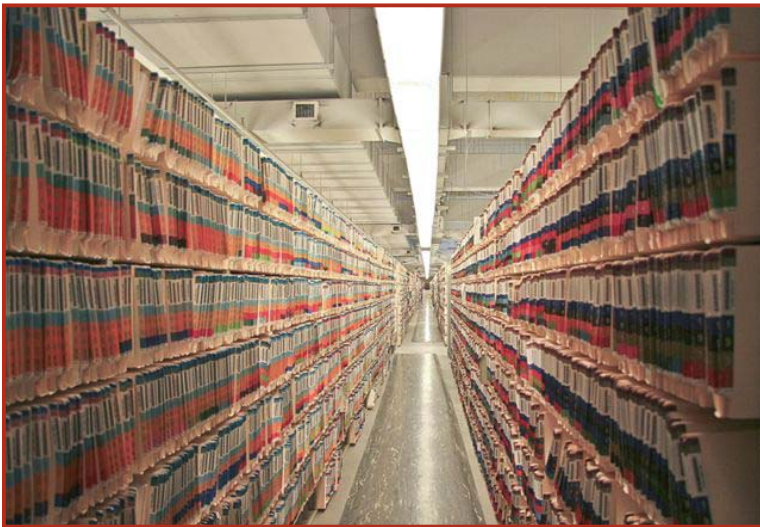




## Massive document conversion project getting underway



**Aisle of files becomes a row that will go.** This long aisle of files and the many others in the Customer Service Center will be disappearing as a result of the Office's conversion of court files to electronic images project.

**B**eginning this month, the Clerk's Office embarked on one of its' most massive projects ever. The Sonoran Conference Room in the Customer Service Center has been converted into workspace for AMCAD, a records management and information technology company, who will scan and convert over **337,000** court case files into **56 million electronic images** for storage in the Clerk's electronic court record (ECR). The project will stretch over 24 months, eliminating almost 8,500 square feet of files and file shelving, and doubling the size of the Office's electronic records repository.

The conversion of these records will achieve many key records management objectives for the office:

- Improve faster access to the records for the staff and the public;
- Improve security of the records;
- Reduce liability of the Clerk's Office due to elimination of accidental damage and lost or misplaced documents; and
- Improve long-term storage and physical space strategy for the Office's growth and the millions of records it manages.

Further project updates will be provided in future editions of the *Record Times*, along with instructions for accessing these newly created electronic records from your desktop. Stay tuned!

## April Showers bring recognition hours



**"A**pril Showers" is a well known expression, but it took on a new meaning in the **Northeast Office** on April 26. This is the day when four employees were *showered* with recognition for their outstanding teamwork and several others were honored for their years of service. For the past 11 years, the Office has conducted a recognition ceremony at each office location, and this year, the first recognition event was held at the Northeast Office. Six employees were presented with their service pins (some of which are pictured on page 5) and the **Marriage License, Passport, Public Record Team** received a CASE (Celebrating and Saluting Employees) Award in the Teamwork Category. The employees who received this award were: **Adrienne Southard, Hector Castaneda, Jean Walker** (pictured to the left) and **Tamra Phillips** (pictured on page 5). The overall team received a plaque and each individual received a special certificate.





Michael K. Jeanes  
Clerk of the Court

## Michael's Minute



### Phrases for our "To Do List"

In my February newsletter column, I provided a "To Don't List." In that list were phrases we didn't want to use in our organization such as, "We are too busy to do that," or "It won't work," or "That's not my job." Those type of phrases can squash morale and creativity. This month, I want to share a few phrases that we can put on our "**To Do List**" that would be great to hear in the Office. These are only a sampling. I think you will get the idea.

- |                    |                   |                               |                                    |
|--------------------|-------------------|-------------------------------|------------------------------------|
| ◆ Can I help you   | ◆ Congratulations | ◆ You make a difference       | ◆ That is a great idea             |
| ◆ Way to go        | ◆ Well done       | ◆ Thanks for your hard work   | ◆ Way to stay positive             |
| ◆ Have a nice day  | ◆ Hello           | ◆ What can I do for you       | ◆ You're a great example to others |
| ◆ Way to go        | ◆ Perfect         | ◆ You are a great team player | ◆ You are an asset to the team     |
| ◆ You do that well | ◆ Good job        | ◆ You make a difference       | ◆ You really helped                |

Phrases like these produce smiles, increase morale, encourage innovation, and are very much appreciated and needed. I realize that many of you may already say some of these to your co-workers, but it never hurts to be reminded. Thank you and "Keep up the great work!"

## New online process makes it a short stop for a shirt stop

Through May 7, the phrase "order in the court" takes on a new meaning in the Clerk of the Court's Office. Why? Because this is the time that is being made available for Clerk employees to place their orders for the **Office polo shirts**, and for the first time, staff can order online directly through the vendor. The vendor website is <http://www.companycasuals.com/MaricopaCountyClerkoftheCourt> and conveniently provides photos of the different styles, colors, and prices of shirts that are available.

Payments for the shirts can be made by credit card, debit card, check or money order through the secure website. **The website is available 24/7 through May 7.** On May 8, the website will be turned off and orders can no longer be placed. The shirts will be sent to the Manager at each location for distribution to staff. If you have any questions that the vendor cannot answer, please contact Darlene Anderson via e-mail at [danderso@cosc.maricop.gov](mailto:danderso@cosc.maricop.gov)



### Upcoming Munch with Michael days, times, locations

- **Wednesday, May 2:** Southeast Juvenile - Cactus Room, 1st Floor / Noon - 1 p.m.
- **Thursday, May 3:** Northwest - Jury Room / Noon - 1 p.m.
- **Wednesday, May 23 & Wednesday, June 13:** Downtown - Tang Conference room, ECB, Law Library, 3rd Floor / Noon - 1:30 p.m.
- **Monday, June 11:** Northeast - Jury Room / Noon - 1 p.m.
- **Tuesday, June 19:** Southeast Adult - Conference Room / Noon - 1p.m.

The above dates could change due to unforeseen scheduling conflicts. Notification will be sent out should that occur.





## The Extra Mile



(Listed below are recent letters, email messages, note cards, and phone calls about Clerk of the Court employees who went the extra mile to provide excellent service.)

### CUSTOMER CARD COMPLIMENTS

#### Customer Service Center Marriage Licenses & Passports

- **Maria King** – “Maria was very helpful on the phone and gave great directions. She was very pleasant when I came down as well.”
- **Maria King** – “Maria was particularly helpful to us and provided simple directions when we came down to apply for passports.”

### CO-WORKER COMPLIMENTS

“I would like to thank **Susan Morris**, courtroom services manager at the Northeast facility. When Susan was downtown, she was my supervisor and encouraged me return to school and utilize the Maricopa County tuition reimbursement program. Thanks to her, the program, and a lot of hard work, I will be graduating May 3, 2012 with a Bachelor’s of Science in Criminology and Criminal Justice. I cannot express enough how grateful I am.” – **Kathryn Skelton**

“I have had a great honor in working with such a great team. Thank you for putting up with such a crazy lady like me. I am amazed at how much I learned from here and where my skills are taking me. I will truly cherish my days working for COC/ Juvenile Durango. This is to my leader, trainer, and friend **Norma Barron** – I want to say thank you for everything you have offered me. Thank you for all your support. You helped me achieve so much. You put your faith in me and helped me to succeed. To **Kiera Molina** – thank you for all your support and the efforts you put forth to increase my knowledge with this office. With a great boss like you, anyone can go above and beyond in anything.” – **Valerie Leon**

### CUSTOMER COMPLIMENTS

Financial Services Manager Jane Tewksbury received a phone call from a retired city employee who wanted her to know that her employee **Kristen Ralston** is an exceptional employee. He said, she provided assistance to him when she could have easily passed the call on to someone else. He felt it was important for the office to know what a valued employee Kristen is.

The director of the Maricopa County Marshal’s Office sent a letter to Clerk of the Court Michael Jeanes to express his gratitude for Trainer **Steve Weston**. Steve recently gave a presentation to their Academy Class. He wrote, “I would like you to know how much of a stellar performance Steve Weston gave to our academy class. His demeanor and professional image was a positive reflection on the Clerk of the Court’s Office and he truly set an example for others to follow. Mr. Weston was well received by the students, who are former law enforcement and military personnel. His presentation captured the attention of all the students. His energy, dedication to your department, ethics, and professionalism left a lasting impression.”





## ... more extra miles

A former state elected official sent an email to the county that was forwarded to Michael Jeanes that expressed his great delight in the service he received from the **Customer Service Center’s Marriage License and Passport Office**. He said getting a passport at the Clerk’s Office was exceptionally easy. He said, “Expecting a long wait, we put an hour on the meter, but we were finished in less than 15 minutes. The staff was exceptionally helpful, especially **Angie Delucia**. Please thank Mr. Jeanes for his staff’s help and congratulate him for such a well-run office.”

Courtroom Services Manager **Pam Woods** received an email from a supervisor in the Sheriff’s Office, who wrote to express thankfulness for the assistance she provided on an issue. She said, “I wanted to personally thank you for taking care of the issue. Thank you for resolving this issue so quickly! I know you are very busy and have a lot on your plate, and I am sure you have pressing priorities, so for you to take time out of your schedule to assist us is greatly appreciated. I sincerely say a big ‘Thank You’ for all the assistance you give to us here.”

A participant in the February Centennial Marriage Event, which was coordinated by the Clerk of the Court’s Office and the Supreme Court, sent an email to the Supreme Court’s Communications Director, who then shared it with the Clerk’s Special Counsel Aaron Nash. She wrote, “I want to thank you, all of the staff, Her Honor Rebecca White Berch and the State of Arizona for making our wedding a very special occasion. It was truly a celebration of Arizona Statehood, the open arms of welcome and the hospitality of everyone made it memorable and significant to us.”

**Aaron Nash** was the originator of the idea for the Centennial Marriage and several other staff members from the **Customer Service Center** assisted during the event, which had more than 90 couples participate.

## New translation service offered on Clerk’s website

Hilsener og takk for at du besøker nettsiden til Clerk av Superior Court kontor i Maricopa County, Arizona.

Salamu na asante kwa kutembelea tovuti ya Ofisi ya Katibu wa Mahakama Superior katika Maricopa County, Arizona.

**W**ondering what the two sentences say above? They both say the same thing only in a different language. The first sentence is Norwegian and the second one is Swahili and they say, “**Greetings and thank you for visiting the website of the Clerk of the Superior Court’s Office in Maricopa County, Arizona.**”

Those who visit the website ([www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov)) can now view that sentence and all of the other content on the website, not only in those two languages, but 51 others as well thanks to a new feature called “Google Translate.” The new feature was implemented this month to provide a greater service to customers who speak a different language. The feature is located in the footer on each website page, but also can be accessed through a link in the website header that directs the user to the feature.

The feature, which is provided through Google, is very user-friendly. A person only needs to select a language from the list provided, click on it, and then within seconds the page is converted to that language.





## More honorees from the April 26 Northeast Recognition Event



- 1) - NE Teamwork  
CASE Award Recipient -  
Tamra Phillips
- 2) - 5-Year Service Pin Recipients -  
Hector Castaneda and  
Tamara Ross
- 3) - 15-Year Service Pin Recipient -  
Reta Sneddon

## Don't let your opportunity close on Open Enrollment

**Open Enrollment ends on Friday, May 4.**



Here are a few updates and reminders regarding Open Enrollment:

1. For employees who prefer to make their benefit elections at home, the weekend of April 27 - 29 is the last weekend for them to do so.
2. Employees must complete their Biometric Screenings to ensure they qualify for the premium reduction for FY 12/13. Appointments are available on May 2 - 4 at the County Admin. Building @ 301 West Jefferson St., Suite 160.
3. This is an active Open Enrollment. The county's goal is 100% participation rate County-wide from all benefits-eligible employees. An Open Enrollment participation chart is published daily on the Employee Benefits page and on the front page of the EBC to see each department's participation rate.
4. A tool to help compare and review medical plan options can be found at [www.mycignaplans.com](http://www.mycignaplans.com). The Open Enrollment ID is: **MaricopaCounty2012** and the Open Enrollment Password is: **cigna**
5. Employees selecting the Choice Fund Medical Plan for the first time will need to set up a Health Savings Account. They can do this by logging onto [www.mycignaplans.com](http://www.mycignaplans.com) (use the ID/password above) and select the "Set up my Health Savings Account" link under the "I want to . . ." sidebar on the right side of the screen.



### Snip-Snap

(A section of snippets and snapshots)

#### Picture yourself here in the newsletter

The *Record Times* newsletter would like you to put yourself in the picture. In return, you will be put in the newsletter. Here's how – each month, employees are invited to take a photo of themselves with the newsletter while they are on vacation and then they can submit that photo to the Public Affairs Office, who will use that picture in an upcoming newsletter issue.



If you are interested, here's how to participate: **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.

#### Service Pin Statistics

This year, **112 Clerk employees** are receiving a service pin from the Clerk's Office and/or Maricopa County. They represent **1,180 years of experience**. Last year, a record 135 employees received a service pin representing 1,395 years of experience and the previous year 87 employees received pins representing 815 years of experience. This year, four employees are receiving a 25-year pin and three employees are receiving 30-year pins.



# The Employee Track

(A special newsletter section devoted to news about employees of the Clerk of the Superior Court's Office.)

## BIRTHS

- Congratulations to Courtroom Services Manager **Roxana Anderson** on the birth of her second grandchild on March 28. Her new granddaughter's name is River June. She was 9 lbs. 6 oz.
- Congratulations to Courtroom Clerk **Cynthia Rego** on becoming a great grandma on March 16. Her new great grandson's name is Cannon Michael and he was 7½ lbs. and 20 in. long.
- Congratulations to Courtroom Clerk **Anita Treacy** on the birth of her new son on March 26. His name is Bowen and he weighed 8 lbs. 6 oz. and was 21¾ in. long.



## OFFICE ANNIVERSARIES

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

### 5 YEARS

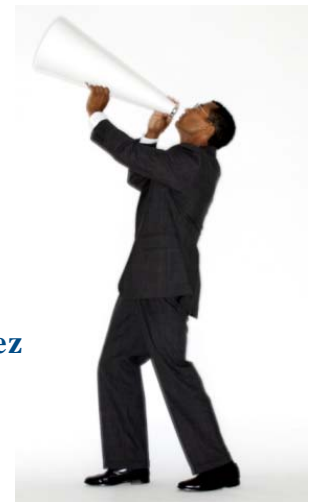
**Tiffany Nosker, JakinDee Kosaka**

### 10 YEARS

**Linda Frey, Kimberly DeSanna, and Jackie Ortiz**

### 30 YEARS

**Benjamin "Pete" Roman**



## NEW EMPLOYEES

- Billing & Deferral Unit - **Monica Lundstrom**
- Budget and Finance Manager - **Carmine "Ciejay" Davis**
- Durango Juvenile Courtroom Clerks - **Samantha Berman, Angelica Martinez**
- Exhibits - **Stephanie Stafford**
- NE Marriage License & Passport - **Carmen Saldana**
- SEA EDM - **Jacqueline Wall**
- SEA Marriage License, Passport, Public Records - **Mauri Nielsen**

## AWARDS/HONORS

- Congratulations to **Troy VanNorman**, who won a prize for participating in the County's Bike to Work Day on April 18. Troy received a water bottle. Maricopa County had 85 bicyclists participate in the event.

## EMPLOYEE MOVES

- **Jeannette Thornton** transferred from Civil Docket to Civil eFile.
- **Alison Knapp** was promoted from being a court operations rep. to specialist at RCC/EDC at Southeast Adult.





## ...The Employee Track continued

### EMPLOYEE SPOTLIGHT

**Name:** Chinue Allison Moore

**Department:** CSC Public Records

**Hometown:** Phoenix, AZ

**Birthday:** June 8

**Family:** Boyfriend - Brian / 2 dogs - Dickey & Jack

**Years With the Clerk's Office:** 5½ years

**What is One Thing That You Enjoy About Your Job:** I take pride in the fact that I have a job that serves my community.

**Favorite Activity(ies):** Crazy dancing in the living room

**Least Favorite Activity(ies):** Waiting for the bus / lightrail

**The Most Adventurous Thing That You've Done:** When I was 12, my brother and I took a cross country greyhound bus trip to New York city ALONE!

**What is Something You Are Proud Of:** I graduated high school a year early and was off to college at 17.

**Favorite Meal:** Indian food (hands down)

**Your Favorite Place to Eat Out:** The Dahli Palace

**Favorite Movie or TV Show:** *On the Water Front* (It chokes me up everytime).

**A Dream I Have Is To:** Have a book published.

**A Hobby or Special Collection:** I am a visual artist.

**What Has Been Your Favorite Vacation Destination:** British Columbia, Canada (I don't travel much).

**Where Would You Like to Travel To Next:** Holland - "The Tulip Capital of the World."

**A Pet Peeve:** When pet owners don't put their dogs on a leash.

**Two People With Whom You Would Like to Have Dinner:** Just my father ...

**What Was Your First Job:** I worked at the Camelview Harkins Theaters  
**Nobody would believe it if they knew...** I graduated from the second oldest women's college in the nation (Wells College). The year after I graduated it went co-ed!



### It's pillar time

On April 24, five former Clerk of the Court employee's names were added to Maricopa County Service Pillar, which is located on the Central Court Plaza. The former staff were added to the Pillar as a result of having retired from the County after 30 or more of service. The honorees were:

- Marjorie Crow - 35 years
- Carol Schreiber - 34 years
- Mary Brown - 33 years
- Marlene Rennaker - 32 years
- Carol Miller - 31 years

In total, 45 names of former county employees from different departments were added to the service pillar this year. With the induction of these five employees, the Clerk's Office has 12 former employees listed on the Pillar.

Currently, there are nine employees with 30 or more years of service who are now working in the Office.



**Miller and the Pillar** - Former Courtroom Clerk Carol I. Miller proudly points to her name on the County Pillar of Service. Her name was recently added to the Pillar, along with four other former Clerk employees. Only Carol was able to attend the ceremony from the group.

