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Record Times



A Quick Sprint Edition

A monthly newsletter for Clerk of the Superior Court employees

August 2011

Vol. 17 No. 8

New online game allows students to be leader of their own county



Students in counties across the nation will be able to see what it is like to manage their own county this fall through a new online game created by the National Association of Counties (NACo) and iCivics, Inc. Called "Counties Work," the game helps students, grades 6 - 12, learn about county government by letting them run their own county. A curriculum and "webquest" were also created to help teachers prepare lessons on county government.

Students participating in the game play the part of a county official, who is responsible for providing its residents with services, raising revenues, working within a budget, handling citizen requests, and making the difficult decisions. In the process, they learn about the role and function of county government. NACo anticipates the game will have the long-lasting benefit of helping people be more aware of the importance of county government.

"This is a great opportunity for students to better understand the programs and services that counties provide," NACo President Glen Whitley said.

iCivics, which is a web-based education project designed to teach students civics and inspire them to actively participate in democracy, was the vision of Justice Sandra Day O'Connor. iCivics also has games that cover the U.S. Constitution, the courts, federal government, the president, Congress, and the Supreme Court.

The game is available at www.naco.org/countieswork.

County EBC provides information about cell phone discounts



Maricopa County's EBC intranet provides a page that lists discount information in various categories for Maricopa County employees. Among the discount categories offered on the EBC site is "Electronics," which includes information on discounts with cell phone service plans such as AT&T, Sprint/Nextel, T-Mobile, and Verizon. Also available on this site is information on discounts with Dell Computers and Hewlett-Packard. To visit the site, go to http://ebc.maricopa.gov/hr/employee_rewards/esma/. To visit the EBC, you may go to: <http://ebcportal.maricopa.gov/Pages/default.aspx>.

Clerk news and notes

- This month marks the **10-year anniversary** of the opening of the Customer Service Center.
- The third-quarter **Munch with Michael** meetings have been scheduled. Upcoming dates are:
 - ♦ **Southeast Adult** - 12:30 - 1:30 p.m. / Tues., Aug. 30 / Conference Room
 - ♦ **Downtown** - Noon - 1:30 p.m. / Thurs., Sept. 8 / ECB Tang Conference Room, 3rd Fl.
 - ♦ **Southeast Juvenile** - 12:30 - 1:30 p.m. / Tues., Sept. 20 / Cactus Room
- The **Downtown Customer Information Desk** assisted **153,801** customers in Fiscal Year 2010 - 2011.
- The **Star Call Center**, which is responsible for answering and routing the Clerk of the Court's telephone calls, assisted **261,000** customers in Fiscal Year 2010 - 2011.





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 want to thank NE ML/PP Team (**Hector Castaneda** and **Nancy Rodriguez**) for the assistance and great teamwork they demonstrated while I assisted in their department. They truly are a great team to work with.” – *Sandra Manzo*

“Thank you so much **Brandy Lambert**, **June Nothwehr**, and **Tami Ross** for all of your help during the transition period in Commissioner Doody’s division. I would not have survived without your help.” – *Leslie Slaughter*



“We would like to acknowledge **Dora Sandoval** (EDM) for all of her hard work, dedication and expertise in her field. It is so comforting to know when we have a problem that we think is impossible, we can call on Dora and she will have the answer or will know where to go to get the answer. Recently, we had a three-year old minute entry that had been issued to an incorrect cause number. Dora was able to track down the correct case number on OnBase using only docket codes for a certain period of time. We were then able to issue the minute entry to the correct case, which accurately completed the electronic court record. It is because of people like Dora, who are ready, willing and able to help, that our jobs are made a little easier.” – *Roxana Anderson and Laurie Dagna*

CO-WORKER COMPLIMENTS

A Los Angeles attorney called the Office to speak to Court Operations Supervisor Merriel Trombley to let her know about the excellent service he received from eFiling Team’s **Michelle Paigen**. He said Michelle was extremely helpful when he was preparing his first eFiling in AZTurboCourt. He said she was extremely patient, professional, courteous, and calm. He said he had a wonderful sense of security in knowing that our Office will handle his documents well because the staff are so well trained. He expressed how appreciative he was for Michelle’s excellent service.

New Courtroom Clerk **Kelly Berndt** was the subject of a very nice email from Judge Martin. Kelly had been training in the judge’s division for six weeks. The judge said, “She was terrific. We have enjoyed having her here. She is going to be a good clerk.”

A customer sent an email to Juvenile Administrator Melody Tinsley to compliment the work of Durango Juvenile’s **Jan Price**. The customer said Jan is the “go to gal” and that she is a wonderful person to work with. She said that Jan is always understanding, patient, and accommodating. She said Jan is the one she would choose to help under any circumstances and that she is a real winner. She expressed that Jan helps with grace and care and that “she is absolutely the BEST!”

Commissioner McGuire sent an email to Family Court Services’ **Elisa McGrath** after she had assisted him. He wrote, “I really appreciate your lightning-quick response. You really saved the day!”

A customer recently sent an email to Michael Jeanes to let him know about the outstanding service of NE Marriage License/Passports/Public Records’ **Nancy Rodriguez**. He said, “You have a fabulous employee working for you.” He said that Nancy was beyond pleasant and attentive. He said, “Not only is she knowledgeable about her job, she was incredibly polite, efficient, and accommodating. If she was working for me, she would have easily attained one of our ‘Extra Mile’ awards.”





The Employee Track

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

BIRTHS

• Congratulations to Management Resources' **Sheri Hill** on the birth of her 7 lb. 5 oz., 20 in. baby boy on July 19. Her new son's name is Ditrík Elliot.



OFFICE ANNIVERSARIES

The following employees celebrate milestone Office anniversaries in August:

25 YEARS	20 YEARS	15 YEARS	10 YEARS	5 YEARS
William Cruz	Joyce Auchinleck Anita Beery	Diane Barnes Cruzita Minero	Carole Mabrey Linda Rubalcaba	Yvette Moralez Sandra Tarin

AWARDS/HONORS

• Congratulations to the Lean Six Sigma Pilot Team of **Merriell Trombley, Joyce Auchinleck, Chris Cerrato, Kathryn Martin, Sig Perez, Michelle Brady, and Kristen Wolfe**, who completed their specialized eight-week training program through Villanova University. Their next step is to begin identifying potential improvement opportunities.

NEW EMPLOYEES

- Civil Filing Counter - **Patricia Sanders and Alana Fabian**
- Courtroom Clerk - **June Baddorf, Lisa Bush, and Jamie Eaton**
- Downtown Family Court Filing Counter - **Meredith Aguero, Sandra Lyons, and Devin Concholar**
- ITG - **Andy Stropka**



RETIREMENTS



In September, Courtroom Clerk **Nancy Hannahoe** is retiring after 27½ years of service to the Office. Following is a brief interview with Nancy:
What is your official retirement date? September 11. September 11, 2001, is a monumental day in our history. It is a very spiritual day for me as that horrible day occurred in my home state. I picked that day to stop smoking in 2005 and I was successful. I attribute that success to the Stop Smoking Program offered by the County.

What are some words that would describe your time here? Busy, diverse, fun, responsible, interesting, prestigious.

What are your retirement plans? My immediate plans are to travel to a variety of places including New York, Pennsylvania, North Carolina, Connecticut, New Hampshire, Maryland, and Washington D.C. After that, I want to go to Chicago.... then I have got a rocking chair!

Any words that you would like to pass on to your fellow co-workers? You might be expecting words of wisdom? But, most importantly, I want to say how very much I have loved working here; how happy I was. I will so very much miss the camaraderie, the chit-chatting, going down the hallway and running into someone you haven't seen in awhile or you just saw 10 minutes ago – what a kick that is. I'll miss all the busying and hurrying ... and all the fun people.

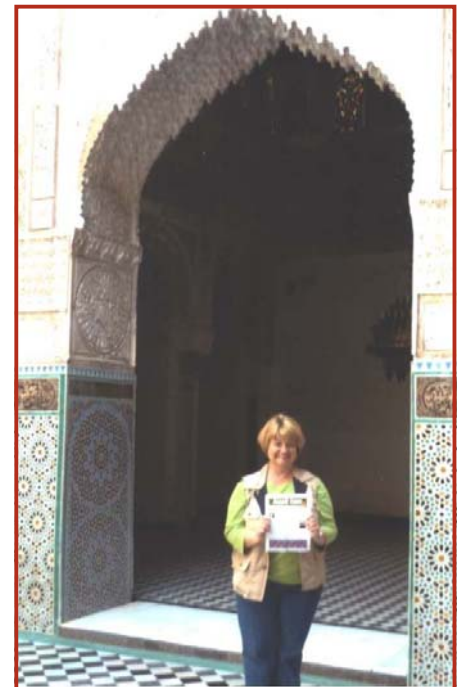


Newsletter seen in Africa

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was seen inside Hollywood. This month, the newsletter was seen outside the USA.

Pictured below is Courtroom Services Administrator **Laura Eng**, who posed with the newsletter during her vacation to Morocco, Africa. She is standing in front of a building in the city of Fes.

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.



**"Teamwork divides the task and multiplies the success."
 ~Author Unknown**



This month's history lessons

Interesting items from the past in recognition of Arizona's upcoming 100th anniversary of statehood



A look at the fifth Clerk of the Court, Robert E. Miller

For the past few months, the *Record Times* has featured a past Clerk of the Superior Court. Last month, Walter Wilson, the fourth Clerk of the Court was highlighted. This month Robert E. Miller, the fifth Clerk of the Court, is featured. He served in office from 1962 - 1966.

Robert Miller was a native of Marion County, Indiana. He moved from Indiana to Arizona in 1928 as a pharmacist and opened pharmacies in Casa Grande, Gila Bend, and Phoenix.

Miller ran for Office in 1938 and 1950 unsuccessfully against U.S. Senator Carl Hayden. He organized the Progressive Party in 1948. In 1962, he was elected as Clerk of the Superior Court. It was not discovered in the research conducted that if he decided to leave the Clerk's Office after one-term or if he was defeated. In 1975, he lost in his bid for mayor of Phoenix.

In the 1970's, he owned and operated Aquarium Health Foods. He passed away in 1983 at the age of 75. He also was an Army veteran.



Robert E. Miller

Arizona History - How much do you know? (Part 6)

In recognition of Arizona's 100th statehood anniversary approaching on Feb. 14, 2012, Training and Development's **Steve Weston** is providing a series of articles related to the history of Arizona, Maricopa County, the Court, and the Clerk's Office.

Cowboys and Arizonans, especially in the old west, were known as rugged and tough men who could handle nearly any adversity. They fought wars against the Indian tribes and the Mexicans, drove cattle, roughed the harsh and unforgiving weather, slept on the ground, drank coffee that included the grounds, engaged in gun fights (or bar fights), and many other hardships. History is replete with such stories; all of which have led to a nearly universal admiration for the cowboy and his ilk.

Well, apparently that distinction did not hold true for a number of Arizonans back in August of 1907. On the 15th of August that year, the entire Yuma contingent and a part of the Phoenix Guardsmen asked to be mustered out of the Territorial Militia because of the bad food at the annual encampment and because the officers were too harsh.

I spent 20 years in the military, ate some pretty bad food and worked for some rough officers, but this has got to take the cake for what might possibly be the worst reason ever for exiting the military. *(by Steve Weston)*



Remember the 1/1/07 initiative? Here's the latest from the past two 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 considered as the official court record. As a result of this initiative, in the past two fiscal years, **4,847,215** documents (consisting of **10,226** boxes) were disposed. These disposals eliminated the need for more than **300** shelving units of storage space.

Statistical correction

In the July issue of *Record Times*, it incorrectly stated that the Office's electronic repository (OnBase) had experienced an increase of 28.4% in the amount of documents added to it each month from the previous year from 218,000 to 280,000. The two numbers actually represent different statistics. The number of documents scanned remains at an average of 218,000 per month (there was no increase), but the number of documents **scanned and eFiled** on average per month is 280,000.