

RECORD TIMES

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

Southeast Adult Marriage License & Passport staff



Al Ogawa

Lori White

Margaret Carpenter

Ken Daniels

Judy Barney

Staff have a heart to serve on Valentine's Day

February 14 is a popular day for couples to purchase a marriage license

Throughout the year, the staff of the Marriage License and Passport Office have a heart to serve those whose hearts are set on getting married. However, on Feb. 14 (Valentine's Day), their heart to serve gets a little bigger due to the increase of couples who arrive at the doors of ML&P Office to purchase a marriage license. Traditionally, it is the busiest day of the year for the ML&P staff to issue marriage licenses to couples. What was it like for them this year?

SEE PAGE 6 for statistics/staff photos

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Pencil in these dates for service pins

The pins are in and it is about time to distribute them to employees who reached a service milestone of 5, 10, 15, 20, 25, 30 and even 35 years of service in 2012. Each year, the Office presents these service pins to staff members for their service achievement. The Office distributes its own Clerk of the Court pin and a service pin from Maricopa County. This year, **88 employees** will receive service pins. In addition to the pins, the annual C.A.S.E. (Celebrating and Saluting Employees) awards will be presented. Following are the dates/locations for the ceremonies:

- **April 25 - Northwest** / 12:15 p.m. / Office Area
- **May 2 - Durango Juvenile** / 12:15 p.m. / Large Conference Room
- **May 8 - Customer Service Center** / 12:15 p.m. / 1st Floor Breakroom
- **May 15 - Southeast** / 12:15 p.m. / Saguaro Room @ SEJ
- **June 4 - Downtown** / 12:15 p.m. / Supervisors' Auditorium
- **June 13 - Northeast** / 12:15 p.m. / Jury Room



Michael's Marks



A quick mix of items of interest to share for this month

by Michael K. Jeanes
Clerk of the Superior Court



✓ **Well-deserved recognition** - A big note of appreciation to **Larry Urewicz**, who used his quality assurance experience to improve the Records Management group's approach in the AMCAD project. Larry developed a new sampling methodology for the project that allowed the team to discontinue their existing 100% audit. The old process required 12 people. The change to the sampling audit is now managed by one person. The improvement resulted in a huge savings in monitoring vendor performance, enabled faster quality assurance to move more batches of documents through the process in order to keep pace with the vendor, and ensured appropriate levels of validation for the quality of the images delivered – 99.5% or better. Thanks, Larry!



✓ **Project Progress** - Last year we hired AMCAD to convert our older case files to electronic images. The project has been successful, and to date we have been able to remove 144 shelving units from the Customer Service Center (110 from the Fileroom and 34 from the Discovery & Confidential Section). At one time, these shelving units held an estimated 108,000 files. These new images are being stored in our electronic repository. The missing shelving units left an empty aisle at the CSC (as you can see in the photo to the left), which is an interesting

site to see. Several staff members were a part of this effort including **Ken Shipley, Adrian Trujillo, Abi Tapia, Kate Folk, Tawnie Wells,** and **Cathy Diaz.**

✓ **Customer Service Tip** - It is important to be attentive and actively listen to the customer so that you can determine the issue and the customer's need. You will then be able to find the best solution.

✓ **Upcoming Munch** (*Date could change due to unforeseen scheduling conflicts*) - The **Downtown Munch** is scheduled for Tuesday, March 12 from noon to 1:30 p.m. in the TANG Conference Room, East Court Building, Law Library, 3rd Floor.

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 SEA FILING COUNTER

- ◆ **Regina Romero** - "Regina provided me with excellent service. She was very helpful, knowledgeable and went the extra mile to help me."
- ◆ **Alison Knapp** - "Alison was extremely helpful and friendly."
- ◆ **Sheelagh Ponicki** - "Sheelagh was very helpful. She is definitely an asset to the counters."
- ◆ "Everyone was pleasant, patient and helpful."

CSC PUBLIC RECORDS

- ◆ **Rick Stefano** - "Rick went out of his way to give me direction."
- ◆ **Debbie Cooper** - "Debbie was very friendly and helpful."
- ◆ "Everyone is so pleasant."
- ◆ "Everyone was very nice and helpful."

CO-WORKER COMPLIMENTS

To: Kristin Wolfe & Downtown EDM

From: Valerie Clark

"Thank you Kristen for all of your outstanding help! Kristin is always willing to share her knowledge, ability and skill and that has been an invaluable help to me.

I would also like to thank all of the Downtown EDM staff for their continued excellent work! They are dedicated, hard-working and a great group of people to work with."

To: Ana James and Dora Sandoval

From: Courtroom Services Managers

"A big thank you to EDM's Ana James and Dora Sandoval for their continued assistance to Courtroom Services. They answer our endless questions, assist us with iCIS and docket issues and never leave us without an answer. They always go the extra mile and we truly appreciate them."

To: Juvenile Team

From: Debora Wells-Guevara

"A great big THANK YOU to all of the Juvenile Team who have pulled together to meet the recent demands of our court. Your effort does not go unnoticed and is greatly appreciated."

CUSTOMER COMPLIMENTS

About: Evonne Gonzales

Courtroom Services Manager Evonne Gonzales received a compliment from a customer she assisted with the Arizona Corrections Department. The customer said, "I really appreciate all that you do for me. I wish other Clerk's (smaller counties) were as helpful as you are. It does make my job easier."

Continued on next page...



Timely Service continued



CUSTOMER COMPLIMENTS

About: Customer Service Center Marriage License and Passport staff

A customer called Clerk of the Court Michael Jeanes to share with him how much she appreciated the great service she received from the staff at the CSC Marriage License and Passport Office. She said she has never visited a more efficient and friendly government facility and she wanted to let him know how pleased she was.

About: Russel Vojir

Correnia Snyder recently was speaking with a customer who shared with her that she was very grateful for the excellent customer service she received from Russel Vojir, who works in Family Support Services.

About: Angela Smith

Jane Tewksbury spoke with a customer who stated that Criminal Financial Obligations Unit Supervisor Angela Smith is a wonderful person who has been kind and patient with him. He wanted Jane to know what a great employee Angela is.

High quality scanning efforts are recognized

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, Patti Carter, Anthony Garcia, Alison Knapp, Bev Macdonald, Doris Mofford, Rebecca Shanks, and Justin Spelgatti

Gold Certificate (99.90 - 99.99%)

Erendira Bautista, Margaret Brickman, and Delilah Chilcoat

Silver Certificate (99.80 - 99.89%)

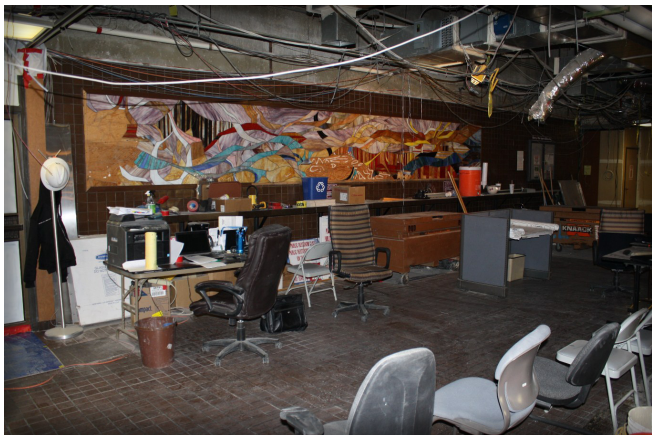
Jacqueline Francisco, Regina Frigo, Stacy Kennow, and Sylvia Rosales



In Fiscal Year '11/'12, there was a monthly average of 188,000 paper documents filed with the Office that were then scanned and converted to electronic format.

REMODELING REVIEW

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



Extra Miles

Newsletter extras

Cupid's work happily brings some added work on Feb. 14



On Feb. 14. (Valentine's Day) of this month, **130 couples** had a heart to purchase a marriage license at one of the Office's four Marriage License & Passport locations. The issuance of 130 marriage licenses is an increase of 13 over last year. In total, the CSC ML&P staff issued 47 marriage licenses, Southeast issued 41, Northeast issued 26 and Northwest 16. The Office's record amount of marriage licenses issued on Valentine's Day is 163, which occurred in 2011.

Below are photos of the staff members at each location, as well as a list that shows the amount of licenses staff issued on Valentine's Day (or the Friday before Valentine's Day if the holiday fell on a Saturday or Sunday) over the past nine years.



1) Northeast staff (from left) Tamra Phillips, Hector Castaneda, Adrienne Southard, and Carmen Saldana. **2) Customer Service Center staff** (from left) Carmen Diaz, Maria King, Ramona Velasquez, Angela Delucia, and Diana Del Rincon (not pictured Angelique Rodriguez) **3) Northwest staff** (from left) Evelyn Laborin and Aurora Avina (All photos taken on Feb. 14).

The love for obtaining a marriage license for Valentine's Day





More Extra Miles

County offers Safety Fair

Maricopa County is hosting its **Annual Safety Fair** on Feb. 25 - 28. As part of the festivities, various classes are being offered. There is also a Safety Day where county departments will be showcased, a Safety Roadeo, and a Safety Bowl Challenge. More details about classes and the events are available on the Maricopa County [EBC website](#).



County provides financial data on state transparency site

In November 2011, the county launched "**OpenBooks**," a transparency website that enabled citizens to check county revenues, budgets, expenditures, tax bills, bond ratings and other data with a few clicks of a mouse (<http://www.maricopa.gov/openbooks/>). This month, the county merged its' database into the larger, state-run Arizona financial transparency portal, Arizona Open Books (<http://openbooks.az.gov/>). The board approved an inter-governmental service agreement allowing the state site to host county data on the state's official financial transparency website, managed by the state Department of Administration General Accounting Office. Maricopa County is the first county government in Arizona to appear on the state transparency website. Visitors to Arizona OpenBooks can access specific Maricopa County data with a few clicks and search entries.

A yearly comparison of eFiling statistics

This chart shows a comparison of the Office's eFiling statistics for the month January during the years of 2007 through 2013:

	Civil eFilings	Criminal eFilings	Family Court eFilings
2007	1,473	6,121	0
2008	2,830	8,224	14
2009	4,317	9,857	112
2010	10,094	10,804	97
2011	12,578	9,842	125
2012	23,900	12,813	152
2013	19,244	20,152	646

The Inside Track on Employee News

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BIRTHS

- Congratulations to Courtroom Clerk **Melinda Wilson** on the birth of her 7 lb. 7 oz., 19 in. baby boy on November 13. His name is Connor and he is Melinda's first child.
- Congratulations to Downtown Filing Counter's **Elishua Cervantes** on the birth of her 6 lb. 5 oz., 20 in. baby boy on Feb. 3. His name is Neri.

OFFICE ANNIVERSARIES

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



25 YEARS

Loretta Carlson

20 YEARS

Laverne Willkomm

15 YEARS

Cecilia Alfaro-Arndt and Suzanne Lambries

10 YEARS

Ken Shipley and Margaret Brickman

NEW EMPLOYEES

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

ADMINISTRATIVE SERVICES

Jennifer Rousseau

COURTROOM CLERKS

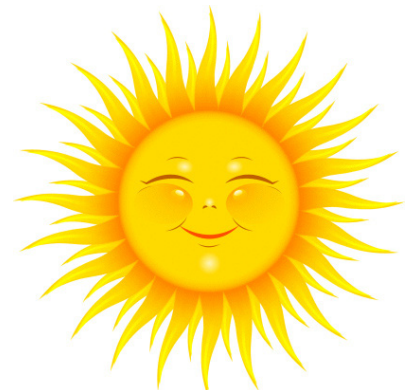
Jenna Forster and Katherine Hartley

JUVENILE COURTROOM CLERKS

Jamie Govoni, Lene St. John, and Dionne Swan

MANAGEMENT RESOURCES

Shun Fong and Penny Hatten



A warm welcome to our new staff members!

EMPLOYEE NEWS

- **Leslie Cook** - recently moved from Durango Juvenile to SE Juvenile as a courtroom clerk.
- **Rachel Robles** - recently was promoted to Operations Supervisor at Durango Juvenile.
- **Jessica Brown** - recently was promoted to Operations Specialist-Senior at Durango Juvenile.

Special Features

Put to the Question

What is your favorite thing about the month of February?

Merriel Trombley – “The temperatures are wonderful and the rain we receive during the month of February is refreshing, and who doesn’t love the overabundance of chocolate around for Valentine’s Day.”

Nicki DeLaCruz – “My absolute favorite thing about the month of February is the gathering of my family and friends for the Super Bowl Sunday. Go Team!”

Diane Barnes - “My favorite thing about February is I that get to put in for hunting and the Nascar racing season starts.”

Ramona Velasquez - “That it only has 28 days and is the shortest month.”

Clerk Work

Picturing staff who work for the Clerk



Pictured above is **Ken Shipley**. Ken reached his 10-year anniversary with the Clerk of the Court’s Office this month. Ken is the Quality Assurance and Special Projects Coordinator at the Customer Service Center. Among his numerous tasks are serving as the Water Case Clerk, Non-Court Records Clerk, overseeing building procedures, creating databases and managing spreadsheets, as well as helping out wherever needed. He often can be seen assisting at the front desk of the Marriage License and Passport Office. When asked what he enjoys about his job, he said, “Everything. Seriously, I enjoy everything. I enjoy the people I work with and I enjoy helping our customers.”

Get the picture!

For the past many years, the *Record Times* has featured photos of employees reading the newsletter while they are on vacation. The supply of photos is depleted and therefore, a call is being made to all employees to remember when you are traveling to grab a camera and a newsletter and start snapping.

Thus far, the newsletter has been to six continents, 30 countries, 35 states, on an airplane, on cruise ships, and in front of a hot air balloon.

To submit a photo: **1)** Print the front-cover newsletter page; **2)** Take a photo(s) with the page on your vacation; **3)** Email the digital photo or interoffice mail the print photo to Public Affairs Office’s Len Keso (mailcode CD-PA) with your name, department, and a photo description.



That’s a fact
The largest amount of jurors sent to a courtroom in one day in FY ‘12 was 275.
(Source: Judicial News)

Take 5

This month’s list of five is...
the top five counties for job opportunities.

- 1) Pinal County, AZ
- 2) Rockwell County, TX
- 3) Kendall County, IL
- 4) Loudoun County, VA
- 5) Douglas County, CO

Source: National Association of Counties