



## Foundation Project – Go Live October 22, 2012

by Rick Hutton, Business Analyst



The Clerk of Superior Court's eFiling team is proud to announce the upcoming implementation of the **eFiling Foundation Project** on October 22, 2012.

Our Office established the eFiling Foundation project to develop an improved architecture for the eFiling system that will provide greater flexibility for future enhancements. Additionally, as part of the technical work involved in creating the improved application, we developed an improved look and feel based on feedback from Judicial Officers, Judicial Assistants, and Clerk's Office eFiling staff.

The new eFiling application establishes an "Outlook" type interface and focuses on upgrades to current core processes including:

- A comprehensive Clerk Review process that allows for 40% of the accepted documents to bypass the Pending eFile Docket process and enter docket directly.
- A multifunctional stamping process within Clerk Review.
- Mult-Queue process that will provide managers an effective way to sort and direct work to the appropriate user within the Clerk Review interface.
- Upgrades to Judicial and Courtroom Clerk Review core processes.

In conjunction with these efforts, we are already working with several "Super Users" with knowledge of Clerk Review, Courtroom Clerk Review, and Judicial Review to assist us with testing and user acceptance. Demonstrations and training have been scheduled for both Clerk of Court and Court staff to provide an easy transition to the new eFiling application.

If you have questions regarding the eFiling Foundation Project, please feel free to contact the eFiling team at the numbers/emails listed to the right and stay tuned for future updates.



### The eFiling Team Contacts –

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### Quick notes

- The third-quarter **Munch with Michael** meetings have been scheduled. Upcoming dates are:
  - ♦ **Southeast Adult** - 12:00 - 1:00 p.m. / Wed., Sept. 5 / Conference Room
  - ♦ **Northeast** - 12:00 - 1:00 p.m. / Mon., Sept. 10 / Multi Purpose Room
  - ♦ **Downtown** - 12:00 - 1:30 p.m. / Thurs., Sept. 27 / ECB, Law Library, 3rd Fl.
- This summer marks the **10-year anniversary** of the opening of the Northwest Regional Court.





# Clerk's Construction Corner

by Wendy Johnson, Special Projects Manager

## Central Court/West Court Buildings Remodel Update

The CCB-WCB Remodel is making excellent progress! The contractors are doing a great job making up time by adding a crew during business hours. Currently, Phase I is scheduled to be completed in mid-December and Phase II at the end of May; however, we are optimistic these dates could improve.

Some of the highlights in Phase I include: 75% framing completed; File counters are framed; Vault framing and door installation is in process; South window replacement started 8/22; Furniture order finalized and placed 8/22; and Terrazzo flooring installation started 8/22.

### Central Court - West Court Office Areas



Michael Jeanes stands by a filing counter window.



Former courtroom clerk floater pool area looking east.



Supervisor's offices.



Office area behind the filing counter windows.



Facing toward the filing counter windows.



Accounting operations.



Chris Kelly, Becky Magana, Wendy Johnson, Michael Jeanes, and Rich McHattie tour the remodeling project with several county and construction project officials.



Chris Kelly and Wendy Johnson review some of the remodeling plans with a construction project manager.



Window framing being put in place for the south side of the office.



## County honors Clerk employees for innovative programs



This month the Maricopa County Board of Supervisors held a special recognition ceremony for the 33 county programs that received an Achievement Award from the National Association of Counties this year. Three of those 33 programs belonged to the Clerk of the Court's Office – **Court-2-Court**; **Electronic Court Record Online**; and the **Mandatory eFiling** programs.

Staff from each winning program were invited to the ceremony where they were offered a continental breakfast provided by the board, participated in a photo opportunity with the county supervisors and county manager, and received a special certificate for their office. In addition, the supervisors and county manager provided their own personal congratulatory remarks to the staff.

Supervisors' Chairman Max Wilson said, "This is one more acknowledgment of how well our county employees are doing. NACo is a good measure of how we compare with county governments, large and small, across the country. Obviously, we are doing very well."

The Clerk of the Court's Office was among the offices from Maricopa County which received the most awards. The three awards brings to a total of 36 NACo awards the office has received over the past several years. NACo conducts the achievement award program to recognize the best new programs in county government. Awards are given in 21 different categories.

To read more about the Clerk's award-winning programs, you may visit the Office [website](#).

Pictured above (Clerk employee names in blue) are: **PHOTO 1) Court-2-Court** - (front row, from left): Pam Crawford, Elva Martin-Mendoza, Emy Greth, Sharon Rochford, Vonda Culp, Flor Nevarez. 2nd row - Clerk of the Court Michael Jeanes, Supervisor Max Wilson, Supervisor Don Stapley, Deputy Director Rich McHattie, Chief Deputy Chris Kelly, Juanita Summerhill, Supervisor Mary Rose Wilcox, Mark Jensen, County Manager Tom Manos, and Dorothy King. **PHOTO 2) Mandatory eFiling** - (front row, left to right) - Candy Terry, Chris Kelly, Diane Garbarino, Mary Rose Wilcox, Tom Manos. 2nd row - Michael Jeanes, Max Wilson, Don Stapley, Rich McHattie, and Mark Jensen. **PHOTO 3) Electronic Court Record Online** - (front row, left to right) Kathy Whittiker, Cheryl Odell. 2nd row - Michael Jeanes, Max Wilson, Don Stapley, Rich McHattie, Mary Rose Wilcox, Chris Kelly, Tom Manos, Correnia Snyder, Lauri Million, and Merriel Trombley.

## Remember the 1/1/07 initiative?

Here's the latest from the past three years

Back on January 1, 2007, the Clerk's Office made a historic change in how it handles the enormous amount of documents it receives. The paper documents (approximately 12,000 daily at that time) were no longer placed into a hard copy file (adult cases only) and stored on a shelving unit in the Fileroom. Instead, the paper documents received were scanned, audited, and disposed of after a series of quality checks. The electronic image (stored in an electronic repository) became the official court record. As a result of this initiative, in the past three fiscal years an estimated **7,063,470** documents (consisting of approximately **14,810** boxes) have been disposed. These disposals eliminated the need for **130.8** shelving units of storage space.



## 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

#### NORTHEAST FILING COUNTER

- **Venessa Vasquez** - "Venessa is very polite, helpful and respectful. She helped me and had a positive attitude. She smiled and made eye contact. Knowledgeable about court information. Just an all around very sweet person! Keep her around. She needs recognition for her customer service and professionalism."
- **Ruth Bartlett** - "Ruth was wonderful. She turned this into a pleasant experience."
- **Yvonne Bondanza-Whittaker** - "Yvonne did a great job in handling a difficult case."
- **Wendy Powley** - "Wendy is very thorough and knowledgeable. A pleasure to work with."  
- "Wendy was very helpful and understanding."
- **Marenda Sullivan** - "Marenda was very helpful, thoughtful, and comforting."  
- "Marenda is very professional and very nice."  
- "Thanks for helping. Made a difficult matter simple and easier on me."
- **Sean Donahoe** - "Sean did a great job with a smile to boot!"  
- "Very helpful, even noticed I had a case number incorrect. Thank you!"



#### SOUTHEAST FILING COUNTER

- **Jessica Folts** - "Jessica was professional and patient with us."
- **Melissa Tadeo** - "Melissa gave great service. Thank you."
- **Regina Romero** - "Regina was very helpful and directed us to where we needed to go for help and paperwork."
- **Sharon Szakacs** - "Sharon was helpful, friendly and knowledgeable. She made the process quick and painless."

#### CUSTOMER SERVICE CENTER PUBLIC RECORDS

- **Debbie Cooper** - "Debbie was very helpful and understanding."
- "Best people in this county."
- "Always friendly and fast."
- "Always a pleasure."

### CO-WORKER COMPLIMENTS

"A big THANK YOU to **Anisa Ashburn** and **Anna Fagnani** for being so extremely patient with me while learning my courtroom clerk duties." – *Anabel Quintana*

"We would like to thank the ladies at the **Southeast Adult Filing Counter** for all of their help, support, and patience they have provided us while we were training (and continue to train) at the file counter. A special thanks goes out to **Vanessa Martinez** for answering our questions over and over and over again. We really appreciate all of you." – *Alison Knapp and Melissa Tadeo*





## ... more extra miles

Thank you to **Becky Magana, Angie Smith, Liz Campos, and Cathy Bridget**. Angie, Liz, and Cathy took the time to make their complex daily work understandable, which was a great help. Your patience, speed, and skills are impressive.” –*Aaron Nash*

I want to thank my co-workers, **Lora Gilbert** and **Jamie Eaton**, for their assistance in an emergency situation. I contacted them and we immediately sprung into action. As a team, we were able to complete the necessary work with five minutes to spare. I could not have done this by myself and I really appreciate my ‘A-Team’ co-workers.” –*Debra Harding*



Courtroom Clerk Caryn Smith recently sent an email to several co-workers (**Kelly Carter, Denise McGraw, Valerie Gardner, Kendra Sotello-Stevenson, and Chrystal Castro**) and their managers to express her gratitude for their assistance. She wrote, I don’t know that I have the words to express how grateful I am to you for pitching in and helping me get the exhibits for my trial organized, remarked, edited, described, untagged and retagged in time for opening statements yesterday. I was a wreck and you pulled together with me and we got the job done! This was teamwork in the truest sense of the word and I am overwhelmed by your generosity of time and assistance. I work with the greatest people there are! Thank you also to the assigning managers for giving coverage to my calendar so that this task could be conquered. I appreciate you all!”

Courtroom Clerk Lora Gilbert sent an email to Ed Morris to compliment the work of courier **John Morley**. She said he is always so nice and cordial. She said, “So often we don’t appreciate people for their social skills and I just wanted to let you know how nice it is to see him when we are expecting a delivery. He IS service with a smile.”

### CUSTOMER COMPLIMENTS

An attorney from the Legal Advocate Office sent an email to Michael Jeanes to compliment the Clerk’s Office on the success of the ECR. She said, “I just finished reading *The Brief*. I did not realize that it has been 10 years since your office started computerizing files. The modernization of your record-keeping has made my life as an appellate attorney so much easier. I used to have to go to your facility at Durango, then to the new facility downtown, to get records I needed for my cases. While I miss seeing the clerks, it is so nice to have all your records available all of the time. Congratulations on reaching this milestone anniversary. I appreciate how very important your work is, and how valuable your service is to my practice and the entire justice system.”

Two customers wrote on cards how much they appreciated the work of the staff at the **CSC Marriage License and Passport Office** and said they did a really good job.

A customer sent a letter to Criminal Financial Obligations’ **Gaile Raines** to say how much she appreciated her excellent service in a matter. She wrote, “Your time and effort was outstanding! We need more people like you.”

A customer recently sent a letter to the Office to commend the assistance of the **CSC Correspondence staff**. He said the staff members were very helpful and each and every one of them had a “smile in their voice.” He said it was a very pleasant experience and he is sure it would be a pleasure to do business with them face to face. He thanked them and said they are the greatest.



## The Employee Track

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

### BIRTHS

• Congratulations to Downtown Filing Counter's **Shannon LaSpaluto** on the birth of her baby girl on May 5. Her new daughter's name is Corrine Rae and she weighed 9 lb. 12 oz. and was 21¾ in. long.



• Congratulations to Family Court Services Manager **Don Vert** on the birth of his fourth grandchild on July 16. His new grandson's name is Anthony David and he weighed 8.65 lbs and was 21 in. long.

• Congratulations to CSC Marriage License & Passport's **Maria King** on the birth of her second child on July 25. Her new son's name is Marcus and he weighed 8 lbs. 13 oz.

### MARRIAGES



• Congratulations to EDM QC's **Michelle Monick**, who got married on July 21 to Sean Wolf.

### OFFICE ANNIVERSARIES

The following employees celebrate milestone Office anniversaries in August:

#### 25 YEARS

**Kathleen Curtner** and **Aide Estrada**

#### 15 YEARS

**Debra Cooper** and **Saralyn Yoder**

#### 10 YEARS

**Aaron Nash** and **Juanita Summerhill**

#### 5 YEARS

**Rolena Aguilera**, **Carmen Carabajal**, **LaVonia Diggs**, **Edie Friss**, **Angela Walker**, and **Lois Rees**



### EMPLOYEE MOVES

- **Merriel Trombley** was promoted to Business Analyst. She was serving as Court Operations Supervisor.
- **Alana Fabian** transferred from Civil Docket to become a courtroom clerk.

### NEW EMPLOYEES

#### Billing /Deferral Unit

- **Bryan Romero**

#### Courtroom Clerks

- **Kelley Cummings**
- **Victoria Felix**
- **Susan Junck**
- **Pam Tardy**



#### Criminal Financial Obligations

- **Tonja Carlson**

#### CSC Support Services

- **Margarita Yanes**

#### Downtown CV/FC Filing Counter

- **Jessica Kiraly**

#### Downtown Probate

- **Caprie Howe**

#### Durango Juvenile

- **Victor Felix**
- **Christina Lopez**
- **Willie Manalo**
- **Daisy Stout**



#### eFiling

- **Nikole McKinney**

#### Family Court Services

- **Michelle Figueroa**

#### Juvenile Services Administrator

- **Debora Wells-Guevara**

#### NE Filing Counter

- **Brian Colwell**
- **Ashley Williams**



#### Southeast Juvenile

- **Tamara Hight**
- **Neyma Ortiz**
- **Andrea Rodriguez**





## Scan-tastic work merits recognition



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%) -

**Patti Carter, Eileen Fenner, Bonnie McGovern, Doris Mofford,**

### Gold Certificate - (99.90 - 99.99%)

**Margaret Brickman, Eva Castillo, Kenna Cumbley, Bev Macdonald**

## Clerk of the Court Olympian results

This summer, in recognition of the Summer Olympics, Maricopa County sponsored a **County Wellness Olympic Challenge** for employees to have the opportunity to bike, swim, run, and walk like a real Olympian. The challenge was six weeks long and it allowed men and women to participate in various events that were the actual distances of the Summer Olympic Games. The Olympic Challenge events were: **Bike:** Men: 165 miles / Women: 80 miles; **Swim:** Men and Women: 6.2 miles; and **Run/Walk:** Men: 69.6 miles / Women: 38.6 miles. Participants tracked their own results and could decide if they wanted to compete in one, two, or all three events. Ten Clerk of the Court employees enrolled in the challenge to “go for the gold.” Following are the reported results of five of the Clerk Olympians:

- **Steve Lauer** – Run/Walk - 188.94 miles
- **Cheryl Marzella** - Run/Walk - 172.9 miles
- **Rebecca Shanks** – Run/Walk - 114.36 miles
- **Debra Olsen** - Run/Walk - 100.83 miles
- **Deborah Johnson** - Bike - 80 miles / Run/Walk - 38.6 miles

## How many customers were served?



Below are the amount of customers that were served in Fiscal Year 2011/2012 in three areas:

- The **Customer Service Center**, which provides services for customers to obtain marriage licenses, apply for passports, and access court records, assisted **653,616** customers.
- The **Customer Information Center**, which assists the public with information and/or directions when they visit the court, helped **157,478** customers.
- The **Star Call Center**, which is responsible for answering and routing the Clerk of the Court’s telephone calls, assisted **359,440** customers.

## In a Snap

*(Employee snapshots with the newsletter)*

### Newsletter is a part of a special celebration

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was seen in England, where the Olympics were being celebrated. This month, the newsletter is back in the USA with an employee at a different type of celebration.

Pictured below is Budget and Finance Manager **Ciejay Davis**, who posed with the newsletter at her commencement ceremony in June when she received a bachelors degree from the University of Phoenix.

You may submit a photo of yourself with the *Record Times* at any time for this special feature. **To submit a photo:**

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

