

RECORD TIMES

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

Southeast Juvenile ECR Team



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Ready for the next phase

Phase II of Juvenile ECR (Electronic Court Record) is coming soon

The second phase of the Juvenile Electronic Court Record is set to begin on June 3. Phase II is the second part of four phases for this electronic initiative. Phase I was implemented on Oct. 1, 2012 when the Office officially began transitioning from paper records to the ECR in the juvenile court in one case type. Phase II includes seven case types and in this phase (as with others) paper files will no longer be created. Instead the paper documents received will be scanned, audited, and disposed of after a series of quality checks.

Many staff members are involved in this project. Pictured above are staff from SE Juvenile who are a part of this initiative. More Phase II details will be provided.

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The season to celebrate service arrives

"April Showers," took on a little different meaning this month at the Northwest Office. On April 23, six employees received a downpour of congratulations for their dedicated service or excellent customer service during the annual **Service Pin/C.A.S.E. (Celebrating And Saluting Employees)** ceremony.

For the past 12 years, the Clerk's Office has conducted the employee recognition ceremony at each location, and this year, the first event was held at Northwest.

Continued on page 4 - See "Northwest is first"



Courtroom Clerk **Summer Stewart** receives a C.A.S.E. "Customer Service Award" from Michael Jeanes at the NW ceremony.



Michael's Message

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

A positive outlook accomplishes much

It is well documented that over the past several years we have introduced many facets of new technology within our Office – the electronic court record (ECR) being the most notable. All of this technology has been wonderful and we have greatly improved our customer service, increased efficiency and saved tax dollars. I am very proud of what we have accomplished. It is remarkable how far we have come in a short amount of time. However, just as impressive is the positive attitudes I have witnessed by many of you along the way. As the quote below conveys, a positive attitude is a key component to success. Your positive attitudes have helped us progress through some very difficult times of budget decreases, staff shortages, changes and challenges, lack of salary increases, and limited resources. Without your optimistic outlook and determined spirit, the technology advances we have made wouldn't have come as quickly. I strongly believe in having a positive attitude and it is pleasing to see that so many of you feel the same way. You are focused on what we do have and what we can do. You are determined to look for solutions and not dwell on problems, and you do this with the goal of making sure our customers receive quality service...what more could anyone ask?

As noted on page 1 of this newsletter, we are getting set to implement another technological advancement with the introduction of Phase II of Juvenile ECR. This would not have been possible without the hard work of many employees and their positive "CAN DO" attitudes. Thank you!


**Michael's
Quote
of the
Month**

"All the technology in the world will never replace a positive attitude."

– Harvey Mackay

Upcoming Munch With Michael Dates

May 7

Northwest
Noon to 1 p.m.
Jury Room

May 16

Southeast Adult
Noon - 1:30 p.m.
Conference Room

May 29

Southeast Juvenile
Noon - 1:30 p.m.
Cactus Room

June 5

Downtown
Noon - 1:30 p.m.
TANG Conference Rm.
3rd Fl. ECB



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 the Clerk employees who provided *timely service*.



SURVEY CARD COMPLIMENTS CSC PUBLIC RECORDS

- ◆ **Carmen Diaz** - "Carmen was fast and we had no trouble getting our passports."
- ◆ **Angelique Rodriguez** - "Angelique was knowledgeable, quick, courteous, and cheerful."
- ◆ **Diana Del Rincon** - "Diana is a professional and provided excellent service."

CO-WORKER COMPLIMENTS

To: Deralyn Pico, Tysia Nelson, Barbara Navarro, Elisa Canas, Linda Martinez, and Kelly Schermerhorn

From: Jacques Porter

"I want to thank Deralyn, Tysia, Barbara, Elisa, Linda, and Kelly for all their unselfishness and continuous assistance helping me learn my new assignment. Each of these ladies has always been just an email away and they have even taken time to sit in Court with me. Thank you!"

To: Kimberly Conway

From: Mike Kay

"I wanted to send a note of thanks to a court clerk who deserves praise. I have an upcoming trial that is scheduled for five days. **Kimberly Conway** offered to help me tag exhibits for the trial with absolutely no advanced notice other than an email request from our supervisor earlier this morning. Kimberly tagged 218 exhibits today all the while she covered her commissioner's calendar and her normal daily work requests. Thank you Kimberly. You are truly a magnificent court clerk and an asset to the team."

To: Shannon Lincoln

From: Connie Pitts

"I have known Shannon since the day I started at Juvenile. We actually started on the same day over eight years ago. We instantly became friends. We were able to bond over the anxiety of being new clerks, which then led to an awesome friendship. We shared many things over the past eight years, work-related and personal. I was lucky enough to see her meet her future husband, watch their relationship grow, and attend her wedding. I just want Shannon to know how much I love and appreciate her as a co-worker and friend. She made my transition to management much easier. She has been a great of example of what a manager should be and I will be forever grateful for her wisdom and guidance. While I cannot put into words how much I will miss her, I wish her nothing but the best in the future. I know I speak for all of us here at juvenile in saying we will miss her and congratulate her on the new endeavor!"

CUSTOMER COMPLIMENTS

About: Stella Rodriguez

A customer sent an email to Public Records Supervisor Aide Estrada to let her know about the excellent customer service she received from **Stella Rodriguez** during a difficult time in her life. The customer wrote, "I am so grateful for this excellent customer care I received during a stressful situation. I have not seen this type of customer care in years. Stella should be recognized for her compassion, grace, and steadfast hard work."

Timely Service *continued*



About: Angela Walker

A customer from California called the Office to let Michael Jeanes know about the great level of satisfaction she had with the service she received from Civil Filing Counter's **Angela Walker**. She said Angela was knowledgeable about the process, courteous, prompt, and checked in on the phone when she had to leave her on hold. In addition, the customer said Angela remembered her from a phone call last year. The customer expressed that the Office has a wonderful employee in Angela and she should be "Employee of the Month."

About: Kecia Philpot

Courtroom Services Manager Leslie Wilkins recently received a compliment from Judge Viola about Downtown Courtroom Clerk **Kecia Philpot**. Kecia volunteered to travel to the NE Office to assist with coverage due to staffing shortages. Judge Viola said, "We had Kecia in our division late last week and she did a great job!"

Northwest is first to hold annual recognition event

...continued from page 1



PIN-POINTING SERVICE: Northwest service pin recipients were (from left): Jackie Ortiz (10 yrs.), Evelyn Laborin (5 yrs.), Jessica Bernal (10 yrs.), Julieta Garcia (5 yrs.), and Aurora Avina (25 yrs.)

The CASE awards are presented in four categories – Teamwork, Excellence, Customer Service, and Leadership. The awards are presented to those employees whose nominations from other co-workers were approved by the deputy directors and chief deputy. This year, Courtroom Clerk **Summer Stewart** was a recipient of the "Customer Service Award" at the Northwest ceremony. She is the first person to receive a CASE Award this year. More CASE Awards will be presented at upcoming Service Pin/CASE Award ceremonies. Pictured to the left are staff from Northwest who received the first service pins this year.

Newest Annual Report is available

The **2011-2012 Annual Report** is available to view on the Clerk of the Court's website. The report provides an overview of the office and highlights many of the accomplishments of the past fiscal year. The electronic, interactive report is available in the "Publications" folder under [Current Annual Report](#).

Extra Miles

Newsletter extras

Don't let your opportunity close on Open Enrollment



Here are a few reminders regarding Open Enrollment:

- Open Enrollment ends on **Friday, May 10.**
- All benefit elections are irrevocable, whether you complete your Open Enrollment elections or allow your current coverage to roll over. Changes cannot be made until the next Plan Year, unless there is a Qualifying Event.
- Starting with the new Plan Year, Cigna Pre-Paid Dental will replace Employers Dental Services (EDS). Avesis will replace EyeMed as the vision plan provider, and Wal-Mart will be added to the vision provider network.
- All Open Enrollment information is located on the Employee Benefits

[Home Page](#) on the Open Enrollment 13-14 tab at the top of the page.

- It is a "Passive" enrollment period. This means if you do not complete your Open Enrollment elections, you will be automatically re-enrolled in the benefits coverage you have for the current Plan Year. There are a few exceptions. The exceptions are the flexible spending accounts and contributions to a health savings account. You must actively re-enroll in these benefits each year.
- Be sure to go into the Open Enrollment system and indicate completion of the bio-metric screening and the health assessment to ensure you receive credit for these incentives.
- Employees who would like to learn more about the medical, pharmacy, vision, dental, and other plans, as well as Wellness programs available, may want to consider registering for a one-on-one session. An independent counselor will meet with you to provide benefits information so that you're better equipped to make Open Enrollment elections. Counselors will be available at various County locations through Friday, May 3. More information on these sessions is available [here](#).
- If you currently waive benefits, you will continue to have your benefits waived if you take no action during Open Enrollment.
- To view a copy of the "What's New With Your Benefits Plans for Year 2013/2014" booklet, you may click [here](#).
- For helpful tips completing Open Enrollment, you may click [here](#).

More Extra Miles

Coming soon ... a fee increase

An increase of \$10 to the base **Court Automated Service Fee** is tentatively scheduled to become effective on May 15. The fee is currently \$20 and it will increase to \$30 on initial complaints and answers or responses in civil, family, probate, and tax cases, as well as juvenile emancipation filings. The implementation date of the fee is expected to be finalized in the near future. The date will be posted on the Clerk's website. The increase was requested by Superior Court and approved by the County Board of Supervisors. In its request, the Superior Court cited "increasing caseloads, case complexity, ongoing mandated court integration efforts and resulting staff workloads [that] have created tremendous demands on the Court's resources." The additional fee will allow Maricopa County to continue providing high-quality services to litigants and the legal community, other government agencies, and those who interact with the justice system in Maricopa County.

Service pin statistics

This year, **94** Clerk employees are receiving a service pin from the Clerk's Office and/or Maricopa County. They represent **1,015** years of experience. Two years ago, a record 135 employees received a service pin representing 1,395 years of experience. This year, five employees are receiving a 25-year pin, two employees a 30-year pin, and one employee a 35-year pin.

Scanning awards presented to staff

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%) - Margaret Brickman, Anamae Beard, Regina Frigo, Beverly Macdonald, Doris Mofford and Rebecca Shanks

Gold Certificate (99.90 - 99.99%) - Erendira Bautista, Velia Rosales, and Justin Spelgatti

Silver Certificate (99.80 - 99.89%) - Shannon Bowdoin, Tara Alameda, Jackie Francisco, Anthony Garcia, Delilah Chilcoat, Bonnie McGovern, Sheila Soto, and Danyelle Stinnett



County Newsflashes

Maricopa County ranks as third healthiest employer



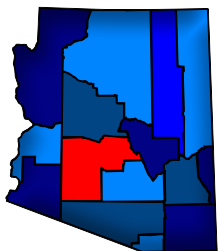
The *Phoenix Business Journal* recently ranked Maricopa County as the third **“Healthiest Employer in the Valley.”** Over the past three years, Maricopa County has moved up in its ranking from 11th, to 9th, to now 3rd healthiest. American Express and UnitedHealthcare of Arizona Inc. were numbers 1 and 2.

This distinction was given to Maricopa County based on the quality of the Employee Benefits and Wellness Programs offered to its employees. Among the factors that helped the County receive this honor are:

- preventive care for benefits-eligible employees at zero cost;
- reductions on medical premiums for benefits-eligible employees who complete a biometric; screening, health assessment, and who are non-tobacco users;
- assistance with tobacco cessation products for staff who enroll in the Quit Tobacco Program;
- incentives to participants who successfully complete Weight Watchers at Work;
- two fully equipped fitness centers available 24/7 to all employees;
- a full-time fitness coordinator and a full-time health coach; and
- group exercise classes taught by volunteer instructors.

The nation’s newest county formed in Alaska

On January 4 of this year, a new county was formed in Alaska making it the 3,069th county government in the United States. The county, called Petersburg Borough is located in the southeast portion of the state. It has 3,838 residents and a land area of 3,281 square miles. The county (or borough as they are referred to in Alaska), has a population density of 1.2 persons per square mile.



The county’s newest supervisor

The Maricopa County Board of Supervisors selected West Valley Businessman Clint Hickman to be the new supervisor from District 4. Hickman replaces Max Wilson who resigned earlier this year. Hickman is vice president of sales and marketing at Hickman’s Family Farms, the largest egg producer in Arizona and one of the top 20 in the nation.

REMODELING REVIEW

Recent snapshots from the remodeling work taking place in the Central Court Building



Office area



Looking toward manager offices



Break Room area



Conference Room



Office area



Hallway



Remodeling plans

The Inside Track

on Employee News

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BIRTHS

• Congratulations to Courtroom Clerk **Brittany McVicker** on the birth of her 8 lb. 1 oz., 20 in., baby boy on March 22. Her new son's name is Bradley Allen.



• Congratulations to Appeals' **Juanita Summerhill** on the birth of her great grandson on March 28. Her new great grandchild is named Julian and he was 6 lbs. 8 oz. and 19 in. long. Julian is Juanita's 16th great grandchild. Juanita has 3 children; 9 grandchildren and 3 step-grandchildren; 16 great children; 5 step great grandchildren; and 3 step great-great grandchildren. She has another great grandchild due in August.

Juanita is pictured to the left with photos of some of her family members. She has worked for the Clerk of the Court's Office for 10 years.

OFFICE ANNIVERSARIES

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

25 YEARS

Ken Daniels

15 YEARS

Debra Merkling & Maria De La Cruz

10 YEARS

Ken Miller Jr. & Evonne Gonzales

NEW EMPLOYEES

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

CIVIL eFILE

Cassandra Knotts and Lisa Rico

DEPUTY DIRECTOR, COURTROOM SERVICES

Cathy Clarich

NE FILING COUNTER

Rebekka Walder

Welcome !!!

EMPLOYEE NEWS

- **Catherine Diaz** transferred from Discovery & Confidential to the Regional Court Center-Early Disposition Court.
- **Michael Sims** was promoted from Billing Supervisor to Court Operations Manager in Document and Cash Management Services.
- **Danielle Welborn** transferred from Downtown efilng to Juvenile Durango.

Special Features

Where in the world has the Record Times been?



Employee and newsletter feeling a little down in the mouth

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 on the slopes of Sunrise Ski Resort in Arizona. This month, the newsletter is seen with an employee who found something that really *sunk its teeth* into the news.

Pictured above is Business Analyst **Merriel Trombley** who got very creative in taking her photo with the newsletter. She is inside of the mouth of a shark display at DisneyWorld in Orlando, Florida.

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 or interoffice mail the print photo(s) to Len Keso (mailcode DJC-PA) with your name, department, and a photo description.



That's a fact

According to the National Association of Counties, county governments across the nation employ more than 3.2 million people. The workers deliver a variety of services.

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

Clerk Work

Picturing staff who work for the Clerk



Pictured above is **Chris Kilgus**. Chris has worked for the office for six years. He currently works in Exhibits at the South Court Tower where he primarily handles the intake and processing of exhibits. In his role, he handles a considerable amount of evidence and sensitive items. He also works closely with the courtroom clerks who are turning in exhibits for storage. Prior to working in Exhibits, he started at the Fileroom and then transferred to become a QC3 Auditor. When asked what he enjoys about his job he said, "The people I work with. Hand's down. The teamwork here at the Clerk of the Court's Office is amazing."

Take 5

This month's list of five is...
the five largest employers in Arizona.

- 1) State of Ariz. (49,800)
- 2) Wal-mart (30,634)
- 3) Banner Health (24,825)
- 4) City of Phoenix (15,100)
- 5) Wells Fargo (13,308)

Source: *Arizona Business Journal*