

RECORD TIMES

July
2013

Vol. 19 No. 7

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



Remodeling Project — "It's out with the old and in with the new"

Office remodeling project is now complete. Look and layout totally different/improved.

After occupying the space in the West Court-Central Court Buildings for more than 30 years without any significant changes, the Clerk of the Court's Office has now completed a **15-month major remodeling project** of the more than 31,000 square-feet of office area. The remodeling work completely transformed, standardized, and modernized the work space.

The project was handled in two phases.

Construction first started with Phase I on March 5, 2012 and it ended in Phase II on June 28, 2013. More than 150 employees working in 10 different departments are now located in the area. The departments located in the remodeled area are **Non-Criminal File Counters, Distribution, Docket, eFiling, EDM, Family Support, Accounting, Billing, Criminal Financial Obligations, and Non-Criminal Courtroom Clerk Floaters.**

More "Before" and "After" office photos are provided on [pages 9 & 10](#). See [page 8](#) for a wrap-up article by the project manager.

IN THIS ISSUE:

Page 2 - Michael's Message

Page 3 - Timely Service

Page 5 - eUpdate

Page 6 - County Chronicle

Page 7 - Extra Miles

Page 8 - In "Others" words

Page 9 - Before/After Remodeling

Page 11 - Employee News

Page 12 - Special Features

Backscanning project is bringing an end to shelf-service

Last month, the Office reached a significant milestone when AMCAD, the vendor hired to convert older case files to electronic images, completed backscanning all hard copy Family Court cases. This month, the vendor is in the process of backscanning Civil cases. All Civil files have been removed from the shelving units at the Customer Service Center and are currently in boxes ready to be converted to electronic image. It is expected the Civil cases will be completed in August. As of last month, **556** shelving units and **56** box storage shelving units had been removed from the CSC as a result of the backscanning project.





Michael's Message

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



The ECR then and now

In looking back at our Office's annual report from 20 years ago (1993), there is a paragraph that I would like to share an excerpt from that shows how far we have come in regards to the Electronic Court Record (ECR). Here it is:

"Studies begun in 1992 are continuing to explore the feasibility of converting to electronic record keeping. The Clerk's Office processes and stores millions of pieces of paper each year, and the number continues to grow rapidly, straining human resources and physical facilities. In 1993, the Clerk's Office created a Lawyers Advisory Committee to examine the merits and needs of an optical imaging system.

We have come a long way since then. At that time, the electronic court record (or optical imaging as it was referred to) was only a concept. Today it is a reality, and we currently have over **35 million electronic documents** in OnBase. OnBase is the name of the system that stores all of our electronic court records. This month's newsletter is a great example of how much the ECR has become a part of our everyday business. On Page 5, there is an update and some statistics on OnBase. Page 7 features our **Electronic Document Management - Quality Control Unit**, which provides further insight on how vast our electronic court record has become. And on page 1, there is a short article that provides an update related to the ECR.

I know all of you haven't been here since 1993 when the ECR was only a dream, but many of you have since played an important role in making it happen, or you are currently involved in some aspect of it. To those of you, I want to simply take time to say "thank you." Thank you for making this dream become a reality for our Office.



"If you wish others to believe in you, you must first convince them that you believe in them."
- Harvey Mackay

Upcoming Munch With Michael Dates

July 31

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

August 13

Durango Juvenile
Noon - 1 p.m.
Conference Rm.

August 15

Northwest
Noon - 1:00 p.m.
Jury Rm. 124

August 27

Southeast Adult
Noon - 1 p.m.
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*.



SURVEY CARD COMPLIMENTS

NE Marriage License & Passport Office

◆ “I have rarely experienced an entire office of calm, friendly, helpful professionals like I did today. I would like to make this public. The COSC is exceptional! I am writing the mayor and the governor!”

◆ **Adrienne Southard** - “Went above and beyond to be helpful! Respectful and patient.”

SEA Marriage License & Passport Office

◆ **Ken Daniels** - “Thank you for making the process easier.”

◆ **Judy Barney** - “Courteous and kind.”

◆ **Jessica Valentine** - “Helpful and courteous.”

◆ **Lori White** - “Helpful and friendly.”



CO-WORKER COMPLIMENTS

To: SE File Counter and SEA staff

From: Ana James

“I want to recognize the **SE File Counter staff** for their hard work and dedication. We have been extremely short-staffed and very busy at the same time. I have received numerous comments from customers who have expressed their gratitude towards the clerks for still being able to move the line and provide fast, quality service. I would also like to thank all **SEA staff** for welcoming me to the area. Everyone has been very helpful during my transition.”

To: Kathy Whittiker and Vanessa Martinez
From: Franci Smock

“Thank you **Kathy** for your guidance and leadership and **Vanessa** for all of your assistance and patience. I am thankful for having the pleasure of working closely with you for the past 8½ years.”

To: Rachel Robles & Durango Operations
From: Debora Wells -Guevara

“I wish to recognize the effort demonstrated by all of the **Durango Operations team**, specifically led by **Rachel Robles**. The last two weeks of June were very busy with the Durango construction project. Rachel rallied the team and they were all instrumental in the timely completion of the project. Great job by everyone!”

To: Andy Stropka

From: Dabney Nunley

Dabney Nunley from the Billing and Deferral Unit recently sent an email to ITG’s Scott Hensel to tell him how grateful she was for PC/LAN Technician **Andy Stropka’s** assistance with computer issues. She wrote, “He is always prompt in handling any call. Regardless of the nature of the problem, Andy is knowledgeable and thorough; regularly following-up to ensure that the software problem has been corrected and there are no further issues. He is always pleasant, courteous and efficient. He is a wonderful asset to your team and to the Office.”

Continued on next page...

Timely Service *continued*



CO-WORKER COMPLIMENTS

To: **Dar Unger**

From: **Joyce Auchinleck**

Joyce Auchinleck recently sent an email to ITG's Scott Hensel to tell him about the great job PC/LAN Technician **Dar Unger** did in resolving an issue. She said, "Dar did a nice job getting this issue resolved with the scanners. He followed up consistently and kept people informed as to what was happening."

CUSTOMER COMPLIMENTS

About: **Angela Walker**

A customer called the Office to pass on a compliment to **Angela Walker**. He said Angela provided excellent customer service assisting him with a complex issue.

On a separate occasion, another customer sent an email to thank Angela for her wonderful service and patience on the phone.

About: **Kim Heffington**

Cheryl Odell recently received a voice mail from a customer who wanted to tell her about the excellent customer service she received from **Kim Heffington**. The customer said Kim was very helpful and pleasant and she appreciated the great service.

About: **Jessica Kiraly**

A customer recently sent a complimentary note card to express her appreciation for the service Jessica provided. She wrote, "Thank you so much for all your help. Your kindness, compassion, and help made a very difficult day better. You gave me hope and I appreciate the extra assistance and kindness. I hope your boss knows how lucky she is to have someone like you."

About: **Kate Folk, Tawnie Wells, Tina Barrett, and CSC Public Counter staff**

An employee of the Public Defender's Office sent an email to **Tina Barrett** to let her know how much he appreciated the service of herself, **Kate** and **Tawnie**. He said, "I thank you, Kate and Tawnie for your help. I think your staff were the only ones who knew what needed to be done. Thank you for your time to assist. *P.S.* - The folks at the counter also do a great job!"

About: **Diana Eaton and Ruby Davison**

A customer recently sent an email to Cheryl Marzella to express her appreciation for the service **Diana Eaton** and **Ruby Davison** provided her. The customer called from Hawaii with a difficult request. She needed records from the '60s and '70s and did not have much information to help them locate it. Diana and Ruby were able to get her what she needed and much faster than she expected. She said, "they were competent and caring and it is good to know there are people who really care."

eUPDATE

On record with OnBase

To those who play baseball or softball, “on base” means there are players who are in a position to score runs when needed. To the Clerk’s Office, “OnBase” means there are court documents in position to be accessed electronically when needed. OnBase is the name of the program used to manage the Clerk’s electronic court record. As of June 30, 2013, the Office has **35,421,304 million documents** in OnBase. This amount includes adult court documents, inactive documents (all AMCAD scanning), transcripts (all OSAM back-scanned transcripts), marriage licenses, and juvenile documents (from phase I and II). In addition, **50 agencies** have been granted access to OnBase, which is up from 40 agencies just two years ago.

The Office has been building its electronic repository since 1997 when a pilot program in the Probate area began scanning and converting the paper documents filed with the Office to electronic format. In 2002, scanning was expanded to all adult case types and marriage licenses. In 2012, scanning began with certain juvenile documents, but the plan to expand it to all juvenile case types in phases is occurring.

The following are the agencies with OnBase access (other than the Clerk of the Court):

MARICOPA COUNTY

Adult Probation; Assessor’s Office; Correctional Health Services; County Attorney; Court Appointed Special Advocate; Juvenile Courts; Juvenile Probation; Legal Advocate; Legal Defender; Office of Legal Advocate; Office of Public Advocate; Office of Public Defense Services; Public Defender; Public Fiduciary; Sheriff’s Office; STAR Call Center; Superior Court; Treasurer’s Office

STATE OF ARIZONA

Admin. Office of the Court - Licensing Unit; Attorney General; Court of Appeals - Division One; Commission on Judicial Conduct; Department of Administration; Department of Corrections; Department of Economic Security; Department of Juvenile Corrections; Department of Public Safety; Department of Revenue; Foster Care Review Board; Office of the State Capital Post Conviction Defender; Registrar of Contractors; Supreme Court - Chief Justice Office; Water Master’s Office

OTHER ARIZONA COUNTIES

Cochise County Superior Court; Gila County Attorney - Child Support Div.; La Paz County Attorney - Division of Child Support Enforcement; Navajo County Attorney - Child Support Div.; Pima County Assessor’s Office; Pima County Attorney’s Office; Pinal County Attorney’s Office Civil Div.; Yavapai County Attorney’s Office

FEDERAL

Federal Bureau of Investigation; Federal Public Defender; U.S. Probation; U.S. Pretrial Services

OTHER

Arizona State Bar; City of Chandler, City Attorney’s Office; City of Phoenix Police Dept; City of Phoenix - Office of City Prosecutor; City of Scottsdale - City Attorney’s Office; City of Scottsdale - City Police Department; Maricopa Integrated Health System; Pascua Yaqui Legal Services



OnBase

The County Chronicle

News items from Maricopa County

County spending cut by \$89 million

Last month, a unanimous County Board of Supervisors approved a **\$2.2 billion budget** for this fiscal year, which is roughly \$89 million lower than the county was currently spending.

The Board balanced the desire to lower property taxes with the increasing needs of the organization, especially criminal justice and law enforcement. The budget also included a merit-based salary increase for county employees who went without permanent adjustments for six years. To produce this budget, the budget staff had to trim spending, eliminate operating contingencies, reduce capital spending and implement various cuts throughout the county.

Public safety remains the county's largest expenditure. County-controlled taxes make up only 12 percent of a total property tax bill. The county-controlled portion has decreased by 21 percent over the past four tax years. Most of the property tax revenues fund public schools, many cities, community colleges, the Maricopa Integrated Health System and special districts, which are not controlled by the county government.

Maricopa County's Fiscal Year 2013-2014 budget is **\$2,208,474,790.**



Water donation challenge makes big splash

A total of **10,635 bottles of water** were donated by county employees to the county's **H2013 Challenge** held June 17 - 28. The bottles of water were given to the Health Care for the Homeless Clinic/Human Services Campus.

How satisfied are county employees with their benefits?

The Maricopa County Research and Reporting Unit conducts a random survey of county employees each year regarding employee benefits. Following are the 2013 results, along with last year's results and the results from 10 years ago for comparison sake:

- Health Insurance - 2013: 56% "satisfied" and 27% "very satisfied."**
 2012: 57% "satisfied" and 30% "very satisfied."
 2003: 58% "satisfied" and 28% "very satisfied."
- Dental Insurance - 2013: 50% "satisfied" and 36% "very satisfied."**
 2012: 51% "satisfied" and 31% "very satisfied."
 2003: 58% "satisfied" and 24% "very satisfied."
- Prescription Plan - 2013: 55% "satisfied" and 27% "very satisfied."**
 2012: 53% "satisfied" and 35% "very satisfied."
 2003: 51% "satisfied" and 24% "very satisfied."
- Employee Benefits - 2013: 55% "satisfied" and 39% "very satisfied."**
 2012: 62% "satisfied" and 32% "very satisfied."
 2003: 62% "satisfied" and 29% "very satisfied."



Extra Miles

Newsletter Extras

Staff presented awards for high quality work

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. Following are employees who received certificates for their outstanding rating:

Platinum Certificate (100%) - Rebecca Bennett, Beverly Macdonald, Bonnie McGovern, Doris Mofford, Maria Reyes, and Rebecca Shanks

Gold Certificate (99.90 - 99.99%) - Tara Alameda, Delilah Chilcoat, Amanda Duran, Eileen Fenner, Justin Spelgatti, and Danyelle Stinnett

Silver Certificate (99.80 - 99.89%) - Shannon Bowdoin, Regina Frigo, and Anthony Garcia



DEPARTMENT SPOTLIGHT

Finding out who's who and what they do in
Electronic Document Management - Quality Control (EDM QC)

The **EDM QC** team consists of a manager, three leads and four specialists who are responsible for performing quality control checks on various parts of the electronic court record. One primary activity of the EDM QC leads is training staff to scan. Each month, EDM QC audits the approximately 40 staff members who scanned that month. In the course of this audit, an average of **15,000 documents** (Adult Court) and **2,400** (Juvenile court) are audited and accuracy reports are prepared for all staff who scanned during the month.

EDM QC Specialists perform an average of **1,500 electronic corrections** per month on scanned documents; these can be corrections to the case number or file date, or changes that are ordered by the Court. The EDM QC leads are also involved in corrections to eFiled documents, which are routed to them via the eFiling Foundation program. An average of **100** eFiled documents are corrected monthly.

To ensure that every docket event has a corresponding image, EDM QC resolves the monthly list of missing images. On average, about **360** items are investigated and resolved monthly, prior to the paper being destroyed.

Finally, department staff participate in the audit and correction of documents in the 2002-2006 case year files prior to the destruction of those files.



(Front row, from left)
Eileen Fenner, Anamae Beard, Michelle Monick
(Back row, from left)
Chris Cerrato, Beverly Macdonald, Joyce Auchinleck, and Kim Dollins

In "OTHERS" words

Contributions from
"others" to the newsletter

CCB-WCB Remodel - It's a wrap!

by Wendy Johnson

What started out as a light and ceiling replacement project in 2008 blossomed into a remodel of the entire Clerk of Court CCB and WCB space. These spaces, which had not been remodeled since they were built in the mid-70s, were transformed into an environmentally friendly (LEED certification pending) work environment while meeting ADA and safety compliance as well as county standards. Significant amounts of planning, coordination, and flexibility were key to the success of this project. After 15 months of construction that required two phases, multiple staff moves, and a lot of patience and understanding, I am pleased to say the remodel is complete! I hope everyone enjoys the new space and features which include: small and large break rooms, three conference rooms, two mother's rooms, and a large open office space with natural light. To everyone who was involved, T-H-A-N-K Y-O-U! I hope you enjoy the space as much as I enjoyed working on the project... and that's a wrap!

Before and After photos of the Office area are on the next two pages.

An interesting historical note about this month

by Steve Weston

Did you know...

...that even Hollywood can't make up some of the stories about our country's politics. If you think today's political environment can be a little strange, you should have been around in the early 1800s – 1804 to be exact. It was on July 11 of that year, that the sitting Vice-President of the United States met the former Secretary of the Treasury on the field of honor for a pistol duel; with the Secretary being the one who caught the bullet.

Vice-President Aaron Burr and Secretary Alexander Hamilton were long-time political rivals; the rift between them came to a head when Burr blamed Hamilton for his loss in the 1804 campaign for Governor of New York. It was after that loss that Burr challenged Hamilton to the duel (otherwise known as an affair of honor), and he subsequently won. Hamilton died the next day; Burr was charged with murder, but was considered immune to prosecution because of his position and was allowed to finish his term as Vice-President. After leaving the Vice-Presidency, Burr never again held political office, having been disgraced by the whole affair.

An interesting side note: it was in the same location just two years prior that Hamilton's son was killed in a duel defending his father's honor.

NOW!

← Past Future →

The following two pages are photos showing a comparison of the Central Court Building Office area before Phase II remodeling and the same office area today.

WHAT USED TO BE....

...IS NOW





WHAT USED TO BE...

...IS NOW



Behind the Filing Counter



Courtroom Services Managers and Floater Pool area



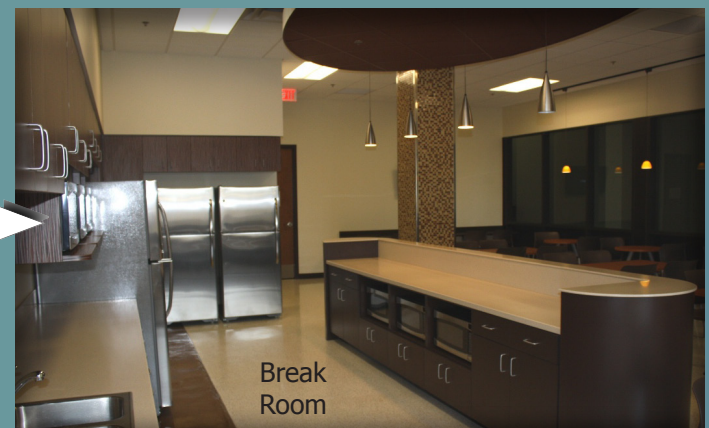
Accounting Operations and vault



Training Room



Manager offices and hallway



Break Room

The Inside Track

on Employee News

1

2

3

4

BIRTHS

- Congratulations to Deputy Director **Cathy Clarich** on the birth of her grandchild on June 28 in Portland, OR. Her new grandson's name is Jace. He is Cathy's second grandchild.

OFFICE ANNIVERSARIES

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

15 YEARS

Jacqueline Balderama

5 YEARS

**Ron Bitterli, Laura Estrada,
and Felicia Hutchinson**

NEW EMPLOYEES

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

- **Accounts Payable - Michelle Lehnhardt**
- **Courtroom Clerks - Danielle Gaudio, Monica Gomez-Lopez, Crystal Keller, Connie Kiesling, Brianne Lugo, Veronica Morales, and Katherine Summers**
- **Downtown Filing Counter - Dusky Cady and Anitra Sutherlin**
- **Durango Juvenile Courtroom Clerk - Jennifer West**
- **Durango Juvenile Operations - Allison Brown**
- **Human Resources - Amy Echols**
- **ITG - Appachu Ballachanda**
- **NE Filing Counter - Kristy Casoose**
- **SEA Filing Counter - Allison Kaufman and Rasheema Maxwell**
- **Southeast Juvenile Operations - Kathie Rosenow, Betty Springer, Kathy Stern**

hello

EMPLOYEE MOVES

- **Rosie Pulido** has transferred from serving in Court Operations at Durango Juvenile to become a courtroom clerk at Durango Juvenile.
- **Sheila Bullock** became the new office receptionist. She was serving at the Customer Service Center's Public Records Counter and as the backup receptionist.
- **Nikole McKinney** transferred from serving in Civil eFile at downtown to become a downtown courtroom clerk.
- **Andrea Rodriguez** transferred from Operations at Southeast Durango to Durango Juvenile.
- **Sharayah Dunst** was promoted to SE Juvenile Operations/Training Lead.
- **Tracy Nalls** was promoted to SE Juvenile Auditor.
- **Sarah Percival** transferred from the CSC Marriage License and Passport Office to become a courtroom clerk.

Special Features

Where in the world has the Record Times been?



Employee takes newsletter on trip and on zip

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 on vacation at a theme park in the US. This month, the newsletter is seen with an employee who was having fun at a tropical park outside of the US.

Pictured above is Receptionist **Sheila Bullock**, who was in Costa Rica. She was taking a break to pose with the newsletter while she was zip lining. Sheila said during her 10-day trip, she did some hiking, visited a rain forest, volcano, waterfall, and even saw some wild monkeys. "I would do the trip all over again," she said.

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, there are more than 18,000 elected county officials. Counties fund and oversee more than 112,000 polling places and coordinate 700,000 poll workers every two years.

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

Clerk Work

Picturing staff who work for the Clerk
This month - **Tara Alameda**



Tara is a Court Operations Representative serving in the Electronic Document Management Unit that is located in the Downtown office. She has served in the Clerk's Office for the past nine years. In her job, one of her main tasks is reviewing the documents to ensure they are complete and the file stamps and case numbers are legible. She then scans these documents. Tara says she loves the people she works with and enjoys meeting new co-workers and hearing the life stories and experiences of her co-workers. "It just amazes me how we are all so different."

Take 5

This month's list of five is...
the five largest counties by population.

- 1) Los Angeles County, CA - 9,962,789
- 2) Cook County County, IL - 6,231,351
- 3) Harris County, TX - 4,253,700
- 4) **Maricopa County, AZ - 3,942,169**
- 5) San Diego County, CA - 3,177,063

Source: *NACo News*