

# RECORD TIMES

June  
2013

Vol. 19 No. 6

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



2013 Office Jeane-ius Award Recipients  
Debra Olsen and Laura Eng

## They are Jeane-ius!

### Courtroom Services Administrators honored

As a result of their brilliance in the workplace, Clerk of the Court Michael Jeanes declared that Courtroom Services Administrators **Laura Eng** and **Debra Olsen** are “Jeane-ius.” Jeane-ius is in fact the name of Michael’s own special award that he presents during the CASE/Service Pin events to an individual(s) or team who provided exceptional service during the past year. It is considered the Office’s highest award. Michael presented the award to them at the Downtown event. He said they have done a remarkable job and are very deserving of the honor for their many extra efforts.

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## The CASE of award-winning staff now closed

The CASE is now closed and the verdict is in. More than 100 employees were proven, without any reasonable doubt, of providing outstanding service to the Clerk of the Court's Office this year. These employees were actually the recipients of the Office's annual CASE (Celebrating And Saluting Employees) Award. The awards were presented from April through June at each Office location during special recognition events. The CASE recognition program ended earlier this month with events at the Downtown and the Northeast offices. Photos of these recent winners are provided on pages 8 and 9 of this newsletter.



The **RevQ Upgrade Team** received a CASE Award for their excellent teamwork. Award-winning team members are (from left): **Richard Gonzalez, Bryan Romero, Jane Tewksbury, Linda Castleberry, Edie Friss, Dabney Nunley, Merriel Trombley, Monica Lundstrom, Larry Urewicz, Michael Sims, Correnia Snyder, and Scott Hensel.**



# 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 - Dorothy King**, business analyst, has led the Juvenile Services team to a successful June 3 implementation of Juvenile ECR Phase II. Dorothy's knowledge of juvenile operations and her experience coordinating large projects has proven to be invaluable. Dorothy planned and led weekly meetings from January to June to coordinate implementation of Phase II of Juvenile ECR. As a part of the implementation, Dorothy, along with key Clerk of Court staff, met individually with the leadership of the Attorney General, County Attorney, Judicial Assistants and Court Administration, OPDS, Legal Defender, Public Advocate, DES/CPS, and Foster Care Review Board to assist them with OnBase user names, contacts, case records access agreements, and documents converted from JOLTs. Dorothy's ability to manage competing issues, organize, and plan for the first two phases of Juvenile ECR have been greatly appreciated. Congratulations to Dorothy and thank you!



✓ **Office milestone** - The Office reached a significant milestone this month. AMCAD, the vendor we hired to convert our older case files to electronic images, completed the back-scanning of approximately 200,000 Pre-2002 Family Court cases. This completion means all of our hard copy FC cases have been converted to electronic images. Another benefit of this complete effort is the storage savings our Office is having due to the removal of shelving units that are no longer needed to hold the hard copy files. To date, **556 shelving units** and **56 box storage shelving units** have been removed. At one time, these shelving units held an estimated **542,440 files**. Pictured above are **Ken Shipley** (left) and **Adrian Trujillo** (right) who are disassembling the shelving units.

✓ **Upcoming Munches** - The schedule for my upcoming Munches for the third quarter will be announced in the near future. Watch for the announcement to come via email. If you haven't been to one, I encourage you to attend. I would enjoy meeting you.

# 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 & PASSPORTS

- ◆ **Rebekka Walder** - "Helpful, pleasant, great, patient, and speedy."
- ◆ **Hector Castaneda** - "Quick, friendly, and nice. Not what we expect from a government office. Hector was helpful and attentive."
- ◆ **Tamra Phillips** - "Really appreciate the excellent professional service I receive from Tamra."
- ◆ **Adrienne Southard** - "Adrienne provided excellent help with all the papers and in her explanations. She went the extra mile."



## NE FILING COUNTER

- ◆ **Venessa Vasquez** - "A++! Wow! Great!"
- ◆ **Shian Smith** - "Very helpful and courteous."
- ◆ **Brian Colwell** - "Very helpful and pleasant."
- ◆ **Dorine Bobian** - "Extremely friendly and helpful."
- ◆ **Wendy Powley** - "Great. Wonderful."

## CO-WORKER COMPLIMENTS

**To: Tanya Miller**

**From: Franci Smock**

"I want to thank **Tanya** for being of assistance in resolving an issue with a customer. She was very polite and professional and her help was very much appreciated."

**To: Valerie Clark**

**From: Franci Smock**

"I thank Valerie for all of her help. She has been very patient in answering my many questions

during my transition from SEA to CCB/EDM. I am very grateful for her input and guidance."

**To: Aaron Sneddon**

**From: Larry Urewicz**

"I want to thank **Aaron** for suggesting and implementing the automatic run of two Priority Lifecycle reports that I used to manually run twice weekly, and the EDM Scanning Turnaround Time report that I used to manually run once monthly. I no longer have to worry about running these reports on-time; they are now available automatically when needed. Thank you Aaron!"

**To: Dora Sandoval, Louiza Landeros, Rosa Montoya, and Isabel Osuna**

**From: Mary Ann Martin**

"I would like to thank all the Criminal Docket people, **Dora, Louiza, Rosa, and Isabel** and everyone else who I didn't mention personally, who participated in nominating me for the Customer Service Award. It REALLY meant a lot to me. Thank you so much."

**To: Sandra Seeley and Kelly Sleseman**

**From: Downtown Filing Counter**

"We want to thank **Sandra and Kelly** for helping us with our Probate training. We cannot express how much we appreciate the help that they sent us to cover our counters and specifically for the training that Sandra provided to us. Thank you for your patience while we asked all our questions and thank you for bringing the training materials so that we had a very organized and effective training time."



# *Timely Service*

## *continued*



### CUSTOMER COMPLIMENTS

#### About: **Tamara Hight**

Court Operations Supervisor Diane Hoy received a phone call from a person whose wife had been helped by SE Juvenile's **Tamara Hight**. He wanted to let her know about the excellent service his wife received from Tamara. His wife said the service was very good and Tamara was very helpful and had a very positive attitude. She had a very pleasant experience because of Tamara. Diane added, "Thank you Tamara! For a customer to take time to call and specifically compliment you... that says A LOT!"

#### About: **Marisol Garcia**

Court Operations Lead Toni Bleuenstein had a customer at the filing counter tell her that she has been filing for eight years and this is the first time that she left with a big smile. She said **Marisol** was polite, terrific, and easy to work with. She said she deserves a raise and a day off because she is well worth it. She wanted Toni to know about the great customer service skills Marisol has.

#### About: **Benny Lopez**

An employee from another county department contacted **Benny Lopez** to tell him that a customer who he recently helped told her how great he was. She said the customer told her he was "AWESOME" when he provided assistance to her with an issue.

#### About: **Troy VanNorman and Diana Hoover**

A legal assistant from the Scottsdale Attorney's Office sent an email to **Troy** and **Diana** in which he took time to compliment their assistance. He appreciated their time in answering his questions and for explaining the forms and information on the website. He also said the Clerk's website is very thorough.

## Summer Reading Program being offered

The Maricopa County Library District is offering a summer reading program through July 27 called "**Maricopa County Reads**" for young children, teens and adults. Individuals can sign up for Maricopa County Reads by visiting <http://mclconnect.org/summer/>. Those who complete the program can select a free book. Participants will also be awarded other incentives for reaching reading goals. In addition to the 17 libraries operated by the Library District, Maricopa County Reads includes public libraries from Avondale, Buckeye, Cave Creek, Chandler, Glendale, Mesa, Morristown, Peoria, Phoenix, Scottsdale, Tempe, Tolleson, Wickenburg and Youngtown.



# Extra Miles

Newsletter extras

## Electronic Certification Pilot Program launched

Each day, the Clerk of the Court's Office receives a large number of requests for certified copies of the court record. Over the past four years, staff at the Customer Service Center have printed and certified an average of more than **60,000 documents** per year. To streamline this process, the Office has begun certifying some of these documents electronically with a new software application called "TrueCertify," which integrates seamlessly with the OnBase document management system.

A pilot program was launched this month using this new technology to electronically certify the Family Court judgments and orders from the ECR and then email them to the Attorney General's Office. This new service is the result of many months of planning and development to establish a means of certifying electronic documents without having to print them to paper, stamp, sign and seal them—a process that has been around since territorial days.

Electronic certification will not only save time and effort for the Clerk's Office, it will also expedite the delivery of these records to the requestor.

"Although many of our customers will still need records certified in the traditional manner," EDM Program Manager Mark Jensen said. "We will be looking for opportunities to expand this service to any user who can benefit from the speed and convenience of an electronically certified document."

The Clerk members serving on the eCertification Project Team are: **Melanie Fay** (Project Lead), **Lauri Million**, **Correnia Snyder**, **Joyce Auchinleck**, **Donna Hall**, **Ruben Trejo** and **Dennis Benzer**.



## Supply of former-style Clerk service pins available



Former Clerk pins available

Three years ago, the Office introduced newly designed service pins to replace the older style round service pins for Clerk employees. There is still a small supply left of the former "round" service pins that are available to any staff member who may have lost their pin. In addition, a supply of backings to the service pins are also available to any employee who may need one. To obtain one of the older style Clerk of the Court service pins and/or backings, you may email Len Keso.

**In other Service Pin News** - Staff who reach their milestone anniversary in calendar year 2013, will receive their service pins at the recognition events held next year.

# The B.A. Quarterly Report

by Jeanette Farrison, Rick Hutton  
Dorothy King, and Merriel Trombley

A report from the Business Analysts about current office projects/programs

## Who the Business Analysts are and what they do?

The Business Analyst group is dedicated to identifying and coordinating projects established within the Clerk's Office that ultimately result in a better user experience for both customers and staff. Whether it is an automation development or a business process redesign, one of the four Business Analysts (BA), **Jeanette Farrison, Merriel Trombley, Dorothy King, and Rick Hutton** would be assigned to the project to document Business Requirements and assist with guiding the project through deployment.



When a process re-engineering or improvement project is identified within the Office, the basic scope of the project is determined and submitted to an approving authority; usually an administrator or Deputy Director. Once approved, a BA is assigned to begin thoroughly researching the need and assist in determining the actual scope and return of investment of the project. All of this information would be documented, presented to the Deputy Directors for final approval, and a direction would be given to either move forward to elicit business requirements or to discontinue the initiative. For any approved projects, the BA acts as the liaison between the Business users, and the ITG Development Team or an outside vendor; answering questions, eliciting and validating requirements, and working toward a successful deployment of a project that meets the business' needs.

Currently, there are several exciting initiatives underway and the BA's want to use the *Record Times* to make you aware of the projects they have been assigned to. Every few months, look to this section for new updates on items designed to enhance both the COSC customer and staff experience.

## Current project assignments of the Business Analysts

- **Restitution, Fines, Reimbursement (RFR)**

- Initiating efforts to evaluate a replacement RFR system.

- **eFiling Petitions To Revoke**

- A process is being created in which Petitions to Revoke will be signed electronically in iCIS and then inserted into the eFiling application. Once these have been accepted in eFiling Clerk Review, an OnBase workflow will identify and distribute to designated Courtroom Clerks any petitions in which a warrant has been ordered. The Courtroom Clerks will then create the warrant in the eWarrants application. Estimated implementation date is June 30.

...continued on next page





# *B.A. Quarterly Report* *continued*

- **One Number IVR Project**

- There are many phone numbers available to the public to call the Clerk's Office and having so many options causes confusion as to who to contact for assistance. One phone number will be designated as the main phone number for the Office and the calls will be routed to the appropriate department based on customer selections. The implementation of this project will occur during the next fiscal year.

- **Juvenile ECR Project**

- This project has been initiated to establish an Electronic Court Record (ECR) for Juvenile cases and is planned to be implemented in four phases.

➤ **Phase I** was successfully implemented on October 1, 2012 for Title 14 Guardianship (JG) cases.

➤ **Phase II** was implemented on June 3, 2013 and included scanning of all newly-filed documents in seven case types: Adoption Certification (AC), Adoption (JA), Emancipation (JE), Relinquishment (JI and JR), Orders of Protection/Injunctions Against Harassment (JP), and Severance (JS). Phase II also included scanning and electronic distribution of orders in all 10 Juvenile Court case types; allowing the orders to be endorsed by the Courtroom Clerks and distributed to the parties of the case.

➤ **Phase III** will include dependency (JD) cases and is tentatively planned for August/September 2013.

➤ **Phase IV** will include delinquency (JV) cases and is tentatively planned for October/November 2013.

Look to this section of the *Record Times* in the future for more updates regarding the exciting projects underway in the Clerk's Office!



# ★ AND THE AWARD GOES TO...

## Photos of recent C.A.S.E Award winners



Ana James



Andy Rodriguez



Maridel Soileau



Susan Morris



Jeanette Farrison



Mary Ann Martin



Larry Urewicz



(From left): Joe Silberschlag, Jeanette Farrison, Dorothy King, Merriel Trombley and Rick Hutton



(From left): Sheri Jaffe Kelly Sleseman and Sandra Seeley



# AND THE AWARD GOES TO...

more photos of recent C.A.S.E Award winners



## TEAMWORK AWARD



From left: Roxana Anderson, Evonne Gonzales, Jennifer Myers, Leslie Wilkins, Diane Jamison, Pam Woods, Linda Crawford, and Sig Perez

## CUSTOMER SERVICE AWARD



Anisa Ashburn

## CUSTOMER SERVICE AWARD



Alex Ocanas



## TEAMWORK AWARD



From left: Rick Hutton, Correnia Snyder, Eva Middelkamp, Nikole McKinney, Kerry Dalager, Merriel Trombley, Lauri Million, Chris Driscoll, Erika Hailes, Sarah Dignard, and Kelle Dyer

CASE Award winners not pictured include:

### Teamwork Award

Cheryl Odell, Maria Saldana, Michelle Paigen, Shantelle Bagnall, and Tina Hays

### Excellence Award

Betty Finney

CASE Award winners not pictured include:

### Teamwork Award

Cassandra Salt





# REMODELING REVIEW

Final snapshots from the remodeling work taking place in the Central Court Building. Staff will be moving in on June 28. Photos of the completed area will be shown next month.



Courtroom Clerk area



Courtroom Clerk manager offices



Training room



Criminal Financial Obligations office area



Conference room



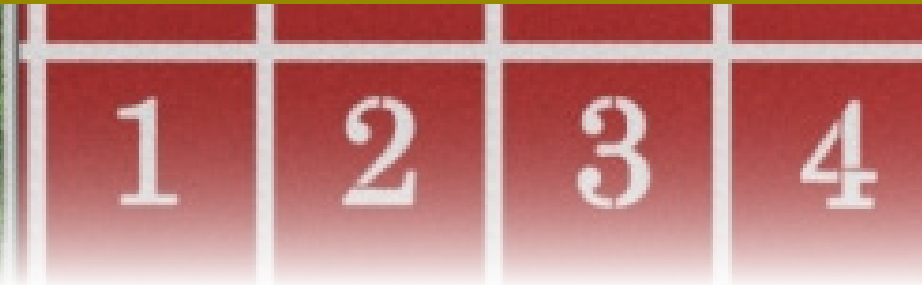
Row of chairs ready to be placed at work stations



Phase 1 curtain separates the work happening in Phase II



# The Inside Track on Employee News



## OFFICE ANNIVERSARIES

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

### 25 YEARS

**Linda Castleberry**

### 20 YEARS

**Teresa Robinson**

### 15 YEARS

**Dominic Navarro, Frances Horst  
Adrian Roberts, Susan LaMarsh**

### 10 YEARS

**Rosalie Cabrera-Razo**

### 5 YEARS

**Wendy Thompson, Yvonne Gano, and Melinda Wilson**

## NEW EMPLOYEES

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



- **Courtroom Clerk - Diedra Kraemer**
- **Criminal Department - Robyn Cummings**
- **Criminal Financial Obligations - Angela Beltran**
- **CSC Marriage License & Passports - Aurora Corona**
- **Downtown Filing Counter - Monica Cortez**
- **SCT Exhibits - Carol Carlton**

## EMPLOYEE MOVES

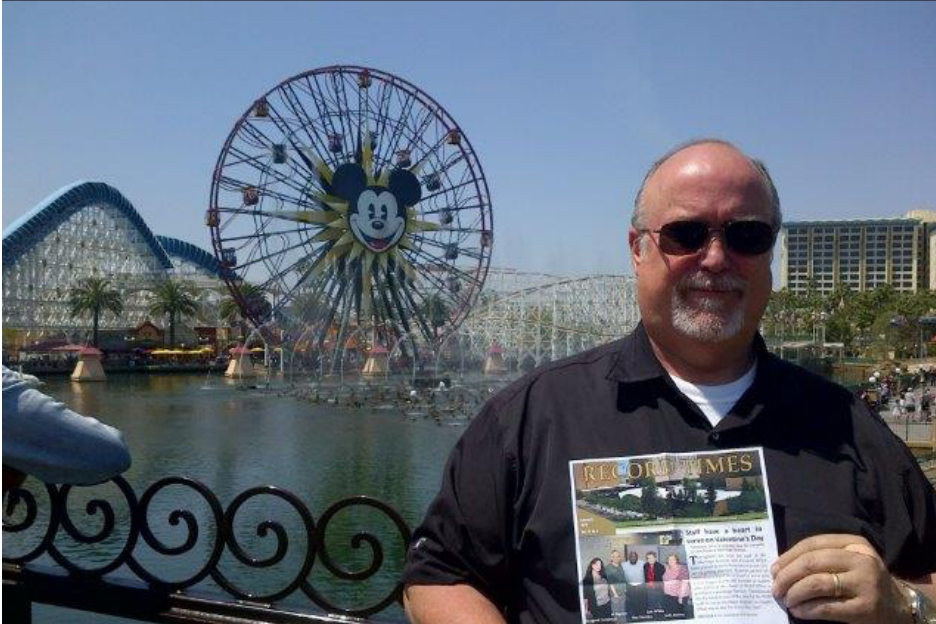
- **Esmeralda Canez** was promoted to HR Analyst from HR Specialist.
- **Kristen Ralston** was promoted to Financial Business Analyst from Accounts Payable Specialist.

## HOLIDAY



# Special Features

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



### Employee takes newsletter to favorite vacation destination

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Two months ago, the newsletter was seen with an employee who was on vacation at DisneyWorld, FL. This month, the newsletter is seen with an employee who is on the other side of the country at the other famous theme park – Disneyland, CA.

Pictured above is Training and Staff Development's **Steve Weston**, who was at his favorite vacation destination...Disneyland. He said that he has been there "210 days of my life." He said his favorite three rides are Pirates of the Caribbean, Thunder Mountain, and Indiana Jones.

**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, the populations of counties in the U.S. range from 62 in Loving County, TX to 9,787,747 in Los Angeles County, CA.

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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 - **Marenda Sullivan**



Marenda is a Court Operations Specialist at the Northeast Court. She has served in the Office for 2½ years. In her job, she assists the file counter with filing documents and processing fees/payments. She helps with research, answering customer questions, and training new staff, in addition to assisting the Docket/EDM team with various tasks. She says the best things about her job are "the incredible people I work with and the support I feel from them on a daily basis. Secondly, it is never boring. There is always work to be done and things to learn."

## Take 5

This month's list of five is...  
**the top five county fairs**  
(based on attendance).

- 1) San Diego County, CA
- 2) Los Angeles County, CA
- 3) Orange County, CA
- 4) Erie County, NY
- 5) Alameda County, CA

Source: *NACo News*