

1
2
3
4

Record Times



A monthly newsletter for Clerk of the Superior Court employees

July 2009

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Different kind of reduction made with the addition of webcam

County officials have made a major reduction; however, this one is very different from any of the other type of reductions that have been implemented. If a picture is worth a 1,000 words, then the County has greatly *reduced* the need to use thousands of words during the next few years to communicate the progress of the construction of the **Court Tower** being built on 1st Avenue and Madison.

County officials have placed a link on the county website to a webcam installed by the Court Tower construction company that shows a picture of the construction site. The webcam updates every minute. To view the latest progress on the 695,000 square-foot facility being built, you may go to <http://maricopa.gov/courttower> and then select "Live Construction Camera."

The 16-story facility is expected to open in 2012.



The balancing of the FY 2009 - 2010 county budget



Last month, the Maricopa County Board of Supervisors approved a \$2.1 billion budget for fiscal year 2009 - 2010, which started July 1. The budget was 5 percent lower and \$122 million smaller than last fiscal year's budget. On average, departments took an 11.7 percent reduction to help balance the budget, officials say.

"This is the most difficult budget we developed in my 14 years with the county," County Manager David Smith said. "The budget placed a priority on maintaining public services and keeping critical staffing. "It is something we can live with, it's workable, especially in comparison to other government jurisdictions, state, local, and other counties," Smith said.

Deputy County Manager Sandi Wilson said the cuts, hiring freezes, and other reductions the county has been making since 2007 helped keep the new budget "structurally sound," with expenditures in line with depleting revenues.

The county began this fiscal year with 1,043 fewer positions than were authorized a year ago. Most of the budget cuts were achieved through eliminating vacant positions, trimming administration and improving operating efficiencies. The county oversees 50 departments and agencies. The county gets much of its money from sales-tax revenue, vehicle-license taxes, jail taxes, property taxes, fees, and other sources, which have been lagging for more than a year.

July is a month of two building anniversaries for the Clerk's Office

There are two building anniversaries for the Clerk of the Court's Office in July. July 12 was the five-year anniversary of the Juvenile Court Building. July 22 was the seven-year anniversary of the Northwest Court. August 27 will be the eight-year anniversary of the Customer Service Center and Sept. 13 will be the four-year anniversary of the Northeast Court. December 12 will be the three-year anniversary for the Office being in the Downtown Justice Center.



Michael K. Jeanes
Clerk of the Court

A Minute with Michael



You are a key person

The following is a short, lighter article I used in a *Record Times* column nearly 10 years ago that communicates a belief of mine. I thought it would be fun to share it with you again to demonstrate how important each of you are to this Office. This is even more true now than ever before with the many vacancies we have. Everyone here matters and what you do is very important. Hope you enjoy the simple, but clear message of this article.

“Xvxn though my typxwritxr is an old modxl, it works wxll xxcxpt for onx of the kxys. I’vx wishxd many timxs that it workxd pxrfectly. Trux, thxrx arx 42 kxys that function, but onx kxy not working makxs thx diffxrxncx.

Somxtimxs, it sxxms to mx that somx pxoplx in our organization arx likx my typxwritxr – thxy arx not working propxrlly dux to thxir attitudx about thxir work. Thxy think, “Wxll, I’m only onx pxrson. I don’t makx much diffxrrxncx.”

But you sxx, for an organization to bx xfficixnt, it nxxds thx activx participation and propxrl attitudx of vxxy pxrson. Thx nxxt timx you think your xfforts arxn’t noticxd, rxmxxbxx my typxwritxr, and say to yoursxlf, “I’m a kxy pxrson and thxy nxxd mx vxxy much.”



OnBase Onformation

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 software used to manage the Clerk’s electronic court record. Currently, the Office has **21,466,665 million** documents in its electronic repository.

To date, there are **28 agencies** who have been granted access to the electronic documents in OnBase. This access saves them from having to visit the Office in person to view the documents and it saves staff time from having to pull the hard copy files. The agencies with OnBase access (other than the Clerk of the Court) are:

MARICOPA COUNTY

- Adult Probation
- Assessor’s Office
- Correctional Health Services
- County Attorney
- 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

- Administrative Office of the Court - Licensing Unit
- Attorney General
- Court of Appeals - Division One
- Department of Corrections
- Department of Economic Security - DCSE
- Supreme Court - Chief Justice Office
- Water Master’s Office



OTHER

- Arizona State Bar
- Federal Bureau of Investigation
- Federal Public Defender
- Pascua Yaqui Legal Services
- Pima County Attorney’s Office
- U.S. Adult Probation
- U.S. Pretrial Services
- Yavapai County Attorney’s Office





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

Northwest Marriage License & Passport Office

- **Aurora Avina** - "Aurora was so patient, nice, helpful, awesome, and I really appreciate it. Thank you."
- **Duffy Watson** - "Duffy was very pleasant to deal with. We felt very welcome."
- "These passport people are good. Wow. I really appreciated Duffy's positive attitude and very kind words."

Northwest Filing Counter

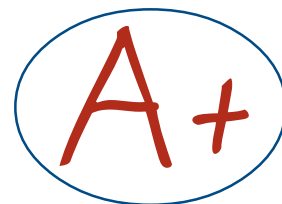
- **Krizna Rodriguez** - "Krizna is great at her job."
- "Excellent service."

Customer Service Center Public Records Counter

- "Excellent service, great attitude, and enjoyable disposition."

Customer Service Center Marriage License & Passport Office

- **Angela Delucia** - "Angela is an excellent employee, very professional all the time."
- "Staff was helpful, courteous, and very professional."
- "We received excellent service."



Earning high grades for great service.

Northeast Marriage License and Passport Office

- "The staff rocks! I certainly know quality when I see it or experience it. From the moment I entered the NE Court Building to the moment I left, it is a comfortable, efficient, and a good experience."

CO-WORKER COMPLIMENTS

"I want to thank **Wendy Johnson, Larry Spoehr, Freddie Rubalcaba, Richard Lopez, Fernando Cabral** and other crew members for the awesome job they did on the reconfiguration of the SEA Office." — *Gloria Kuder*

"Thank you **Tammy Ross** and **Michelle Wetherell** from Northeast and **Jacques Porter** from Downtown and their respective managers (**Gerri-Lynn Cohen** and **Karen Stone**) for traveling to Northwest to help us with coverage. They did a great job in a professional manner. It was very much appreciated." — *Diane Jamison*

"We would like to thank Business Analyst **CJ Allen** for his quick response to requests to update MEEDS forms. There have been several procedural changes lately, and his speedy updates have assisted the courtroom clerks in insuring that minute entry language reflects the most-current procedures." — *Karen Stone and Susan Morris*

CO-WORKER COMPLIMENTS

Criminal Financial Obligations Unit's **Cathy Bridget** was recently the subject of a complimentary email from an Adult Probation (AP) employee. The AP employee said she really appreciated how Cathy went out of her way to help her with a case. The victim in the case was a company and Cathy was kind enough to call the company for her to get the answers she needed regarding the settlement they were offering. The AP employee said she was very grateful for her professionalism.





The Employee Track

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

EMPLOYEE HONORS / AWARDS

Con-graduate-lations

- Northeast Courtroom Clerk **Brandy Lambert** graduated from the University of Phoenix with a bachelor of science degree in psychology on July 18.

Special Achievement

- ITG's **Justin Mayse** achieved Microsoft Certified Database Administrator from Microsoft. This means he has successfully passed the required examinations from Microsoft and has demonstrated his ability to design, implement, and manage the administration of Microsoft SQL Server databases.

Scan-tastic Job

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:

- **100%** – **Joe Chino, Alison Cole, Anthony Garcia, Judith Knox, Angelica Laguna, Sue Littrell, Lorena Perez**
- **99.95 - 99.99** – **Suzanne Lambries, Bonnie McGovern**
- **99.90 - 99.49** – **Margaret Brickman, Sheila Bullock, Jackie Francisco, Jouseth Gamez, Maggie Serrano, Constance White**
- **99.85- 99.89** – **Belva Nasingoetewa, Alison Knapp**
- **99.80 - 99.84** – **Erendira Bautista, Delilah Chilcoat, Sheila Hernandez, Doris Mofford**
- **99.75 - 99.79** – **Janice Bevan, Evette Landrum, Cindy Kasmer, Bridgette Vance**
- **99.70 - 99.74** – **Feliz Bustamante**
- **99.65 - 99.69** – **Annette Galarza**



EMPLOYEE MOVES

- **Patricia Wolff** from Discovery and Confidential (D&C) to FC Docket.
- **Steve Greth** transferred from Micrographics to Distribution.
- **Sarah Dignard** transferred from D&C to Distribution.
- **Rebecca Shanks** transferred from Micrographics to Recording Services.
- **Chinue Moore** transferred from the QC3 Auditing Team to D&C.
- **Maria Reyes** transferred from the QC3 Auditing Team to Recording Services.

OFFICE ANNIVERSARIES

The following employees celebrate milestone anniversaries in July:

25 YEARS

Sharon Wilson

20 YEARS

Candy Cole-Terry & Steve Lauer

15 YEARS

Teresa Nestor-Donohue



10 YEARS

Meg Kelleher & Marian Smith

5 YEARS

Donna Hall, Rae-Ann Hopper Kelly Laird, Tara Farr, Clay Proulx, & Iris Crawford

BIRTHS

Congratulations to Downtown Family Court's **Cynthia Coronado** on the birth of her third grandchild on June 22. Her new grandson weighed 7 lbs. 12 oz. and his name is Drew Victor.

NEW EMPLOYEES

- **CV Filing Counter** — **Adam Asher**

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For past issues of the *Record Times*, you may visit: <http://cocweb.coc.maricopa.gov/oldcontent/news/recordtimes/default.asp>

Chief Deputy Chris Kelly
Newsletter Editor Len Keso





...The Employee Track continued

EMPLOYEE SPOTLIGHT FOR JULY



Name: Mitzi Munoz

Department: Human Resources

Hometown: Kearny, Arizona

Family: **Three Sons** - Carlos, Alex, and Ethan / **Grandson** - Diego - the love of my life!

Birthday: October 24

Years With Office: 19.8

One Thing You Enjoy About Your Job: Working directly with the employees. I miss them a lot since we moved to the DTJC.

One of Your Favorite Activities: Camping, gardening & dancing!

An Activity That You Dislike: Cleaning my garage

The Most Adventurous Thing That You've Done: Ride the Banana Boat in Rocky Point, Mexico. They go very fast. I fell down countless times and laughed so hard! What a ride!

What is Something You Are Proud Of: My ability to work directly with people and actually enjoy it. I love meeting new people wherever I go and making new friends.

Favorite Meal: You name it!

Where is Your Favorite Place to Eat Out: Rito's Mexican Food in Phoenix

Pet Peeve: Slow drivers in the fast lane.

Favorite Movie or TV Show: **Movie** - "One flew over the Cuckoo's Nest"

A Dream I Have Is To: Travel throughout Europe and Mexico

Do You Have a Hobby/Collection/or Special Interest: I collect cobalt glass or blue glass.

What Has Been Your Favorite Vacation Destination: Hermosillo, Mexico and San Diego, California

What Place Would You Like to Travel To Next: San Miguel de Allende, Mexico

Two People With Whom You Would Like to Have Dinner: Doctor Maya Angelou and Oprah Winfrey

What Was Your First Job: Working at Pete's Fish and Chips while I was attending school at A.S.U.

Nobody would believe it if they knew ... that I am retiring very soon.

On Aug. 14, Mitzi is retiring from the Clerk of the Court's Office.



Snip-Snap

(A section of snippets and snapshots)

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was deep in the heart of Texas with an employee who was at the Alamo in San Antonio. This month the newsletter is found up north.

Pictured below is Southeast Juvenile Accountant **Terri Ernster**, who posed with the newsletter at the world's largest Christmas store (Bronner's), which is located in Frankenmuth, Michigan.

You may submit photos of yourself reading the *Record Times* at any time for this monthly newsletter 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 CD-PA) with your name, department, and a photo description.



6/03/2009

Small wonder

◆ Scientists predict we may soon be able to save the data equivalent of 250 DVDs on a chip the size of a coin. The nanotechnology would use commercially produced sapphire crystals heated to more than 2,300 degrees for 24 hours, reports the *Discover Magazine* website.