



New system puts Office & customers on the receipting end

A new receipting system for the Clerk of the Court's Office, Superior Court, and Adult Probation was implemented this month. The system, which has been planned for several years, is web-based and officially began on Sept. 14. Among the benefits of the new receipting system are: it is user-friendly for staff, provides useful information for customers, and increases functionality such as printing new case filing information to populate the Court's system and file as receipted. The system makes it much easier to access reports and was designed with the ability to expand for future capabilities – one of those capabilities will be to gather information on non-cash transactions, which the old system did not provide. The Clerk's Office issues receipts at all filing counters, public counters, as well as marriage license and passport offices.



Associate Clerk Gordon Mulleneaux said, "I have seen a half-dozen new financial systems and this one by far has been the smoothest one. This is a tribute to our excellent staff and their professional and thorough approach to this project. I thank and congratulate each person who worked to make it successful."

A new zeal for appeal system



New system has Appeal. (From left) - Vonda Culp, Dennis Benzer, Sharon Rochford, and Dorothy King are present to watch as Michael Jeanes sends the first eAppeal.

Clerk of the Court Michael Jeanes successfully submitted the first electronic transmission of a record on appeal from the Superior Court in Maricopa County to Division One of Arizona's Court of Appeals on Aug. 27. The first case transferred electronically was a Probate case with 257 documents. The next day, the records on appeal for four Family Court cases were filed electronically with the Court of Appeals. Established by Administrative Order 2009-80, eAppeals are part of a pilot project between the Clerk of the Court and the Court of Appeals, Division One.

Associate Clerk Carol Schreiber said, "The key participants who I applaud loudly for their diligence and success in preparing the business and technical aspects of the new process are: **Mark Jensen, Vonda Culp, Dorothy King, Dennis Benzer, Ruben Trejo** as well as our very valued and knowledgeable Appeals staff members, **Pamela Crawford, Flor Nevarez and Sharon Rochford.**"

The Clerk's Office will continue discussions with the Administrative Office of Courts on suggested system enhancements that will support a full roll out for all case types to be sent to the Court of Appeals in this manner.

"This is a very exciting advancement, one that was initially planned for in the Clerk's original EDMS plan and takes us closer to our goal of being an Office operating with less paper," Schreiber said. "The Appeals staff have expressed delight with the new system and are appreciative of the Office's efforts to provide this tool. They say it is very cool."

Watch for details to come about the fourth Annual Costume eVent



The Office's 4th Annual Halloween Costume eVent will be held on Friday, Oct. 30 at each Office location. The eVent allows employees to vote on their favorite co-worker costumes through a COCWEB poll survey. Look for details about the eVent in the near future.



Michael K. Jeanes
Clerk of the Court

A Minute with Michael



A number of things to report

On Aug. 27, the Customer Service Center Management Team hosted its annual “Staff Appreciation Event.” It is held each year on the anniversary of the opening of facility, which was Aug. 27, 2001. The following are just some of the impressive CSC-related statistics that were compiled for the staff to celebrate at the event. These stats are for the time period of August 2008 - July 2009.

- Hard Files Pulled = 55,959
- Documents Filed = 22,065
- Phone Calls Received = 16,774
- Scanned Documents Audited = 124,026
- Drop-Off Desk Requests = 11,950
- OnBase Copies = 272,923
- PrintQ Copies = 494,979
- D&C Items Received = 21,995
- Dispositions Completed = 52,109
- Abstracts Completed = 5,639
- Certifications = 62,444
- Appeals Filed = 1,358
- Film Requests = 30,143
- Process Server Cards Issued = 658
- Marriage Licenses Recorded = 22,572
- Marriage License Certifications = 14,699
- Marriage Licenses Issued = 6,117
- Passports Processed = 21,443
- Pages Filmed = 2,324,475
- Images QC'd = 1,460,060
- Non-Criminal Exhibits Processed = 67,524



I not only want to congratulate all of the CSC staff on their hard work to achieve these numbers, but I also want to recognize those of you who work in our other locations. I know that you are also doing outstanding work, which brings me to the final number that I have to report ... **you all are Number 1!**

The hour is coming for the minutes



In a continuing effort to follow the Supreme Court’s directive to create efficiencies and move toward electronic business, beginning October 1 the Clerk’s Office will distribute all minute entries for both adult and juvenile cases to attorneys via email. Minute entries will continue to be distributed via first class mail for the first 15 days following implementation only. Minute entries on sealed cases and notices from Court Administration will be the only minute entries that continue to be sent via first class mail to attorneys.

COUNTY CORNER - Maricopa County news items



CCC kick-off — The County’s Combined Charitable Campaign (CCC) is having a kick-off event at 11:30 a.m. to 1 p.m. on Tuesday, Sept. 29 at the Board of Supervisors’ Auditorium. There will be a free lunch for the first 200 employees who present a copy of their completed pledge form or on-line pledge form. The event also includes door prizes, live music, and a grand prize drawing for a Disneyland vacation. In addition, Arizona Diamondbacks and Arizona Cardinals celebrities are planned to be in attendance. Last year, employees donated \$441,065.50 for the CCC. For more information about the CCC, visit its website at: <http://ebc.maricopa.gov/ccc/>

23 national awards — The National Association of Counties (NACo) recently presented Maricopa County with 23 Achievements awards. NACo, which represents the nation’s county governments in Washington DC, presented the awards to the county for developing new, innovative programs that enhanced or expanded county services to residents in 2008. One program that received an award was Superior Court’s Accountability Court, which Family Courtroom Clerk **Chuck Brown** is a team member of, serving in Judge Colleen McNally’s division.



Ticket to the movies — The following Clerk of the Court employees recently won movie tickets through the Maricopa County Alternative Mode User Program (AMU): **Nadine Guerrieri, Tracy Lundblad, Michele Johnson, Linda Owens, Bev MacDonald, Kelly Sleseman, Maggie Smith, Barbara McDonald, and Cheryl Odell.** The AMU conducts random drawings to reward employees with movie tickets for their efforts to reduce air pollution by using an alternative mode of transportation.



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 Office

- **Duffy Watson** - "Duffy did a great job."
- **Krizna Rodriguez** - "Krizna was very friendly and fast."

Customer Service Center Marriage License & Passport Office

- **Angela Delucia** - "Angela has been super. She is very cordial, attentive, and kind."

Providing Peak Performances
for the customers



CO-WORKER COMPLIMENTS

"I thank all of the **staff in Family Court Merge Sort and Family Court Docket** for making me feel welcome. They are all really nice to work with and will help you out with questions. So, here is a big THANK YOU to them." – **Marjorie Crow**

"I want to thank **Kathy Whittiker** for training the SEA staff on the new cash system. We appreciate all your assistance, guidance and patience during the training process and your availability after implementation." – **Franci Diaz-Smock**

"I commend **Joe Sims**, FC Docket Auditor, for all of the help he gives me on a regular basis to resolve docket issues. Most recently, he resolved an issue brought to my attention by the Alternative Dispute Resolution Office within four minutes of my request, which enabled ADR to proceed with the scheduling of a settlement conference. Joe is awesome!" – **Susan Morris**

CO-WORKER COMPLIMENTS

Superior Court's Lori Ash sent an email to the Office complementing Juvenile Administrator **Melody Tinsley** and Juvenile Manager **Cindy Malnar** for helping her deal with an urgent matter in a high-profile case. She wrote, "Melody called me and was incredibly helpful. I have to say the Clerk's Office did a great job on this. Thanks again for the help. I know Cindy Malnar was also involved and proactive in getting this case handled before the problem was even realized."

Associate Clerk Carol Schreiber added, "Melody and Cindy are our experts on all things juvenile. They can be depended upon to know the proper protocol, to pursue corrections or clarifications with the court when necessary, and to professionally represent the Clerk's Office."

Northwest Office Manager Diane Jamison sent a kind email to Courtroom Clerk **Jacques Porter** to thank her for helping out at the Northwest Court. She wrote, "Thank you for covering here at NW. You covered several courts in just two days – thoroughly and professionally. You will be welcomed back anytime." She added a note to Jacques' supervisor Karen Stone saying, "Thank you for sending Jacques. We were all impressed by her."

A letter of commendation was sent to Juvenile Administrator Melody Tinsley from a City of Avondale police sergeant complementing the work of Juvenile Durango's **Erica Bradford**. He wrote, "Please extend my sincere and deepest appreciation for the diligent and thorough work Ms. Erica Bradford performed on recovering the dispositions we needed. With the assistance of Ms. Bradford, the Avondale Police Evidence and Property was able to utilize the dispositions forms received from the Court and dispose of 452 packages of old evidence that were no longer needed. Again, I would like you to know I appreciate the cooperation from your agency. Ms. Bradford's hard work was highly commendable."





... more extra miles

CO-WORKER COMPLIMENTS

Juvenile Durango's **Jan Price** spent the day with Southeast Juvenile's Patty Enyart to help her with a backlog of civil judgments to be processed. Patty sent an email the next day thanking her for the assistance. She wrote, "Thank you soooooo very much for your help yesterday. You made a HUGE difference!"

Andreas Pasqual, a former Clerk employee and current Court Liaison from the TOHONO O'ODHAM KI:KI Association sent a letter of commendation to Michael Jeanes regarding the excellent service he received from the **Customer Service Center staff**. He wrote, "The purpose of this letter is to commend the Customer Service Center records staff, who went above and beyond in assisting me. I went to the records department on official business to review an old record on microfilm. The amount of copies I requested would have made it necessary for me to return this week to pick them up. The staff took into consideration the distance I had traveled and accommodated me immediately that afternoon.

As a former Support Finance supervisor, I was genuinely pleased to see the Clerk's Office staff is continuing to carry out your vision of customer service, regardless of who the individual is. I did not identify myself as anyone important and merely entered the department as a regular public citizen and the staff went out of their way to help me. This saved me time and the 260-mile round trip to return to pick up my copies. Please extend my commendation to the staff."



Snip-Snap

(A section of snippets and snapshots)

The newsletter goes to college

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Two months ago, the newsletter was seen in the state of Michigan. Last month, it traveled up to the state of Massachusetts with another employee. This month, the newsletter is back in Michigan with a different employee.

Pictured below is Document Services Supervisor **Merriel Trombley**, who posed with her step-daughter Ashley, and with the newsletter at Central Michigan University in Mount Pleasant, Michigan.

You may submit photos of yourself reading the *Record Times* 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 or inter-office mail the print photo to Public Affairs Office's Len Keso (mailcode CD-PA) with your name, department, and a photo description.



Top new species of 2009

New species of animals and plants are discovered every year. The International Institute for Species Exploration at **Arizona State University** recently named the top new species of 2009. The list includes:

- **The Barbados threadsnake** – The world's smallest snake, it measures only about four inches long.
- **The Tahina palm** – Found in Madagascar, this palm produces a fantastic display of flowers then collapses and dies. 
- **Charrier coffee** – the first naturally caffeine-free species of coffee bean comes from Cameroon.



- **Phoebaeticus chain** – The longest insect in the world, found in Borneo, this creature has a body 14 inches long.



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 Courtroom Clerk **Mary Scott**, who became a grandmother for the eighth time at 12:01 a.m. on August 20. Her new grandson's name is Jackson Adam and he weighed 7 lb. 6 oz. Mary said she has been there when all eight of her grandchildren were born.

- Congratulations to Customer Service Center QC3 Auditing Team's **Maria Saenz**, who gave birth to 7 lb. baby boy on August 18. Her new son's name is Rigoberto Medina.



OFFICE ANNIVERSARIES

The following Clerk of the Court employees celebrate milestone anniversaries with the Office in September:

15 YEARS

Richard Lopez, Lorraine Sheehan, and **Kim Whitson**

10 YEARS

Emmy Greth, Kiera Molina, and **Judy Barney**

5 YEARS

Elizabeth Cacia, Joy Calhoon, **Benny Lopez, Richard Lupori,** and **Krizna Rodriguez**

EMPLOYEE SPOTLIGHT FOR SEPTEMBER



Name: Shannon Ward

Department: Durango Juvenile Courtroom Clerk

Hometown: Milwaukee, Wisconsin (Go Packers!)

Family: One brother, one sister, mom, dad, and step-mom

Birthday: March 22

Years With Office: Going on five years!

One Thing You Enjoy About Your Job: The

hearings are never dull. I see something new (and interesting) everyday.

One of Your Favorite Activities: Traveling with my boyfriend.

The Most Adventurous Thing That You've Done: Skydiving from 13,000 feet on my 25th birthday in Eloy. Also, when I moved from Wisconsin to Arizona by myself, not knowing anyone, to attend Arizona State University.

What is Something You Are Proud Of: My house. I just bought my first home in June and I love it.

Favorite Meal: Gourmet pizza. Italian food.

Where is Your Favorite Place to Eat Out: So many ... *La Grande Orange Pizza*. For a splurge: *Elements* on Camelback Mountain.

Pet Peeve: People that slam on their brakes at the mere sight of photo radar. Grrr!

Favorite Movie or TV Show: **Movie** – *The Devil Wears Prada*

TV – *Top Chef*

A Dream I Have Is To: Own or co-own a business and have a second home near water.

Do You Have a Hobby/Collection/or Special Interest: Reading books and cooking.

What Has Been Your Favorite Vacation Destination: It's a toss-up ... Jamaica or Napa Valley, CA.

What Place Would You Like to Travel To Next: Europe

Two People With Whom You Would Like to Have Dinner: I can't pick two ... a big dinner with friends and family

What Was Your First Job: Waitress at "The Pancake House" in Wisconsin.

Nobody would believe it if they knew ... that I can be very indecisive (see answers above).