

Record Times

Vol. 7 No. 12 A monthly newsletter for employees of the Clerk of the Superior Court's Office. December 2001

Employees bring return of "Merry-copa"

THANKS to Clerk's Office employees, the holiday spirit of "Merry-copa" has returned. Each year, the generosity of staff during the holiday season provides a good reason to change the name of the county to "Merry-copa County." Following is a list of Holiday activities employees have participated in that demonstrate why:

ADOPT-A-FAMILY / ANGEL TREES



Gifted employee. Sandy Watson is up to her waist in gifts which were donated by employees for the Angel Tree project. This is only a portion of the gifts that were given.

The office adopted five families through the Salvation Army. The families consist of 25 children, five women (one who is pregnant with twins) and two men.

Angel trees were set up throughout the office with angel tags that listed a suggested gift item for a member of one of the adopted families. Not only did employees purchase gifts for the families, but several other employees donated items such as bikes, furniture, and Christmas trees. In addition, some employees even donated their personal

time and vehicles to deliver the presents to the families. Furthermore, through proceeds from the Holiday Charity Drive activities, grocery certificates were purchased for each family.

OPERATION COBBLER

Customer Service Center staff took part in an effort called "Operation Cobbler" in which they collected more than 500 pairs of shoes that will be given to those who are in need. Operation Cobbler was established as a team-building community-involvement initiative whereby shoes of any type (old, worn, torn, or unused) are collected and delivered to a local shoe repair shop. From there, the owners clean and repair the donated shoes, and then drop them off to local schools, libraries, hospitals, and shelters where they are given to those in need – young or elderly alike. The shoe drive was held from Nov. 26 - Dec. 21 and was introduced to the office by Public Records Administrator Melanie Fay.



Happy Shoe Year!


HOLIDAY RAFFLE



A Holiday Raffle was held and raised more than \$300 for the Charity Drive. Tickets were sold for \$1 each or 6 for \$5. Besides buying

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The Board's award

THE Clerk's Office received a nice gift from the County Board of Supervisors and County Administrator this month. They presented Michael Jeanes with a special award at their Dec. 17 meeting. The award was given in recognition of "budget balancing teamwork by voluntarily reducing the expenditure budget by more than four percent." 

Season of giving

BESIDES the Holiday Charity Drive, Clerk's Office employees also demonstrated their generosity in another way. They contributed more than \$6,400 to the County's Combined Charitable Giving Campaign this year. Included in that total are six employees who became "Bronze Club" members by donating \$19.25 per pay period. The overall county campaign raised \$292,266.

Home for the holidays in 2002

THE holiday season is here and so is the opportunity to look at the season of upcoming paid holidays that await employees in 2002. They are:

- New Year's Day – Mon. Jan. 1
- Civil Rights Day – Mon. Jan. 21
- President's Day – Mon. Feb. 18
- Memorial Day – Mon. May 27
- Independence Day – Thu. July 4
- Labor Day – Mon. Sept. 2
- Columbus Day – Mon. Oct. 14
- Veteran's Day – Mon. Nov. 11
- Thanksgiving – Thu. Nov. 28
- Christmas Day – Wed. Dec. 25



Clerk's

corner



Michael Jeanes
Clerk of the Court

A LITTLE ANECDOTE ABOUT "GOALS"

BELOW is a little anecdote about "goals." I thought it would be timely to share as we end one year and reflect on the goals we may have set (personally and professionally) in 2001, and as we look ahead to a new year and the goals we have for 2002.


Two brothers decided to dig a deep hole behind their house. As they were working, a couple of older boys stopped to watch.

"What are you guys doing?" one of them asked.

"We plan to dig a hole all the way through the Earth!" said one of the brothers excitedly.

The older boys began to laugh, telling the younger ones that digging a hole all the way through the Earth was impossible. After a long silence, one of the diggers picked up a jar full of spiders, worms, and an assortment of insects. He removed the lid and showed the wonderful contents to the scoffing visitors. Then he said quite confidently, "Even if we don't dig all the way through the Earth, look what we found along the way!"




Not all goals will be reached and not all dreams will be realized. But when we fall short, it's important to remember all of the good things you picked up as you worked toward the goal. 

The newsletter makes its way to a new continent

Last month, the Record Times was seen with two employees who were attending a conference in one of the biggest cities in the world – New York City. This month, the newsletter was found in the biggest country in the world – Russia.



Pictured here is Public Records Administrator **Melanie Fay**, who took time to catch up on the office news while catching the sites at Red Square in Moscow, Russia. She is pictured in front of St. Basil's Cathedral. This is the first appearance the newsletter has made in the continent of Asia. Melanie and her husband traveled to Russia to adopt their baby girl, Sienna.

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

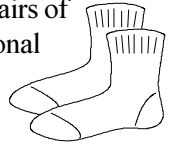
Merry-copa County

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tickets, many employees generously donated items to be used as prizes for the raffle. The drawing was held on Dec. 18 and there were 16 winners who won an assortment of prizes from holiday shirts to gift baskets and sports items.

SHOEBOX MINISTRIES

Employees donated 192 pairs of socks and boxes of personal items for this effort that helps the homeless.



BAKE SALE

CSC staff had an appetite to help raise funds for the Charity Drive by holding a Bake Sale on Dec. 17. Several employees donated "goodies" for the sale and more than \$75 was raised.




Rebecca Shanks (left) and Merriel Trombley (right) organized the successful CSC Bake Sale.

CASH-UAL DAYS

Four special "Cash-ual Days" were held in December to raise funds for the Charity Drive. The event allowed employees to pay \$1 to dress casual during a regular work day. Several hundred dollars were raised through this effort.

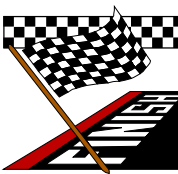
CASH DONATIONS

Proceeds generated from the Charity Drive activities allowed the Committee to give cash donations to the St. Mary's Food Bank and to St. Vincent de Paul on behalf of all Clerk employees. 

Signs of the season

- Seen on a sanitation truck in Lexington, Kentucky – "Happy Hauladays"
- Sign advertising a health club – "Merry Fitness and Happy New Rear"
- Posted on the door of a festively decorated gift shop in Chicago – "Please Open Before Christmas"





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.)

Melody sings their praises.

"I want to thank **Gilbert Lopez, Dell Moore, and Larry Spoehr** (and their crew of trustees) for reconfiguring the systems furniture at Juvenile Durango over Veteran's Day weekend," Juvenile Administrator Melody Tinsley said. "In addition, ITG's **Correnia Honaker, Brad Furman, John Walker, and Belen Coffman**, as well as Management Resources' **Cheri Chapman** were also instrumental in the planning and in making it happen. Also, a thank you goes out to Associate Clerks **Carol Schreiber** and **Grace Colosimo** for finding funding for the project and for making it a priority."

Pat on the back. "I would like to say thank you to my co-worker **Pat Burnett** in Support Orders," Cheryl Otterson said in a message to the newsletter. "She helps with temporary orders and always does so with a smile. She has a positive attitude despite the fact that she can be pulled in six different directions. She currently helps in two to three areas and still has her own duties. I want her to know I appreciate her. She's quick, efficient, and has a cheerful attitude."

A big help to ITG. ITG's Reggie Graham sent a nice note over to General Accounting Supervisor Carol Myers about **Elizabeth Husky**. He said, "I want to express my appreciation to Elizabeth. We were having some issues with a Bank One application and she unexpectedly took charge and resolved those issues. This is a big plus for ITG. We get very busy at times, which can cause delays for our clients who have PC problems. Not Liz – I will call back and she already has the problem fixed."

Going above and beyond and the extra mile.

SEA License Services Supervisor Joe Altnether received some notes from customers regarding the outstanding service they had received from **Marisa Alvarez** and **Veronique McClelland**.

Marisa received two notes from SEA Expedited Services for going above and beyond the call of duty in providing a variety of services for them. Veronique was praised by a customer for making their day. The customer said that they truly appreciated her going the extra mile.



Warm and cheerful Darlene. Family Support Center's **Darlene Anderson** recently received special recognition at a FSC management team meeting for routinely going above and beyond to assist FSC managers and staff in her warm and cheerful way.

Certifiably appreciated. Certificates of Appreciation were awarded to Expedited Services' **Jessica Miel, Melissa Nunez, Karla Molina, Jody Fisher, and Jules Herbuveaux** for their outstanding team effort on Sept. 11. The staff acted quickly to contact clients who were scheduled for a parajudicial conference which needed to be rescheduled due to the closing of the Superior Court.

"Their commitment to our customers is outstanding and much appreciated," FSC Associate Clerk Kat Cooper said.

She can't be commended enough. Michael Jeanes received a letter from an attorney about Southeast Juvenile's **Diane Hoy**. He wrote, "Diane was not only courteous enough to help me rectify a matter; but, because of her professionalism, dedication to duty, and her overall positive attitude, the corrections could be made in a timely fashion and without difficulty. I have been involved in the County Judicial System for 24 years, of which 15 of those years has been a judge pro tem, and Diane is one of the most helpful members of your staff that I have had the pleasure of dealing with. I cannot commend her enough on her assistance."

Customers take time to write about their appreciation of service. Following are comments that were made by customers on the Office's Survey cards about the service they received from staff.


SE Marriage License and Passport

- **Judy** was nice, friendly and fast.
- **Iwan** was very friendly and helpful.
- We were very comfortable with the service.

Downtown Civil Filing Counter

- **Shelly** is very courteous, professional, and helpful

CSC Fileroom

- You guys are great. Thanks.
- **Steve** is friendly, courteous, and professional.
- **Richard** is always courteous, efficient, and professionally attired.
- **Carol** is always hardworking.
- I really enjoy visiting here. 

Employee News

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

— BIRTHS —

Congratulations to Criminal Docket Supervisor **Barb Smith** on the birth of her 7 lb. 14 oz. granddaughter on November 28. Her new grandchild's name is Amber Kaye. Amber is Barb's eighth grandchild.



Probate Supervisor **Maridel Soileau** is celebrating the birth of her new 7 lb. 8 oz. grandson on November 29.

His name is Zachery Paul. This is Maridel's fifth grandchild.

— ENGAGEMENTS —

Congratulations to CCB's Exhibits' **Tina Karppinen** who got engaged to be married on December 11. Her fiance's name is Mark Clermont. They plan to marry in 2002.

— NEW EMPLOYEES —

- **Terry Bonifacio** – Courtroom Clerk
- **Jennifer Escarcega** – Courtroom Clerk
- **Ivelise Feliciano** – Courtroom Clerk
- **Valerie Figueroa** – Courtroom Clerk
- **Narinda Greene** – Courtroom Clerk
- **Teresa Halbert** – Customer Service Center
- **Sandy Mena** – Courtroom Clerk
- **Nikki Newberry** – Micrographics
- **Shannon Parrish** – Exhibits Intake
- **Laura Waters** – Micrographics



— EMPLOYEE MOVES —

● Southeast Exhibits' **Sandy Mattausch** retired on Dec. 12 after serving the office for more than 13 years.

— AWARDS/HONORS —

He is a lifesaver

Support Services Orders' **Tim Heri** was the recipient of the Family Support Center's Lifesaver Award for December. He was presented the award for going above and beyond to help his co-workers and for being willing to learn different tasks so that he can help out whenever needed. He is a great asset to the department.

— MILESTONES —

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

15 Years

Janet Price

10 Years

Linda Johnson

5 Years

Ed Morris



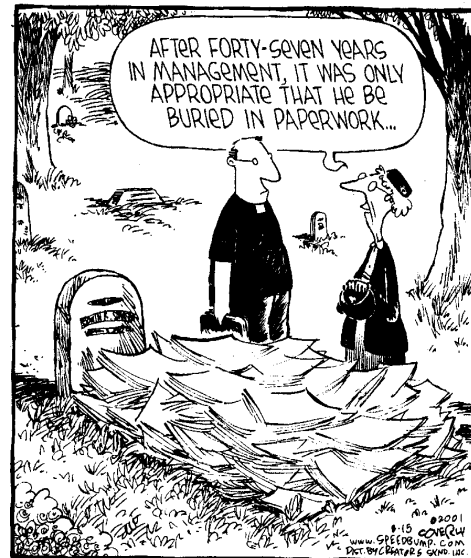
Security/Telecommunication's **Belen Coffman** hit a homerun when she was able to get this photo with Arizona Diamondbacks' player **Luis Gonzales** shortly after the Diamondbacks won the World Series against the New York Yankees. Belen works security for the ballpark on her off-duty hours.

IN THE — HOLIDAY SPIRIT —

Three Clerk of the Court employees got into the holiday spirit and participated in some worthwhile causes in addition to the Office's Holiday Charity Drive. Those employees are:

● ITG's **Brad Furman** and Support Services Finance's **Cathleen Harrington** got their hair cut and donated their tresses to an organization that takes the donated hair and makes wigs for people who have lost their hair through chemotherapy or disease.

● Court Supplies Supervisor **Bob Prater** participated in a 62-mile bike ride for a diabetes charity; and a 160-mile bike ride to raise funds for multiple sclerosis charity.



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Editor

Len Keso

