

# RECORD TIMES

Shortened  
Summer  
Edition

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



A close-up on a new badge reader and exhibits closet door in the CCB

## Closet encounters of the three-phase kind are exhibited in CCB

**Special project, completed this month, greatly enhances the exhibit closet doors in the Central Court Building (CCB)**

The Office recently closed the door on a three-phase project called the **Exhibit Closet Door Project**. This effort, which was completed this month, was first initiated in May to upgrade all of the exhibit closet doors in the CCB to a badge reader access method. The exhibit closets are located in the courtroom and

are used by the courtroom clerks to store the various exhibits during a court trial. Only the Clerk of Court's Office has access to the exhibits closet.

During Phase I of the project, all exhibit doors were pre-wired for the installation of new badge readers. In Phase II, the installation of the badge readers was completed. The final Phase III involved the actual installation of new exhibit closet doors. A total of **32 badge readers and doors** were installed as a result of the project.

"By adding the badge readers, Courtroom Clerks and the Courtroom Services Downtown team are able to more safely secure exhibits, one of the primary statutory duties of the Clerk of the Court," Courtroom Services **Debora Wells-Guevara** said.

Prior to the badge readers, the CCB exhibits closets had key entry doors. The new badge reader door provides greater control, access reports, and better security.

...continued on page 2

## Three staff assist with third-ever workshop

This month, Clerk of Court staff assisted in handling payments for the third-ever **Child Support Arrest Warrant Workshop** hosted by the Superior Court. The workshop, which was held on August 17, provided parties who owe support monies to come to the workshop, make at least one month payment of their obligation, agree to participate in court services, and in turn the Court quashes their warrant. The Clerk of the Court staff members who assisted with this effort were **Samantha Marx, Yoli Soliz** and **Sarah Price**. *The total amount collected in child support was not available at the time the newsletter went to print.*

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# CLERK CONNECTION

## ...Exhibit closet doors continued from page 1

“Due to the size of the project, there was a large amount of time, planning, coordination, work and oversight involved,” Debora said.

Debora and Management Analyst **Kristin Venable** handled all communication, planning, and execution of the project. The Facilities Unit (which included **Gene Yamamoto, Chuck Gobble,** and **Chris Taylor**) supported the effort by moving temporary file cabinets to each office and courtroom three separate times. Courtroom Services Managers **Leslie Wilkins** and **Deralyn Pico** were responsible to ensure all clerks and supervisors moved their exhibits as needed to complete the work on schedule. Courtroom Services Supervisors **Michele Martinez, April Cannon, Shannon Stulz, Wendy Thompson, Donna Courtemanche, Andrew Schmidt, Gina Vacanari, Veronica Morales,** and **Sarah Beery** assisted with the various details of the project, and the team of courtroom clerks in the CCB, who moved their exhibits from their closets, to a temporary file cabinet and back to their closets three times, provided much needed assistance.

“Due to the good nature and agility of the Downtown Courtroom Services team and the Facilities Unit, this project was successfully completed,” Debora said.

The exhibit closet doors in the other Downtown locations, the South Court Tower (SCT) and the East Court Building (ECB), already have badge reader access. They were implemented during the construction of the SCT and the remodeling of the ECB.



**Project Team 1** - Standing next to one of the newly-installed exhibit closet doors in the CCB are (from left to right): Gene Yamamoto, Chris Taylor, Chuck Gobble, Kristen Venable, and Debora Wells-Guevara



**Project Team 2** (from left to right) - Courtroom Services Supervisors Shannon Stulz, Michele Martinez, Wendy Thompson, Administrator Debora Wells-Guevara, Supervisor April Cannon, and Manager Leslie Wilkins



**Project Team 3** (from left to right) - Courtroom Services Supervisor Sarah Beery, Manager Deralyn Pico, and Supervisors Donna Courtemanche and Veronica Morales. Not pictured: Andrew Schmidt and Gina Vacanari

## A Juvenile eFiling update

by Dorothy King, Business Analyst

In July, **176 documents** were eFiled in delinquency cases, an increase over the 105 filings for the partial month of June. Two new departments began eFiling documents with the Clerk's Office: Juvenile Finance on 8/1 and Probation on 8/21. In addition, training is being offered to the Juvenile Divisions to encourage the judicial officers to electronically sign proposed orders.



# Timely Service

**Timely Service** - A section of recent email messages, note cards, phone calls, and letters about Clerk employees who provided *timely service*.

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## CO-WORKER COMPLIMENTS

**About: Beverly Macdonald and Dora Sandoval**

**From: Eileen Fenner**

"I am eternally thankful to be able to work with my dedicated and professional team, who is not afraid to roll up their sleeves and do what needs to be done. **Beverly Macdonald** and **Dora Sandoval** always assist their fellow clerks whenever they can and they have proven themselves to be real teamplayers. Together, our fearless EDMQC team exemplifies customer service and strives to not only perform our jobs, but perform our jobs well."

**About: Kelsey Norton and Gio Ramirez**

**From: Leslie Groeneveld**

"I would like to give a commendation to **Kelsey Norton** and **Gio Ramirez** here at Northeast. They have been very flexible while we've been shorthanded with a bulk of our staff doing training. They have jumped right in to help get the paperwork and mail done, as well as traveled to the Northwest facility to help out when that area has been shorthanded."

## CUSTOMER COMPLIMENTS

**About: Julie Garcia**

A customer recently called the Northwest Office and spoke to Supervisor Cindy Malnar. The customer told her that he and his wife were so impressed with the service they received from **Julie Garcia** that they had to call and report their experience and compliment her handling of their transaction. They said Julie took time

to really explain matters and make sure they understood. They said she went above and beyond what they expected.

**About: Paulina Hernandez**

A judicial assistant (JA) sent an email to Northeast Supervisor Kelly Sleseman to compliment the accurate work of **Paulina Hernandez** at the NE File Counter. The JA said Paulina is always so careful when stamping the case number on the Petitions for Order of Protections. She said you can always read the number clearly, which is very helpful to the division. She said if it isn't stamped carefully, then it can run into the wording or lines in the document. When this occurs, she said she has to take time to white out the case number and write it clearly so that it can be accurately seen. She thanked Paula for her precise performance.

## Fast to serve



**About: Susan Loe, Gina Castaneda and Cecilia Alfaro Arndt**

A customer called the Office and expressed how happy she was with the fast and accurate service she received from the Customer Service Center's Support Services Unit. **Susan Loe, Gina Castaneda Medina and Cecelia Alfaro Arndt** each were a part in providing the service that made this customer so pleased that she had to take time to call and convey her appreciation.

# Timely Service

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## About: Edith Witherspoon

A customer sent an email to Supervisor Cheryl Marzella to let her know about the great service she received from **Edith Witherspoon**. The customer wrote, "I am sending you this message to compliment you on an outstanding member of your staff. Edith Witherspoon recently assisted me in ordering a copy of a document that was filed back in 1978. She was incredibly helpful. She had the expertise to research the document and provide me with the answers that I needed. I first contacted your office on July 2 and, even with the July 4th holiday in the middle, I received an email as to how to order the document on July 5. This is indeed fast service and I was very impressed. I thanked Ms. Witherspoon with a personal email message, but wanted to contact you, her supervisor, to document her politeness and professionalism. I am a retired paralegal who worked in law offices in Honolulu, Hawaii, for almost sixty years and I have never received this kind of efficiency and politeness from a court clerk. I am not sure how employees are evaluated for promotion in your office, but I would appreciate it if you give Edith Witherspoon my A+/10+ rating for job performance and retain this message in her files."

## About: Deb Merklung and Marcie Tarin

Court Operations Administrator Jessica Fotinos recently met with two Maricopa County Attorney staff members. During the

meeting, one of the attorneys had excellent things to say about the Clerk of the Court's Grand Jury staff. She specifically gave high praise to **Deb Merklung** and **Marcie Tarin** for being so helpful and pleasant to work with. The attorney said Deb has been a "go to" person for quite some time and if she isn't available, then she can always rely on Marcie. The attorney said, "I want to acknowledge Deb and Marcie for their outstanding service on behalf of the Maricopa County Attorney's Office to the Clerk of the Court's Office."

## About: Ivette Mendez

A customer sent an email to **Ivette Mendez** in the Customer Service Center's Support Services Unit this month. He was thankful for the assistance she provided and informed her about how much he liked the listing of the menu option numbers on the phone system. He said it is very nice when someone in a government office thinks of doing this so well.





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# eUPDATE

## Then & Now

### The eFiling increase



**THEN:** In 2003, the Office began a pilot program allowing parties to eFile their case documents for complex civil litigation cases. Through the years, eFiling expanded to become available in Criminal (CR), Civil (CV), Family (FC), Tax (TX) divisions, and most recently in certain Juvenile cases. eFiling permits attorneys/self-represented parties to electronically file documents from their computers rather than visit the filing counters. It also enables judges, parties, and the public (where permissible) to view a case simultaneously and increases the speed and accuracy of case processing.

**NOW:** This past fiscal year (July 1, 2017 - June 30, 2018), the Office received **895,427** efilings - 211,231 in CV; 522,749 in CR; 157,820 in FC; 3,522 in TX, and 105 in Juvenile (\*eFiling just began in Juvenile near the end of the fiscal year). Last year, the Office received a total of 800,435 eFilings.

### Electronic Court Record initiatives

**THEN:** In 1997, the Office began scanning the paper documents it received in Probate in order to create an electronic court record. Through the years, the scanning effort expanded to all adult case types, marriage licenses, and more recently to juvenile case types.

In addition, in 2005/2006, the Office began backscanning older cases to convert them to an electronic court record. The Office has continued to backscan since this initial effort.

These electronic court record initiatives have created **one of the largest court ECR's in the nation**. The electronic images are stored in a repository called OnBase.

**NOW:** In Fiscal Year 17/18, **four million** documents were added to the repository, which made over **64.5 million** total documents. Nearly **1.5 million documents** were backscanned this year. To date, approximately **650 shelving units** for hard-copy case files have been removed as they are no longer needed. **Sixty-three** government agencies have been granted access to the electronic repository.



### Access to the Electronic Court Record

**THEN:** In 2007, the Office developed ECR Online, which provides a secure, cost-effective, and convenient method for attorneys and self-represented parties to use the internet to register and view the documents of their case(s) on their computer rather than visit the Office to view the hard copy file.

**NOW:** There are **23,898** attorneys and **58,688** self-represented litigants registered in ECR Online.



# Special Spotlight

on the Managers/Supervisors team members

This Month: **Leslie Wilkins**



**Title:** Courtroom Services Manager

**Years with Office:** 12.5 years

**Something You Enjoy About Your Job:** The amazing people and the important work we do!

**What Areas Do You Oversee:** Downtown Family Court, Civil, Probate, and Mental Health Courtroom Clerks

**Your First Job:** A receptionist at a small real estate office.

**Hometown:** Mesa...I am an Arizona native!

**Something Memorable You Have Done:** A few years ago, I had the opportunity to attend commencement at Harvard University when my

son-in-law received his Master's Degree. The diploma ceremony was in a beautiful church built in the 1600's. However, there was no air-conditioning and several people ended up getting ill outside because of the heat and humidity. Aside from that, I LOVED visiting the historical campus and the other American history sites in the Boston area.

**A Hobby or Favorite Activity:** Organizing stuff (like closets, etc. I know, that's odd).

**Best Vacation Spot:** Maui, Hawaii

**Favorite Place to Eat Out:** Outback or Pei Wei

**Favorite Meal:** Steak or Asian Food

**Someone You Would Like to Meet:** George Washington

**Favorite TV Show or Movie:** Inspirational true stories or historical period dramas.

**Favorite TV Show When Growing Up:** *Gilligan's Island*

**Something You Are Proud Of:** Working for the Clerk of the Court's Office!

**What Is Something That Is On Your Bucket List...**A trip to Europe to see the historical buildings, the architecture and the art museums.

**Nobody Would Believe It If They Knew...**I was an athlete in my younger years, which included two school records in track and field and a few over the fence homeruns in softball.

**Before Working Here, What Was An Interesting Job You Had:** When I was a teenager, my best friend's family owned a fabric store. They paid me to inventory the fabric by counting the number of folds on each bolt.

**What Advice Do You Have For A New Clerk Employee:** Enjoy the journey! There is a lot to learn, but if you work hard and persevere, you will find the Clerk's Office is a great place to work...not just as a job, but as a place to have an enjoyable and meaningful career.

**What Do You Like Most About This Office:** The work we do here is very important and makes a difference in the community.

**What Do You Like To Do In Your Spare Time:** Spend time with my eight grand kiddos (and organize closets).

**Who Has Been The Most Influential Person In Your Life and Why?** I can't pick just one because I have gleaned bits and pieces from so many good people I've encountered, including many fellow Clerk's Office employees.

**Three Important Business Skills:** 1) Emotional Intelligence 2) Innovation and willingness to embrace changes 3) A positive outlook, even in difficult times.

**Best Advice Someone Has Given You:** "Be kind...everyone you meet is fighting a battle you know nothing about."

# The Inside Track

## on Employee News

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### BIRTHS

- Congratulations to Northeast Courtroom Services Supervisor **Susan Morris** on the birth of her 8 lb. 12 oz. grandson, who was born on August 4. Her new grandchild's name is Grayson Max. He is her second grandchild.
- Congratulations to SE Docket/EDM's **Shannon Montano** on the birth of her 8 lb. 7 oz. baby boy on Aug. 13. Her new son's name is Jax.
- Congratulations to **Carol Carlton**, who became a grandmother for the 12th time. Her new granddaughter's name is Valentina Noelle and she weighed 11 lbs. 15 oz.



### OFFICE ANNIVERSARIES

The following Clerk of Court employees celebrate milestone anniversaries with the Office in August:

**15 Years - Dawn Wood**

**10 Years - David Wolff**

**5 Years - Jennifer Cardenas, Tracy McMillian, and Sherry Kristiansen**

### NEW EMPLOYEES

The Clerk of the Superior Court's Office welcomes the following new employees:

- Appeals - **Shalon Head**
- Criminal File Counter - **Desiree Ochoa-Lopez**
- Criminal Financial Obligations Unit - **Stephanie Howlett**
- Criminal RCC/EDC - **Francisca Kiefer**
- CSC Marriage Licenses and Passports - **Christie Tanori-Ochoa and Leticia Garcia**
- CSC Support Services - **Gladys Alonso**
- D&C/Grand Jury - **Alejandro Marquez**
- eFile Team - **Mark Savin**
- Family Support Services - **Whitney Ware**
- Southeast Juvenile Operations - **Miranda Carter and Shastene Maave Sefo**
- Southeast Marriage Licenses/Passports and Public Records - **Sharricka Y. Owens**

*Welcome!*

### EMPLOYEE MOVES

- **Diana Eaton** transferred from the the Customer Service Center's Support Services Area to the Billing and Deferral Unit.
- **Regina Frigo** transferred from Downtown Docket/EDM to work at Southeast Adult Docket.



# Special Features

Summer Shortened Edition

## Where in the world has the Record Times been?



### Employee “books” some time to get a photo with the newsletter

Each month Clerk of the Court employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, the newsletter was seen with an employee, who was at a place called the “Center of the Earth” in California. This month, it is seen with an employee who was at the center of

a major event on the other side of the country.

Pictured above is Disposition and Abstracts’ **Emily Morris**, who posed with the newsletter at the BookCon event held in New York City, New York. It is an annual gathering of authors, publishers, and people who love books.

**You may submit a photo** of yourself with the *Record Times* at any time. To submit a photo: **1)** Print the newsletter front page; **2)** Take a photo(s) with the page during your vacation (horizontal format); **3)** Email the photo to Len Keso with your name, department, and a description of the photo, along with any other interesting details of the photo/vacation.



Anyone who submits a photo, will receive a Maricopa County lapel pin (pictured on the left).

## TIMES Gone By - Results

A little while back, weekly Office emails titled “**Times Gone By,**” were sent showing the top photos provided to the *Record Times* newsletter over the last 18 years of employees on vacation posing with the newsletter. The photos were categorized by similarities and all employees were invited to send in their votes for their favorite ones. Below are the top two photos voted on by Clerk employees as the all-time best in the “**Theme Park**” category.

### Top 2 All-Time Pics 1998 - 2017

#### THEME PARK CATEGORY

##### At Disney World



Pictured here is former employee Merriel Reynolds. The photo was printed in 2013.

##### At Disneyland



Pictured here is former employee Steve Weston. The photo was printed in 2013.

## Take



This month’s list of five is ... **the top five places/events to spend Labor Day weekend.**

- 5) Fireworks on the Beach, Wildwood, New Jersey
- 4) Detroit Jazz Festival, Detroit, Michigan
- 3) P & G Riverfest, Cincinnati, Ohio
- 2) A Taste of Colorado, Denver, Colorado
- 1) Boomsday, Knoxville, Tennessee



Source: BBOnline