

RECORD TIMES

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Shortened
Edition

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



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The Office's bright STAR that is frequently heard, but not often seen

This STAR makes its appearance each week from 8 a.m. to 5 p.m., Monday - Friday

There is a STAR in the Office that shines bright, but is not often seen. This STAR comes out every week day, but its' location is not easily found. This STAR's presence not only lights the way for Clerk staff to have more time to perform their jobs, but also brings illumination to thousands of other people who may need some light shed on a particular question/issue.

What and/or who is this Office STAR? It is actually the **STAR Call Center**, whose staff handles more than **1,250 phone calls** a day from people contacting the Clerk's Office with an array of questions.

Article continued on page 5 – See **ANSWERING THE CALL...**

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New in-house training video on the case flow of the ECR features a cast of Clerk employees

You won't see this recent production starring several Clerk of the Court employees on the big screens, but you can see it on the small screens of your computer starting this month. Trainer **Steve Weston** just completed producing a half-hour online video of the class "**Movements in Justice: Case Flow in the Electronic Court Record**," which is a required class for all employees to take this year. **Seventeen employees** appear in the new video, which takes an in-depth look at how a case flows through the Electronic Court Record, from filing to archiving. The video...



Article continued on page 3 – See **IN-HOUSE...**

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

- ◆ **Diana Del Rincon** - "I was very impressed with the first person I contacted in the Office. Diana provided excellent service and was very helpful and courteous."
- ◆ "I came in to get a marriage license and the staff were very helpful and provided excellent service. Thank you!"

NW Marriage License & Passport Office

- ◆ **Aurora Avina** - "Aurora was wonderful!"
- ◆ **Evelyn Laborin** - "Evelyn is an A+, excellent employee. She is very professional."
- ◆ **Jackie Ortiz** - "Jackie was very helpful, patient and polite. She did an excellent job assisting us in this process."
- ◆ **Rebecca Sexton** - "Rebecca is amazing. A bad situation turned around by a courteous employee. Thank you."

CO-WORKER COMPLIMENTS

To: **SCT/CSC Exhibits and Grand Jury staff**

From: **Lillian Barnett**

"I want to recognize the SCT/CSC Exhibits and Grand Jury staff (**Tricia Navarro, Stephanie Stafford, Carol Carlton, Chris Kilgus, Sue Baldwin, Emmy Greth, Elva Martin, Donna Van Nostran, Suzanne Lambries, Angela Chavarria, Sandra Tarin, and Pete Roman**) for all their hard work and teamwork. They do a great job in-taking and processing thousands of exhibits, while also working on several

projects, and serving our customers daily. Thank you."

About: **Eileen Rosel**

Exhibits' Chris Kilgus sent an email to Courtroom Services Manager Debra Olsen to let her know how grateful his department is for Courtroom Clerk **Eileen Rosel**. He wrote, "I wanted to let you know how much the Exhibits Department appreciates Eileen. She is what teamwork is all about. She is always nice, friendly, professional, and has gone above and beyond. She is always willing to help. When somebody goes out of their way to help another department and do so with a warm smile, I feel it should be noted."



CUSTOMER COMPLIMENTS

About: **Angela Walker**

A customer sent a card to the Office in appreciation for the service he received from **Angela Walker**. The card read "The things you do make a big difference. You always go above and beyond what is required; no wonder you're appreciated, well-liked, and admired." In addition, he wrote, "Thank you for your help. I greatly appreciate you and the great customer service you provided."

Continued on next page...

Timely Service continued



CUSTOMER COMPLIMENTS

About: **Dyllana Ruelas**

Judge Myers sent an email to Courtroom Services Manager Leslie Wilkins to express his appreciation for Courtroom Clerk **Dyllana Ruelas**. He wrote, "I want to let you know how appreciative I am of Dyllana's work in the division and her exceptional level of professionalism. She is extremely conscientious in her work, and is always willing to 'go the extra mile' in making sure that the division runs smoothly. While my bailiff has been out sick, she has really stepped up, going above and beyond to make sure the proceedings are not impacted and the parties are ready for the hearings. She is a true pleasure to have on my team, and I am grateful to the Clerk's Office for providing such an excellent clerk."

About: **Jessica Kiraly**

A customer sent a note to Michael Jeanes to tell him about the exceptional service **Jessica Kiraly** provided. She wrote, "Thank you for having such a wonderful employee. Jessica was very understanding and went out of her way to help in every way possible. She also gave me moral support and made another extremely difficult day and situation better. This letter is to thank you and acknowledge what a wonderful person/employee you have. She is kind, compassionate, helpful, and gave me hope. You are lucky to have her!"



About: **Debbie Pluff**

A NE judicial staff member stopped by to tell Courtroom Services Manager Susan Morris that she could overhear Courtroom Clerk **Debbie Pluff** as she was providing training to a new courtroom clerk. She said she was amazed at Debbie's professionalism, patience and thoroughness. Susan added "Debbie is often asked to train for these very reasons, and it is nice to hear other staff members acknowledge her skill and excellence."

New in-house training video continued from page 1

...offers staff the option to fulfill the training requirement online rather than in class. Two case types (Civil and Criminal) are highlighted in the in-house training video. The employees who are cast members in the video include (in alphabetical order): **Tamera Alameda, Janice Bevan, Robin**

Tomlinson, Chris Cerrato, Delilah Chilcoat, Valerie Clark, Kerry Dalager, Kim Dollins, Ramon Flores, Donna Hall, Cheryl Hirsch, Ana James, Jessica Kiraly, Michael Mejia, Dora Sandoval, Joe Silberschlag, and Justin Spelgatti. The video was filmed, edited, and produced by Steve Weston.



Upon completing the training, the participants gain a better understanding of the flow of a case and what the entire process of a case entails. To access the video, click on the following link: <http://pathlore.maricopa.gov/stc/courts/psciis.dll?COURSE=courts&CODE=ACS3321220>

eUPDATE

A new phase in life coming to Juvenile on 9/9/13

The staff at Juvenile are entering a new phase in their work life – Phase III to be exact. On September 9, **Phase III of the Juvenile Electronic Court Record** (ECR) program will be implemented. Phase III is the third of four phases and includes the dependency (JD) case type. The dependency case type is the largest case type at Juvenile and continues to grow each year. As a result of the initiation of this new phase, all newly-filed documents in dependency cases will be scanned. Paper files will no longer be created for new JD cases, and existing cases will include both newly-filed electronic documents as of September 9, 2013 and all previously filed paper documents through September 8, 2013.

Phase I of Juvenile ECR was implemented on October 1, 2012. This phase included scanning of Guardianship (JG) cases, signed minute entries and auto filing of unsigned minute entries in all Juvenile case types. Phase II, which included seven case types: AC, JA, JE, JI, JP, JR, and JS, was implemented on June 3, 2013. Phase II also included the scanning and electronic distribution of orders in all 10 Juvenile Court case types.

The following numbers show the significant increase in scanned documents in Juvenile from May 2013 to July 2013:

- May – 4,627
- June – 12,474
- July – 15,697

“This new ECR program replaces a very labor intensive process for both the courtroom clerk and Distribution staff,” Business Analyst **Dorothy King** said. “The savings also includes paper and toner as 90% of the orders are electronically distributed, similar to the distribution of minute entries.”

The fourth and final phase of implementing Juvenile ECR, which includes the delinquency (JV) case type (the second largest Juvenile case type), is tentatively planned for November.

An ECR Online update



BACKGROUND: 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 and reduces the demand on staff to pull files for viewing.

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

Extra Miles

Newsletter Extras

Answering the call – continued from page 1

Last fiscal year ('12-'13), more than **400,700 phone calls** were handled by the staff at the **STAR Call Center (SCC)**. The SCC is the office that answers and routes the incoming phone calls for the Clerk of the Court's Office. On average, the staff of eight and supervisor handle about 1,250 calls per day from people with court-related questions ... and even non-court related questions. This telephone service saves Clerk staff countless hours and enables them to have more time to perform their jobs.



According to SCC Supervisor **Jenna Ashe**, the most common type of question they receive from Clerk of the Court customers relates to child support or spousal maintenance. They second most frequently asked questions relate to filing matters. Jenna said the amount of calls they receive run fairly consistent throughout the year. She said Mondays are their busiest days.

Amongst the many Clerk/Court questions they receive, there are some that are not court-related at all...or they are court-related...but it is just not the right court (federal, state, municipal, justice). "We get every kind of question under the sun." Jenna said. It appears that people at times call the SCC as a starting point to get their questions answered, whatever it may be. One memorable question they received came from a person calling to ask why Judge Karen was wearing a red robe and not a black robe like all the other judges. It turned out that Judge Karen was a judge on a television show and the caller apparently thought the SCC could answer her question.

The SCC, which began answering calls for the Clerk's Office in 1999, is not an easy place find. The entrance is inside the Juror Parking Garage (which is a part of the Forensic Science Building, 701 W. Jefferson) on the SE corner, first floor. The phone numbers used for the STAR Call Center are 602-506-3360, 602-506-3762, and an automated line at 602-506-1900.

Pillar time coming soon for former Clerk staff



On Sept. 10, the names of three former Clerk of the Court employees will be added to Maricopa County's **Service Pillar** that is located on the Central Court Plaza. These employees will be added to the Pillar as a result of having retired from the County after serving for 30 or more years of service. The honorees are:

- **Melody Tinsley** - 32 years (retired in 2012)
- **Irma Garcia** - 31 years (retired in 1992)
- **Pat Percival** - 30 years (retired in 2012)

After the placement of their names, the Office will have 15 former staff members listed on the Service Pillar. The Pillar ceremony is being held at 9 a.m. on Sept. 10 in the Supervisors Auditorium, 205 W. Jefferson.

The Inside Track

on Employee News

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BIRTHS

- Congratulations to Courtroom Clerk **Alana Fabian** on the birth of her 7 lb. 8 oz. baby boy on July 22. Her new son's name is Deklen Aaron. Civil eFile's **Kelly Laird** is Deklen's aunt.
- Congratulations to Courtroom Clerk **Kelly Johnson** on the birth of her 9 lb. 8 oz. baby boy on July 30. Her new son's name is Adrian.
- Congratulations to CSC Quality Control Section's **Jacqueline Balderrama** on the birth of her 8 lb. 1 oz. baby boy on Aug. 5. Her new son's name is Michael Benjamin.

MARRIAGES

- Congratulations to NE Auditor/Trainer **Travis Joy**, who got married on July 20 to Leigh Ann Davis.

OFFICE ANNIVERSARIES

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

25 YEARS

Patricia Espinoza

20 YEARS

Lorna Ondersma

10 YEARS

Dawn Wood

5 YEARS

David Wolff

NEW EMPLOYEES

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

- **Administrative Services - Gregory Junge**
- **Courtroom Clerk - Lauren Castleberry, Tracy McMillian, and Susan Wrye**
- **Criminal eFile & Docket - Elvira Masis**
- **CSC Public Records - Antoine Jones**
- **CSC Support Services - Cindy Traslavina**
- **Distribution - Sherry Kristiansen**
- **Downtown Filing Counter - Patricia Balandran and Jennifer Cardenas**
- **Durango Juvenile - Christina Orozco, Michele Traylor**
- **Exhibits - Donna Van Nostran**
- **Family Support Services - Janette Eddens, Mea Starks, and Anna Basurto-Whitehead**
- **ITG - Keith Krueger, Jason Walker**
- **Mailroom/Courier Services - Robert Abril**
- **NE Filing Counter - Naomi Marruffo**
- **SE Juvenile - Crystal Vasquez.**



EMPLOYEE MOVES

- **Sean Donahoe** transferred from Northeast Filing Counter to the Northwest Filing Counter.
- **Tracy Henniger** was selected to be the Courtroom Services Lead after serving as a courtroom clerk.

NEW EMPLOYEES

- Congratulations to NE Filing Counter's **Venessa Vasquez** on earning her Master's degree from the University of Phoenix in Human Resources.

Special Features

Where in the world has the Record Times been?



Employee takes newsletter to different destinations during trip

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, the newsletter was seen in Costa Rica. This month, the newsletter gets double the exposure when it appears twice with an employee during his vacation to the "Last Frontier" state.

Pictured above is ITG's **Ken Troxel**, who traveled to Alaska. In photo 1, he is in front of a tourist attraction in Homer, Alaska and in photo 2, he is pictured with the newsletter next to Exit Glacier, near Seward, Alaska. During his 10-day trip to Alaska, he also went on a dog sled ride, visited a Musk Oxen Farm, and went to Denali National Park, "Home of Mt. McKinley," the highest mountain in the USA.

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, counties invest and allocate more than \$460 billion each year in local communities and employ more than 3.5 million people.

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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 - **Rebecca Sexton**



Rebecca has been with the Office for 10 months and works at the Northwest Filing Counter. In her job, she accepts filings for all case types and processes payments at the file counter. She also initiates new cases through Workflow, Docket, Sort and Scan. What she enjoys about her job is that, "I wake up in the morning and love coming to work because I work with an awesome team! I really enjoy helping customers and get a sense of accomplishment when I see someone go from being very confused to confident and knowledgeable in what they are doing. It is also nice getting to know the customers and having them recognize you."

Take 5

This month's list of five is...
the Arizona cities with the most growth in 2012.

- 1) Buckeye - 4.1 percent
- 2) Gilbert - 3.4 percent
- 3) Goodyear - 3.4 percent
- 4) Flagstaff - 2.7 percent
- 5) Chandler - 2.5 percent