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# Record Times



A monthly newsletter for Clerk of the Superior Court employees

May 2008

Vol. 14 No. 5

## CASEY's appearances are very rewarding for many

**C**ASEY has made his final appearance in the Office for 2008. CASEY, which is the nickname of the Office's Annual Employee Recognition Award, is presented to employees during the annual Celebrating And Saluting Employees (C.A.S.E.) event. This year, the award made six appearances throughout the Office – April 9 at Northwest, April 15 at the Customer Service Center, April 23 at Northeast, April 30 at Southeast, May 7 at Durango Juvenile, and May 13 at Downtown. Many employees were presented a CASEY award during those events for their outstanding service this past year. The names of the employees who received the award at Northwest, the Customer Service Center, and Northeast were printed in the April issue of the *Record Times*. The following is a list of the employees who received a CASEY award at Southeast, Durango Juvenile, and Downtown, along with a sampling of photos from the events (on pages 1, 3, and 4).



Employees submitted an all-time record amount of nominations this year for the CASE awards.

In addition, Michael Jeanes presented his own special **Jeane-ius Award** this year to two individuals for their exceptional efforts. Information about this year's Jeane-ius winners is listed on page 2 in the "A Minute with Michael" section.

### SOUTHEAST C.A.S.E. AWARDS

**Customer Service Award** - Gloria Kuder, Elva Martin-Mendoza

**Excellence Award** - Alison Knapp, Kim Dollins

**Leadership Award** - Vanessa Martinez, Franci Diaz-Smock, Kathy Whittiker

**Teamwork Award** - **EDM and RCC/EDC Team** - Alison Knapp, Betty Mitchell, Brenda Miller, Sherry Murphy, Loretta Velarde, and Tracy Nalls / **FC/CV/PB Docket Team** - Linda Westbrook, Cristina Farnsworth, Terri Langford, Leah Lindahl, Veronique McClelland, and Angela Allegretti / **Courtroom Clerk Team** - Jennifer Herman, Katie Meade, and Linda Moya / **Courtroom Services** - Patti O'Dell / **Exhibits and Appeals** - Sandra Otto, Kim Epling, Molly Alcala, Veronica Becerra, Sharon Rochford, Gozal Atabaeva-Coy, and Janice Bray.



#### SE TEAMWORK

##### EDM & RCC/EDC Team

Alison Knapp, Betty Mitchell, Tracy Nalls,  
Loretta Velarde, Sher Murphy,  
and Brenda Miller

#### SE TEAMWORK

##### FC/CV/PB Docket Team

(pictured) Veronique McClelland,  
Angela Allegretti, and Linda Westbrook

#### SE TEAMWORK

##### Courtroom Clerk Team

Jennifer Herman, Katie Meade,  
and Linda Moya

SE TEAMWORK  
Patti O'Dell



 More Southeast, Durango Juvenile, and Downtown awards and photos on page 3 and 4.





Michael K. Jeanes  
Clerk of the Court

## A Minute with Michael



### Congratulations to the CASE and Jeane-ius award winners

This month's newsletter is filled with photos of employees from the Southeast, Durango Juvenile and the Downtown Offices, who were recipients of our own CASE Award. Last month's issue included the photos of employees from Northwest, Northeast, and the Customer Service Center, who also received the award. I congratulate every 2008 CASE award winner and thank you for your outstanding efforts this past year. I enjoy these events and especially like the opportunity it offers to meet you, hear about your accomplishments, and thank you in person for your excellent performance.

Besides the CASE awards, I presented one other award called the **Jeane-ius Award**. It is an award that I personally bestow upon an individual or team who has performed at an exceptional level. This year the Jeane-ius awards were presented to Juvenile Administrator **Melody Tinsley** and Business Analyst **Liz Kauffman**.

Melody did a phenomenal job this past year in leading the JOLTS to iCIS conversion. Her exceptional, high-energy commitment, devotion, and expertise to ensure the project rolled out successfully, met the statutory requirements and business needs, and that it contained many "user friendly" components, is greatly appreciated by many. She was also recognized for her excellent leadership and for her many other office accomplishments.



On behalf of Michael Jeanes, Associate Clerk Carol Schreiber (right) presents Melody Tinsley a 2008 Jeane-ius Award at the Durango Juvenile event.



Michael Jeanes presents a 2008 Jeane-ius Award to Liz Kauffman at the Downtown Ceremony on May 13.

Liz was recognized for all her outstanding efforts as a business analyst. She has done a tremendous job on the Warrants project and Electronic Order of Assignment project. Her skills, organization, and knowledge have contributed to many projects being successfully completed. Her professionalism and thoroughness are appreciated.

Thank you Melody and Liz and thank you to all of our 2008 CASE award winners for your service to our Office.

## CSC staff bags another successful drive



Once again, the staff at the **Customer Service Center** took the Spring season to *spring* into action for their annual "Operation Spring Cleaning Drive." The staff conducts the Drive each year at this time to collect clothing for the homeless in the local communities. This year, the CSC staff collected 2,863 articles of clothing for this effort. In a competition between the CSC departments, the Support Services area finished first for donating the most items. They were followed by Micrographics and the Administrative Team.

During the past five years, the CSC staff has donated a total of 9,360 items for this effort.



# The 2008 CASEY Award winners ... continued from page 1

## DURANGO JUVENILE C.A.S.E. AWARDS

- Customer Service Award** - Michael Lane, Norma Barron, Kathryn Martin
- Excellence Award** - Dorothy King, Shannon Ward, Kathy Waldner, Samantha Byfield, Robert Jordan
- Leadership Award** - Norma Barron, Tami Mayes, Kiera Molina
- Teamwork Award - Courtroom Clerk Team** - Tami Mayes, Alicia Burd, Teri Dunn, and Cindy Malnar
- Jeane-ius Award** - Melody Tinsley



## DOWNTOWN C.A.S.E. AWARDS

- Customer Service Award** - Evonne Gonzales, Chris Cerrato, Penny Boettcher, Michelle Paigen, Lori Cummings, Roxana Luiszer, Tina Meadows, Chrystal Castro, Cynthia Ferriegel, and Dora Sandoval
- Excellence Award** - Aaron Nash, Denise McGraw, Pamela Woods, Travis Joy, Laura Sam, Mark Leong, Courtney Cain, Pamela Crawford, Shirley Bindenagel
- Leadership Award** - Kristin Edwards, Tracey Fenton, Elizabeth Campos, Brenda Burton, Betty Finney, and Lauri Thomas
- Teamwork Award - Criminal Financial Obligations Section Team** - Ruth Bonz, Chris Bradford, Cathleen Bridget, Courtney Cain, Elizabeth Campos, Robert Gonzales, Tracy Lunblad, Christine Morris, Kandi Peck, Cynthia Rego, Buddy Rios, Micaela Rios, Linda Vitanovec, William Wong, Helen Rodriguez, Linda Valdez, Angela Smith, Regina Ruiz, and Jane Tewksbury
- Billing and Deferral Unit Team** - Richard Gonzalez, Linda Castleberry, Edie Friss, Madonna Anderson, Rosa Montoya, Holly Lee, Annette Cordell, and Fred Mohr
- Exhibits and Appeals** - Lillian Barnett, Andrea Bigby, Angela Chavarria, Beverly Clement, Sue Littrell, Melissa Medina, Cheryl O'Dell, Bianca Rios, Pete Roman, Cheri Bagato, Pam Crawford, Maricela Flores, Emmy Greth, Flor Nevarez, Maira Perras, Shandi Rea, Juanita Summerhill, Patricia Sanderman, and Vonda Culp
- Grand Jury Team** - Gina Nevitt, Kristin Edwards, Debra Merklings, Martha Martinez, and B. Eva Aguilar
- EDC & RCC Criminal Document & Cash Management Services Team** - Theresa Sandoval, Christina Saunders, Angelica Laguna, Doris Mofford, Joseph Chino, Stephanie Coombs, and Kristin Edwards
- Business Analyst Team** - Rick Hutton, Liz Kauffman, and CJ Allen
- Civil/Criminal Managers Team** - Erika Morgenstern, Jennifer Myers, Lana Mitchell, and Yolie Allen
- Courtroom Services Team** - Karen Stone and Susan Morris
- Jeane-ius Award** - Liz Kauffman



## More Southeast C.A.S.E. Awards

Customer Service	Customer Service	Excellence	Excellence	Leadership	Leadership	Leadership	Teamwork
							
Gloria Kuder	Elva Martin-Mendoza	Alison Knapp	Kim Dollins	Franci Diaz-Smock	Vanessa Martinez	Kathy Whittiker	Exhibits and Appeals Team - Gozal Atabaeva-Coy, Molly Alcala, Sharon Rochford, Kim Epling, and Veronica Becerra

## Durango Juvenile C.A.S.E. Awards

Customer Service	Excellence	Excellence	Excellence	Leadership	Leadership	Teamwork	Excellence
							
Kathryn Martin	Dorothy King	Shannon Ward	Kathy Waldner	Tami Mayes	Kiera Molina	Courtroom Clerk Management Team - Teri Dunn, Alicia Burd, Tami Mayes, and Cindy Malnar	Customer Service
							
							Leadership
							Teamwork

... Downtown photos are on page 4.







# The 2008 CASEY Award winners ... continued from page 3

## Downtown C.A.S.E. Awards

Teamwork



Criminal Financial Obligations Section Team

Teamwork



Billing and Deferral Unit Team

Teamwork



CCB Exhibits and Appeals Work Unit

Teamwork



Grand Jury Team - (pictured) Debra Merklng, Kristin Edwards, Gina Nevitt

Teamwork



EDC & RCC CR Document & Cash Management Serv. Team - (pictured) Kristin Edwards, Doris Mofford, Joe Chino

Teamwork



Business Analyst Team - Liz Kauffman, CJ Allen, Rick Hutton

Teamwork



Civil/Criminal Managers Team - (pictured) Erika Morgenstern, Yolie Allen, Jennifer Meyers

Customer Service



Evonne Gonzales

Customer Service



Chris Cerrato

Customer Service



Penny Boettcher

Customer Service



Michelle Paigen and Lori Cummings

Customer Service



Roxana Luiszer

Customer Service



Tina Meadows

Customer Service



Chrystal Castro

Excellence



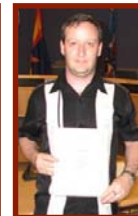
Pam Woods

Excellence



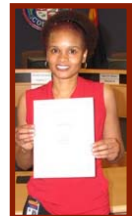
Denise McGraw

Excellence



Travis Joy

Excellence



Laura Sam

Excellence



Mark Leong

Excellence



Courtney Cain

Excellence



Pam Crawford

Excellence



Shirley Bindenagel

Leadership



Kristin Edwards

Leadership



Tracey Fenton

Leadership



Elizabeth Campos

Leadership



Lauri Thomas

## Special Performance

The Chamber Maids, a group of courtroom clerks, performed a special song for Michael Jeanes in recognition of him receiving a 20-Year Clerk Service Pin. The Chamber Maids include: Tracey Fenton, Deborah Whitford, Christine Danos, Carol Miller, Sheryl Brown, Kendra Depue, Constance Vila, and Laurie Wistuber.





# 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

### Downtown Civil Filing Counter

- **Angela Walker** - “A pleasure to have her help us. She is courteous and very friendly. Many could learn from her.”

### Southeast Adult

- **Sheelagh Ponicki** - “Sheila took the time to help me. She was excellent and then some!”
- **Sharon Szakacs** - “I was at window 5 and the help I received was outstanding.”
- **Regina Romero** - “Completely helpful, excellent customer service that made my trip to the court much easier.”
- **Nicki DeLaCruz** - “Nicki was more than helpful, thoughtful, and friendly. She went above and beyond.”
- **Jessica Folts** - “Jessica was very nice and helpful.”
- **Ana James** - “Ana was very knowledgeable and helpful. She made a difficult time easier.”

### Northwest Marriage Filing Counter

- **Jessica Bernal** - “Very, very helpful and courteous.”
- **Jackie Ortiz** - “Jackie is the best. She is kind, helpful, and provides great customer service.”



## CO-WORKER COMPLIMENTS

“We want to thank the **Civil, Family Court, Probate, Criminal EDM, Docket, and Filing Counter staff** for all of their assistance during the past several weeks. The help is greatly appreciated.” – *Distribution staff*

“I want to thank my staff in **Distribution** for all the hard work they have done over the past month while we have been short-staffed. Their dedication to our office is exceptional. I truly appreciate working with such a fine group of people.” – *Mark Leong*

“I want to thank **Alison Knapp** for always giving words of encouragement when my day is not going so well. She always has a positive outlook on everything. Thanks for being an all-around great person and co-worker.” – *Loretta Velarde*

“At the end of March, I suffered a mild heart attack. I would like to thank **Lisa Mooney** for pushing me to call the doctor that day and to **Elisa Canez** for driving me to the doctor and then waiting with me until my family arrived. This was a very scary time for me and having her there was a great comfort. Thanks to **Lana Mitchell** and **Pam Woods** for being the supervisors they are. I know that they put my health first, even when I didn’t. Thanks to **Barb McDonald** for all the catch up work she did for me. It helped in my recovery to know that my work was getting done and thanks to **Julie Bower** for all the work and little extras she did to help my division. And last but not least, thanks to all of my fellow clerks and **Judges Kemp** and **Granville, Lena, Jackie, Treva, Mary, Shawne, and Elva**, who gave me hugs and well wishes. The doctor said that if I had not gone in that day, I probably would not be here today. My family here at the Clerk’s Office is truly irreplaceable.” – *Carole Hernden*





## ...more *extra miles*

Congratulations to **Vanessa Martinez** for defining leadership in a lead role. She carries a wealth of knowledge in various case types. Thank you **SEA Filing Counter, FC/CV/PB Docket, and Distribution** for your continued hard work, dedication, and outstanding teamwork. Thank you **Michael Jeanes** for keeping us updated with events, supporting the county, and letting all staff know how important and valuable they are. No matter the outcome of the budget, we know how hard you work to minimize loss.” – *Franci Diaz-Smock*

### CUSTOMER COMPLIMENTS



An eye for detail

Courtroom Clerk Wendy Brown sent an email to Clerk of the Court Michael Jeanes expressing her appreciation for the assistance that Administrative Services’ **Linda Samson** provided to her division. She wrote, “Over the past few weeks, Linda has been helping my division process Consent Decrees and Rule 44 Default Decrees. Her attitude of fearlessness in picking up large stacks of Decrees, good humor, and initiative to ask questions about procedures is refreshing. She has been doing a quality job in processing the Decrees and has an excellent eye for detail. I have a great deal of peace of mind knowing that the Decrees are being processed correctly and the risk of losing Decrees has decreased. Also, the division is very comfortable having her help. The level of customer service being provided by Linda is absolutely out of this world, and it serves as a great example for every clerk to follow, including myself. Thank you so much for loaning Linda from your Office to help my division.”

“Courtroom Clerk Laura Dagna sent an email to Document Services Supervisor Brenda Townsend letting her know how grateful she was for the help of **Melody McGee**. She wrote, “I want to let you know that Melody McGee was a great help to me last week. It is always nice to have somebody that will go the extra mile to help. Melody is a great resource for information and processes in your department. It’s because of employee’s like her that we are able to meet the ever demanding needs of our jobs in the Office.”

Southeast’s Patti Carter sent an email to Court Operations Supervisor Merriel Trombley to make her aware of the great job **Martha Martin** did in helping her. She wrote, “I want to let you know that I had to have help with a civil document and Martha helped me with the greatest attitude. I appreciated her help, but more than that, I appreciated the WAY she helped me .. very professional and kind.”

An employee from Adult Probation sent an email to Criminal Financial Obligation Manager Jane Tewksbury to tell her how much she appreciated the assistance of **Christine Morris**. She wrote, “I want to let you know how much I appreciate Christine Morris. We have very large caseloads and it is wonderful to have someone so pleasant and competent to help us. She is prompt, courteous, and all-around very helpful.”

A customer from a law firm called the Office to commend ITG Help Desk’s **Veronica Olivas** for her exceptional customer service. The customer had questions about the ECR process and Veronica took the time to explain to her every step of that process. She was very appreciative of Veronica and was impressed by her service. She said Veronica went above and beyond in the customer service she provided.





# The Employee Track

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

## BIRTHS

● Congratulations to CSC Support Services' **Marie Righetti** on the birth of her 7 lb. 8 oz., 19 in. baby girl on May 3. Her new daughter's name is Lily Marie.

## MARRIAGES



● Congratulations to ITG's **Justin Mayse**, who got married on May 8 to Heidi Carrera. They went to Florida as well as on a cruise ship to the Bahamas for their honeymoon.

## EMPLOYEE ANNIVERSARIES

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

### 5 YEARS

**Linda Vitanovec, Jouseth Gamez  
Hollice Cameron, Regina Frigo**

### 10 YEARS

**Wendi Bobrowski  
Chris Cerrato**

### 20 YEARS

**Deborah Monroe**



## EMPLOYEE AWARDS AND HONORS



### Con-Graduate-lations

Court Operations Supervisor **Gina Nevitt** received a Certificate of Completion in Public Administration from Rio Salado College on May 7.

### Scan-tastic performance

The following employees received certificates for their outstanding rating in scanning documents for the first quarter:

**Platinum (99.8% accuracy or higher)** - Angelica Mejia, Evette Landrum, Lorena Perez, Anthony Garcia, Annette Galarza, Rayleen Smith, Doris Mofford, Joe Chino, Stephanie Coombs, Bridgette Vance, Marjorie Crow, Sue Littrell, Judy Knox, Cindy Kasmer, Alison Knapp, Betty Mitchell, Joycelyn Mathews-Pate, Eileen Fenner, Druscilla Granillo, and Patti Carter

**Gold (99.6 - 99.7% accuracy)** - Clara Nava and Belva Nasingoetewa

**Silver (99.5% accuracy)** - Margaret Brickman and Alison Cole

## EMPLOYEE MOVES

● ITG's **Ron Bitterli** was promoted to Director of ITG. He will assume the position in July. He currently is leading the technical development for the replacement of the Cash Receipting application.

● The following employees transferred from the Customer Service Center: **Shannon Bowdoin** to the Criminal Financial Obligations Work Unit; **Chris Kilgus** to Criminal Exhibits; **Jacqueline Francisco** to Family Court EDM; and **Delia Mendez** to Southeast Juvenile.





## ...The **Employee** **Track continued**

### EMPLOYEE SPOTLIGHT OF THE MONTH



**Name:** Denise McGraw  
**Department:** Courtroom Services  
**Hometown:** Missoula, Montana  
**Family:** Me and two four-legged chubby fur balls  
**Birthday:** April 23 / **Years With Office:** 7+  
**One Thing You Enjoy About Your Job or the Clerk's Office:** My co-workers.

**Least Favorite Activity:** Cleaning the bathroom

**Favorite Activity:** Walking/playing with the dogs from the Pets on Probation Unit of M.A.S.H. I also enjoy hiking.

**Something You Are Proud Of:** My independence and ability to take care of myself.

**The Hardest Thing That You've Done:** Nearly 10 years ago, I made a dream come true by moving to Phoenix. Leaving everyone that I knew and loved behind in Montana was the hardest thing I have done. I didn't have a job lined up and I didn't know a single soul here. Many of my friends have called it a brave adventure. But I'm not a risk taker, and I often think it was the stupidest thing I have ever done because life is much more enjoyable when surrounded by those who love and know you. I miss my Mom and best friend everyday, but I wouldn't change my decision if I had to do it again.

**Favorite Meal:** Thanksgiving dinner

**Where is Your Favorite Place to Eat Out:** House of Tricks in Tempe

**Favorite Movie or TV Show:** **TV Show** - *Friends*. I own the series on DVD and when I need a laugh I can count on "my" *Friends*. For more serious fare, I like *Law and Order: Special Victims Unit* and *Top Chef*.

**A Dream I Have Is To:** Travel to Italy with my best friend

**A Pet Peeve:** People with no concept of common courtesy or manners.

**Do You Have a Hobby/Collection/or Special Interest:** I love to read. I also love trying new recipes from *Cooking Light* magazine

**What Has Been Your Favorite Vacation Destination:** New Orleans

**Where Would You Like to Travel To Next:** Italy

**Two People With Whom You Would Like to Have Dinner With:** My best friend and Eleanor Roosevelt

**What Was Your First Job:** I was a line server at King's Table Restaurant (a buffet/smorgasbord)

**Nobody would believe it if they knew ...** I am a textbook introvert

### FUN AND GAMES

#### Body of Work

Can you match these body-related expressions to their definitions?

#### Expressions

- 1) by the skin of your teeth \_\_\_\_\_
- 2) toe the line \_\_\_\_\_
- 3) tear your hair out \_\_\_\_\_
- 4) in the blink of an eye \_\_\_\_\_
- 5) have your head in the clouds \_\_\_\_\_
- 6) have butterflies in your stomach \_\_\_\_\_
- 7) pull the wool over someone's eyes \_\_\_\_\_
- 8) hands-down \_\_\_\_\_
- 9) get off on the wrong foot \_\_\_\_\_
- 10) keep at arm's length \_\_\_\_\_

#### Definitions

- a) be nervous
- b) lie or trick someone
- c) do what you're supposed to do
- d) quickly
- e) keep at a distance
- f) easily
- g) just barely
- h) start out badly
- i) get upset
- j) daydream



ANSWERS: 1G / 2C / 3I / 4D / 5J / 6A / 7B / 8F / 9H / 10E







# The County News Relay



In April, the Judicial Branch of Arizona in Maricopa County distributed one hundred *I Speak* booklets to the Clerk of the Court's Office and Court and Probation departments to help staff identify the language of court customers who do not speak English. The book lists words in more than 60 different languages and provides limited English proficiency speakers the opportunity to look at and point to the language they speak so court staff can get them the appropriate help.

The booklet is available on-line at <http://courts.maricopa.gov/resources/interpret/index.asp>



## Snip-Snap

(A section of snippets and snapshots)

### Newsletter adds new continent to list of destinations

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was seen with two employees who were in a land "Up and Over" - **up** in the mountains **over** in Ohio. This month, it is spotted with an employee who is in a land "**down under.**"

Pictured here is Downtown Civil Notice Desk's **Katie Sullivan** and her husband Rick, who posed with the newsletter and a Koala bear while they were in Sydney, Australia. This is the first time the newsletter has been in Australia. To date, the publication has appeared with employees in North America, Europe, Asia, and now Australia, which leaves the continents of Africa, South America and Antarctica (if anyone feels adventurous enough and doesn't mind the cold to travel there).

You may submit photos of yourself reading the *Record Times* at any time for this special feature.



**TO SUBMIT A PHOTO FOR THIS FEATURE,** print the front-cover news-letter page, take your photo(s) with the page, and send it to Public Affairs' Len Keso (mailcode CD-PA) with your name, department, and a description of the photo.

The photo may be in sent in print or digital format.

### What is missing?

This is an unusual paragraph. I'm curious how quickly you can find out what is so unusual about it. It looks so plain you would think nothing was wrong with it. In fact, nothing is wrong with it. It is unusual though. Study it, and think about it, but you still may not find anything odd. But if you work at it a bit, you might find out. Try to do so without any coaching!

**Answer:**

It is missing the letter "e," the most commonly used letter in the alphabet.



### Number of things to report

- Nearly one-half (49%) of all travel-related reservations in 2007 were booked on the Web, an increase from 46% in 2005.
- Life expectancy has hit a new high of almost 78 years.
- More than 100 billion unsolicited e-mails (spam) are sent every day.

Source: *First Draft* - May 2008





## The Clerk's file of facts



The Clerk of the Court's Office surpassed the **100,000th eFiling** (for this fiscal year) on May 19. ***In other eFiling news:*** in April, the Office received 2,732 Civil eFilings, 9,126 Criminal eFilings, 22 Family Court eFilings for a total of 11,880 eFilings during the month. This is an increase of 3,193 eFilings from April 2007.

Over the past year, the total number of eFilings received by the Clerk's Office has increased by more than 43%.



The following are statistics that show the Office's **total amount of documents disposed** (as a result of the 01/01/07 initiative) by case type for the period of January 1, 2007 through April 30, 2008:

**Tax** = 9,762; **Mental Health** = 25,623; **Lower Court** = 7,261; **Mental Health, Sexually Violent** = 486; **Transcript of Judgment or Transfer of Judgment** = 66,622; **Family Court** = 918,822; **Probate** = 152,418; **Small Tax** = 1,669; **Civil** = 540,032; **Criminal** = 1,053,726.

The total documents disposed during this time is 2,776,421.



All past issues of the the bi-weekly **"On Pace with OnBase Tips"** are available on the COCWEB in the "Employee News" section. Currently, there are 47 tips available for OnBase users to review. The OnBase Tip is sent out every two weeks to OnBase users to address common questions. Those who have immediate questions or need assistance with OnBase should call the ECR Hotline at 602.372.4100.



The **Electronic Order of Assignment Project** went live the week of May 19. More details about this project will be printed in the June issue of *Record Times*.



## Have a safe Memorial Day holiday!



## The Newsletter Finish Line

### Pin-credible service to the Clerk's Office

In addition to the CASE awards and the Jeane-ius awards being presented to employees this year, there were 82 employees who received service pins. They represented a total of 815 years of experience. Pictured to the right are two of the longest-serving Clerk of the Court employees who received service pins this year.



Photo # 1 - Tracey Fenton receives a 30-year Service Pin from Michael Jeanes.



Photo #2 - Pat Percival receives a 25-Year Service Pin from Michael Jeanes.

