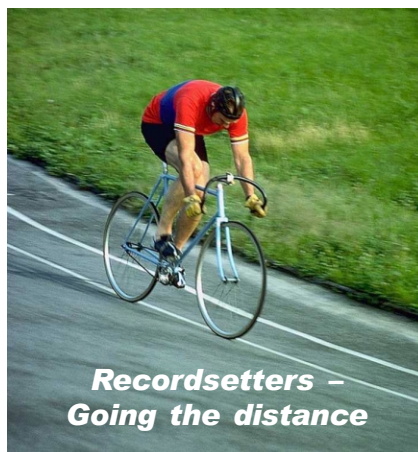
– *Heather Chavez*

"I would like to thank **Flor Nevarez** in Exhibits for always being very upbeat and for being so helpful with all of my requests. Thanks Flor."

– *Andrea Martin*

"I want to thank **Cheryl Bothwick, Dora Sandoval, Sandy Cobler, and Barb Smith** for their encouragement and for taking time to help me when I need it."

– *Carol Marquardt*



"While **Kari Lund** was on vacation, **Lisa Kellar** took on a lot of her work, and as always, she did a great job. Lisa is the best co-worker anyone could have and she deserves to be recognized for her efforts. She is someone who goes above and beyond to help at all times."

– *Mitzi Munoz and Kari Lund*

"Our Government Desk received a request for copies from the Federal Public Defenders Office. They wanted an entire case copied, which consisted of seven volumes. This is very time-consuming with our small copy machines. I want to thank **Brenda Burton** and **Chris Mathein** for offering to make the copies on their large

machines. This saved us so much time. We really appreciated the assistance."

– *Linda Johnson*

OTHER COMPLIMENTS

A customer called the office to say how much she appreciated the service Support Orders' **Sharon Sterns** provided her on two occasions. She said Sharon was professional, pleasant, and is a credit to the office. She recommended her for a special certificate because she feels that Sharon is so deserving of it.

Court Supplies Supervisor **Bob Prater** received a kind note from FSC Associate Clerk Kat Cooper who said, "I want to thank you and your great staff for consistently doing a wonderful job designing, building, moving, scrounging, assembling, disassembling, reassembling, re-designing, relocating, re-scrounging for whatever it is that we need to make the work area better. We are very grateful to you."

A representative of the Initial Hearing Office sent an email to Criminal Financial Obligations **Matt Helm** to let him know what a great job he does in providing restitution information.

She said, "To often we take the people around us for granted and your hardwork should not go unnoticed."

Two Adult Probation Officers sent a note to the Criminal Financial Obligations Unit commending **Suzanne Kendall** for her outstanding service. They said she is the epitome of selfless service and consistently has an upbeat attitude. They also noted she delivers what she promises without delay.

Employee News

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

MARRIAGES, ENGAGEMENTS, AND — ANNIVERSARIES —

Congratulations to **Flor Ruiz** in Downtown Exhibits who married Gilbert Nevarez on April 15 in Las Vegas.

June 3 will be a day that SEA Expedited Services' **Teresa Vargas** will always remember. She got engaged on that day to Jack Johnson.



Support Finance's **Grace Tucciarone** celebrates her 40th wedding anniversary on June 30.

— NEW EMPLOYEES —

- **Ken Haley** – CCB Support Services Finance
- **Andy Pasqual** – CCB Support Services Finance, Supervisor
- **Crystal Phillips** – CCB Support Services Finance
- **Isabel Valenzuela** – CCB Support Services Orders
- **Donald Vert** – CCB Support Services Orders
- **Nikki Vukov** – SE Expedited Services

— RETIREMENT —

Support Orders' **Doris Wood** retired May 30 after serving the office for nearly 20 years.

— AWARDS/HONORS —

The two June lifesavers

Karla Molina, CCB Expedited Services Caseworker, and **Fran Rose**, CCB Expedited Services Conference Officer, are the recipients of the



Family Support Center's Lifesaver Award for June.

Fran was recognized for developing training procedures and providing special assistance to her team.

Karla also has been a great help to staff as a knowledgeable trainer.

Both employees are willing to pitch in when needed.

For a job well done

Sandy Pack was the recipient of the Criminal Financial Obligations Unit's "Good Do-Be Award" for May. She was selected for this honor by her fellow co-workers for making the greatest contribution to the Unit for the month.

Three Trainers honored

Judy Bushong, **Joe Legander**, and **Debbie Sauerzopf** were recipients of the "Trainer Excellence Award," which is sponsored by the Judicial Staff Education Committee (JSEC).

They were selected for the award for demonstrating dedication and commitment to excellence in their service to the courts and their communities. They were presented the awards at the JSEC Regional Conference in Tucson.

— MILESTONES —

The following employees celebrate milestone employment anniversaries with the Clerk of the Court's Office in June:

20 Years

Dan Sullinger

15 Years

Aurora Avina
Michael Jeanes

10 Years

Jolie Matlack

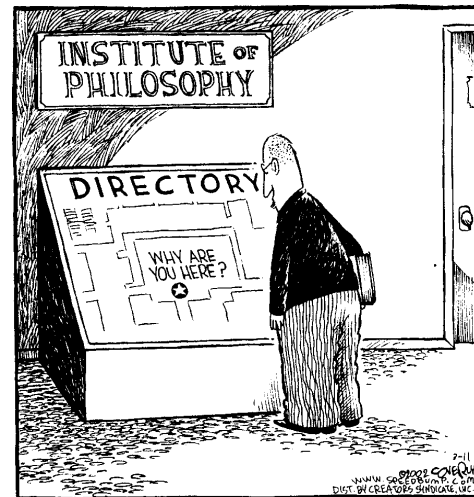
5 Years

Cynthia Brewer



— SPOTLIGHT —

Name: Matt Helm
Department: Criminal Financial Obligations Unit
Hometown: Coldwater, Michigan
Family: Shanna (wife) / Matthew (son, age 2) / Chandler (son, age 8 months)
Birthday: July 30
Years w/ Clerk's Office: 2 years
Favorite Activity: Outside of family-related activities, painting miniatures for tabletop war gaming. Playing them is fun too.
Activity Dislike: Watching my Detroit Lions lose again and again and again.
Pet Peeve: "Feeling" someone else's car stereo whether I'm driving or at home!
Memorable Experience: My wedding – while small and inexpensive monetarily, the fact my wife was there made it priceless.
Hardest Thing You've Done: Leaving my home of 23 years and my family and moving to Arizona to start my own family.
Person You Would Like to Meet: George Lucas, who wouldn't?
First Job: 14-year-old Drive-Thru Drink-Filler at Burger King in Angola, Indiana!
Nobody Would Believe It If They Knew... that I was a quiet, shy 105-pound "unpopular nerd" in high school, seeing as how I am so much fun to be around now.



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Editor

Len Keso