



Be on the look for a variety of costumes on Oct. 31



At last year's Costume eVent, two employees dressed as "Little Red Riding Hood and the Big Bad Wolf" were voted on by employees as having the "Best Overall Costume." This year, there could be some new employees who want their own story told for having the best costume. To see the costumes that will be placed in the book of winners for 2012 and be remembered happily ever after, the Office will hold its **7th Annual Costume eVent** on **Wednesday, Oct. 31**. The eVent provides the opportunity for Clerk of the Court employees to vote on their favorite Halloween costumes in various categories.

Among last year's costume categories were: Best Large Group, Best Small Group, Funniest, Scariest, and Best Fictional Character. This year, the categories will be determined based on the various costumes of employees.

The Costume eVent will work as follows: photos of employees who are in costume and want to participate 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 in each category. The votes will be tallied and the winner's will be announced in the November *Record Times*.



Several different characters appeared at last year's Office Costume eVent. Who will be coming this year?

Fur-st ever Paws-tume Contest will be time for "Show and Tail"



In addition to the Costume eVent on Oct. 31, the Office will conduct a "Paws-tume Contest" for employees and their pets. To participate, employees simply need to submit a photo of their pet(s) in costume anytime between **Nov. 1 through Nov. 7**.

Here's how to enter:

1) Take a digital photo of your pet(s) in costume; **2)** Send your photo to Public Affairs' Len Keso anytime between Nov. 1 - Nov. 7; and **3)** Include with the photo: pet's name, pet's costume name, your name, and your department.

Here are a few guidelines:

- If you have more than one pet, you may submit your pets individually (up to three pets).
- If you have more than one pet and want to submit them as a group theme, the group should have two or more pets.
- Submit one photo per pet or group of pets. Limit is three total photo entries.
- Photos should be of pets only and not include people.

A special salute to veterans is planned for Nov. 7

Maricopa County officials are sponsoring a special **Veteran's Day Celebration** from 9:00 to 10:00 a.m. on Nov. 7 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.





Michael K. Jeanes
Clerk of the Court

A Minute with Michael



The teamwork of the Juvenile ECR initiative

"Teamwork - the achievements of an organization are the results of the combined efforts of each individual." – *Vince Lombardi*

I have used this quote about teamwork from the famous football coach Vince Lombardi once before in this newsletter column. However, it comes to my mind once again because of the outstanding teamwork that I have seen in regards to our recent implementation of the **Juvenile ECR**. This initiative was a major undertaking for our organization and its successful implementation is due to the countless efforts of many individuals in this Office. I would like to mention those staff members who have played and/or are playing a part of this initiative. But before I do that, here's just as a quick refresher about Juvenile ECR:

On Oct. 1, our Office officially began Phase 1 in transitioning from paper records to an electronic court record in the Juvenile case type. Phase 1 includes the scanning of all newly-filed documents in Guardianship cases (JG) and signed minute entries for all case types. Unsigned minute entries are auto-e-filed in all Juvenile case types. Minute entries are now available only on the ECR; no paper copies of minute entries are being placed in case files for all case types. For JG cases, documents are not being placed in the existing paper file, and no new paper files are being created. More phases will be implemented in the future as we expand this initiative to other juvenile case categories.

Now, here are those individuals whose combined efforts have resulted in a great teamwork achievement for our organization. I offer each of them my sincere appreciation:

- **Business Analyst and Project Manager: Dorothy King**
- **Juvenile Operations: Norma Barron, Erica Bradford, Diane Hoy, Cindy Malnar, Kiera Molina, Clarissa Quinonez, Regina Ruiz, Debora Wells-Guevara.** The three operations staff from each location that have been trained to scan documents are: *Durango* - **Michael Aiston, Willie Manalo, and Daisy Stout**; *Southeast* - **Sharayah Dunst, Felicia Hutchinson, and Neyma Ortiz**
- **Juvenile Courtroom Services: Jenny Black, Connie Marcum, Shannon Ward, and Kathryn Martin**
- **EDM-QC: Joyce Auchinleck, Chris Cerrato, Kim Dollins, and Michelle Monick.** Joyce provided endless information and guidance regarding the ECR, auditing, and workflow. Chris, Kim, and Michelle trained the six operations staff on how to clean and operate the scanners and provided on-site support on the first day of scanning.
- **ITG: Ruben Trejo**, who provided endless efforts and guidance in all aspects of OnBase, including the establishment of workflow for JG cases and setting up user groups; **Dennis Benzer, Scott Hensel, Dar Unger, and Adrian Roberts**, who loaded the OnBase Thick Client on all Operations Staff PCs, set up printers for the printing of bar code sheets, set up the Public Viewing PCs, and provided all other daily support; **Ken Troxel, Gail Totter, Candy Terry, Tom Riggs, Ryan Murray, and Scott Hensel**, who provided the modifications and enhancements to Juvenile MEEDS.
- **EDM Manager: Mark Jensen** – Mark provided endless words of wisdom in establishing a Juvenile ECR and guidance to comply with established policies.
- **QC3: Donna Hall, Tina Barrett**, and all of the **Discovery and Confidentials unit**, who perform the QC3 audit of juvenile documents.
- **Juvenile ECR Steering Committee: Joyce Auchinleck, Dennis Benzer, Wimberly Doran, Mark Jensen, Dorothy King, Rich McHattie, Cindy Malnar, Ruben Trejo, and Debora Wells-Guevara.**

In the first 14 work days of the Juvenile ECR initiative, we scanned **2,715** documents (1,676 at Durango and 1,039, at Southeast)



Clerk's Construction Corner

by Wendy Johnson, Project Manager

It's hard to believe that Phase I move-in is less than two months away! The specific move-in dates are as follows: **December 14-16** – File Counter Support and Family Support Services (Chambers); **December 21-23** – File Counter, Accounting, and Billing (CCB). Some of the highlights in Phase I include: office glass and glazing completed; window replacement completed; vault installation completed; overhead lighting install in process; terrazzo flooring install in process; and painting 99% complete.

Central Court - West Court Office Areas



Supervisors office.



Office area looking east. (photo taken from former court clerk floater area).



Lead workstation behind file counter.



Looking through southside windows.



Employee side of new file counter.



Flooring preparation for file counter lobby.





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.)

CO-WORKER COMPLIMENTS

“I would like to give a big THANK YOU to **Scott Hensel** and his ITG team for their countless hours working on the Bizhub project.” – *Wendy Johnson*

“I would like to thank **Lucia Benavidez** in Family Support Services for providing customer service to our Spanish-speaking clients whenever our Spanish-speaking specialists are unavailable in CFO.” – *Tracy Lundblad*

CUSTOMER COMPLIMENTS

A customer sent an email to the Office complementing the work of two Clerk employees. He wrote, “I would like to recognize two of your professionals for a job well done. Without expanding on my situation. I’m grateful to **Tiara Anderson** and **Michelle Paigen**. They absolutely showed that customer service can still be exemplary. Please accept this email of appreciation as a job well done. I’m very grateful to your staff and members.”

An attorney in a Civil case recently took time to contact the Office to express his appreciation for the fabulous assistance that Northeast Courtroom Clerk **Robin Tomlinson** and the judicial assistant for Judge McVey provided during their trial preparations.

A staff member from the Public Defender’s Office recently sent a very complimentary email to **Tiara Anderson** for her excellent service. He wrote, “I wanted to let you know what a great help Tiara was to me late Friday. The attorney I work for had filed several replies to motions to meet a deadline today. After he left for the day, we received notification that one of the filings had been rejected. The attorney authorized me, via phone, to file the document(s) correctly. The document consisted of the Reply and an Affidavit that had two parts, so it was critical that all three parts get filed today. I received email notification that two of the three parts were accepted, but I needed to make sure that the third part was accepted before I left for the day (we had a deadline, remember).

I know that on Fridays, people are weary from their work week and many will offer less than adequate service. This was not the case for Tiara, however. She took the time to make sure that the filing for the third part of the document was accepted. She really went the second mile to assist me so that I would not worry all weekend about whether or not the filing was accepted.

We often take our best workers for granted, and I wanted to make sure that you knew what a great job Tiara did for me so that she gets the recognition she deserves. She is truly an asset to the Clerk of the Court.

AWESOME!

Excellent

Very Good

Satisfactory

Marginal

Poor



WANTED: Your photo with the newsletter



For the past many years, the *Record Times* has featured photos of employees reading the newsletter while they are on vacation. The supply of photos is temporarily depleted after this month and therefore, a call is being made to all employees that when you are traveling, be sure to grab a camera and a newsletter and start snapping. To submit a photo for this feature, see the “Snip-Snap” section on the next page (page 5), which provides the instructions.





eFiling Foundation training/final testing underway!

by Rick Hutton, Business Analyst

Based on the progress and results of the Conference Room Pilots (CRP) for Clerk Review, Judicial Review, and Courtroom Clerk Review, the “Go Live” date for the new eFiling system has been pushed out. The new “Go Live” date is **November 19**. The new date was determined based on limited progress toward training divisions and courtroom services staff and the need to complete final System Integration Testing.

COSC document services staff has almost completed training and is already preparing for the new implementation date. One-on-one training for Judicial Officers and Judicial Assistants is currently underway and will continue through November 19. All of the users who have been trained will have access to a training version of the new application to allow adequate time to become familiar with the redesigned functionality available to them.

The final Conference Room Pilot (CRP) for Judicial Review was completed earlier this month. This CRP involved final testing of the Judicial Review module to confirm the ability to add an Event/Hearing. The CRP for the Courtroom Clerk Review module, which provides the ability for Courtroom Clerks to file in and endorse Orders granted by the Judicial Officer, was also completed this month. With the CRP complete, we are moving forward with the System Integration Testing (SIT).

For the SIT, the team will process eFilings through each module of the system to ensure all functionality across all modules is working as designed. With a successful test, the new system will be deemed ready and moved to production!

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

Rick Hutton, Business Analyst
602-506-6115
huttonr@cosc.maricopa.gov



Joseph Silberschlag, Training Consultant
602-506-2171
silberschlagj@cosc.maricopa.gov



Snip-Snap

(A section of snippets and snapshots)

Express photo with the newsletter

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, an employee was pictured on a boat ride in Maine. This month, the newsletter can be seen at place of a famous horse ride.

Pictured below is Public Affairs' **Len Keso**, who posed with the newsletter while he was in Gothenburg, Nebraska at an original Pony Express Station.

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 your photo(s) with the page during your vacation;

3) Email the digital photo to Public Affairs Office's Len Keso. Include with it your name, department, and a description of photo.



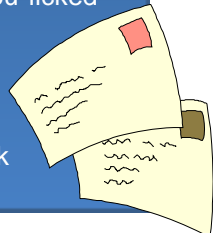
More than one way

The following short anecdote shows there is always more than one way of doing things.

A husband, wife, and their six-year old son were working on Christmas cards. The son's job was to lick the stamps and put them on envelopes, but he didn't like the taste of the glue on the stamps. So, he left the room and after a while he proudly emerged with every envelope stamped.

"I thought you didn't like how the stamp tasted when you licked it," the mom said.

"Yeah, it was yucky," the boy replied. "So, I just licked the envelopes and then stuck the stamps on them."





The Employee Track

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

OFFICE ANNIVERSARIES



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

5 YEARS

Maria Medina Saenz and Evelyn Laborin

10 YEARS

Rick Hutton, Kimberly Maloy, Melanie Sahli, and Patti Sanderman

15 YEARS

Jennifer Herman and Kathy Ballard

NEW EMPLOYEES



- Courtroom Clerks - **Mary Aldham, Roberta Hillman, Cheryl Lazier, Marsheila Nash, Christina Van Arsdale, and Dawn Van Hoorn**
- ITG - **Quanah Orr**
- Northwest Court Operations – **Rebecca Sexton**

AWARDS/HONORS

Scan-tastic effort this quarter

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%) -

Doris Mofford, Bonnie McGovern, Rebecca Shanks



Gold Certificate (99.90 - 99.99%)-

Margaret Brickman, Regina Frigo, Stacy Kennow, Reta Sneddon

Silver Certificate (99.80 - 99.89%)

Tara Alameda, Erendira Bautista, Jacqueline Francisco, Velia Rosales, Justin Spelgatti

EMPLOYEE NEWS

- **Adriane Noyes** transferred from working at the SEA Filing Counter to become a courtroom clerk at SEA.
- **Ruth Bartlett** transferred from working at the NE Filing Counter to become a courtroom clerk at NE.
- **LaVonia Digs** transferred from being a courtroom clerk to become the new Trainer/Lead in the Criminal Financial Obligations Unit.





The County Corner



Communicating the county's innovation success stories: Spread the word!

In the summer of 2011, Maricopa County held the first “Designing for Innovation Forum” to increase collaboration and communication among county employees. The consensus was: “Communications about innovation in the county must be consistent and constant and that success stories should be publicized and recognized.” As a result, the Innovation-Collaboration Team, headed by the county’s Innovation Manager Karen Stewart, commissioned a communications team to report training opportunities, rewards and recognition, communications, the Idea Factory, and the Rewarding Ideas Program and county-wide success stories to all employees.

As ambassadors for innovation and collaboration, the Communications Sub-Committee asks that you help spread the word about formal and informal idea generation, best practices, and any results that provided added value to the County. Your Communications Sub-Committee consists of Christine Jasinski – Waste Resources & Recycling, Connie Koch – Adult Probation, Johnny Dilone – Environmental Services, Laura Nava – Office of Public Defense Services, Linda Mendenhall - Flood Control District, Richard de Uriarte – Board of Supervisors, Toby Urvater – Public Health. Contact any of us today with one of your department’s success stories.

Look for the “Innovation Corner” feature in *Advantage Magazine* and your department newsletter. Each article will have a success story of the great ideas being implemented across the county.

Maricopa Regional Trail celebrates milestone



The Maricopa Regional Trail development project reached a major milestone last month when completing the midpoint in the construction of 421 miles of trail that will link the county’s 10 parks and provide miles of hiking, mountain biking and equestrian trails across the county.

The trail has been more than a decade in planning and in construction and, once completed, will link all 10 Maricopa County parks surrounding Phoenix and its suburbs. It will provide challenging, longer trails for competitive hikers and mountain bikers seeking back-country experiences outside the urbanized park systems. The trails between Cave Creek and Lake Pleasant are already being used for hikers training to cross the Grand Canyon rim-to-rim.

“This project will be a great legacy for our children and our children’s children,” commented Supervisor Andy Kunasek, who served on the Trail Commission for several years and guided its master plan. “I see this project as a ‘Pathway to the Parks,’ where you can experience the desert from the San Tan Mountains to the McDowell’s and Lake Pleasant to White Tank and

South Mountains.”

Much of the most recent trail work has been completed in the San Tan Mountain Regional Park connection from Gilbert. The trail is being knit together by obtaining or purchasing right of way from other jurisdictions, identifying and securing easements on canals, parks and utility corridors. Then a private contractor builds four-foot wide trails through the desert terrain. An additional 59-miles will be constructed by July 2013, mostly in the McDowell Sonoran Preserve and Tonto National Forest. The funds come from the county’s general fund, with an estimated \$2.3 million remaining for the next four fiscal years.

The effort has required cooperative agreements with Phoenix, Scottsdale, Peoria, Cave Creek and Guadalupe, the Tonto National Forest, the Maricopa County Flood Control District and Salt River Project. Maps for the completed segments of the Maricopa Regional Trail system can be found at <http://www.maricopa.gov/parks/MaricopaTrail/>.