

# RECORD TIMES

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2014

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



Brian Bradley

Frances Horst

Mary Davis

## Mailroom knows how to deliver on their work

**Staff of three handle a great deal of paperwork of a different nature**

If there is one department that really stacks up on doing their job, it is the **Mailroom**. In fact, they receive stacks and stacks of mail each day that they sort and then distribute. On average, they handle close to **21,000** pieces of mail each month. Most of the mail they receive comes from the Post Office (around 14,000 pieces of

mail a month). They also handle interoffice mail for the Clerk's Office and shipments from tracking services (such as FedEx, UPS). In addition, they process the mail for Superior Court, the Justice Courts, and some state agencies.

Mailroom Supervisor **Frances Horst** said the area that receives the most mail in the Office is the Criminal File Counter. The busiest months of the year for them are April - July. One challenge they encounter that Horst says employees can help with are to make sure all names are crossed off on the interoffice envelopes except the one to whom it is being sent. "Sometimes there can be four names showing on the envelope," Horst said.

Something else that often shows up in the Mailroom are...smiles. The staff is frequently smiling. "We have a great, hardworking team and we love what we do," Horst said.

## Newest Annual Report is now available

The Office's **2012-2013 Annual Report** was completed last month and is now available to view on the Clerk of Court's website in the **Announcements** section.

The report provides an overview of the Clerk of the Court's Office, highlights many of its' accomplishments during the past fiscal year, and contains some interesting statistics from various sections.



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# Michael's Message

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



## There is Munch more time to meet in 2014

It is a new year and we have many new team members in the Office. For those of you who are new, I would like to invite you to one of my upcoming "Munch with Michael" meetings. The munches are a time I schedule during the lunch hour to be available for you to ask any questions, for me to update you on news within the Office or county, for us to discuss issues, and/or simply to get to know one another a little better. The munch meetings are held at all of our Office locations so that there is an opportunity for everyone to attend.

For those of you who have been around for a while, but have not attended a munch in the past, how about making a new year's resolution to attend at least one this year? I would enjoy the chance to meet with you and answer any questions you may have. For those of you who have attended in the past, please come again. It will be great to see you.

When you attend, you are on your lunch break so you certainly are welcome to come and go as you need. Please feel free to bring your lunch if you like. Everyone is invited to attend the munches. I have been holding these munches for many years and they have been rewarding for me and hopefully for you as well.

To the right of this column is a list of the upcoming munches scheduled over the next few weeks. A list of all the munches for the first quarter is available on our [COCWEB](#) under the "Quick Links" and under the "Employee News" headline. The second quarter schedule will be available in the near future.

### Munch With Michael Update

**February 5**  
 Northeast  
 Noon to 1 p.m.  
 Multi-Purpose Rm. #300

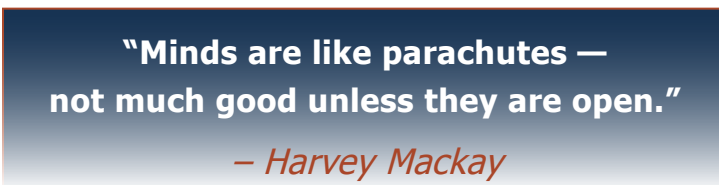
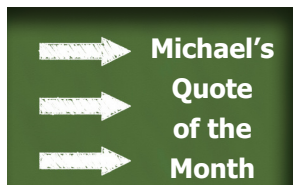
**February 11**  
 Downtown  
 Noon - 1:30 p.m.  
 TANG Conference Rm.  
 ECB, Law Library, 3rd Fl.

**February 25**  
 Northwest  
 Noon - 1 p.m.  
 Jury Rm. 124

**March 25**  
 Southeast Adult & Juv.  
 Noon - 1:00 p.m.  
 SEA Conference Rm.



Dates could change due to unforeseen scheduling conflicts. Notification will be provided should this occur.



# 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: Scott Hensel**

**From: Wendy Johnson**

"I would like to thank **Scott** for always helping me and for being my teammate on so many projects. I depend on his expertise a lot and it makes my job so much easier. Thank you!"

**To: Scott Buckman**

**From: Catherine Gray**

"I would like to commend **Scott** for all of the kind things that he does in our area. He is a great person to have around. He is always available to answer questions. He is always willing to get down on his knees and crawl under the desk to plug in this or unplug that. He is great when we need a little extra muscle to move or lift something. He is nice, thoughtful and never has a disparaging word for anyone and he always has a smile on his face. Scott goes way beyond the call of duty for our phone-in customers as well. He's a good representative for the Clerk's Office. Thank you Scott for all of your kindnesses in the past and I'm sure, in the future as well."

**To: Edith Witherspoon**

**From: Aaron Nash**

When a time-sensitive subpoena for records got delayed getting to the Clerk's Office, **Edith** recognized the issue, took care of it before deadline, then got it routed through the regular channels for tracking and documentation.

**To: Crystal Kellar**

**From: Debra Harding**

"I want to take a minute to thank and commend Civil Courtroom Clerk **Crystal Kellar**. I was unexpectedly out on FMLA from Nov. 18 - Dec. 27. Crystal was assigned to cover in my absence. She covered my desk with the utmost efficiency, professionalism, and competency. I was able to focus completely on helping my husband get well without having a second thought about my work being done. Judge Cooper told me several times over those six weeks that Crystal was doing a fantastic job and I did not need to worry. Crystal is a gem and I was blessed and fortunate that she was available to help in my time of need."

## CUSTOMER COMPLIMENTS

**About: Jo Harbour, Jennifer Ratner, Louiza Landeros, and Amanda Duran**

A supervisor from the Attorney General's Office recently called the Office to commend **Jo, Jennifer, Louiza, and Amanda** for their promptness and excellent customer service.



# *Timely Service*

## *continued*



## CUSTOMER COMPLIMENTS

### About: **Angela Walker**

Joe Altnether recently sent an email to Anna Valenzuela to let her know that two customers called him up to the file counter to express their gratitude for the service **Angela Walker** provided. They said she was patient and provided excellent customer service in helping them understand the court process. They said she made the process easier to complete.

### About: **Kathy Hartley**

Superior Court Judge Michael D. Gordon sent an email to Courtroom Services Manager Susan Morris to let her know about the excellent performance of **Kathy Hartley**. He wrote, "I want you to know that Kathy went beyond the call of duty over the holidays. She stepped up and did a great job."

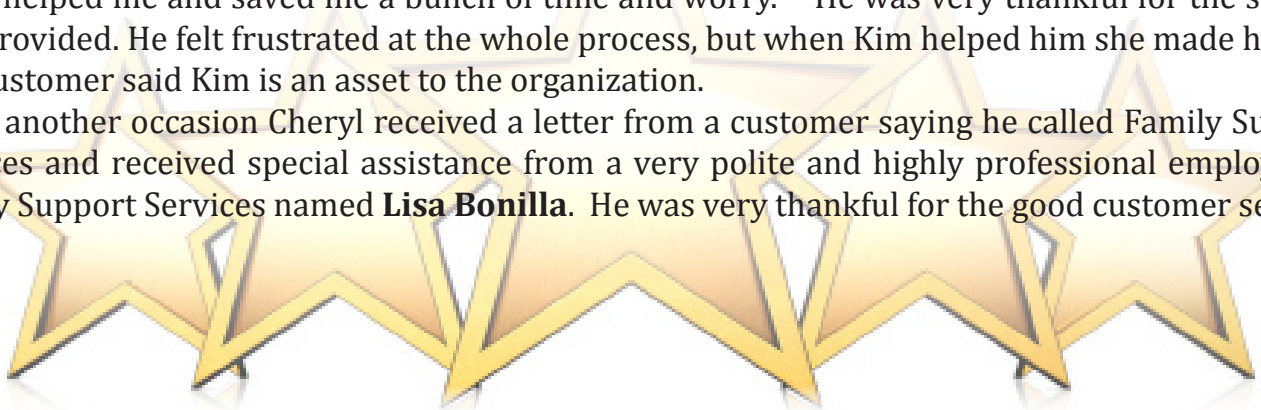
### About: **Jennifer Roberts and Samantha Morris**

Commissioner Wendy Morton sent Courtroom Services Manager Leslie Wilkins an email to commend the work of two courtroom clerks. She wrote, "**Jennifer Roberts** does a great job in my division, especially in enforcement court. She is always professional in the courtroom, but she is also very kind and very helpful to the litigants. Jennifer is a hard worker, has a great attitude, and is a proactive problem solver. **Samantha Morris** typically covers half of the enforcement calendar and should be recognized for her hard work as well. I really appreciate all of the other clerks that help out with enforcement court; they contribute to our success. It's a team effort."

### About: **Kim Prunty and Lisa Bonilla**

Court Operations Supervisor Cheryl Odell received a phone call and a thank you card in the mail from a customer regarding the service he received from Family Support Services' **Kim Prunty**. The customer said Kim did a great job! He said, "this may be something that you do for everyone, but it really helped me and saved me a bunch of time and worry." He was very thankful for the service Kim provided. He felt frustrated at the whole process, but when Kim helped him she made his day. The customer said Kim is an asset to the organization.

On another occasion Cheryl received a letter from a customer saying he called Family Support Services and received special assistance from a very polite and highly professional employee in Family Support Services named **Lisa Bonilla**. He was very thankful for the good customer service.





## The Office News Round-up

### Generous spirit of employees

Clerk of the Court employees donated **\$4,294.14** to the recent County Combined Charitable Campaign. This is a 2.3 percent increase over last year. The total donated amount from all Maricopa County employees who participated in the campaign was **\$332,136.48**.

### Staff stands up to assist with Stand Down event

For the fourth year in a row, the Clerk's Office will participate in the **Veteran's Stand Down Event**, which is being held Feb. 15 this year at the Veteran's Memorial Coliseum. This is a national event where various governments/agencies/organizations come together to focus on veterans issues. This year, three remote courtrooms will be set up by staff of Superior Court and the Clerk's Office to hear cases involving veterans. Several Clerk of Court staff members are involved in this project. More details about the event will be reported in an upcoming issue of *Record Times*.

### OnBase Onformation

The following is a chart showing the annual page and document adult case totals (2002 - 2012) and adult and juvenile case totals (2013) of the **OnBase Repository**. OnBase is the software program designed to manage the processing of the Clerk of the Court documents.

<b>2002</b>	6,249,839 pages	1,956,559 documents	<b>2003</b>	6,481,725 pages	2,007,854 documents	<b>2004</b>	7,475,599 pages	2,368,029 documents	<b>2005</b>	9,164,487 pages	2,841,956 documents	<b>2006</b>	13,880,214 pages	4,011,773 documents
<b>2007</b>	10,394,112 pages	3,316,550 documents	<b>2008</b>	9,241,738 pages	3,158,196 documents	<b>2009</b>	9,358,319 pages	3,331,814 documents	<b>2010</b>	9,408,280 pages	3,407,979 documents	<b>2011</b>	8,821,955 pages	3,299,449 documents
<b>2012</b>	23,689,215 pages	5,694,430 documents	<b>2013</b>	30,879,250 pages	Adult = 30,649,916 Juvenile = 229,334									
				10,245,185 documents	Adult = 30,649,916 Juvenile = 229,334									

\* the years 2006, 2007 & 2010 include the AMCAD backscanning project.

\*\* the year 2012 is adult cases, plus two backscanning projects – OSAM (for transcripts and depositions) and AMCAD (for pre 2002 case files).

\*\*\* the year 2013 is adult cases and juvenile cases, plus the AMCAD backscanning project.

# REMODELING REPORT

Recent snapshots from the remodeling work taking place in the Southeast Juvenile Office

## Remodeling work continues at Southeast Juvenile

by Wendy Johnson

The **Southeast Juvenile Remodel Project** is past the halfway point. Painting and ceiling grid have been completed. The millwork is currently being installed. Mechanical and carpet will be installed the beginning of February. Once a couple of lead item dates are finalized, the final move-in date will be solidified. It is our hope that staff can be in the new space the first week of March. Below are a few recent photos of the project.





# Extra Miles


Newsletter Extras

## Number news

The following are some statistics listed in the *Fiscal Year 2013 Superior and Justice Courts, Adult and Juvenile Probation Annual Report*:

- The most hearings that were held in one day was Thursday, January 10 – **3,536 hearings**.
- The highest amount of documents filed in one day was Tuesday, June 04 – **16,039**.
- The Superior Court of Arizona in Maricopa County is the **4th largest trial court** in the US.
- Over the last five years, the growth rate for courtwide filings is **three percent**.

## Looking back at what was in the Office newsletter



The following are news items that were reported in the January issues of *Record Times* 10 years ago and 15 years ago, along with an update from today:

**In 1999 - A Newly Elected Clerk** - Michael Jeanes was sworn into office as the Clerk of the Superior Court by Superior Court Presiding Judge Robert Myers. Michael was elected to the position by the voters of Maricopa County. He had been serving in the position for the past year after the Governor appointed him to fulfill the remaining term of Judith Allen who resigned from the Office.

**Today' Update** - Michael has since been re-elected in 2002, 2006, and 2010.

**In 2004 - A New Service** - Two new computers were installed at the Customer Service Center that now allow the public to instantly view court documents on monitors rather than have the hard copy files pulled from the shelving units for viewing. The documents accessible at these computers are scanned images.

**Today's update** - There are 31 terminals at the Customer Service Center, 10 at Southeast, 6 at Northeast, and 4 at Northwest to view the electronic court record.

## Acceptable forms of payment

The Clerk's policy for acceptable forms of payment is now posted on the Clerk's website at: <http://www.clerkofcourt.maricopa.gov/news/AcceptableFormsofPayment.pdf#zoom=100>

## New chairman selected by county supervisors

Supervisor Denny Barney was **elected as chairman** of the Maricopa County Board of Supervisors for 2014. Barney cited regulatory reform, fiscal management, and economic development were among his top priorities, as well as transparency and the adoption of a new, three-year strategic plan.

# The Inside Track

## on Employee News

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### OFFICE ANNIVERSARIES

The following Clerk of Court employee celebrates a milestone anniversary with the Office in January:

**10 YEARS - Tawnie Wells**

### BIRTHS

- Congratulations to Courtroom Clerk **Rosie Pulido** on the birth of her 6 lb. 10 oz. baby girl on January 14. Her new daughter's name is Julianna. She was 20 in. long. This is her second child.

### NEW EMPLOYEES

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

- Administrative Services, Management Assistant - **Kristin Venable**
- Courtroom Clerks - **Sherryl Cornfield and Steven McCoy**
- Distribution - **Genevieve Martin Del Campo**
- Downtown Filing Counter - **Sandra Mejia**
- Family Support Services - **William Harvey Jr.**
- Management Resources Manager - **Anita Avila**
- RCC/EDC - **Richard Gallegos**
- Grand Jury - **Maria Fulton**

### CHANGES

- **Linda Berger and Kathy Apodaca** were promoted from courtroom clerks to become the new Courtroom Services Managers.
- **Jennifer Ratner** has transferred from the Criminal Filing Counter to become a courtroom clerk.
- **Bryan Romero** was promoted to become the new supervisor of the Billing/Deferral Unit.

### AWARDS/HONORS

Each month the employees who are responsible for scanning documents are audited on their work. Each quarter, the scanners who have achieved a high quality on their images for that quarter receive a special certificate. The following employees received certificates for their outstanding rating:

**Platinum Certificate (100%) - Rebecca Bennett, Danielle Draper, Regina Frigo, Cindy Kasper, Bonnie McGovern, Doris Mofford, Reta Sneddon, Rebecca Shanks, and Justin Spelgatti**

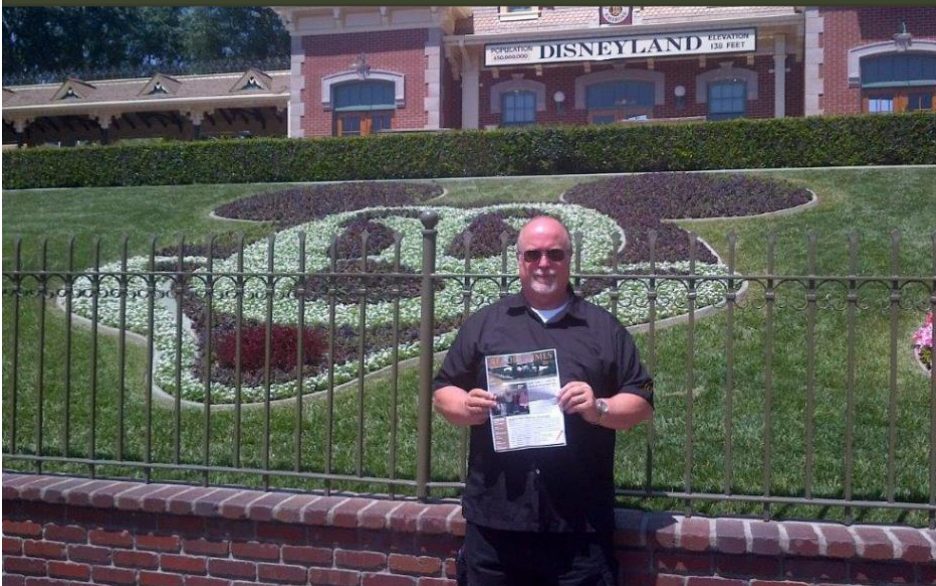
**Gold Certificate (99.90 - 99.99%) - Delilah Chilcoat, Jacqueline Francisco, Anthony Garcia, and Danielle Yenglin**

**Silver Certificate (99.80 - 99.89%) - Annette Galarza**



# Special Features

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



### There is a "theme" to employee's favorite vacation spot

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 at the geographical center of North America. This month, the newsletter is found in "the happiest place on earth."

Pictured above is Training and Staff Development's **Steve Weston**, who was at Disneyland, California. The famous theme park is Steve's favorite vacation destination. He said he has been there "210 days of my life."

**You may submit a photo** of yourself with the *Record Times* at any time for this feature. To submit a photo: **1)** Print the newsletter front page; **2)** Take photo(s) with the page during your vacation; **3)** Email the digital 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 - **Kerry Dalager**



**Department:** Document Management - EDM / **Job Title:** EDM Supervisor / **Time With the Office:** 3 years

**Something You Enjoy About Your Job:** I love the team I work with. They are such a fun group!

**One Task of Your Job Is:** I oversee the Downtown EDM department, which is responsible for ensuring all paper documents are scanned in so they can be docketed and added to the official court record.

**What Was Your First Job:** Baskin Robbins - it was the best; we got free ice cream and my arms got an awesome workout.

**Hometown:** I was born in Mesa, AZ and grew up in Glendale, AZ.

**Any Hobby/Special Collection:** I love crafting; I'm big on scrapbooking and card-making.

**Favorite Vacation Destination:** Costa Rica. It was absolutely gorgeous and you can't really beat zip-lining through the rain forest. Next on my wish list is London.

**Favorite Place to Eat Out:** It is a toss-up between Maggiano's and Oregano's. I love Italian food so I jump at the chance to go to either one.

**Favorite TV Show or Movie:** I'm currently addicted to *Downtown Abbey*. I can't stop watching it no matter how depressing it gets.

**Something You are Proud of:** The steps I have taken to continue my education. It can be difficult going to school and working full time, but I keep my eye on the end result.

**Nobody would believe it if they knew...**my cousin convinced me to get a tattoo at a family reunion about nine years ago. I remember telling my parents I was going to get one as I was leaving the picnic and they thought I was joking...surprise, surprise!

Take

This month's list of five is...

**the five best things to see/do/enjoy in Arizona**

- 1) Grand Canyon National Park
- 2) Canyon de Chelly National Monument
- 3) Monument Valley
- 4) Rainbow Bridge
- 5) Tonto Natural Bridge

Source: AAA Highroads Magazine

**Record Times** - Published monthly by the Public Affairs Office for distribution to Clerk of Court staff. For past issues, visit: <http://cocweb.coc.maricopa.gov/oldcontent/news/recordtimes/default.asp>  
Chris Kelly - Chief Deputy / Lois Rees - Administrator / Len Keso - Editor



# QUICK QUESTION

**With the upcoming Super Bowl in mind, what major event have you attended?**

**Cathy Clarich** - I was lucky enough to get great seats to attend Game 6 of the 2001 World Series where the Diamondbacks played against the New York Yankees. The crowd was incredible and watching Randy Johnson and the Diamondbacks win that game was extremely memorable.

**Dorothy King** - The Kentucky Derby in 2002.

**Anita Beery** - I saw the Beatles concert at Dodger Stadium in the '60s.

**Cindy Malnar** - I attended the "sleep over" in front of the Chicago Stadium in 30 degree weather in order to purchase tickets to the first home game of Michael Jordan's return after his first retirement from the Chicago Bulls in 1995. (Well, it was a major event in Chicago at the time.)

**Suzanne Lambries** - I got to see the Pope when he came here to Arizona at Sun Devil Stadium and on Palm Sunday in Rome, Italy.

**Ken Troxel** - My wife and I attended the 25th annual Guitar Centers "Drum Off" held this month. It's like American Idol for drummers, long competition where undiscovered drummers are judged and proceed to the next level. This was the final 5. Fantastic show and new talent and some legendary performers as well.

**Kelly Laird** - My sister Alana Fabian, who is a CR courtroom clerk, my father, and I attended Game 6 of the Diamondbacks vs. Yankees World Series.

**Steve Weston** - Each year from 1989 to 1994, I participated as a coach in the week-long Nike Volleyball Festival in Sacramento, CA. It is the largest single-sport athletic completion for women in the world; hosting over 6,500 athletes and coaches, and using over 100 different venues in a 35-mile radius surrounding Sacramento.

**Jamie Eaton** - I attended Game 7 of the Diamondbacks vs. Yankees World Series in 2001. It was incredible! I also was at ASU Sun Devil Stadium in December 1987 for the filming of U2's "Rattle and Hum Rockumentary." U2 set the standard for concert films at the time.

**Monica Cortez** - On January 19, 2014, I participated in the P.F. Chang's Marathon for the first time. The total participants were 18,338. I finished the 10k in 58 minutes.

**Len Keso** - I attended the National College Football Championship game in 1999 when the Tennessee Volunteers defeated the Florida State Seminoles. My good friend, who was from Tennessee, was a huge fan of the team and invited me to the big game. "Go Rocky Top!"...it is a Tennessee saying I learned at that game.