

RECORD TIMES

Shortened
Summer
Edition

August
2016

Vol. 22 No. 8

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



Counties using Pokémon Go to capture attention to their services

Some county agencies across the country are jumping on the Pokémon Go bandwagon. The new Pokémon Go phenomenon is a game that utilizes a smart phone's GPS and clock to create characters that appear on the phone's screen and can be captured at locations that correspond to the GPS coordinates. Libraries in Baltimore County, MD, a county clerk in Arkansas, and the transit system in Los Angeles County have designed events around the hunt for Pokémon characters to attract people to their locations and services.

In Maryland, an event attracted more than 800 players (from teenagers to middle-aged adults) to 19 Baltimore county library branches. In Arkansas, the county clerk, whose responsibilities include elections, used the game to encourage people to register to vote, and in Los Angeles County, officials used the game to increase awareness of the transit system and offered a 30-day Metro pass as a prize.

Part 2 of the Office's generational survey

In March, more than **350 Clerk employees** responded to an Office survey on various topics relating to the differences in how people of varying generations view work place topics and other aspects of life. The survey was conducted for an activity at the Supervisor's Retreat in June, which had the theme of Generational Leadership. Last month, a portion of the results were provided in the newsletter. This month, the remaining results are provided on [pages 3-4](#).



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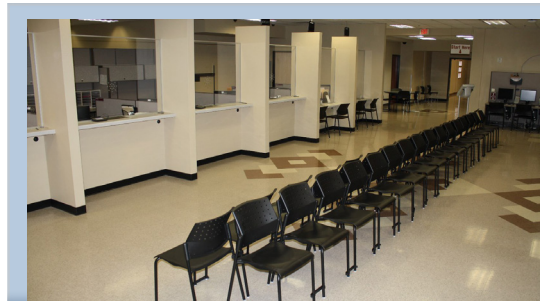
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Northwest court-struction completed

The remodeling project at the Northwest Office was completed this month. Among the improvements are: expansion of Filing Counter service windows from five to seven, a Qmatic system for customer service, new seating in the lobby, new shelving and desk behind the counter, dividers between each window, higher windows, a wall separating the office area from the counter, and larger staff desk areas.

Timely Service

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

CO-WORKER COMPLIMENTS

About: **Dorothy King**

From: **Donna Hall**

On behalf of the Exhibits section, I want to thank **Dorothy King** for all of the effort she put into our new MEEDS/2.8(d) process. This will eliminate exhibits staff having to manually type letters, research the parties and attorneys, and print out letters to be mailed. This will also eliminate the need to docket and scan these letters for the most part, and it will also reduce postage costs. This initiative started as an idea, which led to a question, which led to Dorothy, who made it a reality! She's done everything from drafting the templates to providing the training. We can't thank her enough! Thank you, Dorothy!

About: **Rebecca Shanks, Maria King, Cecilia Alfaro, and Margarita Yanes**

From: **Angelique Rodriguez**

I want to thank **Rebecca Shanks, Maria King, Cecilia Alfaro** and **Margarita Yanes** for completing over 255 County Attorney certified copy requests while I was out of the office. It is nice that staff worked as a team to get these completed and to the County Attorney's Office.

About: **ITG Staff and Tawheed Phoplunkar**

From: **Susan Baldwin**

I want to thank the entire **ITG staff** for the stellar service they continually provide. I would also like to add a special thank you to **Tawheed Phoplunkar** for his super quick and courteous responses to our ETS issues. He has a "can do" attitude with a "happy to do it" disposition. This is very much appreciated.

About: **eFile/Docket/Auditor Team and Maria Saldana**

From: **Michelle Figueroa**

I want to thank the **eFile/Docket/Auditor teams** during my transition to supervisor. Everyone is so positive and willing to help. Our teams work great together and always go above and beyond to help one another. They have worked very hard during a time of being short-staffed and have given their full focus and dedication to maintain the workload. I am very pleased to have such great teamwork and professionalism. You guys are awesome!

I also thank **Maria Saldana**, auditor on my team. Maria has been such a great help during my transition as well. Her knowledge and assistance is so greatly appreciated. Maria is always willing to help when needed, and is always so positive and efficient. Maria is a tremendous asset to the team and I am very happy to have her as a resource with her extensive experience, skills, and dependability.



CUSTOMER COMPLIMENTS

About: **Jennifer Roberts and Yvette Anchondo**

Two different judges recently complimented the work of Family Court Courtroom Clerks **Jennifer Roberts** and **Yvette Anchondo**. They said:

Jennifer - "Jennifer is just fantastic!" The judge also expressed his gratitude and appreciation for her work quashing hundreds of CSAWs, many of which were sent to her without issue dates so it required a lot time and research. He wanted to make sure the Office knew what a great job she did and despite the overload, she was still able to handle the workflow in the division.

Yvette - "Yvette is a rock star!" The judge also expressed that he was thrilled to be working with her.

About: **Karen Knowlton**

Karen Knowlton in CSC Support Services was told by a customer in an email, "Thank you. I greatly appreciate your excellent service and helpful attitude."

About: **Eva Carranza**

A customer sent an email to **Eva Carranza** in the CSC Support Services to let her know how much she appreciated her service. She wrote, "I want you to know how thankful I am for all your help today. You went above and beyond and came up with a solution that saved me. I really appreciate your patience and willingness to help an out-of-state law firm. I know that I look good in my boss's eyes now."



Office Generational Survey Results

PART 2

SURVEY STATISTICS OF THE PARTICIPANTS

Traditionalists (Born before 1945) - Four participants **Baby Boomers** (Born between 1945 - 1964) - 111 participants
Generation X (Born between 1965 - 1980) - 151 participants **Millennials** (Born between 1981 - 2001) - 92 participants

NOTE: Below is the number of people who provided the answer followed by the answer itself for each generation.

Name a way that a person could mess up in a job interview?

Traditionalists

- 2 - Inappropriate answers / Poor communication
- 1 - Inappropriately dressed
- 1 - Show up intoxicated

Baby Boomer

- 26 - Inappropriately Dressed
- 21 - Arrive late
- 11 - Inappropriate answers / Poor communication
- 9 - Inappropriate behaviors / Body language
- 8 - Unprepared
- 7 - Too nervous

Gen X

- 33 - Arrive late
- 30 - Inappropriate answers / Poor communication
- 20 - Inappropriately dressed
- 17 - Inappropriate behaviors / Body language
- 10 - Too negative / Critical
- 9 - Unprepared
- 6 - Too nervous
- 4 - Do not show up

Millennials

- 13 - Inappropriate answers / Poor communication
- 13 - Inappropriately dressed
- 13 - Arrive late
- 12 - Inappropriate behaviors / Body language
- 9 - Unprepared
- 6 - Do not answer questions
- 5 - Do not show up



Name something that makes works fun?

Traditionalists

- 3 - Co-workers
- 1 - Job satisfaction

Baby Boomers

- 60 - Co-workers / Relationships
- 11 - Celebrations / Events
- 9 - Laughter / Humor
- 5 - Challenges / Solving problems
- 4 - Positive environment / Attitudes / Friendliness
- 2 - Being recognized
- 2 - Teamwork

Gen X

- 69 - Co-workers / Relationships
- 12 - Laughter / Humor
- 11 - Positive environment / Attitudes / Friendliness
- 10 - Celebrations / Events
- 6 - Music / Radio
- 5 - Interactions / Customers / Being helpful
- 3 - Being recognized
- 3 - Teamwork

Millennials


- 36 - Co-workers / Relationships
- 12 - Celebrations / Events
- 11 - Positive environment / Attitudes / Friendliness
- 5 - Nothing
- 3 - Music / Radio
- 2 - Interactions / Customers / Being helpful
- 2 - Challenges / Solving problems
- 2 - Supervisors








...Office Generational Survey Results Continued

What is the most effective form of communication?

<p>Traditionalists</p> <p>3 - In person/ Verbal 1 - Smile</p> 	<p>Baby Boomers</p> <p>54 - In person / Verbal 36 - In writing / Email 2 - Over the phone</p>
<p>Gen X</p> <p>74 - In person / Verbal 45 - In writing / Email 7 - Over the phone</p>	<p>Millennials</p> <p>52 - In person / Verbal 28 - In Writing / Email 1 - Over the phone 1 - Text</p>


Name a reason, other than hard work, that your boss would give you a raise?

<p>Traditionalists</p> <p>1 - Longevity / Seniority 1 - Good attendance 1 - Quality and quantity of work 1 - To keep me</p>	
<p>Baby Boomers</p> <p>15 - Dedicated / Dependable 10 - Special skills / Knowledge / Education 9 - Has good ideas / Innovative / Problem-solver 9 - Cost of living 8 - Good attendance / Punctual 8 - Positive attitude 7 - Longevity / Seniority 7 - Increased duties / Special achievements 6 - Teamplayer</p>	
<p>Gen X</p> <p>13 - Cost of living 11 - Dedicated / Dependable 10 - Longevity / Seniority 8 - Positive attitude 7 - Good attendance / Punctual 6 - Increased duties / Special achievements 5 - Accurate / High quality work 5 - Favoritism 5 - Market adjustment 5 - Special skills / Knowledge / Education</p>	
<p>Millennials</p> <p>7 - Longevity / Seniority 6 - Good attendance / Punctual 6 - Postivie attitude 5 - Cost of living 5 - Favoritism 5 - Accurate / High quality work 4 - Dedicated / Dependable 4 - Special Skills / Knowledge / Education 4 - Rentention</p>	

Name something that people sometimes wear around their neck?

<p>Traditionalists</p> <p>2 - Necklace / Jewelry 1 - Lanyard / Badge 1 - Cloth warmer</p>		<p>Baby Boomers</p> <p>53 - Necklace / Jewelry 22 - Lanyard / Badge 13 - Tie 8 - Scarf</p>
<p>Gen X</p> <p>65 - Necklace / Jewelry 36 - Lanyard / Badge 18 - Tie 16 - Scarf 3 - Headphones / Earphones</p>	<p>Millennials</p> <p>48 - Necklace / Jewelry 17 - Lanyard / Badge 8 - Scarf 5 - Tie</p>	

Name a fictional character that you would have liked to have had as a parent

<p>Traditionalists</p> <p>1 - Glinda (Wizard of Oz) 1 - Abigail Adams</p>		<p>Baby Boomers</p> <p>5 - Mary Poppins 4 - Mickey Mouse 3 - Peter Pan 3 - Superman 3 - The Flintstones 3 - Samantha (Bewitched)</p>
<p>Gen X</p> <p>5 - Mary Poppins 5 - Superman 5 - Fairy Godmother 4 - The Brady's (Brady Bunch) 4 - Daddy Warbucks 3 - Darth Vader 3 - Atticus Finch 2 - Wonder Woman</p>	<p>Millennials</p> <p>4 - Batman 3 - Mary Poppins 3 - Atticus Finch 2 - Belle 2 - Cinderella 2 - Fairy Godmother</p>	



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eUPDATE

Then & Now

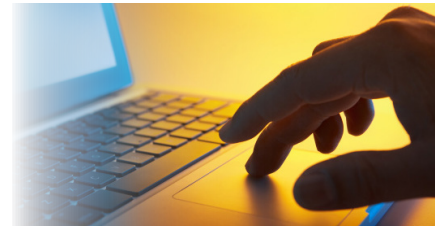
eFILINGS

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), and Tax (TX) divisions. 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, 2015 - June 30, 2016), the Office received **714,596** efilings (199,500 in CV; 375,218 in CR; 135,262 in FC; and 4,616 in TX). Last year, 628,768 were received.

ACCESS TO THE ELECTRONIC COURT RECORD (ECR)

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 come to the Office to view the hard copy file. Along with convenience and faster access to the ECR, the program eliminates travel time for customers.



NOW: There are **12,239** attorneys and **37,076** self-represented litigants registered in ECR Online.



THE GROWTH OF THE ECR

THEN: In 1997, the Office began a pilot program to scan the paper documents received in Probate. Through the years, this pilot was expanded to all case types and marriage licenses. The paper documents received from these categories are scanned, converted to electronic format (referred to as the Electronic Court Record), and stored in an electronic repository called OnBase.

NOW: In Fiscal Year 15/16, **5.1 million** documents were added to the repository, which made over **56.1 million** total documents in the repository.



INCREASING THE ECR

THEN: In 2012, the largest-ever scanning project ever undertaken by the Office began when action was taken to convert over 508,000 paper court case files into 44 million electronic images for storage in the electronic repository. A vendor was initially hired to scan and convert a large portion of the Office's older hard copy case files (Civil, Family Court, and some Criminal) to electronic format, but the project is now being completed in-house.

NOW: More than **10.6 million** electronic images have been converted from paper.

The Inside Track

on Employee News

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BIRTHS

- Congratulations to eFile/Docket **Charity Ghant**, who gave birth to a 7 lb. 12 oz. baby girl on May 24. Her new daughter's name is Amelia.

OFFICE ANNIVERSARIES

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

30 Years - **William Cruz** 15 Years - **Cruzita Minero** 10 Years - **Yvette Morales**

NEW EMPLOYEES

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

- Appeals - **Rory Terry**
- Courtroom Clerks - **Claire Vigil, Adriane May, Michelle Brady, Chad Clodfelter, Autumn Dvornsky, and Yvonne Zych**
- Courtroom Clerk Juvenile - **Diana Sanchez**
- CSC Pre-02 Imaging - **Kyoko Higuchi-Mason**
- Downtown Docket - **Maria Barrera-Florek and Mary Hernandez**
- Downtown Filing Counter - **Victor Canisales**
- EDM/CR Docket - **Audra Steele**
- Family Support Services - **Rosa Gurrola Martinez**
- SEA Marriage License and Passports - **Karina Leon**
- SEA Docket - **TeriLee Harney**



Welcome
Aboard

RETIREMENTS



The Office is losing close to 68 years of experience with the retirements of three employees this month and in September. Congratulations to these staff members on their well-deserved retirements:

- ◆ Courtroom Clerk **Patricia Morquecho-Espinoza** (who retired this month after 28 years of service with the Office),
- ◆ CSC Court Operations Supervisor Supervisor **Sylvia Anderson** (who is retiring after 23+ years with the Office this month).
- ◆ Exhibits/Grand Jury Supervisor **Patti Sanderman** (who is retiring after 13+ years of service with the Office in September).

EMPLOYEE MOVES

- **Meaghan King** moved from eFile/Docket to become a courtroom clerk.
- **Lori Lopez** moved from being court operations auditor to courtroom clerk.

Special Features

Summer Shortened Edition

Where in the world has the Record Times been?



Newsletter makes an appearance very close to home

Each month, 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 surrounded by trees in a Californian forest. This month, it is back amongst the trees and it is only hours away from Phoenix.

Pictured to the left is Disposition and Abstracts' **Kathryn Kruse**, who posed with the newsletter and her

dog Sierra on her property outside of Show Low, Arizona.

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.

Clerk Work

Picturing staff who work for the Clerk
This month - **Kim Dollins**



Kim is currently the longest-serving employee in the Clerk's Office with almost 40 years of service.

Department: Electronic Document Management - Quality Control | **Job Title:** Trainer/Lead | **Something You Enjoy About Your Job:** The people I work with and doing research. | **What Was Your First Job:** I was a receptionist for an architect. | **Hometown:** Glenview, IL. / **Any Hobby or Special Collection:** Reading. | **Something Memorable You've Done:** I spent a week in Paris, France seeing the sites with my mother and sister. | **Favorite Vacation Destination:** New York City. | **Favorite Meal:** Alice Springs chicken at Outback. | **Favorite Place to Eat Out:** Outback. | **Favorite Sport or Team:** The Phoenix Mercury basketball team. | **Someone You Would Like To Meet:** President Obama. | **Favorite TV Show or Movie:** *NCIS* | **Something You are Proud of:** I completed my Masters in Public Administration in 2007 through the county-sponsored program with Western International University. | **What Would You Like To Be For A Day:** A judge. | **An Ability You Wish You Had:** To have the ability to dance. | **What Is Your Dream Car:** BMW Z4. | **Something on Your Bucket List:** To return to Europe to travel | **Best Advice Someone Has Given You:** To be yourself. | **Any Hidden Talents:** None that I can think of. | **Nobody Would Believe It If They Knew...** that in my 40 years with the Office, I have done many of the jobs that there are to do here. I have worked in eight different areas.

Take



This month's list of five is ... **the five best small town weekend escapes**

- 5) Estes Park, CO
- 4) Lauderdale-by-the Sea, FL
- 3) Sedona, AZ**
- 2) Grandbury, TX
- 1) Saugatuck, MI



Source: USA Today

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Chris Kelly - Chief Deputy / Lois Rees - Administrator / Len Keso - Editor