



Combined efforts result in quick success for restitution program



\$1 million mark reached in release of funds to victims of crime

Clerk of the Superior Court Michael Jeanes and Maricopa County Attorney Bill Montgomery announced this week the **Victim Locate Program** that the Office's launched in partnership two years ago, has reached the **\$1 million mark** in disbursement of funds to the victims of crime. The released funds were previously on hold with the Clerk of the Court's Office due to addresses becoming invalid after a person moved, or other status change occurred, and no notification was provided.

Clerk of the Court Michael Jeanes and Maricopa County Attorney Bill Montgomery hold a press conference on Sept. 26 announcing the \$1 million dollar milestone was reached in the Victim Locate Program. of time since beginning the program," Jeanes said. "However, what is most pleasing is the fact that this restitution, which we had been holding, is now in the hands of those it belongs to – the victims of crime. I am grateful to the Clerk of the Superior Court staff and to the Maricopa County Attorney and his staff for their efforts and teamwork to make this such a successful and gratifying program."

"This is a remarkable accomplishment in a relatively short amount of time since beginning the program," Jeanes said. "However, what is most pleasing is the fact that this restitution, which we had been holding, is now in the hands of those it belongs to – the victims of crime. I am grateful to the Clerk of the Superior Court staff and to the Maricopa County Attorney and his staff for their efforts and teamwork to make this such a successful and gratifying program."

...continued on Page 2 – See "One million dollar milestone"

Phase 1 begins October 1 for ECR implementation in Juvenile

On Jan. 1, 2007, the Clerk of the Court's Office made a historic change in how it handled the enormous amount of documents it received. On that day, the paper documents for adult case types were no longer placed into a hard copy file 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 record (or ECR) stored in an electronic repository became the official court record. This initiative was called 1/1/07. **On Oct. 1, 2012** (five years and 10 months later) history will be repeating itself in the Office; however, instead of it happening in the adult case types, it will be occurring in the juvenile case type. Beginning Oct. 1, the Office is officially initiating Phase 1 of the ECR project to transition from paper records to the ECR in the juvenile court. Like the adult case type, the ECR in Juvenile will become the official record.



(From left) Ruben Trejo, Cindy Malnar, Debora Wells-Guevara, Dorothy King, Joyce Auchinleck, Regina Ruiz, and Clarissa Quinonez gather in the scanning room at Durango Juvenile. The room will begin being very active on Oct. 1 when Phase I of the Juvenile ECR is implemented. These staff members are only some of the Juvenile ECR team members who have helped plan and/or will assist in this important initiative. More Juvenile ECR team members will be highlighted in the October issue of *Record Times*.

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... One million dollar milestone reached

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“We are extremely pleased to have partnered with the Clerk’s Office to create this program to help find the victims who are due restitution,” Maricopa County Attorney Bill Montgomery said. “It is remarkable to see, rather quickly, the \$1 million mark reached in the disbursement of these funds to the rightful people. This success shows the spirit of teamwork and innovation at its best within county government. I commend our investigators on the excellent job they have done using their expertise and resources to find those who are owed restitution. I also congratulate Michael Jeanes and his staff for all of their outstanding work, which helped make this accomplishment possible.”

The Victim Locate Program began in 2010 when Clerk of the Court Michael Jeanes contacted the County Attorney’s Office to ask for help in locating victims who were owed restitution. The Clerk’s Office was holding pending restitution for these victims that it was unable to disburse due to the incorrect mailing addresses. Utilizing the County Attorney’s internal investigative resources and additional databases to locate current addresses, in the first week of the joint program, the Office’s located 76 victims who had funds on hold. A little more than two years later, the program has now reached the \$1 million mark in restitution, which represents **3,175 cashed checks** from **5,325 victims** who were located. Last year, the Victim Locate Program was awarded an Achievement Award from the National Association of Counties in recognition of it being an innovative program.

The Clerk’s Office cannot hold restitution money indefinitely. If unclaimed and the rightful owner is not found, the funds are sent to the State Department of Revenue as unclaimed property, according to statutory timelines.

The Victim Locate Program process was developed by Criminal Financial Obligations Supervisor **Angie Smith**. She is assisted today in the program by CFO staff member **Lisa Kendall**.

... October 1 implementation of the ECR in Juvenile

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“The ECR will eliminate the need to maintain hard copy files,” Clerk of the Court Michael Jeanes said. “Each year, we will no longer need to file and store thousands of paper juvenile documents. Many people have worked to make this happen. A special thanks goes out to each person who contributed to this important initiative. It is another major step in increasing our efficiency and improving our service.”

The Juvenile ECR will be implemented in four phases which begins Oct. 1 and will continue through 2013. Phase 1 includes: 1) scanning of all newly-filed documents in Guardianship cases and 2) scanning of signed minute entries types and auto filing of unsigned minute entries in all Juvenile case types. Existing Guardianship cases will include both newly-filed electronic documents as of Oct. 1, 2012 and all previously filed paper documents through Sept. 30, 2012. Also, minute entries in all Juvenile case types as of Oct. 1, 2012 will be available only in the ECR. Approximately 100 Guardianship documents are filed with the Office per day.

Phase II of the implementation will be in seven case types: Adoption Certification (AC), Adoptions (JA), Severance of Parental Rights (JS), Relinquishment of Parental Rights (JI and JR), Emancipation (JE) and Protective Orders (JP); Phase III will be in Dependency cases (JD), and will include electronically transmitting juvenile cases on appeal via the Court to Court application; and the final phase will include Delinquency cases (JV).

The project does not change the confidentiality of juvenile records. Access to records remains the same, only the format is changing. Juvenile records are available at the Clerk’s juvenile facilities at Durango and in Mesa.



Holiday Reminder

Due to a legislative change and implementation by Maricopa County, the Clerk’s Office and the Superior Court in Maricopa County will be **open** for business on Monday, October 8 (Columbus Day). In exchange, the Clerk and Superior Court will be closed on the Friday (November 23) following Thanksgiving.



Michael K. Jeanes
Clerk of the Court

Michael's Minute



"We've always done it that way"

Here's a little humorous anecdote that serves as a simple reminder to not let ourselves get into the mentality of "We've always done it that way."

A management consultant was hired by a manufacturer in Britain to help improve its general operating efficiency. At one plant in London, she spent weeks reviewing daily reports that tracked productivity, absenteeism, machine failure, etc. The reports were filled out by hand on a photocopied form. At the top of the form, the consultant noticed a small box that was always filled out with the number zero. The form had been photocopied from the original so many times that she couldn't make out the instructions beneath the box.

When she asked about the zero, the plant manager shrugged. "There's always been a zero in the box," he said. "That's what they told me to put there when I started. I don't really know why, but there must be a good reason for it."

As the consultant finished her work, she was checking some file cabinets when she discovered what looked like the original form, dating back to World War II. Intrigued, she looked at the box to see what important data it was meant to track, and how it was relevant to the plant's current operations. Then she realized the flaw in "We've always done it that way." Underneath the box were the words, "Number of air raids today."

Election year "Do's" and "Don'ts"

With the Nov. 6 General Election approaching, below is a list that provides a reminder of the proper and improper political activity for county employees. The Arizona Code of Conduct for Judicial Employees, effective Feb. 1, 2010 changed some prior limitations. New code of Conduct Rule 4.2 states that courtroom clerks, judges' personal staff and high-level court managers may not hold any elective office because their actions and comments might be attributed to the judge, due to their close association with the judge.

EMPLOYEES MAY...

- Cast a vote.
- Express personal opinions about candidates and issues. Note that your opinions may be attributed to the courts or county if you are wearing clothing or a lanyard that identify you as a court or county employee.
- Attend meetings to acquire information concerning the candidates for public office and the political issues.
- Campaign for or against ballot issues, referendum questions, constitutional amendments, municipal ordinances.
- Circulate candidate nomination petitions or recall petitions.
- Campaign for themselves and hold unpaid, non-partisan, public office without taking a leave of absence if the elected office is consistent with judicial employment, the employee receives permission from the Clerk, and the employee is not a courtroom clerk.
- Sign nomination or recall petitions.
- Make contributions to candidates, political parties, or campaign committees contributing to candidates or advocating the election or defeat of candidates.
- Engage in activities to advocate the election or defeat of any candidates or campaign committee contributing to candidates or advocating the election or defeat of candidates.

EMPLOYEES MAY NOT...

- Make political endorsements in which they identify themselves as court or county employees.
- Use any official authority to affect the vote or the political action of any person or for any consideration.
- Be a member of any national, state, or local committee of a political party, or an officer or chairman of a committee of a partisan political club.
- Engage in any political activity or display literature, badges, stickers, signs or other political advertisements on behalf of any party, political committee, agency, candidate or ballot measure while on duty, while in uniform, or at public expense.
- Maricopa County Ethics Policy, which applies to Clerk's Office employees, prohibits public employees from being a candidate for nomination or election to any public office which is either paid or partisan and requires a letter of resignation upon filing nomination papers or making a formal public declaration of candidacy.





Clerk's Construction Corner

Below are photos that provide a comparison look at the remodeling work in the West Court - Central Court office areas. The first photos were taken on January 5, 2012 right before remodeling work began, and the second photos were taken on September 12.

Central Court - West Court Office Areas



The Civil Filing Counter on January 5, 2012.



A portion of the new Filing Counter area being constructed in September.



The Family Support Services area in January, prior to remodeling work.



The former Family Support Services area this month.



From the courtroom clerk floater area looking east in the WCB in January.



Looking east in the WCB this month.



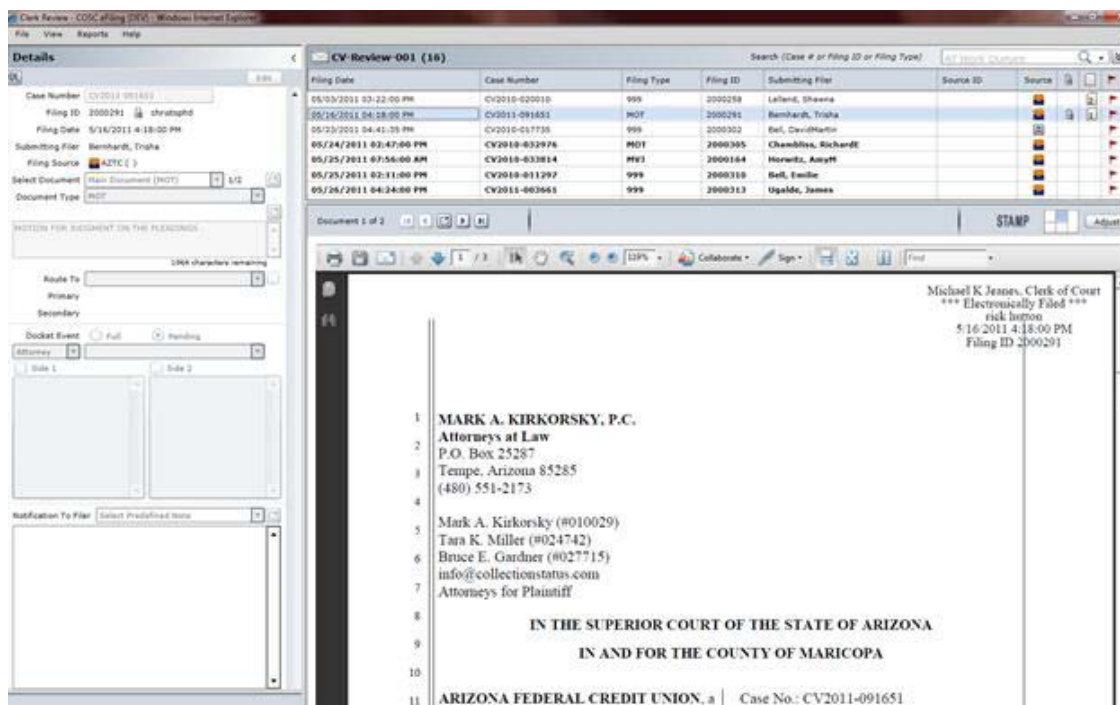


New eFiling application coming soon

by Rick Hutton, Business Analyst

Beginning October 22, the **new eFiling application** will be launched to the COSC document services area, to the Civil, Criminal, and select Family Court divisions, and to the Courtroom Clerks. As part of the technical work involved in creating the updated eFiling Application, an improved look and feel was developed, based upon ongoing feedback from judicial officers, judicial assistants, and Clerk's Office eFiling staff.

Included below is an example of the "Outlook Inspired" design of the new Clerk Review application. Review clerks in the Document Services area will enter this new application to process the large volume of eFilings they receive on a daily basis. Along with providing an environment that allows the user to process filings more timely, the redesigned application eliminates the need for many of the filings to be reviewed in the pending eFile Docket. Document Services expects that at least 40 percent of the filings will skip this extra step and go directly to the main docket screen once they are accepted in the eFiling application. This simple change will significantly reduce the amount of time it takes for these filings to appear on docket after being filed by our customers.



Training on the new system has already commenced. Clerk of Court docket auditors and trainers have been working in the Beta test system to become as familiar with the application as possible prior to the implementation date. Training for the general docket staff and Courtroom Services staff is scheduled to begin over the next few weeks. Additionally, court staff members have been attending classroom trainings with one-on-one division trainings scheduled to commence the week of September 25.

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.

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Joseph Silberschlag, Training Consultant
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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

SOUTHEAST MARRIAGE LICENSE/PASSPORT/PUBLIC RECORDS COUNTER

- “Wonderful service, thanks for taking care of us.”
- “Thanks for being friendly and efficient.”
- “Thanks for being very helpful and thorough.”
- “Thank you all for your resourcefulness in meeting the needs of our customers.”

CO-WORKER COMPLIMENTS

“We would like to express our deepest appreciation for the extra time and generosity **Franci Smock and the Southeast Filing Counter** has given us for taking our mail. Thank you for your willingness to help us during this difficult time while we have been short-staffed. – *the Downtown Filing Counter*”

“A big THANK YOU to **Ed Morris and the couriers** for moving the IT equipment between all of the different locations while we do our PC Refresh and equipment updates. Ed, you and your guys are the best!” – *Adrian Roberts*

“I would like to give a big THANK YOU to **Kristi Gilmet**, a courtroom clerk, for all her help during my transition from Judge Buttrick to Judge Duncan. After working with Judge Buttrick for over eight years, it was a huge adjustment for me and I was feeling overwhelmed. Kristi assisted tremendously with my workload and gave me the encouragement I needed. I feel confident in my new assignment because of her.” – *Chrystal Castro*

“I would like to commend the staff in **NE Document Management** for their great customer service. Most recently, **Kelly Sleseman, Travis Joy, Rebecca Bennett** and **Marenda Sullivan** went out of their way to assist me on separate occasions. Having witnessed the great customer service that Manager **Sheri Jaffe** provides, it is no wonder she has such a great team!” – *Susan Morris*

“The criminal courtroom services managers would like to thank **ALL the criminal clerks** (and that one civil clerk - you know who you are!) for their assistance with court coverage during this difficult time. We would not be able to cover all these courts without your assistance. We can’t express how much your continued hard work and dedication means to us. Almost every time we think we will be short-staffed, one of you steps forward and saves us. Thank you so much. You are the best team ever!” – *Pam Woods, Roxana Anderson, Sig Perez, and Evonne Gonzales*

Thank you to all the **SEA staff** at the **RCC/EDC, Docket, Distribution, Filing Counter, and EDM** for your continued dedication in meeting the guidelines and flexibility in cross-training. I appreciate all of your efforts.” – *Franci Smock*

CUSTOMER COMPLIMENTS

A customer sent a complimentary letter to **Sheelagh Ponicki** saying how much she appreciated her patience, understanding, and assistance while serving her.



The Employee Track

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

BIRTHS

- Congratulations to Southeast Juvenile Courtroom Clerk **Sonia Hernandez** on the birth of her baby boy on Aug. 27. Her new son's name is Alec Zachary and he weighed 6 lb. 6 oz. and was 19½ in. long.
- Congratulations to Courtroom Clerk **Yvonne Gano** on the birth of her third grandchild on September 4. Her new grandson's name is Bryan Caleb and he weighed 7 lbs. 4 oz. and was 19½ in. long. Bryan is Yvonne's first grandson.

OFFICE ANNIVERSARIES

The following employees celebrate milestone Office anniversaries in September:

20 YEARS

Mary Davis

15 YEARS

Michael Aiston, Jenny Black and Sharon Rochford

10 YEARS

**Patricia Wolff,
Patti Carter**

5 YEARS

**Belen Aguilar, Kristy Kee,
Doris Mofford and Linda Valdez**



NEW EMPLOYEES

- Appeals - **Kathleen Slabaugh**
- Civil/Family Court Filing Counter - **Kristin Merrill** and **Tanya Miller**
- Criminal Filing Counter - **Jennifer Ratner**
- Deputy Director - **Wimberly Doran**
- Durango Juvenile - **Clarissa Quinonez**
- eFiling - **Brandon Harris**
- Facilities - **Amory Ford**
- Grand Jury - **Stephanie Walker**
- RCC/EDC - **Amanda Duran**
- Southeast Juvenile - **Sena Allen**



EMPLOYEE NEWS

- Congratulations to ITG's **Ryan Murray**, who successfully completed several months of training to become a Certified Information Systems Security Professional.
- **Julie Garcia** was promoted to court operations lead at Northwest. She was serving in the Civil eFile area.

In a Snap

(Employee snapshots with the newsletter)

Newsletter doesn't miss the boat for photo opportunity

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was seen with an employee who was having a boat load of fun at her college graduation ceremony. This month, the newsletter is seen with an employee who is literally on a boat having fun.

Pictured below is Durango Juvenile Business Analyst **Dorothy King**, who posed with the newsletter while she was riding on a lobster boat off the Isle of Haut, Maine.

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.





\$um success for Billing and Deferral Unit

The **Billing and Deferral Unit** received news from the Arizona Department of Revenue (DOR) that it has been very successful in getting back the greenbacks owed to the Court. The DOR recently released the top five courts/agencies in Arizona that have intercepted monies owed to the Court in 2012 through the Debt Set Off Program (DSO) – and the **Clerk of the Court's Office ranks number two** in Arizona through the month of June.

The DSO was created to hold offenders accountable for financial obligations owed to the Court by intercepting their tax refunds or lottery winnings and sending those funds to the Court. The monies owed by the offenders include various court and jury fees. The program is designed to assist in the enforcement of court orders, and to increase collections in the Arizona court system. Participants in the DSO include the courts in Arizona, divisions of County Attorney offices, and Adult and Juvenile Probation departments.

The process to intercept funds begins with the participant courts providing the name, social security number and the full amount of the debt owed to the DSO program and if a debt claim matches with a taxpayer's refund or lottery winning, an intercept will occur. Below is the list of the top five DSO participants provided by the DOR:

- 1) Phoenix Municipal Court - \$2,186,587
- 2) Clerk of the Court's Office, Maricopa County - \$2,070,743**
- 3) Tucson Municipal Court - \$1,406,377
- 4) Pima County Consolidated Justice Courts - \$1,243,490
- 5) Mesa Municipal Court - \$999,751



A special congratulations goes out to the Billing and Deferral Unit who was recently recognized by the State for their excellent collection efforts. The staff members are (from left) **Richard Gonzalez, Rosa Montoya, Cassandra Salt, Michael Sims, Monica Lundstrom, Linda Castleberry, and Holly Lee**

Tips from the Trainer

by Steve Weston

Working the Clock

Ever look up from your work, notice that the clock shows 3:30 p.m. and wonder, "Where did the day go; why wasn't I able to get anything done?" If you are like most people, it happens far too often; we just don't seem to

manage our use of time very efficiently. Quite naturally, we tend to blame our inefficiency on all the disturbances coming from outside us; when, in reality, the fault may very well lie in our inability to properly schedule and control our daily efforts. Here are just a few suggestions as to how you might better make use of your time:

1. Establish daily goals through the use of a "To-Do" list; making sure to prioritize your list based on the importance of the item first, then its urgency.
2. "Eat the Frog First Thing" – which means you must tackle the most difficult thing first, leaving the easy stuff for the rest of your day.
3. Calendar your work activities as you would other appointments; this lets others know that you are busy.
4. Evaluate your effectiveness every day – did you accomplish your goals or not; and if not, why not?
5. When planning for tomorrow, ask yourself how you can do better.

Try this for one month and see if your days become more efficient; if they do, continue the practice; if they do not, check your methodologies to ensure their efficiency, then adjust accordingly.