

Record Times



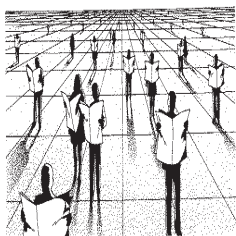
Vol. 12
No. 1

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

JANUARY 2006

The new newsletter for the new year

The newsletter is starting the new year with a new look and a new distribution method. The *Record Times*, which is distributed monthly to employees, has changed its design after three years, and its distribution for the first time ever.



Beginning this month, the *Record Times* will be distributed to all Clerk of the Court employees in electronic format only via email. A printed version will no longer be made and distributed with paychecks. The newsletter will be sent on the last payday of each month. The change in format was made to go along with the Office's other electronic efforts.

The *Record Times* was first published in Sept. 1995. The cover story featured a suggestion from an employee being approved to implement Friday casual dress days. The first casual Friday was then held on Sept. 29, 1995.

What's happening with Managing for Results (MFR)?

by Rich McHattie, Director of Strategic Planning and Change Management

Thanks to assistance received from Linda Samson, Lauri Thomas, Don Vert, Marian Catt, Darrell Brinkley, Melanie Fay, Melody Tinsley, GeorgeAnn Smith, and Chris Stimson, data for the first quarter of FY 05-06 was collected and posted to the EBC for each of our seven MFR measures. Also posted is a brief status update regarding accomplishments in each of our four strategic goals. To see our first quarter results, you may visit <http://www.maricopa.gov/mfr/viewOnlyDept.asp?DID=59> to access an index to the Strategic Planning Results. In the index, click on the Program names "Clerk of Superior Court Fiduciary Services," "Court Records," and "Public Records Program" to review the MFR measures and data.

Doug Wood, Ricardo Barcelo, and Diana Mansell have been invaluable resources for understanding "MFR and the budget," and for providing reports that help us to record data accurately and put in the right places.

MFR is a tool we use to better understand our performances against the goals we have set. Each quarter our Office reports on each performance measure, and uses them to make informed decisions on where we need to improve and what we need to do to attain the goals we have put in place. *...continued on page 2 - MFR*

E-filing expands

by Aaron Nash, Public Affairs Project Manager

E-filing will continue to expand in General Civil Court in 2006. Four additional divisions are joining the electronic filing pilot in Superior Court. Judges Dunevant, Hilliard, Katz, and Schneider will begin designating cases by minute entry to take part in the pilot. Only cases notified by minute entry of their participation in the pilot are allowed to electronically file.



The pilot will continue

to expand into additional divisions until e-filing is available throughout the civil case type. In addition, the Office will be analyzing the implementation of e-filing in other case types. Pilots in those case types will take place throughout the year.

Report is On Track

The Clerk of the Court's 2004 - 2005 Annual Report, titled "On Track" is ahead of track. It was completed seven weeks early and is now available for viewing at www.clerkofcourt.maricopa.gov



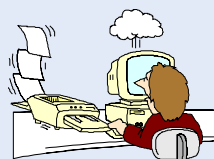
and then select "Newsflash." The report provides an overview of the Office and the accomplishments it made this past year.

The annual report is distributed to the public, libraries, law firms, local government leaders, county staff, state offices, national organizations, and office guests and customers.

OnBase keeps OnGrowing

The following is a chart showing the annual growth of the OnBase Repository. OnBase is the software program designed to manage the processing and retrieval of the office's electronic documents.

	2002	2003	2004	2005
PAGES	6,249,839	6,481,725	7,475,599	9,164,487
DOCUMENTS	1,956,559	2,007,854	2,368,029	2,841,956



Michael's

message



Michael K. Jeanes
Clerk of the Court

The 2006 Munch meetings

A new year is here and so are new dates for the monthly Munch meetings with you. The Munches are a great way for me to meet new staff, hear from you, and discuss issues of concern and/or interest. I hope they have benefitted you as well.

If you haven't been to a Munch yet, I want to encourage you to come. If you have attended them before, I look forward to seeing you again. I try to avoid rescheduling the Munches, but there are times when it is unavoidable. Please know that you do

not have to wait until a Munch if you have an issue you would like to discuss. Here is a list of this year's Munch dates and locations:

(Dates in bold signify everyone is invited. Non-bolded dates signify the Munch is a non-supervisory discussion.)

Central Court - 2nd Floor, Conference Room / Noon - 1:30 p.m.

Jan. 12; March 9; May 11; July 13; Sept. 14; Nov. 9



Durango Juvenile - Conference Room / 12:30 - 1:30 p.m.

March 16; **June 15**; Sept. 21; Dec. 21

Customer Service Cntr. - Lower Level Conf. Rm. / Alternate times Noon - 1 p.m. & then 1 - 2 p.m.

Feb. 16; May 18; Aug. 17; Nov. 16

Southeast Adult - Cafeteria / 12:30 - 1:30 p.m.

Feb. 23; May 25; Aug. 24; Nov. 30



Southeast Juvenile / 12:30 - 1:30 p.m.

March 23 (Yucca Rm.); June 22 (Yucca Rm.); Sept. 28 (Saguaro Rm.); Dec. 28 (Saguaro Rm.)

Northwest - Jury Room / Noon - 1 p.m.

Jan. 20; April 21; July 21; Oct. 20



Northeast - Multi-Purpose Room / Noon - 1 p.m.

Jan. 13; April 14; July 14; Oct. 13

...MFR continued

The deadline for posting 2nd Quarter MFR data on the EBC is Feb. 10. Pat Percival is working with "statisticians" to collect the production results, as well as strategic goal updates to ensure the timely update of our MFR measurements and progress toward meeting our goals.

Thanks to everyone involved with maintaining and reporting accurate production data that is the foundation of MFR statistics.

New Exit doors open

New Exit doors have opened in the Central Court Building to reduce



the number of people simultaneously entering and exiting the current doors.

According to Security, about 1,800 members of the public and 450 staff members enter the current front doors daily.

Drop boxes are dropped

The attorney minute entry drop boxes in Distribution were discontinued this month. Attorneys who picked up their minute entries from the drop boxes will now receive them by regular mail or through the Office's Minute Entry Electronic Distribution System (MEEDS). Currently, there are 439 law firms representing 3,450 attorneys enrolled in MEEDS.

Sing for Dr. King

Courtroom Clerk Alma Kirkendall recently sang at the Martin Luther King Jr. ceremonies in Atlanta, Georgia. Alma says Atlanta has one of the largest weekend celebrations for Dr. King in the nation. Alma travels around the country to sing, teach, and/or speak and trains vocal teams in Arizona, California, Oregon, Nevada, Washington, Utah, Alaska, and Hawaii as the Western Pacific Director of Worship for the Full Gospel Baptist Church Fellowship.



Second place winners for Most Scenic and Farthest photos

Several months ago, the Record Times conducted a photo contest asking employees to submit photos of themselves reading the newsletter while they are on vacation. Winners were selected in seven different categories.

Photo 1 features Administrative Services **Darlene Anderson**, who received second prize in the "Most Scenic" category. She is posing in a lush, scenic spot in front of the Cayman Islands National Museum with the newsletter. In Photo 2, **Lauri Thomas**, Document Management Administrator, received second prize in the "Farthest from Phoenix" category. Lauri is posing with the newsletter at the border of Scotland. Employees may submit photos of themselves reading the Record Times at anytime for this feature. Please send photo(s) to Len Keso - CC-PA.



Maricopa County is inviting employees to a MLK Diversity Celebration from 11 a.m. to 12:30 p.m. on Jan. 26 in the Supervisors' Auditorium, 201 W. Jefferson. Box lunches will be available for \$5.



Recordsetters

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

CO-WORKER

— COMPLIMENTS —

"I would like to thank the **SEA EDM area (Brenda, Joan, Erika, and Patti)** for the great teamwork they demonstrate. They exceeded the three-day/two-day deadlines for the majority of the 2005 year with minimal errors. Great job!

I would like to thank the **SEA RCC/EDC area (Carly, Brandi, Tracy, and Carmen)** for always going the extra mile. They consistently meet their deadlines and often offer assistance in other areas when needed. Keep up the great work!

I would like to thank **Angela Colson** for her willingness to assist with any project assigned. No matter the task at hand Angela makes it her mission to find the proper resources to get things resolved. Thank you for all of your hard work and dedication (especially last month). You have been extremely helpful and a true asset."

— **Franci Diaz-Smock**

"My thanks to all of the **File Room staff** who scramble to get my files and loose documents so quickly. I also want to thank the **Payroll Department** for all of their help."

— **Madonna Anderson**

"I wish to express my continuing thanks to the **Southeast juvenile clerks** for their assistance in covering the Downtown juvenile clerks, for their assistance in completing Durango hearing minute entries, and in getting ex partes out. I also want to thank the **Durango juvenile clerks** for their volunteerism in making sure all courts

are covered each day while new staff are being trained (and particular thanks to those clerks who have taken on the extra work of training.)"

— **Rebecca Miller**

"We would like to send a huge **THANK YOU** to the **Northeast Filing Counter** for helping us out these past few months with mail while we have been short-staffed in our area. A special thank you to **Jason Campos**, Northeast courier, for helping us out with those last minute deliveries to the Northeast RCC. We truly appreciate you all!"

— **Downtown Family Filing Counter**

Recordsetters are always on track to serve



"I want to thank **Cheryl Marzella** for being so willing to assist me with customer's records request, either by phone or email, and doing so with a more than willing attitude. She makes my job easier."

— **Sandra Strange**

SURVEY CARD

— COMPLIMENTS —

Civil Filing Counter

- "**Mark Leong** is very professional and courteous."

Customer Service Center

- "**Karen** was extremely helpful to me with my court documents."

- "I know government workers never hear enough about how good a job they are doing, only how badly they are doing. Give them some kudos. They are appreciated by me."

- "**Deborah Payment** was extremely helpful and answered all of my questions with knowledge and politeness. She deserves a word of praise."

CUSTOMER

— COMPLIMENTS —

A customer wrote to say, "I would like to express my gratitude for your wonderful employee **Diana Hoover**. She was the most helpful person throughout my ordeal. She is kind, polite, caring, and willing to help. I pass on my gratitude to her. You have a wonderful employee working for you."

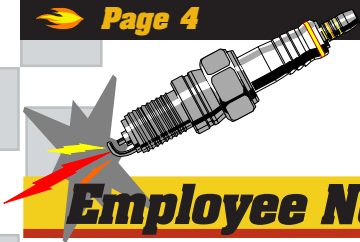
A Superior Court staff member sent a note to Court Supplies Supervisor Bob Prater to commend **Robert Manning**. She said, "I want you to know that Robert Manning is very helpful. He always goes above and beyond to make sure that any supply orders from our department are taken care of as efficiently as possible. He is the person I go to with any questions, problems, or requests. The entire staff in Supply is wonderful to work with."

Family Court Docket's Laura Lyon sent a note complementing the **Mailroom staff** saying, "I wanted to let you know that whoever is delivering the interoffice mail is really doing great. For the last couple of days, I have received the coversheets from docket staff that were completed the same day." Kudos to the Mailroom staff.

A customer wrote a thank you letter and card expressing gratefulness for the service she received from Civil Filing Counter's **Katie Sullivan**. The customer wrote, "I would like to express to you how thoughtful you are to let me know that I was forgetting the court fees. I need all the help that I can get. You are an angel."

A customer called the Clerk's Office to say thank you to SEA FC Filing Counter's **Sheelah Ponicki**. She said, "I wanted to tell Sheelah's supervisor that she offered me incredible customer service. You never know what a person is going through. She went out of her way for me and it will never be forgotten."





Employee News

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

— BIRTHS —

- Congratulations to Family Court Filing Counter's **Melissa Alderman-Mendez**, who gave birth to a 9 lb. 11 oz. baby girl on Oct. 23. Her new daughter's name is Iyana Concepcion.
- Congratulations to Courtroom Clerk **Lucy Carmickle**, who became a grandmother for the first time on Oct. 23. Her new granddaughter's name is



Savannah Nicole, and she was born on her mother's birthday, weighing 7 lb. 5 oz.

- Congratulations to EDM Trainer **Kim Dollins** on the birth of her 9 lb. granddaughter on Dec. 23. This is her second grandchild and her name is Brianne Danielle.
- Congratulations to Civil Filing Counter's **Connie Melberg** on the birth of her 8 lb. 2 oz baby boy on Dec. 27. Her new son's name is Carter.

— ENGAGEMENTS —

- Congratulations to Courtroom Clerk **Courtney Walker**, who got engaged on Dec. 17 at Disneyland to Ben Starks. The couple is tentatively looking at a May, 2007 wedding.



— ANNIVERSARIES —

The following Clerk of the Court employees celebrate milestone office anniversaries in January:

10 YEARS

Cynthia Cramer

5 YEARS

Rachel Robles

Emily Pedro

Edith Witherspoon



— NEW EMPLOYEES —

- **Cynthia Arvallo** - Courtroom Clerk
- **Richard Bennet** - SEA Criminal Document Supervisor
- **Anita Hulsey** - Courtroom Clerk
- **Terri Langford** - Family Court Docket
- **Jenela Fierro** - Family Court Filing Counter
- **Holli Lane** - Accounting Clerk
- **Denise LaFleur** - Family Court Filing Counter
- **Donnielle McLane** - Courtroom Clerk
- **Michael Mejia** - Family Court Filing Counter
- **Fred Mohr** - Billing Supervisor
- **Sherri Sheppard** - Accounting Clerk

— RETIREMENTS —

- **Susan Rosson** retired from Distribution and Duplication on Dec. 30 after serving the Clerk's Office for more than 25 years. She began working for the Office on July 19, 1979.
- Collections Supervisor **Steve March** retired on December 28 from the Clerk of the Court's Office after serving for almost 23 years. He began working for the Office on Jan. 17, 1983.

— AWARDS —

Recent movie ticket winners

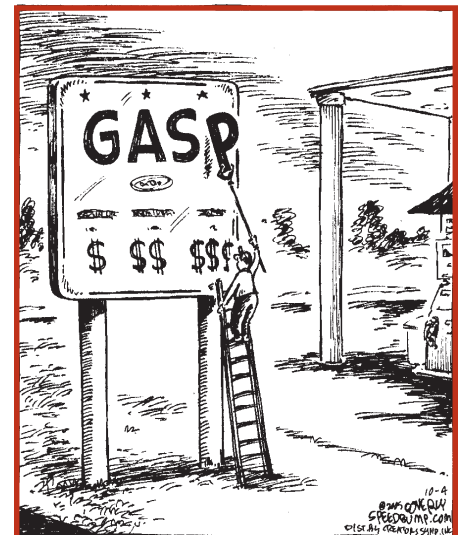
Maureen Ramroth, Jennifer Friess, Wendy Tucciarone, Denise Glab, Grace Tucciarone, Ruth Bonz, and Darlene Anderson each won Harkins movie tickets through Maricopa County's Alternative Mode User Program (AMU).

AMU conducts random drawings to reward employees with movie tickets for their efforts to reduce air pollution by using an alternative mode of transportation, such as riding the bus, carpooling, vanpooling, or riding a bike.



EMPLOYEE — SPOTLIGHT —

Name: Jan Price
Department: Account Services, Durango Juvenile
Hometown: Youngstown, Ohio
Family: *Husband*- David / *Daughters* - Nancy, Jackie, and Kathy *Son* - Richard
Birthday: December 16
Years with Clerk's Office: 19 years
Favorite Activity: Spending time with family and reading
Something I'm Proud of: Our children and 12 grandchildren
Hardest Thing You've Done: Quit smoking
My Favorite Meal: Beef chimichanga smothered with sour cream and guacamole
A Pet Peeve: People who don't use blinkers to change lanes and parents who don't take responsibility for their children's actions
A Dream I Have Is To: Travel throughout the United States, Wales, Scotland, and Hungary.
Two people you would like to have dinner with: Margaret Thatcher and Cher
What Was Your First Job: Working at my father's gas station at age 12
Nobody would believe it if they knew... that I was very shy as a child



Record Times. Published monthly by the Clerk of the Court's Public Affairs Office for distribution to employees on the last payday of each month. Contact PA&E, CCB, 201 W. Jefferson, Phoenix, Ariz. 85003 (602-506-6114) or by e-mail LKeso@coc.maricopa.gov

Chief Deputy Editor

**Chris Kelly
Len Keso**