

RECORD TIMES

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

Court-2-Court Program Leadership



Cindy Malnar
Debora Wells-Guevara
Pam Crawford
Cathy Clarich
Vonda Culp
Not Pictured: Dorothy King & Rachel Robles

From C2 shining C

The C2C (Court-2-Court) program wins national award

The Summer got a little shinier this month when the National Association of Counties (NACo) presented the Clerk's Office with one of their bright, gleaming Achievement Awards for its development of the **Juvenile Court-2-Court program**. Each year, NACo, who represents the nation's county governments in Washington D.C., conducts an achievement award program to recognize the best, newer programs in county government. This year, the Office's C2C program was honored for being an innovative program that improves service and increases efficiency.



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Durango Juvenile's new look

Last year, the SE Juvenile Office was remodeled and this year, it was **Durango Juvenile's** turn for a refresh. In May, the File Counter, Viewing Room and Vault Cage were renovated. The project included installation of new tile flooring in the lobby and Viewing Room, new work stations for the four cashiers/clerks who work at the counter, new counter tops at the public counters and in the Viewing Room, and new safety glass. Additionally, a cage was installed in the Durango Vault Room. The project was completed on June 25. [Article is continued on page 6...](#)



The newly remodeled Durango Juvenile Lobby and File Counter

Michael's Message

by Michael Jeanes
Clerk of the Superior Court
Maricopa County, AZ



Service that is RARE

I have often seen in the "Commendations" section of this newsletter and heard from the public myself about the great service we provide, and that it is very "rare" for them to experience such care, professionalism, and courtesy in a government organization. I recently came across an acronym that spells out the word "RARE" and it relates to customer service, and so I would like to share that with you. These tips pertain to how we should treat our external customers, internal customers, as well as our co-workers. Here it is:

Reliability - Be reliable to your customers/co-workers. Keep your word. If you say you are going to do something, then keep your promise.

Assurance - Project confidence when dealing with customers/co-workers. Display confidence in the service you provide.

Responsiveness - To the best of your ability provide quick, helpful answers to your customers/co-workers. If more time is needed to complete the request, communicate the status to person(s).

Empathy - People want to feel like they matter and that what happens to them is important. Listen to the needs of those you serve and/or work with and demonstrate genuine concern and compassion.

In the article which shares these tips, it states that customers want these four critical factors present in their dealings with any organization. Let's keep up the good work we are currently doing, but also strive to provide even more RARE service.

Upcoming Munch With Michael Dates

August 4

Noon - 1 p.m.
TANG Conference Rm
ECB, Law Library, 3rd Fl.

August 11

Southeast Juvenile
Noon - 1 p.m.
Cactus Room, 1st Fl.

August 19

Northwest
Noon - 1 p.m.
Jury Rm. 124

September 2

Southeast Adult
Noon - 1:00 p.m.
Conference Rm.



Michael's
Quote
of the
Month

**"You will never reach your goal,
if you don't have one."
- Harvey Mackay**

Timely Service

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



CO-WORKER COMPLIMENTS

To: **Kristy Kee**

From: **Kelly Sleeseman**

"I want to give a big shout out and thank you to **Kristy Kee** from the Downtown Filing Counter. She has helped us immensely in the past, and has once again come to our aid at Northeast. We can't thank her enough! Thank you!"

To: **Jeanette Farrison**

From: **Jan Price**

Durango Juvenile's Jan Price recently sent an email to Deputy Director Becky Magana to let her know how grateful she was for **Jeanette Farrison**. She wrote, "I want to let you know how much I appreciate Jeanette. She is always willing to answer questions about the RFR system. Yesterday, she and a gentleman presented the juvenile account service team and management with some insight into what the new RFR system will be like and asked for our ideas of what we would like to see. The meeting was very productive and lots of ideas and suggestions flowed. I'm really excited about the future of the RFR system. Jeanette is truly our 'go to' person and expert on RFR as she knows it inside out. She is a fantastic asset to the office."

To: **Rachel Robles, Heidi Barton, Sharayah Dunst, and Juvenile Operations staff**

From: **Valerie Clark**

I want to take a moment to express my appreciation for some individuals. **Rachel Robles** and her team did a fantastic job working through the myriad of challenges during the planning and implementation of the filing counter and vault improvement project. She and her team have also been working on the exhibit transfers. **Heidi Barton** and her team continue to provide support for the high volume of work at the Durango location. The assistance that

was provided by the SEJ Lead **Sharayah Dunst** over the past four days at Durango has been helpful. When called upon to support the greater Juvenile operation, due to the absence of the Durango Lead, Sharayah accepted the request without hesitation to travel to Durango for four days, to train staff and provide support. The positive attitude and willingness to support the larger initiative is a good model of professionalism and leadership for the benefit of staff at both locations."



CUSTOMER COMPLIMENTS

About: **Linda Castleberry**

Billing and Deferral Supervisor Bryan Romero received some positive feedback from a customer about **Linda Castleberry**. The customer said, Linda was "marvelous and wonderful" over the phone and went over the process of submitting a supplemental application "step by step." She also said Linda was very courteous and kind.

About: **April Cannon**

Judge Pam Svoboda sent an email to Courtroom Services Manager Linda Berger complimenting courtroom clerk **April Cannon**. The judge wrote, "I wanted to tell you that April has done a wonderful job helping me transition to family court. She is very knowledgeable and very patient as I learn. I have learned a lot from her in the short time I have been here. She has been invaluable to me. Many thanks to her!"

About: **Lisa Cooper**

Court Operations Supervisor Cheryl Marzella received a phone call from a customer who told her about the excellent job **Lisa Cooper** did in assisting her. The customer needed research done and she said Lisa was exceptional, fast, and courteous.

eUPDATE

On pace with OnBase

In baseball terms, “on base” means a player(s) is in a position to score a run when needed. In the Clerk’s Office, the word “OnBase” means there are court documents in position to be accessed electronically when needed. OnBase is the name of the program used to manage the Clerk’s electronic court record. As of June 30, 2015, the Office has **50,655,531 million documents** in OnBase. This amount includes adult court documents, inactive documents (all AMCAD scanning), transcripts (all OSAM back-scanned transcripts), marriage licenses, and juvenile documents. In addition, **57 agencies** have been granted access to OnBase, which is up from 40 agencies just four years ago.

The Office has been building its electronic repository since 1997 when a pilot program in the Probate area began scanning and converting the paper documents filed with the Office to electronic format. In 2002, scanning was expanded to all adult case types and marriage licenses. In 2012, scanning began in the juvenile case-type. The following are the agencies with OnBase access (other than the Clerk of the Court):

ONBASE

MARICOPA COUNTY

Adult Probation; Assessor’s Office; Correctional Health Services; County Attorney; Juvenile Court; Juvenile Probation; Legal Advocate; Legal Defender; Office of the Public Advocate; Office of Public Defense Services; Public Defender; Public Fiduciary; Sheriff’s Office; STAR Call Center; Superior Court; Treasurer’s Office

STATE OF ARIZONA

Administrative Office of the Court; Attorney General; Court of Appeals - Division One; Commission on Judicial Conduct; Department of Administration; Department of Corrections; Department of Economic Security; Department of Juvenile Corrections; Department of Public Safety; Department of Revenue; Department of Transportation; Foster Care Review Board; Office of the State Capital Post Conviction Defender; Registrar of Contractors; Supreme Court - Chief Justice Office; Water Master’s Office

OTHER ARIZONA COUNTIES

Cochise County Juvenile Probation; Gila County Assessor’s Office; Gila County Attorney - Child Support Division; La Paz County Attorney - Division of Child Support Enforcement; Navajo County Attorney - Child Support Division; Pima County Assessor’s Office; Pima County Attorney’s Office; Pima County Department of Finance and Risk Management; Pinal County Attorney’s Office - Civil Division; Pinal County Juvenile Probation; Yavapai County Attorney’s Office; Yavapai County Assessor’s Office; Yuma County Juvenile Probation

FEDERAL

Federal Bureau of Investigation; Federal Public Defender; U.S. Probation; U.S. Pretrial Services

OTHER

City of Chandler, City Attorney’s Office; City of Phoenix - Office of City Prosecutor; City of Phoenix Police Department; City of Scottsdale - City Attorney’s Office; City of Scottsdale Police Department; Maricopa Integrated Health System; Surprise City Prosecutor’s Office; State Bar of Arizona

Clerk of the Superior Court

Extra Miles

Newsletter Extras



A call for actors/actresses for Office training videos

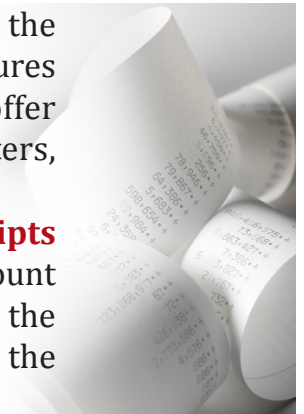


The Training Department is in the process of creating several new videos for staff to view on various topics that will allow them to receive COJET credit. As part of this project, employees who are willing to participate as actors/actresses are needed to assist in the making of the videos. If you are interested in playing a role, please contact Christopher Martin via email. Employees will need to get their supervisor's approval to participate.

A yearly update on the feats of the receipt

Six years ago, a new receipting system was implemented for the Office, the Superior Court, and Adult Probation. The system provided several new features and made it easier to generate reports, acquire statistical information, and offer increased functionality. The Clerk's Office issues receipts at all filing counters, public counters, as well as marriage license and passport offices.

TODAY: This past fiscal year (July 1, 2014 - June 30, 2015), **780,560 receipts** were created in the system. These receipts totaled **\$103,895,417.29**. The amount of receipts was 7,395 higher than the previous year, but the total amount of the receipts was \$241,413 lower than the previous year's total. Four years ago, the total was **\$147,893,046**.



Know Risk, know reward

The Maricopa County Risk Management Department has begun a new campaign called "Risk Recycling" that emphasizes the recycling of materials that may be hazardous to the environment or could result in contamination of ground or water. More details about the new campaign and how to participate are available on their [website](#).

Water donation challenge makes an even bigger splash



A total of **16,388 bottles of water** were donated by Maricopa County employees to the countywide **H2015 Challenge** held in June and July. This amount is 3,000 more bottles than last year and 6,000 more than two years ago. The bottles of water were given to the Health Care for the Homeless Clinic/Human Services Campus.

National award for Juvenile's C2C program (continued from page 1)

Maricopa County won 47 national awards from the National Association of Counties this month and one of those awards belongs to the Clerk of the Court's Office. The Office's **Juvenile Court-2-Court (C2C) Program** received the award for being an effective county government program that enhances services, creates efficiencies, and saves money.



The C2C Program was first developed in 2009 to electronically transmit the record on appeal with the Arizona Court of Appeals, Division One for Probate and Family Court case types. Prior to implementing this program, all Records on Appeal were disassembled, copied, indexed, and rebuilt in order to send multiple paper copies to the Court. Initially when implemented, it

created a net annual savings of \$165,000 and eliminated a time-intensive method of handling the paper documents. Through the years, C2C expanded so that nearly all adult case were transmitted via the application. **This year, it was broadened to include Juvenile case appeals.** It is estimated that there are 33,000 documents annually associated with the processing of juvenile appeals.

"It is an honor to be recognized nationally for our efforts to improve services," Clerk of the Court Michael Jeanes said. "It is a tribute to our innovative staff and their outstanding dedication and hard work."

NACo Awards are given in 21 different categories that encompass a range of services that counties deliver. The C2C program received the award in the Court Administration category. The achievement honors brings the Clerk of Court's total to 37 NACo awards.

Durango Juvenile remodeling completed (continued from page 1)

Juvenile Court Administrator Debora Wells-Guevara said, "From the demolition to completion of the Durango Juvenile remodeling project, the cashiers provided all services from a temporary filing counter set up in the lobby." She said, "Two clerks worked from the table while two clerks triaged customers in the lobby and assisted with documents. The positivity and 'can do' attitude of **Valerie**



Clark, Operations Manager, **Rachel Robles**, Operations Supervisor, and clerks, **Allison Brown**, **Andrea Rodriguez**, **Maria Stevens**, **Lori Lopez**, were key factors in the highly successful implementation and early completion of the project. The contribution in support by the **Durango and SEJ operations teams** were equally key factors in the successfulness of the project."

Debora noted that attorneys who frequent the filing counter have commented that the improvements provide an updated, clean, professional appearance. The Durango staff indicate that they feel more safe as they are enclosed and the new work stations look very nice.

The Inside Track

on Employee News

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2

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4

OFFICE ANNIVERSARIES

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

15 YEARS

Ramon Flores, Ronald Lopez, and Annette Young

10 YEARS

Chris Kelly, Chiquita Williamson, Veronica Castillo, and Erica Bradford



NEW EMPLOYEES

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

- **Courier - Nicholas Hagedorn**
- **Courtroom Clerks - Rebekka Walder, Sonia Ramirez, Theresa Hanson, Viviana Alvarado, David Gray, Annabelle Henderson, Kristyl Howard**
- **Criminal Docket/eFile - Deysi Casales**
- **CSC Public Records Counter - Martha Piercy**
- **Durango Juvenile Courtroom Clerk - Alisa Ramirez, Carezza Tyree**
- **EDC/RCC - Tonya Chambers, Katherine Faso, Monica Herdez**
- **Facilities - Richie Jackson**
- **Family Support Services - Maria Hernandez, Rhondolyn Hart**
- **Northwest Filing Counter - Kevin Dotson**
- **Southeast Juvenile Courtroom Clerk - Kristy Staggs**



OFFICE AWARDS/HONORS



Congratulations to Procurement Specialist **Penny Hatten** for being selected as a recent "Smart Commuter" prize winner through Maricopa County's Commute Options Program. Penny, who has been using an alternative mode of transportation for more than 10 years, was chosen for the honor due to her participation in the county's program. Penny said she appreciates the support of Maricopa County and the Clerk's Office in caring for the environment by making our carbon footprint smaller through the commute options program. She said, "My thanks to Maricopa County for supporting the employee commuting program. This is one benefit that employees tend to overlook."

EMPLOYEE MOVES

- **William Harvey** transferred from the filing counter to become a courtroom clerk.

Special Features

Where in the world has the Record Times been?



Newsletter shows up at scenic beach in another country

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 in Hollywood near the famous Hollywood sign. This month, it is spotted by a sign on a picturesque beach with an employee and her husband while they were enjoying the scenery in another country.

Pictured above is Distribution's **Katie Sullivan** and her husband Rick, who were vacationing on the beautiful island of St. Lucia.

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; **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 - **Larry Urewicz**



Department: Strategic Planning & Analysis

Title: Management Analyst | **Years with Office:**

3.5 years | **Something You Enjoy About Your**

Job: I really enjoy what I do and I honestly have fun doing it. The best part is helping my internal customers see trends in the data that they generate in their own work areas to help them manage better. | **One Task of Your Job**

Is: Leading continual improvement efforts.

| **Your First Job:** Landscaping with a tree nursery. | **Hometown:** Chicago Heights, IL |

A Memorable Thing You Have Done: I rode in an Indy car at about 150 mph. | **Any Hobby/**

Special Collection: I have been meaning to get one of these. I would have to say I really enjoy my house, planning and doing the home

improvements that I can handle and arranging help for those I can't handle. I also enjoy volunteering, frequently feeding the homeless and less fortunate. | **Best Vacation Spot:** I

always liked Sanibel Island, Florida. | **Favorite**

Meal: Oooh, too many to make a single choice. Probably something authentically Chinese. | **Favorite Place to Eat Out:** Spinato's

Pizza in Ahwatukee. | **Favorite Sport Team or**

Sport: Hockey | **Who Is Someone You Would**

Like To Meet: I always wanted to meet Dick Clark. He must have had some great Rock 'n Roll stories. | **Favorite TV Show or Movie:**

The Untouchables TV show from the 1960s and the movie *Some Like it Hot*. | **Something**

You are Proud of: I have had a colorful and successful career. | **What Would You Like To**

Be For A Day: A good dancer. | **Something**

on Your Bucket List: Since I haven't lived here all that long, I would like to explore Arizona.

Nobody Would Believe It If They Knew... I once played volleyball with Chief Justice Warren Burger's son, Wade, at a GSA picnic.

Take

This month's list of five is ... **the states with the highest graduation rates...**

5) New Jersey -	87.5
3 tie) Texas & Wisconsin -	88.0
2) Nebraska -	88.5
1) Iowa -	89.7

Source: Governing

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