

# RECORD TIMES

**Summer Shortened Edition**

**August 2014**

**Vol. 20 No. 8**

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



**Juvenile C2C Project Team** (Standing left to right): Deputy Director Cathy Clarich, Administrator Debora Wells-Guevara, Court Operations Manager Cindy Malnar, Supervisor Rachel Robles, Court Operations Rep Sharon Rochford, Court Operations Rep Tricia Navarro, Technical Support Ruben Trejo, Business Analyst Dorothy King, Court Operations Rep Kathleen Slabaugh, Court Operations Lead Pam Crawford, Administrator Vonda Culp. (Seated left to right) Court Operations Specialist Flor Rivas and Court Operations Rep Juanita Summerhill

and the electronic transmission of the record on appeal to the Court of Appeals. To conduct this transmission, they are using the C2C application.

C2C, developed by the Administrative Office of Courts, has been used for cases on appeal in Adult Court since 2009. Prior to implementation of C2C, all records of appeal were disassembled, copied, indexed and rebuilt in order to send multiple paper copies to the court. Now, the records are electronically transmitted to the Court of Appeals in a matter of seconds.

The Index of Record for the first Juvenile case was successfully transmitted to the Court of Appeals on July 16. An average of 27-30 notices of appeal are filed per month at Juvenile.

## Expansion of C2C to Juvenile has Appeal

**Award-winning Court-to-Court (C2C) Program for Adult cases is brought to Juvenile cases this summer**

This summer a change was made within the Office that had much appeal. First, it appealed to staff because it improved a process, and second, it concerned actual appeals – the appeals of court cases.

On July 1, the processing of Juvenile cases on appeal transitioned to being handled by the Adult Appeals Unit located at the Customer Service Center. While the Notices of Appeal are still being filed, docketed, and scanned at the Juvenile facilities, the Adult Appeals Unit is now being notified of the filing via OnBase work flow. The Adult Unit is also now responsible for sending out the Notification of the Notice of Appeal

### IN THIS ISSUE:

**Page 2 - Timely Service**

**Page 3 - Extra Miles**

**Page 4 - eUpdate**

**Page 5 - Employee News**

**Page 6 - Special Features**

Article continued on page 3 – See **C2C expansion...**

# Timely Service

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



## SURVEY CARD COMPLIMENTS

### CSC Marriage License & Passport Office

◆ **Roechelle Shriver** - "I came in to apply for my passport. Everyone was happy and helpful, from the security guard, to the counter staff, and the clerk, Roechelle, who assisted me."

◆ "I received excellent service. Staff were super fast, very friendly, and efficient. Excellent!"

## CO-WORKER COMPLIMENTS

To: **Scanning Software Upgrade Team**

From: **Joyce Auchinleck**

Many thanks to all who participated in making the upgrade of the scanning software a success: **Ruben Trejo, Adrian Roberts, Chad Phillips, Gene Parker, and Quanah Orr**, (in ITG), who worked over the weekend; **Chris Cerrato, Michelle Monick and Kim Dollins** (in EDM QC), who prepared training materials and met with all the scanning staff in advance of the upgrade to ensure they were prepared for the change; and **Eileen Fenner** (in EDM QC), who tested the new product. A big thank you to **all scanning staff at Adult and Juvenile locations**, who made the successful transition to using Kofax 10!

## CUSTOMER COMPLIMENTS

About: **Becky DeLong**

After a customer was assisted by **Becky DeLong** in the Criminal Financial Obligations Unit, she then sent an email to the Office saying how pleased she was with Becky's help. The customer said Becky was genuinely helpful and had a kind demeanor.

### About: **Sheila Bullock and Office Website**

A customer called the Office and spoke to the Office Receptionist **Sheila Bullock**. She was inquiring about finding some statistics on family court cases that she needed for a project. Sheila directed her to the office website while she was on the phone with her. Sheila was able to guide her to the section so the customer was able to get what she needed. The customer said she was extremely pleased with the information provided on the website and was also very thankful for Sheila's help.

### About: **CSC ML&P Office Staff and Service**

A customer approached ML&P Supervisor **Cheryl Marzella** to let her know this was his first time at the Office and when he walked in and saw the numbering system, he was scared he would be there all day. However, he said he was extremely surprised when he was assisted by staff in a couple of minutes and was done in no time at all.

Another customer commented to Cheryl on how painless and efficient the passport process was. The person was very pleased and said, "my compliments to the staff."

### About: **Jenna Ashe**

A customer called the Office and expressed his appreciation for the quality service he received from STAR Call Center's **Jenna Ashe**. He stated he was aware of the restrictions on legal advice vs. information and said Jenna did an exceptional job of respecting this regulation while providing "first class, phenomenal" customer service. He said Jenna was wonderful.

# Extra Miles

Newsletter Extras

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## County and court announcements

- ◆ Governor Jan Brewer approved the creation of **three new Superior Court divisions** effective January 1, 2015 to relieve caseloads in the Juvenile and Criminal departments.
- ◆ The county announced that employees can get their children's back to school and/or sports physical for only \$25 through Walgreens Take Care Health Center at 301 W. Jefferson St. on the 2nd floor in the County Administration Building. To schedule an appointment, you may call 480-347-4791. The Center hours are 7:30 - 4 p.m. Monday - Friday.
- ◆ More than 300 volunteers participated in the county's **2014 Earth Day Cleanup**. Their efforts resulted in more than 62 miles of county roadways being cleaned up. They removed 2.4 tons of debris that included 550 filled trash bags, 26 old tires, a sofa, among other items.
- ◆ The county received **34 Achievement Awards** from the National Association of Counties (NACo). Achievement awards are given to county programs that prove to be innovative and improve service for citizens. Of the 3,069 U.S. county governments, only San Diego County CA captured as many awards in the competition.

## ...C2C expansion to Juvenile continued from page 1

During the first two days of the C2C change, nine Notices of Appeal were filed, "so the Appeals Unit had plenty of practice right off the bat," Business Analyst Dorothy King said. A total of 26 notices of appeal and three amended notices of appeal were filed for Juvenile cases by the end of July.

When the cases are not entirely electronic, Juvenile staff scan the older documents, including sealed documents and transcripts. This process streamlines the electronic transmission of the record via the C2C application and makes more documents available electronically to the Court and other internal and external customers.

Numerous employees contributed in making this transition a very successful one. They include **Cathy Clarich, Vonda Culp, Debora Wells-Guevara, Cindy Malnar, Rachel Robles, Dorothy King, Ruben Trejo, Pamela Crawford, Sharon Rochford, Flor Nevarez, Michele Traylor, and Monica Randez**, who assisted with the leg work and preparation needed to support a successful implementation. In addition, **Juanita Summerhill, Kathleen Slabaugh** and **Tricia Navarro** were flexible and helped with the workloads that were shifted during the initial kick-off.

In 2012, the C2C program received an Achievement Award from the National Association of Counties for being an innovative program. In 2013, the Arizona Association of Counties presented the Office with its County Summit Award in recognition of C2C being one of the best newer programs in the state.

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Edition

# eUPDATE

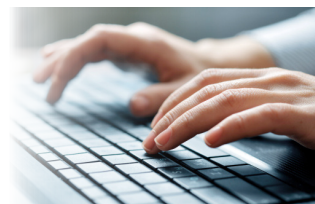
## eFilings continue to increase

**SUMMARY:** 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.

**UPDATE:** This past fiscal year (July 1, 2013 - June 30, 2014), **546,173** efilings were received (211,782 in CV; 283,814 in CR; 45,701 in FC; and 4,876 in TX). Last year, 496,644 eFilings were received.

## Providing access to the Electronic Court Record (ECR)

**SUMMARY:** 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.



**UPDATE:** There are **9,549** attorneys and **19,233** self-represented litigants registered in ECR Online.

## The growth of the ECR



**SUMMARY:** 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.

**UPDATE:** In Fiscal Year 13-14, **7,035,941** documents were added to the repository, which made **46,067,342** total documents in the repository.

## Viewing the ECR

**SUMMARY:** To provide customers with access to the ECR, more than **50 computers** have been installed through the years at the Office's public records counters.

**UPDATE:** Customers can view and print the ECR as follows: probate cases from 1997 forward (and active cases from 1994 - 1997) and all other Adult case types from 2002 forward. In addition, some cases filed prior to 2002 in the Civil and Family Court case types can be viewed.

# The Inside Track

## on Employee News

Summer  
Shortened  
Edition

1

2

3

4

### BIRTHS

• Congratulations to Northwest Court Operations Supervisor **Angie Green** on the birth of her 7 lb. 11 oz. baby boy on July 31. Her new son's name is Kaden Alexander. He was 20¼ in. long. This is Angie's second child.

• Congratulations to Electronic Document Management's **Tara Alameda** on the birth of her first grandchild on Aug. 2. Her new granddaughter is named Lucky Monroe and she weighed 7 lb. 11 oz. and was 20 in. long.



### OFFICE ANNIVERSARIES

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

#### 20 YEARS

**Jane Tewksbury**

#### 15 YEARS

**Joe Legander**

#### 10 YEARS

**Eddy Ramirez and Sharayah Dunst**

### NEW EMPLOYEES

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

- **Courtroom Clerks - Amanda Barber, Sarah Blair, Geraldine Clark, Danielle Browrigg, Toni DeRaddo, Deidra Flores, Sherri Ortega, Ruby Pino, Korena Rodriguez, Rachael Thomas, and Dawn Woznica**
- **CSC Support Services - Aubrey Cohen**
- **CSC Support Services/Public Records - Lisa Cooper**
- **Docket/eFile - Yvonne Zych**
- **Downtown Filing Counter - Barbara Olson, Patrick Roe, and Hannah Royster**
- **ITG PC Support - David Rosenthal**
- **Northeast Marriage License & Passports - Leslie Cody**
- **Southeast Adult Docket - Fidelia Alonso**
- **Southeast Juvenile Operations - Danielle Thorn**



### EMPLOYEE MOVES

- **Cindy Malnar** was promoted to the position of Adult Courtroom Services Administrator after serving as the Court Operations Manager for Juvenile Court.
- **Lisa Kellar** was promoted to Human Resources Associate after serving as HR Specialist.

# Special Features

Summer  
Shortened  
Edition

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



### Newsletter seen-ery in mountain scenery

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 pictured along the ocean shores in another country. This month, it is found with an employee who was among the mountain tops of the U.S.

Pictured above is Business Analyst **Rick Hutton**, who was vacationing in Colorado. He paused to pose with the newsletter while traveling the Million Dollar Highway between the towns of Silverton and Ouray.

**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.

## Take



This month's list of five is ... **the five best museums for families in the nation.**

- 1) Children's Museum of Indianapolis
- 2) Children's Museum of Houston
- 3) New Mexico Museum of Natural History and Science, Albuquerque
- 4) **Musical Instrument Museum, Phoenix**
- 5) Discovery Center Museum, Rockford, IL

Source: USA Today

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

## Clerk Work

Picturing staff who work for the Clerk

This month - **Jennifer West**



**Department:** Durango Juvenile / **Title:** Courtroom Clerk / **Years with Office:** 1.2 / **Something You Enjoy About Your Job:** I love that every day is different. I especially enjoy the camaraderie; everyone is always helping each other out. / **One Task of Your Job Is:** I attend court, take notes and transcribe those notes into minute entries. / **First Job:** A hostess at IHOP. / **Hometown:** Phoenix, AZ / **Something Memorable:** I'll never forget when I went on a police ride-along in downtown Phoenix. It helped me realize that I wanted to work within the court system. / **Hobby/Special Collection:** I am an avid concert-goer, and I love collecting vinyl records. / **Best Vacation Spot:** My husband and I love driving to Flagstaff to enjoy the cooler weather. / **Favorite Meal:** Lasagna and crab wontons - but not together, of course! / **Favorite Place to Eat Out:** Red Robin (Their peach tea is the best). / **Favorite Sport Team:** Tie between the Chicago Cubs and da Bears. / **Who Is Someone You Would Like To Meet:** Matthew Gray Gubler, who played Dr. Spencer Reid in the TV show *Criminal Minds*. / **Favorite TV Show or Movie:** The movie, "The Butterfly Effect" / **Something You are Proud of:** I received a high school varsity letter in track all four years and received my school's "Lion Heart Award" because I competed with a hyperextended knee, a sprained ankle, and a torn quad muscle, and I still finished the race. / **Nobody would believe it if they knew...** one day I hope to get my motorcycle license, and ride an old school Honda Rebel motorcycle.