

Casey coming down the award track

THERE are awards called the Oscars, Grammys, Emmys, Tonys, and now the Clerk's Office has added a new one to the list – the "Caseys." The Caseys are part of a new Office Employee Recognition Program this year which is called, "Celebrating and Saluting Employees" (C.A.S.E.). The "Casey" is the name of the actual award employees will receive when recognized in the program.

The Caseys will be awarded annually to employees at the four office locations — Customer Service Center, Downtown, Southeast, and Durango Juvenile. The categories in which employees can win a Casey at the annual ceremony are: *Employee of the Year*; *Customer Service Excellence of the Year*; *Team of the Year*; *Manager of the Year*; and *Special Recognition Award*. The winners are nominated by office supervisors and selected by a committee.

The first annual ceremonies for the CASE Program are being held in May and June at the four locations. The Customer Service Center held its CASE ceremony before the newsletter went to print (May 23). The Downtown and Southeast ceremonies were held when the newsletter was being printed May 29 and 30. The



Durango ceremony is June 3. An announcement of the first Casey award winners for each location and more details about the C.A.S.E. Recognition program will be in the June Record Times.



Michael Jeanes speaks to the CSC staff at the first Casey Award ceremony



Kim Dollins receives her 25-year pin at the CSC event.

The minute to retire for courtroom clerk

"I have always loved the work I do, not the volume of work, but the job," Courtroom Clerk **Maria Gonzales** said, who retired this month after 27 years of service with the Clerk's Office. Maria started with the office in 1975 as a courtroom clerk and said she never believed she would stay very long. Twenty-seven years and thousands of minute entries later, she has called it a career.

"I have seen many, many changes," she said. "When I started working here we were using stone tablets. Not really, but there have been tremendous technological improvements, one of which was going from an electric typewriter to a computer."

Maria said she will miss the courtroom work and the many friends she has made through the years. "I want to thank all the judges and staff members to whom I was assigned for making my assignments enjoyable. I also want to thank all the courtroom clerks who helped me."

Maria, who is planning to sell her home and move to Las Vegas and Prescott, shared these last words of wisdom for everyone, "May you all be able to retire soon."

Curtains close on After-Hours Windows

THE After-Hours Windows at the Central Court Building became an after-thought when they closed permanently this month. The Windows, which were open from 5 - 7 p.m. Mon. - Fri., had been in operation since 1990.

The closure helps the office ensure the security of customers who are now able to use the 24-Hour Filing Depository Box that is next to the new Security Station inside the Madison Street Parking Garage.

In April, the Security Station moved from its location across from the After-Hours Windows on Madison Avenue to the Eastside of the Madison Street Parking Garage entrance on 1st Avenue. The Filing Box then was relocated from the Madison Street entrance of the Central Court Building to its new location inside the garage by the Security Station.

Another factor leading to the After-Hours Windows closure is that it eliminates parking difficulties for customers. Due to increased post 9/11 security measures, parking adjacent to the Court Buildings was prohibited, making it difficult for customers to park near the After-Hours Windows. Now, customers using the Filing Box have ample visitors parking in the Garage.



Norma Avitia (left) and Anna Valenzuela take a moment to pose right before they open the After-Hours Windows for the last time.



Record Times



Michael Jeanes
Clerk of the Court

CHARGING AHEAD

THE Clerk's Office continues to charge ahead in enhancing service to customers. As a result, customers can now charge as well.

I am pleased to announce that we are expanding the payment options for our customers to include credit and debit cards. For the past several years, the office has accepted a limited number of credit card transactions over the phone from mostly out-of-state customers. But at the end of this month, we installed a new credit/debit terminal

at Window 9 in the Family Court Filing Counter that makes this payment option available for our walk-in customers wanting to pay their fee deferrals.

Phase 2 of this effort will be expanding this payment option to the Customer Service Center to allow customers to pay for their copies of court records, marriage licenses, and the Clerk's portion of the passport application fee with either a credit or debit card. This is expected to occur in July.

The final phase will be rolling out this payment option to all filing counters at all locations, which will allow customers to pay for their filing fees. It is projected that this phase will be implemented in September.

Implementing this technology is beneficial for our office and for our customers. It is more convenient, improves efficiency, and gives customers one more option. Financially, the County's business transactions will improve by having a 48-hour turnaround in receiving funds, the payment is guaranteed upon authorization, and county interest earnings will increase.



Michael provides the first demonstration of the credit/debit card terminal.

CSC bags successful Spring Drive

IN the Winter, the Customer Service Center conducted "Operation Cobbler" in which staff donated 669 pairs of shoes for those in need. This Spring they recently concluded a month-long "Operation Spring Cleaning Drive" in which they donated



6,730 items of clothes, books, and toys for the Central Arizona Shelter Service. The office within the Customer Service Center that donated the most items was Micrographics, which donated 3,356 items.

These are just some of the many bags of items that the CSC staff donated to help those in need in the community.

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.

- Flashlights were ordered for the Customer Service Center for use in the event of an emergency.
- Installation of Change and Postage Stamp Machines is being reviewed for the Customer Service Center.

The names of Juvenile have familiar ring

HERE'S an interesting item that was submitted to the newsletter about the Juvenile Department within the Customer Services Division. The Department has only 65 employees at Durango and Southeast, but almost half of those employees share the same first name with someone else in the department. Here are the employees:

- | | | | |
|--------------------|------------------------|--------------------|------------------|
| •Michael Aiston | •Linda Frey | •Cindy Nitz | •David Steinmetz |
| •Michael Lane | •Linda Moya | •Cindy Robledo | •David Lett |
| •Michael Snodgrass | •Sandra Matheus | •Kim Crawford | •JoAnn Cumming |
| •Rachel Coronado | •Sandra (Sandi) Ybarra | •Kim(berly) Lawler | •Joanne Wallace |
| •Rachel Robles | •Carrie Montoya | •Deborah Howe | |
| •Cathy Zimtbaum | •Carrie Gerhardt | •Debra Eisenberg | |
| •Kathy Hill | •Kerry Reynolds | | |



The Training track

by Suzanne Ness, Training Consultant

Classes are currently being scheduled for July - December, and so if there is a class you would like to see offered, contact a Training Team Member. Also, now is a good time to check your transcripts and see what other requirements you need.

Putting yourself in the picture

Employees who have a photo of themselves reading the newsletter while they are on vacation, may submit it to the Public Affairs Office at anytime for publication. Please include your name and phone number.



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

Customer Service Center

- **Martha Miller, Margaret Wagner, Patty Miller, and Elnora Snyder** were wonderful to me. I came in very close to closing and they were able to quickly help me. They were pleasant and helpful. You have a great staff.
- I'm very appreciative of **Feliz Gorny**. She was helpful and sweet.
- **Marci Keays** was my angel. She went above and beyond for me.
- The attitudes are always so pleasant, especially **Angel Petty**.
- I think this office is fantastic. I want to especially thank **Debra Cooper**. She is a beautiful, caring, helpful person.
- **Kathy Kruse** went beyond my expectations. She helped me efficiently and very courteously.
- **Susan Baldwin** was extremely helpful in explaining things to me.

EMAIL COMPLIMENTS

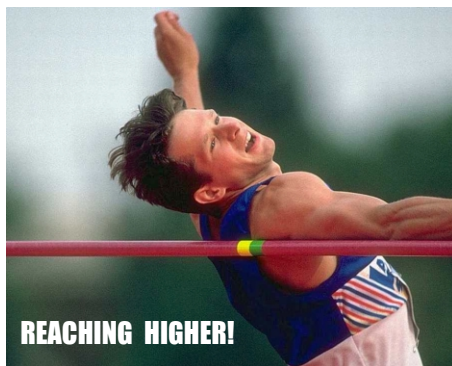
"I want to thank **Nina Parmar** and **Anamae Ramirez** for their assistance with the backlog in the Family Court area. Their help and salsa is missed!"
– *Sheri Jaffe*

"I want to thank everyone from the **Criminal Financial Obligations Unit**. They have been wonderful and make me feel very welcome. My new co-workers are the best."
– *Alma Cano*

"I want to thank **Everett Lee** for his diligence and hard work assisting me when I needed it, and also for adding character and humor to our department. He is truly an asset."
– *Desiree Nelson*

"I want to give a big thank you to **Suzanne Lambries, Aurora Avina, Christina Martinez, and Pamela Crawford** They have always been there for me. I commend them for all they do."
– *Gerlinde Haase*

"Not long ago, the CFO staff began selecting one employee per month for an award we call the 'Good Do-Be Award.' However, there are many good *do-bes* in here. I want to recognize the silent, low key, visual, and verbal good *do-bes* and let them know that their great acts are also noticed."
– *Sylvia Davis*



WRITTEN COMPLIMENTS

Southeast Juvenile's **Sheila Sailer** received a very kind note from a court specialist. He said, "I am writing to make a formal record for Sheila's file concerning her hard work and good efforts to clean up the back-log of materials that were transferred from Durango during this transition period. Not only were all of the prints and home studies logged-in, filed, and processed, she did this work under the stress of the agencies calling for urgency. On top of this, she was learning this new area of work, and was under the time pressure of leaving for vacation."

A judicial assistant took time to send a nice note to Juvenile Durango's **Michelle Paigen**. He wrote, "I want to let you know what a great front office staff you have. They are cooperative, pleasant, knowledgeable, helpful, and hard working. I would especially like to let you know what a nice addition **Monica Amaro** is. As you know, I am always in the Clerk's Office and Monica is on top of every request and she is very prompt with our weekly calendar file needs. She makes my job much easier."

Customer Service Center Director **Maureen Ramroth** sent a word of appreciation to Transmittal Center's **Diane Barnes** for her efforts in assisting her. She said, "You can always be counted on to go the extra mile and I appreciate all of your efforts more than I can say."

Two Criminal Financial Obligation Unit employees were the subjects of complimentary notes from customers – **Matt Helm** and **Suzanne Kendall**.

Matt was complemented by an Adult Probation Officer who said, "I have daily contact with Matt regarding various issues. He is always positive, helpful, and cheerful. He goes above and beyond the call of duty. It is so wonderful to have co-workers who are teamplayers and work for the good of the County."

Suzanne received a letter that said, "We just want to let you know that we really appreciate all of your help. You were very courteous, polite, and professional. I also want to inform you that it was the shortest long distance call I have ever made while trying to obtain balances due. Thanks again."

Employee News

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

— BIRTHS —

Congratulations to Courtroom Clerk **Anita Beery** who became a grandmother for the third time when her daughter gave birth to an 8 lb. 4 oz. baby boy on April 27. Her new grandson's name is Jason.

There was another Clerk of the Court employee who was very happy on April 27. Criminal Financial Obligations' **Elvira Jaquez** gave birth to a 6 lb. 11 oz. baby boy on that day as well. Her new son's name is Silas Andrew.



MARRIAGES

— ENGAGEMENTS —

Courtroom Clerk **Adriana Rangel** got married to Brad Reinhart on May 25. They went on a cruise down the Mexican Riviera for their honeymoon.



Vicki Hagen was smiling on April 15 – that's because she got engaged. Her fiance's name is Tracy Jones and they plan to get married on September 13.

— NEW EMPLOYEES —

- **Carmen Albarran-Castillo** – Criminal Financial Obligations Unit
- **Holly Baker** – Juvenile Durango
- **Elizabeth Ajamie-Boyer** – Juvenile Courtroom Clerk
- **Debra Eisenberg** – Juv. Courtroom Clerk
- **Linda Frey** – Juvenile Courtroom Clerk
- **John Helton** – Support Services Orders
- **Toni Johnson** – Juvenile Courtroom Clerk
- **Jesse Kumm** – ITG PC Support Specialist
- **Anthony Martinez** – Family Court Electronic Document Processing

- **Carrie Montoya** – Juv. Courtroom Clerk
- **Kyle Nelson** – ITG Support Specialist
- **Tysia Nelson** – Juvenile Courtroom Clerk
- **Adriana Rangel** – Courtroom Clerk
- **Donna Story** – Support Service Finance
- **Anna Wong** – Public Records Counter

— AWARDS/HONORS —

She is a lifesaver



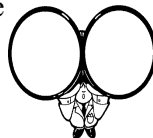
Cathy Bopko, SE Expedited Services Conference Officer, is the Family Support Center's Lifesaver

Award recipient for May. She was recognized for continually going above and beyond to help her co-workers. In addition to her regular duties, she has been handling the support non-compliance cases and assisting with the training of the monitoring staff.

Spot them out

The following employees are recipients of the Office's "On the Spot" Award:

- Maria Aldaba** - Probate
- Diana Eaton** - CSC
- Judith Green** - CSC
- Gary Johnson** - CSC



Good work

Kim Doolan was the recipient of Criminal Financial Obligations Unit's "Good Do-Be Award" for April. She was selected for this honor by her co-workers.

— MILESTONES —

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

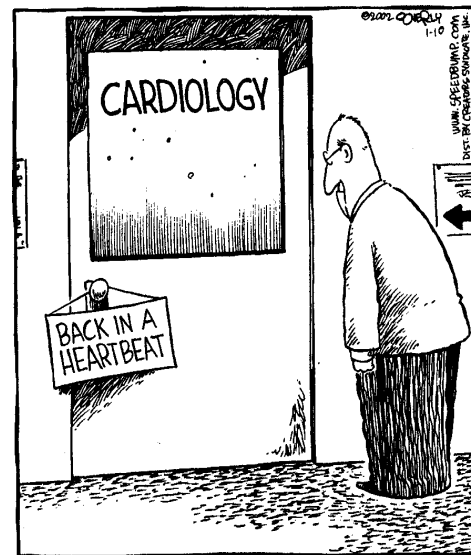
5 Years

- Vonda Culp**
- Michele Delk-Garey**
- Isabel Osuna**



— SPOTLIGHT —

Name: Linda Samson
Department: Customer Services Admin.
Hometown: Omaha, Nebraska (but grew up in Phoenix)
Family: Erickson (son) / Sheri (daughter) / Damon (son-in-law)
Birthday: August 9
Years w/ Clerk's Office: Almost 6 years
Favorite Activity: 1) Softball, 2) "Duning," 3) Softball, 4) Softball, and 5) Softball
Activity Dislike: Driving in rush hour -- especially on Friday afternoons
Pet Peeve: Rude drivers
A Memorable Experience: Bumping into Red Skelton and John Rhodes at the same time in the Denver airport on my way back from my grandfather's funeral. Red made me forget my problems.
Hardest Thing You've Done: Being a mother!
Person You Would Like to Meet: "The perfect man"
First Job: Food server at the Pepper Tree in Phoenix
Nobody Would Believe It If They Knew... I collect frogs



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