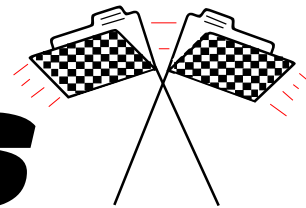


Record Times



Vol. 8 No. 10

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

October 2002

Spook-tacular contests will be howl-arious

Spook-tacular things are coming once again to the Clerk of the Court's Office in October. On Thursday, October 31, the office will hold its annual Spook-tacular Contests that could be a real *treat* for employees and provide a little extra *BOOst* to their day.

Following is a list of the contests the office has planned on October 31 at each office location that employees may participate in. Prizes will be awarded to all of the contest winners.

- **Costume Contest** – Employees will be judged to see who has the best costume.

- **Pumpkin Carving Contest** – Employees may bring an already-carved pumpkin for judging.

- **Two special drawings** — one drawing for those who aren't able to attend their office location's contest event, and one for those who are in attendance.

- **Guess the Amount of Candy in the Jar Contest** — Employees will have an opportunity to win a jar of candy by being the closest to guessing the actual amount of candy in a jar.

- **Best Decorated Office Contest** — Judging for this contest will take place on Wednesday, October 30 and the winning office will be announced on Thursday.

This year, as a result of the Supervisors' Auditorium being remodeled there is no

Family Feud game. The Downtown contest event will be held in the 2nd Floor Conference Room, WCB.

Clerk of the Court **Michael Jeanes** and Customer Services Associate Clerk **Carol Schreiber** will serve as the judges for the SEA, SE Juvenile, Durango Juvenile, CSC, and the Northwest Regional Center contests.

Further details about each contest and the times for each office areas contest will be announced to employees through email messages.



Staff from the Criminal Financial Obligations Unit were totally Oz-some last year as Wizard of Oz characters.



Last year, there were tooth fairies and people from fairy tales roaming through the office on October 31.

Picture not available

Last year, the Clerk's Office had a different kind of a web site in October.

The streamlining of probation revocations

A Probation Violation Center (PVC) recently opened within Superior Court where all cases of individuals who have violated their probation are heard, including Southeast probation revocations.

Previously, these matters were handled at various locations. Now with the creation of the PVC, the hearings are streamlined into one court, which is located in the Downtown East Court Building. The PVC also benefits the Sheriff's Office, Adult Probation, County Attorney and Public Defender by reducing travel time and logistic problems in dealing with these cases.

The Center consists of two court hearing officers, a judge, and five courtroom clerks. It is an extremely high volume court which runs both morning and afternoon calendars five days per week. The average daily calendar for each of these divisions contains up to 50 matters.



Pictured above is the new three-story Juvenile Court Center that is being built at the Maricopa County Durango Complex. It is projected to be completed in the fall of 2003. The Clerk's Office will have sections on the 1st floor of the building for a filing counter, payment windows, file maintenance, distribution, appeals, exhibits, and courtroom clerk staff.



Clerk's

Corner



Michael K. Jeanes
Clerk of the Court

A NUMBER OF THINGS TO TELL YOU

Here is an interesting tid-bit of information that was provided by ITG's Ken Troxel about our Minute Entry Electronic Distribution System (MEEDS) project.

Over the past year, MEEDS has emailed more than 380,000 minute entries. Using an average of three pages per minute entry, we have saved 1,140,000 pages of paper. If you took all the paper we have saved over the past year and placed them end to

end, it would create a path of 197 miles, which is roughly the distance from Phoenix to Winslow, Arizona. If you estimate that 2,500 sheets of paper cost \$20, that is an annual savings of more than \$9,000 in paper. In addition, there is a savings in postage as well. Postage, at .37 cents per minute entry, would have cost the office \$140,600.

Here are some other interesting numbers related to our office that you may not be aware of:

- The Clerk's Office scans an average of 357,878 pages per month;
- In one day, the office processes more than 25,000 pieces of paper;
- The Star Call Center, which is responsible for answering and routing the office's phone calls, received 303,000 calls from Clerk of the Court customers in fiscal year 2001 - 2002;
- The Collections Unit collected a total of \$907,482 in fiscal year 2001 - 2002;
- The Criminal Financial Obligations Unit disbursed \$9,239,148 in restitution monies in fiscal year 2001 - 2002; and
- CSC staff served 974,678 customers from June, 2001 - June 2002.

These are impressive numbers that were completed by an even more impressive staff. Thank you again for all that you do.

The newsletter zooms over to Indiana

Each month employees are invited to send the Public Affairs Office a photo of themselves reading the office newsletter while they are on vacation. Last month the newsletter went back to the old times of the Mayan Ruins in Tulum, Mexico. This month it went to the fast times of the Indianapolis 500 racetrack.



Pictured here is Courtroom Services Administrator **Marian Catt** who made a pit stop to read the latest office news while she attended the Indianapolis 500 race in Indianapolis, Indiana.

Employees may submit photos of themselves reading the Record Times at anytime to Len Keso. Please include your name, phone number, and a photo description.

Suggestions update

Following are responses/actions that have been taken as a result of suggestions employees have made through the Employee Suggestion Boxes:

- The Customer Service Center (CSC) is selling envelopes for .50 cents to customers that desire to purchase them for their important papers/certified copies.
- A numbering system to serve customers (similar to that at a post office) is being reviewed for the CSC.

Facts to file

- Special Teamwork awards were presented to the Support Services Team of **Lisa Bonilla, Maria DeLaCruz, Shirley Hendrickson, and Mary Sirls** for meeting the challenging task of changing over 4,000 case numbers on the ATLAS system for all cases that were transferred to the new Northwest Regional Center.

- The Ribbon Cutting/Open House Ceremony for the new Training Conference Room on the CCB 2nd floor will be from 11 a.m. - 2 p.m. on Monday, Oct. 21.

- The County Supervisors are considering creating a cable channel that would feature programming from the County, the Arizona State Senate, and from municipalities. If approved, the estimated start-up date for the new cable channel is January 2004.



Pictured in this group of graduates of the Maricopa County Management Institute are Clerk of the Court employees Aaron Nash (1), Ron Corcoran (2), Correnia Honaker (3), and Vonda Culp (4).

Recordsetters

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

CUSTOMER SURVEY

- CARD COMPLIMENTS -

Public Records Counter

- I'm very impressed by the exemplary attitude of both **Martha Miller** and **Feliz Gorny**! They went above and beyond to help me out.
- **Debra Cooper** was superb! Very helpful, friendly, and knowledgeable.
- **Diana Facio** did a wonderful job. She provided excellent customer service. Thank you!
- **Patti Miller** did a great job with customer service. Over and beyond the call of duty. Thank you.
- The employee who helped me was great. She called for a supervisor and the supervisor was outstanding as well. Thank you. Their names are **Connie Estrada** and **Ramona Velasquez** as well as the cashier, **Sue Baldwin**.
- All of the people who helped me were way beyond adequate. They are superior in customer service.
- **Martha Miller** was a big help to me. She is a very hard worker.

Southeast Public Records

- The best service I've had in 10 years!
- **Veronique** provided very professional, helpful, knowledgeable, and patient service with a beautiful smile.
- **Monica** went out of her way to be helpful. She is an asset to your office.

SE Marriage Licenses & Passports

- Your service is truly outstanding, polite, and professional.
- **Judy** was courteous and very informative. She went above and beyond.

Northwest Regional Center

- **Connie** was very, very helpful.

SEA Exhibits

- **Linda, Danielle** and **Janice** are true professionals.

SE Family Court Filing Counter

- **Vanessa** made clear a legal snafu that was overlooked by others.

CO-WORKER

- COMPLIMENTS -

"The staff in Appeals would like to extend a note of thanks to **Timothy Potratz, Candy Cole-Terry** and **Vonda Culp** for all of their hard work and patience in designing and developing the new Appeals database. They are always there when we have questions or problems. Thank you for making our jobs easier with all of your knowledge. We look forward to using this tool in years to come."

— *The Appeals Staff*

Go Recordsetters!

"I would like to give **Olivia Cardenas** at the Civil Filing Counter special recognition for being such a wonderful trainer. I started at the counter two weeks ago and she has been very thorough and patient with me. She is a very pleasant person."

— *Leslie Malson*

"We want to thank and commend **Steve Burkett** for doing such a great job. He's always polite and goes above and beyond what is needed."

— *Criminal Financial Oblig. Unit Staff*

"We would like to extend a large thank you to the CSC Fileroom staff for all their hard work, for their willingness to perform whatever tasks are required, and for their great teamwork at all times – even when faced with big work loads and staff members being out. We truly appreciate them."

— *Tina Barrett* and *Ed Morris*

"Because there are so many to thank and I don't want to miss anyone, I want to express my deep appreciation through the newsletter for the extreme amount of support and extensions of sympathy I received from so many after the unexpected passing of my mother."

"I know that my stride to return to better health, renewed ambition, and desire to be motivated would have been far longer than it has been without the support I have received."

"To my co-workers, **Kathy Whittiker** and **Brenda Burton**, my supervisor **Lauri Thomas**, to **Carol Schreiber, Michael Jeanes**, the **Management Team**, the staff and my friends, I sincerely thank you for your compassion and kindness, help and support, thoughts, and prayers you extended to me during this difficult time."

— *Michele Delk-Garey and family*

OTHER

- COMPLIMENTS -

A customer sent a note to all of FSC's child support staff. She wrote, "How far you go in life depends on your being tender with the young, compassionate with the aged, sympathetic with the striving, and tolerant of the weak and strong. Because some day in life, you have been all of these." She added, "I want to thank everyone at Child Support and Research for their help, time, and attention."

Camille Huxley of Bankone Operations called the office to compliment Financial Services' **Joann Sandoval** and ITG's **Charles Gill** on the recent installation of Positive Pay.

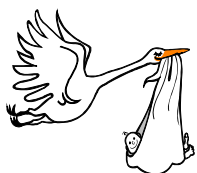
She said it was a pleasure to work with such pleasant and patient professional people and the Office is fortunate to have such dedicated staff.

Employee News

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

— BIRTHS —

Congratulations to Criminal Financial Obligations Unit's **Sylvia Davis** on the birth of her 7 lb. 15 oz. baby girl on August 10. Her new daughter's name is Anaya Amaria.



Juvenile Durango's **Rachel Robles** became the proud mother of a 7 lb. 11oz. baby boy on September 18. Her new son's name is Daniel Rios Jr.

Criminal Financial Obligations Unit's **Sparkle Akins** has reason to smile. On September 25, she gave birth to a 6 lb. 14 oz. baby girl. Her new daughter's name is Karsyn Herring.

— MARRIAGES —



Congratulations to Courtroom Clerk **Stacy McDonald**, who got married on September 21 to Jason Stewart.

— NEW EMPLOYEES —

- **Carla Cooke** – Downtown Civil Filing Counter
- **Morgan Greene** – ITG Help Desk Coordinator
- **Kevin Hooper** – Information Tech. Group
- **Nancy Martinez** – Civil Document Services EDMS
- **Patricia Wolff** – Discovery & Confidentials Materials

— AWARDS/HONORS —

CCB Expedited Services Caseworker **Jody Fisher** is the Family Support

Center's Lifesaver Award recipient for October. Jody has assisted with the testing and development of the FSCS program, in addition to staying current with her every day duties. She is a dedicated and hard working employee.

In the right Spot

Following are recipients of the office's Spot Award for their superior service:

- **Sharon Butler** – EDM Specialist
- **Beverly Clement** – Customer Service Representative
- **Shannon Cordovano** - Juvenile Courtroom Clerk
- **Jennifer Rivera** – Criminal Team Specialist
- **Fran Rose** – CCB Exped. Services
- **Sheila Sailer** – Southeast Juvenile Office Associate
- **Karen Walker** – Southeast Juvenile Office Associate

A slice of appreciation

Associate Clerk **Gordon Mulleneaux** recently sponsored a pizza party for the Criminal Financial Obligations Unit for their efforts in eliminating backlogs. In addition to this extra effort, CFO's **Marge Boyett**, **Elvira Jaquez**, and **Matt Helm** took time to assist the Docket area in printing bar codes for documents to be scanned.

— EMPLOYEE MOVES —

• **Leslie Malson** has transferred from Downtown Civil Docket Area to the Civil Filing Counter

— MILESTONES —

The following employees celebrate milestone anniversaries in October:

5 YEARS

Elizabeth Ikard, **Jennifer Herman**, **Sandra Strange**, and **Kathy Ballard**

— SPOTLIGHT —

Name: Beverly J. Clement
Department: Customer Service Rep.
Hometown: Phoenix, Arizona
Family: **Rebecca Nichole** (daughter) / **Cecile Elizabeth** (daughter) / and my pet dog T.J. Schnauzer
Birthday: June 17
Years with Clerk's Office: Six years
Your Favorite Activity: Spending time with my family and friends
Activity Dislike: Cleaning house and doing yardwork
Pet Peeve: Rude and obnoxious people
A Memorable Experience: Having my two daughters
Hardest Thing You've Done: The loss of my brother
Most Adventurous Thing You've Done: Going on a cruise with my two daughters on a band field trip
Person You Would Like to Meet: Prince Charming or a Knight in Shining Armor (whomever comes first).
Your First Job: Jack in the Box
Nobody Would Believe It If They Knew That.... I really am shy and quiet around people I don't know.



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Editor

Len Keso