

Record Times

Vol. 13 No. 9

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A monthly newsletter for employees of the Clerk of the Superior Court's Office

eFiling to get family welcome

EFiling is about to be welcomed to the family – Family Court, that is. This Fall, eFiling in Family Court is anticipated to be implemented as a pilot project in Superior Court. The pilot project will debut in three judicial divisions. As distinguished from other case types, Family Court involves a greater likelihood of pro se participation, content designated sensitive by court rule and statute, and filing fees that continue beyond the initiation of the case. An exact date of implementing the pilot project has not been determined.



eFiling was implemented in Maricopa County in 2003. At that time, the project was limited to complex civil litigation cases and was processed by a third-party vendor. Since 2003, the Clerk's Office developed an eFiling system to directly process filings in criminal and general civil cases. Although eFiling is not available in all criminal and civil judicial divisions or juvenile case types, the pilot program continues to expand. Third-party vendors will offer services and functions unavailable through the Clerk's system and will begin accepting eFilings in general civil cases this month, giving filers a choice in the way they interact with the Superior Court in Maricopa County.



Awards are becoming a monthly occurrence

The awards keep coming in each month for the Clerk's Office. Here's how: In June, Clerk of the Court Michael Jeanes received the Administrative Director's Administration of Justice Award from the Arizona Supreme Court. In July, the Public Affairs Office received a first place award for the annual report in a national county government competition. In August, the Office website was recognized as one of the top 10 court websites in the world by Justice Served.

Now, in September, two more awards have rolled in – they are: Family Court Services' **Elisa McGrath** received the Arizona Family Support Council's (AFSC)



Don Vert and Elisa McGrath

Clerk of the Year Award. The AFSC, which is a statewide organization for child support-related agencies, selected Elisa for demonstrating dedication to child support beyond the call of duty by improving services to the non IV-D child support population. In addition, Family Court Services Manager **Don Vert** received the AFSC's President's Award for making significant contributions both in the field of child support enforcement and to the AFSC.

What you can, can't say



This month, signage has been posted throughout the Office that informs court customers about the guidelines court employees must follow in answering legal-type questions. These guidelines were developed earlier this year by a Legal Advice - Legal Information Guidelines Task Force. The following are the guidelines:

WE CAN

- explain and answer general questions about how the court works.
- give general information about court rules, procedures, and practices.
- provide the number for lawyer referral services, legal aid programs, and other services to get legal information.
- provide court schedules and information on how to get a case scheduled.
- give you information from a case file that is not restricted.
- provide court forms and instructions that are available.
- usually answer questions about court deadlines.

WE CANNOT

- tell whether or not you should bring your case to court.
- tell what words to use in your court papers or whether you are correct.
- tell you what to say in court.
- give an opinion about what will happen if you bring your case to court.
- conduct legal research for you.
- talk to the judge for you or let you talk to the judge outside of court.
- alter court documents.

Costume eVent coming Oct. 31

The 2nd annual Costume eVent will be held Oct. 31. Employees will get the chance to vote on who has the best costumes in the Office. Start planning your costume now.



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Michael K. Jeanes
Clerk of the Court

An update on 1/1/07 initiative

It has been over eight months since our 1/1/07 initiative to scan and dispose of paper documents (after numerous quality assurance checks), and I am pleased to report on its tremendous success! Here is a brief update on our project.

All of the paper documents we have received since 1/1/07 have been successfully scanned. The Court has adjusted quite well to using the ECR instead of the hard copy files. As of the end of June, approximately 967,000 documents have been disposed of.

The quality control process we established to ensure a complete and accurate ECR takes about 90 days to complete. Therefore, documents are not being disposed of until approximately 90 days after they have been received and scanned. Disposing of the paper documents saves a significant amount of storage space for our Office. The entire system is working very well.

The next phase will be to begin looking at the disposal of the paper documents for cases filed between 2002 - 2006. I appreciate all of your hardwork regarding this effort.

ECR access to expand

Starting this Fall, the Clerk of the Court's Office will begin allowing attorneys direct access to the electronic court record (ECR) on cases in which they are the attorney of record. This initiative will improve the speed and efficiency of case management and reduce the need for law firms to send runners for copies of paper records.



Access to the ECR is not a substitute for serving documents, but rather a customer service initiative. The Clerk's Office will continue to work with third-party vendors who can also provide access to the court record, as well as offer additional functions, support and service features.

Free Shred-a-thon for county residents

The County Attorney's Office is helping sponsor a Free Shred-a-Thon. County residents can bring up to five boxes of documents for shredding. Dates and locations of the event are: **Sat. Sept. 29** from 11 a.m. - 3 p.m. at the Arizona Mills Mall; **Sat. Sept. 29** from 10 a.m. to 4 p.m. at the Bass Pro Shops in Mesa (202 and Dobson); and **Sat. Oct. 13** from 9 a.m. to Noon at Sam's Club, 1225 N. Gilbert Rd.

Move has Appeal



As of Oct. 1, the Appeals Work Unit, currently located in the Central Court Building, will begin performing their duties in a new and improved office environment. They will be housed at the Customer Service Center and the Office is pleased to be able to provide a work space for its employees that fully supports the mandated functions. The Appeals Unit, consisting of nine staff, is primarily responsible for preparation and transmission of the record on appeal. They process criminal and non-criminal case types as appropriate to the Court of Appeals or Supreme Court. The phone numbers for this Unit remain the same; the primary number is 506-7775. The new internal mail code is RMJS-AP@ CSC.

Two employees, two different times, one newsletter, four states

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was spotted with an employee who was on a bike ride event that took place in two states (Nev. and Calif.). This month, it's pictured with two employees, who at two different times, were in four states at one time.

Pictured on the left is Public Affairs' **Len Keso**, who was kneeling with the newsletter in the states of New Mexico, Colorado, Arizona, and Utah. He visited the Four Corners National Monument in June.

Pictured to the right is ITG's **Charlie Gill**, who was standing with the newsletter in all four states as well. Charlie visited the Four Corners area in May. Pictured in the middle, is the *Record Times* newsletter in Colorado, New Mexico, Arizona, and Utah. Charlie cut a hole in the newsletter and took the photo.

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

TO SUBMIT a photo, print a newsletter page(s), take your photo(s) with the page(s), and send it to Public Affairs' Len Keso with your name, department, and a description of the photo.



News around the County

- The Annual Maricopa County Craft Fair will be held from 9 a.m. - 3 p.m., Oct. 25 on the Central Court Plaza.
- The County Casual Days will be held Oct. 29 - Jan. 25 - Tuesdays only for the Clerk's Office.



Recordsetters of the Clerk of the Court' Office

(Listed below are recent letters, email messages, and phone calls about Clerk employees from those who appreciate their recordsetting efforts to provide excellent service.)

CUSTOMER SURVEY CARD COMPLIMENTS

Northeast Filing Counter

- "Monica Crowley was very fast, efficient, and has a good personality."
- "Kelly Sleseman was knowledgeable, professional, and presented a willingness to assist."
- "Kelle Dyer is wonderful, great, spectacular, and needs a BIG pay raise."
- "Sandy Seeley was so very courteous and pleasant under a stressful situation."

Downtown Civil Filing Counter

- "Angela Walker is terrific. The filing counter should be happy to have her!"

CO-WORKER COMPLIMENTS

"I would like to thank Facilities' **Freddie Rubalcaba** for saving us every time the power goes off. He keeps things light and bright." — *Madonna Anderson*

"I would like to thank **Patti Carter** for all that she does for us. She makes this a great place to work and we appreciate it." — *Terri Langford*

"I would like to extend my appreciation to Courtroom Services Manager **Penny Boettcher** and **Erika Morgenstern** for their willingness to assist me at a moments notice. They both provide excellent internal customer service with a smile and are a fine example of great teamwork." — *Merriel Trombley*

"I would like to let the **Downtown Family Court Filing Counter** know how wonderful they really are and that it was great to be a part of their group. I also want to thank the courtroom clerks for being so nice, helpful, and very welcoming to the new and upcoming courtroom clerks in training." — *Jolene Stroble*

"I want to thank **Cruzita Minero** for her kindness and the warm welcome she gave me when I first started as a courtroom clerk. When I wandered into the Clerk's Office on my first day, Cruzita noticed that I looked lost. She introduced herself and personally escorted me to my new supervisor. Everyday since, Cruzita has always been extremely nice and always offers a big smile and a friendly hello. It's colleagues like Cruzita that make the Clerk's Office such a great place to work." — *Kathryn Martin*

"I want to give a special thank you to **Rosa Montoya** for her help regarding my medical emergency!" — *Linda Castleberry*

OTHER COMPLIMENTS

A customer wrote a nice note about Downtown Civil Filing Counter's **Megan Simpson**. The customer said, "We were very stressed after getting in two wrong lines. Ms. Simpson was very kind and helped take away the stress."

An attorney wrote the following comment while Downtown Civil Filing Counter's **Angela Walker** was issuing 175 summonses for him: "Angela was extremely helpful and courteous. She was friendly and had a wonderful sense of humor while issuing many summonses. I appreciate her kindness."



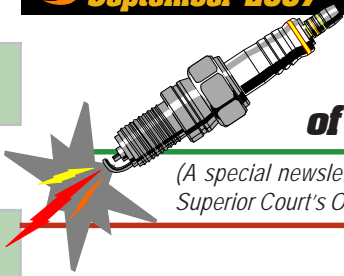
Recordsetters are in the Fast Lane when serving their customers

Courtroom Clerk Tracey Fenton was thankful for the fantastic service that Facilities's **Larry Spoehr**, **Freddie Rubalcaba**, and **Ron Pitts** provided her during an office move. She wrote in an email to Court Supplies Supervisor Bob Prater, "Larry, Ron, and Freddie went above and beyond with my recent move. Larry took the time to measure my old and new office, and he envisioned how it can be arranged so I'm not ergonomically comprised as I have severe back problems. He is always very nice and I didn't feel like I was inconveniencing him at all.

Ron and Freddie were phenomenal. We had to switch the contents of both offices for the move and they were fast, organized and maintained a happy and friendly attitude, which took the tense edge off for me since we were under time constraints. They both made sure everything was working okay before they left, and Ron even came back to help me with a problem I was having with my computer desk.

Thank you for having such great employees. They are a great reflection on you and your department. I am truly grateful for their talent, attitude, and everything they do for us."





Employee News of the Clerk of the Court' Office

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

BIRTHS

- Congratulations to Juvenile Durango Courtroom Services Manager **Alicia Burd**, who gave birth to a 7 lb. 1 oz. baby boy on July 5. Her new son's name is Dwight Gene. He is Alicia's third child.
- Congratulations to SE Courtroom Clerk **Ellen Campo** on the birth of her 8 lb.15 oz. grandson on Sept. 8. Her new grandchild's name is Erik.
- Congratulations to Court Supplies' **Jason Campos**, on the birth of his 7 lb. 12 oz. son on Aug. 29. His new son's name is Jason Jr. He is Jason's second child.
- Congratulations to Court Supplies' **Richard Lopez**, who became a grandfather for the first time on Aug. 29. His new granddaughter is named Sianna Monique and she weighed 8 lbs. 7 oz.



NEW EMPLOYEES

- **Accounting Operations** - Annette Cordell
- **Appeals** - Barbara Straub
- **Billing & Deferral Unit** - Edie Friss
- **Civil Docket** - Eugenie Beckum
- **Civil Filing Counter** - Pedro Santiago
- **Courtroom Clerk** - Rolena Aguilera, LaVonia Diggs, Donna Ganther, Sarah Orrick, Charles Brown, Katherine Rutledge
- **Criminal Financial Obligations** - Doris McDonough
- **Grand Jury Clerk** - B. Eva Aguilar
- **NE Filing Counter** - Martha Wanke
- **RCC Document Services** - Virginia Beeby
- **Support Services, CSC** - Marie Barone



OFFICE ANNIVERSARIES

The following employees celebrate milestone Office anniversaries in September:

25 YEARS

Pat Percival

15 YEARS

Mary Davis



10 YEARS

Aurora Acosta, Michael Aiston, Jennifer Shaska, Sharon Rochford

5 YEARS

Drayson Alcantar, Patricia Wolff, Fernando Cabral, Patti Carter, Crystal Machelski

ON THE MOVE

- **Angie Green** was promoted to supervisor at the NE facility from Accounting Operations.
- **Erica Bradford** transferred from Probate/Docketing/EDM to the Juvenile Filing Counter.
- **Jolene Stroble** transferred from the Family Court Filing Counter to become a courtroom clerk.

SPOTLIGHT



Name:
Rich McHattie
Department:
Associate Clerk,
Strategic Planning
and Information
Technology
Hometown:

Regina, Saskatchewan, Canada
Family: Wife - Sally / Daughter - Rylee (7) / Son - Evan (4)
Birthday: Dec. 19
Years With Clerk's Office: 2 years
Favorite Activity: Golf
Least Favorite Activity: Laundry
I'm Proud Of: My backyard landscaping ... I did most of it myself.
The Hardest Thing That You've Done: Helped my older sister through cancer treatments. She has been all clear for 14 years now!
My Favorite Meal: A cheesesteak from Uncle Sam's (Phoenix)
A Dream I Have Is To: Build a cabin from the ground up at the lake where I spent my summers as a child in Canada.
A Pet Peeve: Inconsiderate behavior
Two people who you would like to have dinner with: Warren Buffet and Mike Myers (Austin Powers)
What Was Your First Job: Unofficially, mowing lawns when I was 14. Officially, a dishwasher in a hotel restaurant.
Nobody Would Believe It If They Knew ... that in 1990, I helped start a family business marketing implantable microchips (RFID: Radio Frequency Identification Device) for companion animals - including dogs, cats, and avian - across the United States and Canada.

