

1 2 3 4 *Record Times*

A monthly newsletter for Clerk of the Superior Court employees

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Several hundreds of boxes gone, millions of electronic images arrive

by Mark Jensen

Seven months, 2,553 boxes, 116,000 documents, and over six million images later, the Public Records staff are completing their quality control audit of the final shipment of electronic transcripts and depositions from our vendor, OSAM Document Solutions, Inc.

As we reported in the February 2012 issue of *Record Times* when announcing the start of this conversion effort, all of these records would have been microfilmed in the past for long term storage. Their availability in the ECR now improves access by the Court and public, consolidates related case records into a single format and location, provides for more secure and efficient long-term storage, and enables the electronic transfer of the entire case record to State Archives.

Administrator Melanie Fay and Public Records staff are also very pleased to reclaim almost 4,000 cubic feet of storage space formerly occupied by the boxes.



Shelf Esteem. Adrian Trujillo (left) and Abi Tapia proudly stand behind one of the many new empty shelves in the Customer Service Center. Both employees worked in handling the more than 2,500 boxes that were a part of the Transcripts Conversion Project. Ken Shipley (not pictured) supervised and assisted in this huge undertaking. Boxes were filled with transcripts, moved, staged for imaging, moved again upon return for quality control review, and then again for the disposal of the transcripts.

Eight employees participating in County Olympic Challenge



Eight Clerk of the Court employees are participating in the Olympics this summer ... the County Wellness Olympics that is. In recognition of the actual Summer Olympics that begin this month, the County is providing a way for employees to bike, swim, run, and walk like a real Olympian and the Clerk's Office has some employees who will be "going for gold" through this new program. Called the **2012 Summer Olympic Wellness Challenge**, the county is providing this challenge that allows men and women to participate in various events that will be the actual distances of the Summer

Olympic Games. The Olympic Challenge events are: **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

The Clerk of the Court employees who are participating in the County Olympics are **Chris Driscoll, Kerry Crockett, Deborah Johnson, Jennie Johnson, Cheryl Marzella, Chinue Moore, Debra Olsen, and Andy Stropka**. These Olympians have six weeks to complete the challenges. The program began July 9 and continues through August 17. The participants can decide if they want to compete in one, two, or all three events. Everyone who participates will receive a certificate and be recognized in the *Weekly Wellness Activities* newsflash.



Michael K. Jeanes
Clerk of the Court

Michael's Minute



Thank you for your service and congratulations!

July 31 is not only the last day of the month, more significantly, it will be the last day of two long and distinguished careers of outstanding employees we have here in our Office – **Marian Catt** and **Pat Percival**. Deputy Director Marian Catt is retiring after 27 years with our Office and Management Analyst Pat Percival is retiring after more than 30 years. Both Marian and Pat will be greatly missed and I truly thank them for their dedication and service to this Office. They both have worked on numerous important projects through the years that have

enhanced our service for the customers and improved our processes for employees.

Marian's leadership and knowledge of the court has greatly benefitted our Office in many ways. Pat's versatility and reliability have helped our Office continually improve through the years.

They both are past recipients of my Jeane-ius Award for their outstanding contributions. They can leave knowing they made a very positive impact in this Office. I wish them the best in their future endeavors. Congratulations Marian and Pat on your very well-deserved retirements!



Marian Catt and Pat Percival

Retiring employees reflect on their careers

As noted above in "Michael's Minute" column, the Clerk of the Court's Office is losing 57 years of experience in one day with the retirements of Deputy Director **Marian Catt** and Management Analyst **Pat Percival** on July 31. Both Marian and Pat shared some thoughts regarding their time in the Office and what accomplishments they are proud of.

MARIAN - "The decision to retire was not easy to make as the Clerk's Office has been my career and home for the past 27 years," Marian said. During her years with the Office, many of which were in a leadership capacity, Marian worked on numerous projects and achieved great success. When asked what are some of the memorable accomplishments she is proud to have been a part of she stated: the creation/implementation of the On-Line Minute Entries (MEEDS) to feed the Docket and COC webpage; working with several departments to create E-Warrants, being involved in the opening of the NW, NE, and South Court Tower facilities; establishing the exhibits policy for OSHA compliance for bloodborne pathogens and hazardous material (this project involved several agencies, included creating two Administrative Orders and training for courtroom clerks); the initiation of the Juvenile ECR, and developing training videos for new courtroom clerks where she helped write scripts and produce. Marian said, "I am very appreciative to have had the opportunity to work with the employees here. They all have helped shape and define who I am and I'm honored to have worked with incredibly talented people throughout the organization."



Marian Catt

PAT - "The Office has always been a part of my life," Pat said. When asked what accomplishments she is particularly proud of she said, "I was given a variety of responsibilities over 30 years, including being a project manager, training coordinator, director of the evening shift, MFR Coordinator, and other duties as assigned and was able to do a good job in whatever area I worked in. I learned a great deal along the way." Her most satisfying accomplishment was contributing as Manager of Training and Staff Development to building the foundation of our current training program. Pat was also able to assist people with creating documentation or enhancing skills that helped enable them to realize the goals they were pursuing.



Pat Percival



The Extra Mile

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

CO-WORKER COMPLIMENTS

“I want to thank **Wendy Powley** for everything she does for our department. She goes out of her way to make her co-workers feel special. She makes sure everyone’s birthday is celebrated by buying birthday cards, having everyone sign them, and baking cakes. She sends thank you notes to people acknowledging their work and efforts. A co-worker recently became ill and she not only bought her get well cards and gifts, but also was there by her side giving her hope and sending well wishes from the department. She also coordinates potlucks and makes sure everything is cleaned up afterward. She just goes above and beyond in everything she does, especially in making her co-workers feel special. She is very much appreciated.” – *Yvonne Bondanza-Whittaker*

“I want to give a BIG THANK YOU to **JakinDee Kosaka** for training me and providing assistance on a daily basis!” – *Valerie Marino*

CUSTOMER COMPLIMENTS

Family Court Services Manager Don Vert received a call from a customer who stated she works in customer service and wanted to commend **Lucia Benavides**, **Russell Vojir**, and **Scott Buckman** in the Research Division for their great customer service. She stated she has dealt with all three employees and received excellent customer service from each of them. She said the office should be proud to have such good customer service.

The staff behind the Office’s recent national awards

In June, the Clerk of the Court’s Office received news that it had won three Achievement Awards from the National Association of Counties for the innovative programs it implemented to increase efficiency and enhance service. The winning programs are **Mandatory eFiling**, **Court-to-Court (C2C)**, and **Electronic Court Record Online (ECR Online)**. Below are photos of many of the employees who were involved in implementing these national award-winning programs. To read more about the awards, you may visit the [Clerk’s website](#).



Mandatory eFiling - Merriel Trombley, Cheryl Odell, Kathy Whittiker, Lauri Million, and Correnia Snyder. Not pictured: Brenda Burton, Rich McHattie, and Becky Magana.



C2C - (front row, left to right) - Ruben Trejo, Vonda Culp, Emmy Greth, Elva Martin-Mendoza, and Juanita Summerhill. (back row, left to right) - Flor Nevarez, Pam Crawford, Sharon Rochford, and Mark Jensen. Not pictured: Dorothy King and Rich McHattie



ECR Online - (left to right) - Mark Jensen, Candy Terry, Justin Mayse, and Shane Monroe. Not pictured: Diana Garbarino and Rich McHattie



Who's on OnBase

For the Arizona Diamondbacks, "on base" means they have 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. Last fiscal year, a monthly average of **287,885** adult court documents/marriage licenses were added to OnBase. Today, the Office has **31,523,377 million** adult documents and marriage licenses in OnBase and **44 agencies** have been granted access to this electronic repository.

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 case types and marriage licenses. Since that time the repository has been rapidly growing.

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; Juvenile Public Defender; Legal Advocate; Legal Defender; Office of Legal Advocate; Office of Contract Counsel; 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; Department of Administration; Department of Corrections; Department of Economic Security - DCSE; Department of Revenue; Office of the State Capital Post Conviction Defender; Registrar of Contractors; Supreme Court - Chief Justice Office; Water Master's Office

OTHER ARIZONA COUNTIES

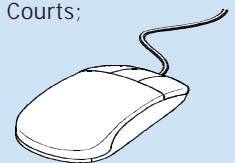
Cochise County Superior Court; Gila County Attorney - Child Support Div.; La Paz County Attorney - Division of Child Support Enforcement; Navajo County Attorney - Child Support Div.; Pima County Attorney's Office; Pima County Courts; Pinal County Child Support Div.; Yavapai County Attorney's Office

FEDERAL

Federal Bureau of Investigation; Federal Public Defender; U.S. Adult 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; Pascua Yaqui Legal Services



In a snap –

Employee snapshots with the newsletter

Each month, employees are invited to submit a photo of themselves reading the *Record Times* while they are on vacation. Last month, the newsletter was seen in China. This month, it can be found at one of the most famous places in the world.

Pictured to the right is ITG Director **Ron Bitterli**, who posed for a picture with the newsletter at Stonehenge in England.

You may submit photos of yourself reading the *Record Times* while on vacation at any time for this monthly newsletter feature.

To submit a photo:

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

You may submit more than one photo from your vacation and you may submit photos more than once from other future vacations as well.





The Employee Track

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

BIRTHS

• Congratulations to Family Courtroom Clerk **Kecia Philpot** on the birth of her second grandchild, but first granddaughter on June 19. Her new grandchild's name is Chloe Jade and she weighed 6 lbs. 6 oz.

MARRIAGES

Congratulations to Civil Courtroom Clerk **Laura Nixon**, who got married on June 21 to Michael Nelson. She said they "plan to live happily ever after!"

OFFICE ANNIVERSARIES

The following employees celebrate milestone Office anniversaries in July:

- **5 Years - Shannon Bowdoin, Nicki DeLaCruz, Julieta Garcia, Martha Makawi, and Constance Vila**
- **10 Years - Monica Randez and Justin Spelgatti**
- **20 Years - Donna Hall**
- **25 Years - Richard Gonzalez**
- **35 Years - Janice Arnold**

NEW EMPLOYEES

- **Court Operations Manager (Grandy Jury, RCC/EDC, CR File Counter) - Ken Errico**
- **CR Financial Obligations - Joe Cobos**
- **Family Court Services - Michelle Figueroa**

EMPLOYEE SPOTLIGHT



Name: Dan Sullinger / **Department:** Support Services, CSC / **Hometown:** Phoenix, AZ / **Family:** Barbara (Wife), Shannon (Daughter- age 28), and Michael (Son - age 24) / **Birthday:** April 15 / **Years With the Office:** 30 / **One Thing That You Enjoy About Your Job:** The people I work with and all the places I have worked in during my 30 years – exhibits, discovery & confidential, file room,

customer service, film room, mail runner, CR Filing Counter, Change of Venue Clerk Incoming and Outgoing, EDM, Support Services. / **Favorite Activity(ies):** Watching any and all Indy car and Formula One races. I have watched every race in both of these since 1986. / **Least Favorite Activity(ies):** Helping wife with housework, YUK! / **The Hardest Thing That You've Done:** Recovering from a heart attack in 1998 when I was 37. At that time, the hospital said I was the youngest person they ever saw in there for this. It was the most pain I have ever experienced in my entire life. / **What is Something You Are Proud Of:** I taught myself how to build a PC from scratch from all the parts to various operating systems. I never went to school for it. I have been building my own PCs since. I helped my dad build a PC that was all clear and looked like a truck with wheels, fans as lights, and it still works today. It was highlighted in *PC Magazine*. / **Favorite Meal:** Any Mexican dish, right behind pizza / **Your Favorite Place to Eat Out:** Luna's or Red Robin / **Favorite Movie or TV Show:** TV - *Eureka* and *Warehouse 13* / **A Dream I Have Is To:** I would love just once to take any sports car around the Indy 500 Track...and I mean at 150 mph. / **A Hobby/Special Collection:** I fly RC Helicopters and Quadcopters 3, 4 and 6 channel models ranging in size from 5 in. to 2.5 feet. I have 16-18 of them. / **What Has Been Your Favorite Vacation Destination:** Oregon ... the most beautiful state with the coast, Mt. Hood, and Crater Lake / **Where Would You Like to Travel To Next:** Formula One Grand Prix in Houston, TX with grid passes / **A Pet Peeve:** Single car drivers in the car pool lane. / **Two People With Whom You Would Like to Have Dinner:** Race Car Legend Mario Andretti and my late Uncle Kenneth (the wisest man I ever had the honor to know). / **What Was Your First Job:** Whataburger / **Nobody would believe it if they knew ...** I worked at a game room and became known as a pinball wizard. I own a real pinball machine today. I can make 50 cents last 30 to 45 minutes on a game and sometimes 10 minutes on one ball. I also have four heart stents and at one time I had over 2,500 DVD movies and TV show box sets in our house (looked like Blockbuster). I have since trimmed it back to 700-880 blu rays now.



Changes made to enhance Employee Purchase Program

from Maricopa County

We are pleased to announce recent enhancements have been made for Maricopa County employees to receive pricing under the US Communities contract to place personal orders through the Independent Stationers that will be delivered to any UPS deliverable address. The following information provides some guidelines on how the process works.

- User must call in their order to the Independent Stationers at 877-872-8599 and provide account # 86600472-EO
- Maricopa County employees must tell Customer Care they are an employee of the County and are using the EPP.
- Orders placed before 4:00PM local time will ship out same day;
- All orders must be paid with personal credit card (no checks);
- Any issues with orders must be directed to the Customer Care Team at 877-872-8599
- Orders most likely will ship UPS (not next day) with the following shipping costs (these are estimated shipping cost only, actual cost will apply):
- Under \$100: **\$5.95** / \$100.01 to \$125.00: \$6.95 / \$125.01 to \$150: **\$7.95** / Over \$150: flat rate of **\$9.95**
- Employees can browse the catalog at <http://ebc.maricopa.gov/OfficeSupply/>, generic user id and password also provided.



Tips from the Trainer

by Steve Weston

Writing for Effect

Clear succinct communication is the hallmark of an effective leader. It allows sharing of the vision, goals, and tasks; and enables everyone to understand what they need to do. Effective communication is a vital means of getting business done, it is about getting the message across succinctly; and clear writing reflects clear thinking.

There is no single correct way to produce a document and many organizations have their own house-style. The advantages of a house-style is that information produced in an organization is set out in a standard format enabling the reader to rapidly assimilate the detail, and know where to find the key information they are seeking. Getting your message across may be as simple as issuing a clear instruction, or may require you to persuade the reader to accept a conclusion based on complex reasoning.

To write effectively, follow the advice below:

1. Think before you write; a few moments reflection before you write can save a lot of misunderstanding or confusion later on.
2. Get the facts right; a few moments confirming facts before you write can save embarrassment or much worse.
3. Plan what you are writing; structure documents logically; strive for effective, relevant and persuasive content.
4. When you write, distinguish clearly between fact and opinion, using plain, straightforward language.
5. Review your writing; the credibility of your document may be questioned if has spelling, grammatical or factual mistakes.
6. Ask yourself, "Does the document achieve what you want it to?"
7. Share the document; allow others to assist you in ensuring the document communicates the intended message in an effectual manner.

It takes time to develop the habit of writing effectively, but once mastered the skill will save time. Not only will it be quicker to write; but clear communication means that the readers will not take up valuable leadership time seeking clarification or worse still misinterpreting your intentions.

