

RECORD TIMES

October
2013

Vol. 19 No. 10

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



Thanks a Million, Lauri!

Document Services Administrator Lauri Million is retiring after 28 years of service with the Office

If there were two short words to best describe **Lauri Million** and her 28 years of service with the Office, those words could very well be, **“Go To.”** Lauri has been a “Go To” person in the Office during the past four decades over some of the most significant projects the Office has ever seen, including the electronic court record, eFiling, the move into the Customer Service Center, File

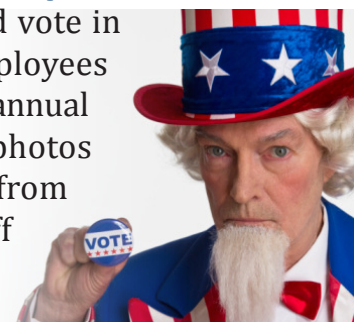
Tracking, 1/1/07, MEEDS, among many other prominent Office endeavors.

She began in 1985 as a courtroom clerk and has served in just about every adult department there is in the Office. Through the years, she worked her way up to become an administrator overseeing several areas and employees. She is currently the 11th longest-serving Clerk employee. However, she is now ready for a new adventure in her life and is retiring on Nov. 1 and returning to her roots in Wyoming where she grew up.

Lauri said one thing she is particularly proud of while working for the Clerk's Office is being a part of its' transition from the paper world to the electronic world. She also said, “It has been a real honor to have had the opportunity to work here. “I will miss the challenges and I will miss the people.”

Vote for your favorite costumes & paws-tumes

Employees will have two chances to participate and vote in Office contests this Halloween season. First, employees are invited to dress up on Oct. 31 and participate in the annual Costume Contest. The following week, they may enter photos of their pets in costume for another contest. Photos from both contests will be posted in surveys that allow staff to vote for their favorite costumes. More details on both contests are provided on **page 5**.



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Michael's Message

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

A thank you note & a note on customer service

November 1 may be the first day of the month, but it will also be the last day of a long and distinguished 28-year career of an outstanding employee here in the Office – **Lauri Million**. As seen on page 1 of this newsletter, Lauri is retiring. I want to take a moment and thank her for the remarkable job she has done. She has played a leadership role in many of the major projects our office has undertaken. She is a past recipient of my Jeane-ius Award for her exemplary efforts. Her calm demeanor and expertise on procedures was truly valued by many. She can feel very proud of her efforts here. She made a positive difference and will be greatly missed. I wish her the best in her well-deserved retirement.



Lauri receives a Jeane-ius Award in 2012. She is a three-time winner of the award ('02, '04, & '12).

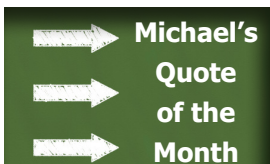
In other news, earlier this month was the observance of “**National Customer Service Week**” (Oct. 7 -11). The purpose of the week is to emphasize the importance of good customer service and to recognize those who provide customer service. It is gratifying that quality customer service is something you emphasize not just for one week, but all year long. Yet, as we all know, there is always room for improvement. With this in mind, here are four quick tips to think about when serving our customers.

- 1) Tell your customers what you can do for them. Don't begin by telling them what you are unable to do.
 - 2) Identify and anticipate their needs.
 - 3) Make them feel important and appreciated.
 - 4) Smile and give them eye contact.
- I know many of you are good at these, but it never hurts to have a reminder.

Munch With Michael Update

The dates for the **Fourth Quarter Munches with Michael** are forthcoming.

Watch for the times, dates, and locations via email.



“A great accomplishment shouldn't be the end of the road, just the starting point for the next leap forward.”
– Harvey Mackay

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

- ◆ **Tamra Phillips** - "Speedy, friendly, efficient, great! Thank you."
- ◆ **Hector Castaneda** - "Very professional. Great job. Excellent employee."
- ◆ **Rebekka Walder** - "Kind and professional. Made my experience there much more pleasant than I anticipated."
- ◆ **Adrienne Southard** - "She was very polite and extremely helpful."

NE File Counter

- ◆ "All the people I encountered today were terrific and helpful. Made a stressful situation easy."
- ◆ "Every time I come in, I am helped in a good and timely matter. All of my services are met and my questions are answered."

NW Marriage License and Passports Office

- ◆ **Evelyn Laborin** - "Thank you for providing us with the support and valuable suggestions. Your knowledge and willingness to help amazed us. It was a pleasure meeting you."

CO-WORKER COMPLIMENTS

To: **Dusky Cady**

From: **Toni Bleuenstein**

"I would like to thank **Dusky Cady** for his great customer service. We had a difficult customer come into our office and he handled the situation like a pro. He was patient, knowledgeable, and made things run smoothly. I really appreciate

his efforts to make our filing counter have great customer service."

CUSTOMER COMPLIMENTS

About: **Catherine Gray**

A customer recently informed Family Support Services Manager Michael Sims about the fantastic job **Catherine Gray** did. He said the service he received from Catherine was "top notch." He appreciated her patience and understanding and she did a great job answering his questions. Michael added, "Thank you for providing our customers with excellent customer service."

About: **Michelle Figueroa**

An out-of-state customer sent an email to the Office to express his appreciation for the excellent service he received from Family Support Services' **Michelle Figueroa**. He wrote, "Thank you for you the help. It is greatly appreciated. I always receive excellent service from your department whenever I have a question or an issue. Thank you again."





The Office News Round-up

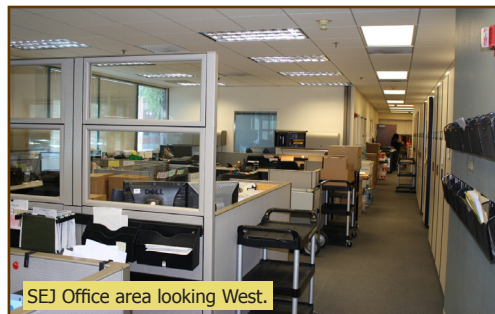
Remodeling work planned for SE Juvenile in December

by Wendy Johnson

The **Southeast Juvenile Remodel Project** will begin in December. When completed, the newly remodeled space will have secured file counters, standard workstations, a distribution area, and a small break room. Construction is expected to last approximately three months. During construction, the SE Juvenile (SEJ) staff and file counters will be relocated to the Southeast Adult location at 222 E. Javelina. The SEJ staff moved into the current



SEJ Office area looking East.



SEJ Office area looking West.

Office space in 2003 after working in a different area of the facility. More details will be provided as the project start date gets closer.

Change coming January 1 in acceptable forms of payment



Effective **January 1, 2014**, the Clerk of the Court's Office will only accept cash, credit or debit cards, or wire transfers as a method of payment for fees and services from self-represented parties and the public. Personal checks will no longer be an acceptable form of payment for these individuals.

This restructure in payment methods is being implemented in phases. Following this action on January 1, the Office will then move to the next phase of implementing this same measure with attorneys, process servers, and bonding companies at dates to be determined.

The goal of this change is to move toward guaranteed forms of payment and away from personal and business checks. This change mirrors practices from other courts within Arizona and around the nation. Cash, wire transfers, and credit or debit cards with a signature are reliable forms of guaranteed payment. Other forms of payment, such as cashier's checks, money orders, and bank checks can be stopped, which results in insufficient funds. This disrupts the court's ability to conduct business and can place the Clerk's Office at substantial financial risk.

Fall-oween Fun



Score the winning costume on October 31



Last year, a group of employees dressed up as Arizona Cardinals fans for the Office's annual Costume Contest. This year there could be some other employees who would like to *get in the game* themselves and *score* for having the best costume. To see who will be making a *touchdown* this year with their costumes, the Office will hold its **8th Annual Costume eVent on Thursday, Oct. 31.**

Following are the details of the contest. Photos of employees who are in costume will be taken on Oct. 31. From these pictures, categories will be created for the various costumes. The categories will then be sent to employees (approximately three to five days later) to vote for their favorite costumes. The winners will be announced in the November Record Times.

The photos will be taken at each location as follows: 8:30 a.m. at Northeast; 9:30 a.m. at Northwest; 10:30 a.m. at Durango Juvenile; 12:15 p.m. at Downtown; 2 p.m. at Customer Service Center; 3:30 p.m. at Southeast Adult; and 4 p.m. at Southeast Juvenile.

Show and Tail Days coming in November



“Show and Tail Days” are coming to the Office for a second year. Show and Tail is actually the contest that allows employees to take photos of their pets in costume and show them off. The photos of the pets are then arranged in categories and posted in a survey that allows all staff

members to vote for their favorite paws-tumes (costumes). Here are the contest details for those who are interested in participating:

How to enter:

- 1) Take a digital photo of your pet(s) in costume
- 2) Submit your photo to Len Keso anytime between Nov. 1 through Nov. 6 only
- 3) Include the following information with the photo
 - a. Name of pet(s)
 - b. Name of pet's costume
 - c. Your name
 - d. Your department

A few guidelines:

- Photos may be of one pet or a group of pets.
- Photos need to be of pet(s) only (no people).
- You may submit two different entries (so a total of two photos of different pets/group of pets).
- The pet(s) must belong to the employee.
- If the photo is too dark or out-of-focus, it might not be used.

The winners will be announced in the November Record Times.



eUPDATE

Reminder on how to access case files

As the **pre-2002 files** in the File Room are being scanned, the “Inactive Documents” section of OnBase is growing; it currently contains close to **nine million documents**. These images are only available by logging directly into OnBase; they are not linked to the iCIS docket. Please see the instructions below on how to access those documents.

Q: How can I view documents when I cannot request pre-2002 case files through File Tracking?

A: Many records from pre-2002 cases are available in OnBase.

Many records from pre-2002 cases are scanned and available in OnBase, but not linked to iCIS.

Here’s how to find them:

Log in to OnBase at <http://edm.coc.maricopa.gov> using your User ID and password.

Case File Inquiry

Case Number: FC01 00999

Home Location: **CASE DESTROYED POST AUDIT**

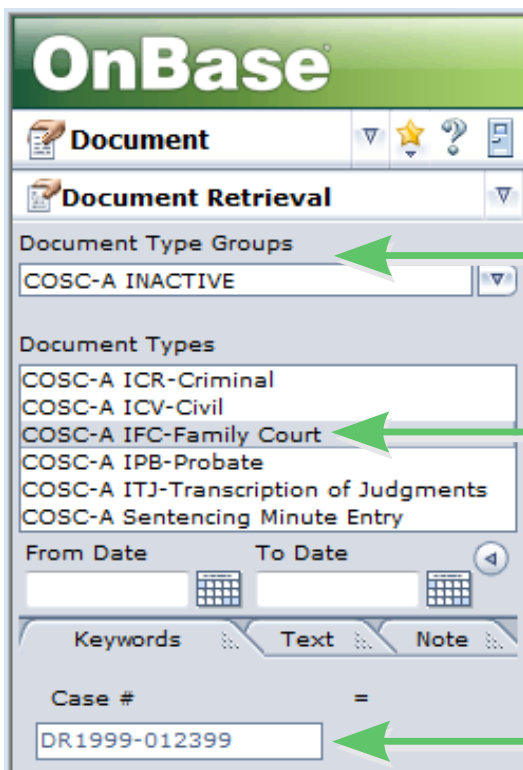
Physical Address:

Case File Inquiry

Case Number: DR99 12399

Home Location: **AMCAD DISPOSAL**

Physical Address:



Under **Document Type** Groups select **COSC-A INACTIVE**.

Under **Document Types** select **COSC-A IFC Family Court** (or ICR-Criminal, ICV-Civil, etc.).

In the Case # field enter the case number including dashes, as illustrated here.

Continued on next page...

eUPDATE

.....Case File Access Reminder continued

- Double click on any item in the search results list to view the image.

Disregard this date – it is production data and not the file date.



Instead, look for images with more recent file dates at the top of the list, or older file dates toward the bottom of the list.

More recent documents

Older documents

DR1999-012399 - 1 - 10/09/2012 - COSC-A IFC-Family Court
 DR1999-012399 - 2 - 10/09/2012 - COSC-A IFC-Family Court
 DR1999-012399 - 3 - 10/09/2012 - COSC-A IFC-Family Court
 DR1999-012399 - 4 - 10/09/2012 - COSC-A IFC-Family Court
 DR1999-012399 - 5 - 10/09/2012 - COSC-A IFC-Family Court
 DR1999-012399 - 6 - 10/09/2012 - COSC-A IFC-Family Court
 DR1999-012399 - 7 - 10/09/2012 - COSC-A IFC-Family Court
 DR1999-012399 - 8 - 10/09/2012 - COSC-A IFC-Family Court
 DR1999-012399 - 9 - 10/09/2012 - COSC-A IFC-Family Court
 DR1999-012399 - 10 - 10/09/2012 - COSC-A IFC-Family Court
 DR1999-012399 - 11 - 10/09/2012 - COSC-A IFC-Family Court
 DR1999-012399 - 12 - 10/09/2012 - COSC-A IFC-Family Court
 DR1999-012399 - 13 - 10/09/2012 - COSC-A IFC-Family Court
 DR1999-012399 - 14 - 10/09/2012 - COSC-A IFC-Family Court
 DR1999-012399 - 15 - 10/09/2012 - COSC-A IFC-Family Court
 DR1999-012399 - 16 - 10/09/2012 - COSC-A IFC-Family Court
 DR1999-012399 - 17 - 10/09/2012 - COSC-A IFC-Family Court
 DR1999-012399 - 18 - 10/09/2012 - COSC-A IFC-Family Court
 DR1999-012399 - 19 - 10/09/2012 - COSC-A IFC-Family Court
 DR1999-012399 - 20 - 10/09/2012 - COSC-A IFC-Family Court

SUPERIOR COURT OF ARIZONA
 MARICOPA COUNTY

08/19/1999

HON. CAREY SNYDER HYATT

DR 1999-012399

CLERK OF THE COURT
 FORM D000A

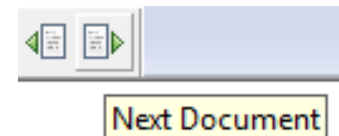
T. Denton
 Deputy

FILED: AUG 24 1999

In re the Marriage of

Page 1 of 6. 0 Note(s) 0 Highlight(s)

- The **Next Document** button allows you to see multiple records in succession. Double click on one record, then use the Next Document button to go to the next record in the search results list, then the one after that, etc.



For assistance with pre-2002 case records email the Customer Service Center File Room at Filermoc@COSC.maricopa.gov

The County Chronicle

News items from Maricopa County



A special salute to veterans to be held

Maricopa County officials are sponsoring a special **Veteran's Day Celebration** from 9:00 to 10:00 a.m. on November 5 to honor the county employees who have served in the U.S. Armed Services. The event will be held in the Board of Supervisors' Auditorium. The event includes a guest speaker and other activities to honor those who have served in the military.

County Parks to unveil 100 miles in 100 days challenge



On November 1, Maricopa County's Parks and Recreation Department will release information on its newest fall challenge, "**100 Miles in 100 Days!**"

"The fall challenge was initially developed as a way to celebrate Arizona's Centennial. However, park visitors had so much fun participating in the program that they've asked the department to make this an annual event," said County Board of Supervisors Chairman Andy Kunasek.

County Parks and Recreation Director R.J. Cardin said, "Participating in the 100 Miles in 100 Days challenge is simple and this year it was developed with hikers, horseback riders and mountain bikers in mind. It is somewhat similar to the original 100-Miles of Hiking campaign where participants were required to visit at least three parks in the County's park system to be eligible for the chance to win the grand prize, an annual park pass, and \$25 Nature Center retail voucher."

The 100 Miles in 100 Days challenge runs through February 8, 2014. To recognize those who complete the challenge, celebrations have been scheduled on February 28, 2014 at seven of the County's regional parks. In addition, everyone who completes the program will receive a limited edition 100 Mile Club tee-shirt at the celebration.

For additional information on the 100 Miles in 100 Days challenge, **on November 1** you may visit www.maricopa.gov/parks. Challenge brochures will be available for download.

Generous spirit of employees

Last year, Maricopa County employees raised an **\$328,324** during the Combined Charitable Campaign. The county is reporting that this year's campaign is a two-week event that will begin on Monday, November 4. The county will provide more details on the EBC.



Extra Miles

Newsletter Extras

How much do you accrue?

Following is a list of the current accrual rates (in hours) for Vacation Time and Sick-Time for each two-week pay period and what it equates to in days per year for regular full-time employees:

SICK CL = Classified Employees **SICK UNC = Unclassified Employees**

MONTHS	VACATION (Hours per pay period)	VACATION (8-hour day - Days per year)	SICK CL (— Hours per pay period —)	SICK UNC (— Days per year —)	SICK CL (— Days per year —)	SICK UNC (— Days per year —)
0 - 36	4.65	15.1	1.55	3.1	5.03	10.0
37 - 72	5.55	18.03	1.85	3.7	6.0	12.0
73 - 120	6.90	22.4	2.3	4.6	7.4	15.0
121 - 180	7.90	25.6	2.3	4.6	7.4	15.0
181 - 228	8.5	27.6	2.3	4.6	7.4	15.0
229+	8.8	28.5	2.3	4.6	7.4	15.0

**Unclassified employee's accrual of Sick Time is different than Classified employees. Vacation Time is the same for both.

This month in history by Steve Weston

Did you know...

...that **October 13th** has an interesting place in our nation's history, as it was on that day the following events took place:

1754 – Molly Pitcher was born. She was a water carrier at the Battle of Monmouth in 1778 during the American Revolution. After her husband, artilleryman John Hays, collapsed, she took his place at his cannon. After the war, Molly was granted a sergeant's pension for her service.

1775 - The United States Navy was born after the Second Continental Congress authorized the acquisition of a fleet of ships.

1792 - The cornerstone of the White House was laid by George Washington. The building, located at 1600 Pennsylvania Avenue, is three stories tall with over 100 rooms, and was designed by James Hoban. In November of 1800, President John Adams and his family moved in. The building was first known as the "Presidential Palace," but acquired the name "White House" about 10 years after its completion. It was burned by British troops in 1814, then reconstructed, refurbished and reoccupied in 1817.

The Inside Track

on Employee News

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4

OFFICE ANNIVERSARIES

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

25 YEARS

Arthur Sainz

20 YEARS

Diane Jamison

15 YEARS

Jolene Smyth and Karla Molina

10 YEARS

Scott Mandel, Donald Pemberton, Jr., and Russell Vojir

5 YEARS

Susan Fromm and Kelly Schermerhorn

NEW EMPLOYEES

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



- Deputy Director - **Nancy Rodriguez**
- Docket - **Charity Ghant**
- eFile - **Michelle Ross**
- Family Support Services - **Cynthia Zavala** and **Kimberly Prunty**
- Public Records - **Cindy Duarte** and **Catrina Ybarra**
- Southeast Juvenile - **Coty Casten D'Aleo** and **Hillis Brennan**
- SE Juvenile Courtroom Clerk - **Michelle Nelson**
- Support Services - **Sharlette Wright**

EMPLOYEE MOVES

- **Mary Young** has transferred from Support Services to Distribution.
- **Sharlette Wright** is the new process server coordinator for the Office. She is located at the Customer Service Center's Support Services area.

AWARDS/HONORS

- In September, Valley Metro announced the finalists for the annual Clean Air Campaign Awards. Maricopa County is a finalist in seven categories and in particular, Clerk of the Court's **Cyndie Rego** is a finalist for the "Outstanding Commuter Bus or Light Rail User" Award. Cyndie works in Criminal Financial Obligations Unit. She daily commutes to work and back from her home in Casa Grande. The winners will be announced on Oct. 30.
- Congratulations to **Evette Landrum, Troy VanNorman, Sally Valdez, Rosalinda Pulido, and Dabney Nunley**, who recently won movie tickets through the County's Alternative Mode User Program (AMU). The AMU conducts the random drawings to reward employees with movie tickets for their efforts to support the Clean Air Campaign by using an alternative mode of transportation.

Special Features

Where in the world has the Record Times been?



Employee takes newsletter on its first motorcycle 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 with an employee who made a splash at Lake Michigan. This month, the newsletter made a dash to a famous motorcycle rally.

Pictured above is Courtroom Clerk **Laura Nelson**, who was in Sturgis, South Dakota for the 73rd Sturgis Motorcycle Rally. Laura rode 1,271 miles to get there on her 2005 Harley Davidson Dyna Lowrider. After the rally, she went to Yellowstone National Park, Grand Teton National Park, Moab, Utah and then back home. In total, she rode 3,420 miles in 14 days. This is the newsletter's first appearance in South Dakota and its first time to be brought along for a motorcycle trip.

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.

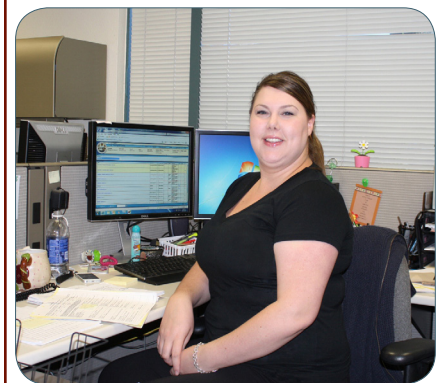
That's a fact

According to the **Court News**, a Superior Court publication, each year approximately 65,000 defendants are processed through Initial Appearance Court, and there are more than 20 defendants appearing in IA Court every three hours.

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 - **Sharayah Dunst**



Sharayah has worked for the Clerk of the Court's Office for the past nine years. She currently works at Southeast Juvenile as the Operations/ Training Lead. In her job, she serves at the public filing counter, processes juvenile petitions and documents, scans documents, and assists internal and external customers. She said what she enjoys about her job is, "I work with the best team ever. They are always ready to assist when needed and have such an infectious positive attitude. Adoption days are another wonderful part of the job."

Take 5

This month's list of five is...
the five most visited cities in North America in 2012.

- 1) New York City, NY - 11.5 million visitors in 2012
- 2) Los Angeles, CA - 4.8 million
- 3) Miami, FL - 3.9 million
- 4) Toronto, ON - 3.4 million
- 5) San Francisco, CA - 3.0 million

Source: *Top 5 of Anything*