

# Record Times



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



## Pin-pointing employee's years of service

It is that time again when the office *pin-points* employees who should be recognized for their service. The annual office Service Pin and C.A.S.E. (Celebrating and Saluting Employees) Event is here, and that means Clerk of the Court Michael Jeanes will be handing out service pins to employees in recognition of their years of service. Following is a list of dates, locations, and times of the events:

**May 17** - Northwest / 12:15 p.m. / Office Area

**May 24** - Downtown / 12:15 p.m. / Supervisors' Auditorium



**June 7** - Southeast Adult/Southeast Juvenile / 12:15 p.m. / Saguaro Room

**June 28** - Customer Service Center / 12:15 p.m. / Lower Level Conf. Room

**June 30** - Durango Juvenile / 12:15 p.m. / Large Conference Room

Following is a list of employees who are scheduled to receive a service pin from the Clerk's Office and/or from Maricopa County (the county also provides service pins for years of service).

⊗ = Clerk's Office Pin Recipient    ⊠ = Maricopa County Pin Recipient    ⊠⊗ = Both Clerk and County Pin Recipient

### DOWNTOWN



#### 30 Years

Dina Arzaga ⊗  
Denise Glab ⊗

#### 15 Years Continued

Susan Morris ⊠⊗  
Mitzi Munoz ⊠⊗  
Yvonna Smith ⊠⊗  
Susan Score ⊠⊗  
Diane Szaniawski ⊠⊗

#### 5 Years

Michael Ball ⊗  
Margie Boyett ⊠⊗  
Chris Bradford ⊠⊗  
Emily Greth ⊠⊗  
Tina Hays ⊠⊗  
Olivia Hernandez ⊗  
Francisca Horst ⊠⊗  
Joe Legander ⊠⊗  
Kari Lund ⊗  
Andrea Martin ⊗  
Mary Minkow ⊠⊗  
Michelle Monick ⊠⊗  
Veronica  
Reyes - Trevino ⊠⊗  
Patricia Sherrod ⊠⊗  
Marian Smith ⊠⊗

#### 25 Years

Michael Cearfoss ⊗  
Carol Miller ⊗  
Olivia Rosson ⊠⊗

#### 10 Years

Nancy Kielblock ⊗  
Susan Littrell ⊗  
Richard Lopez ⊠⊗  
Debra Raybon ⊠⊗  
Bob Prater ⊗

#### 20 Years

Laura Eng ⊠⊗  
Martha Sockwell ⊗

#### 15 Years

Delilah Chilcoat ⊠⊗  
Dave Forde ⊗  
Barbara James ⊗  
Nancy Killian ⊠⊗

Lorraine Sheehan ⊠⊗  
Sandra Strange ⊗  
Janie Tewksbury ⊠⊗  
Kim Whitson ⊠⊗

### CUSTOMER SERVICE CENTER

#### 20 Years

Jay Berry ⊠⊗  
Sharon Wilson ⊠⊗

#### 15 Years

Candy Cole-Terry ⊠⊗  
Steven Lauer ⊠⊗

#### 5 Years

Charlotte Concholar ⊗  
Martin Gandarilla ⊠⊗  
Steve Greth ⊗  
Meg Kelleher ⊠⊗  
Margaret Wagner ⊗  
Kghtawnya Wells ⊗  
John Whitford ⊗

### SOUTHEAST

#### 15 Years

Gloria Kuder ⊠⊗  
Lora White ⊠⊗

#### 5 Years

Judy Barney ⊠⊗  
Kathy Hill ⊠⊗  
Diane Hoy ⊗  
Michael Kay ⊗  
Leah Lindahl ⊗  
Irasema Martinez ⊗

#### 5 Years Continued

Marlene Rivera ⊗  
Christina Terrell ⊗



NORTHWEST/RCC GLENDALE    5 Years - Darrell Lather ⊠⊗

## Legal grounds

On March 24, a groundbreaking ceremony was held for the new 254,300 square-foot, five-story Maricopa County Downtown Justice Center. The building will house nine county departments, including the Clerk of the Court, and five justice courts. The facility is projected to be completed in the fall of 2006.



**Dig in.** Michael Jeanes (third from right) and other county, court, and construction officials break ground on the new justice center.



An artist's rendition of the new justice center.

## New COCWeb coming

by Anje Anderson

Our purpose with these newsletter articles is to spark your interest! Are you interested? Here is more information, so please read on!

First-rate navigation is on its way. The ability to expand only the features you need is coming, as well as portals that provide effortless access to any service/application you want. Imagine the ease of a search menu by popping in word, pressing search, and there is your requested data. There is no need to drill through the menu items searching for familiar words.

More details to come in next month's issue.

## Michael's

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Michael K. Jeanes  
Clerk of the Court

### From the counter window to the electronic window

In anticipation of a business model that allows E-Filing and an all-electronic casefile, the Clerk's Office, with Superior Court and other County partners, is launching a new e-filing project in select criminal court divisions. The ever-growing number of filings continues to motivate our office to move to an electronic way of doing business as soon as all processes, functionality, and safeguards are in place. In February, our Office processed nearly 84,000

criminal case type paper documents through its imaging process.

Criminal cases assigned to Judge Donahoe's division, and to Commissioners Nothwehr, Cunanan, and Aimee Anderson in the DUI Court will soon be eligible for e-filing on a permissive basis. On these cases attorneys and staff



**E-FILING ONLINE**  
Clerk of the Superior Court  
Maricopa County

in select county justice agencies and court divisions will be able to choose to electronically file their documents with the Clerk of the Superior Court.

Our Office is moving toward electronic filing, not just imaging of documents, as the standard in all case types. This process may take years to fully implement, but over time, hardcopy casefiles may no longer be maintained. This system will allow parties, judges, and the public (in certain circumstances) to electronically view the case simultaneously and immediately – no more waiting.

Currently, the public may access electronic images on existing cases by using computers at the Customer Service Center. These computers allow the public to print the images found in the public record. Many court and clerk staff have access to the repository of electronic images, allowing the entire casefile to be viewed in some cases, thus reducing the need to order hardcopy files and allowing the bench to review pleadings on demand.

Watch for further developments as we continue to move forward toward the goal of fully implementing an Electronic Document Management System and the creation of the Electronic Court Record (ECR).

## Minute to improve

"In a minute" has a special meaning in the Criminal Financial Obligations Unit. The reason why is that one of the processes they perform to verify financial information is done by using data listed "In a minute" entry.

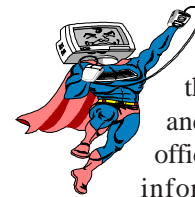
But on April 12 that minute entry process was "tweaked" so that it now saves actual *minutes of time* as well as paper too.

Prior to the process change, CFO would take time to print the electronic minute entries and then use the hardcopy to verify financial information listed on their computer screen in the RFR Automated Financial System.

With the new process, they open up the minute entry and open up the RFR system (both on the same screen). They can then verify the data between the two computer screen windows. This process is saving time, paper, and ink cartridges.

## A new E-venture has e-merged

There is a new E-venture that awaits anyone who would like information about all of the office's electronic initiatives. This E-venture comes in the form of a website that can be currently accessed at <http://www.clerkofcourt.maricopa.gov/ebusiness/>. (This address will change soon. The new address will be announced).



The purpose of the new website is to keep those who are impacted and/or have interest in the office's electronic initiatives informed with up-to-date information, to provide users with a resource of information, as well as to educate users about the various components of the office's Electronic Document Management System (EDMS).

The website features: recent achievements; information for specific users and/or agencies; testimonials about EDMS; articles about past achievements and upcoming projects; statistics; photos; e-terms; and an opportunity for users to give feedback about the office's electronic programs and E-ventures website through a section called "E-pinions."

### The cruise and the news

Each month, employees are invited to send the Public Affairs Office a photo of themselves reading the Record Times while they are on vacation. Last month, the newsletter was seen in Costa Rica at a rain forest. This month, the newsletter is near water once again.

Pictured here is ITG's PC/LAN Technician **Scott Hensel** who was cruising through the news in the newsletter while he was on a seven-day Mexican riviera cruise. The picture was taken during the "Formal Night" on the cruise. Scott and his wife were celebrating their 10th wedding anniversary.

Employees may submit photos of themselves reading the Record Times at anytime to the Public Affairs Office, 2nd Fl., Central Court Building. When submitting a photo, please include your name, phone number, and a description of the photo.



# Recordsetters

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

## CO-WORKER — COMPLIMENTS —

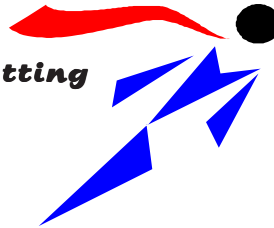
“We would like to give a BIG thank you to Courtroom Clerk **Alex Aquirre**. Alex has translated for the Civil Filing Counter on a few occasions and has been a great help to us and our customers. We appreciate his willingness to assist our department.”  
— *Civil Filing Counter staff*

“We would like to express our appreciation to: **Maridel Soileau, Gina Frigo, Lora Gilbert, Marjorie Crow, Deborah Johnson, Elisa McGrath, Linda Samson, and Mary Sirls** for their assistance in making file folders. We asked for help to make over 500 folders and this group came to the rescue wearing a smile. In addition, we would like to thank the **SE Filing Counter** for their on-going assistance with our mail processing. Your teamwork is to be applauded.”  
— *Downtown Family Court Document Services Filing Counter*

“I want to thank the **Disposition Clerks and the POD area at the Customer Service Center** for all that you have done for me. I will miss you all so much. Some of you are like family to me and I will never forget the good and bad times we have had together. To **Cheryl**, thank you for being a great supervisor. I hope that wherever the wind takes me, I will be under a supervisor that cares and understands as much as you have throughout the years.”  
— *Misty Hardman*

“I would like to thank **Sue Baldwin** and **Bev Clement** for covering my desk during my medical leave. I also thank everyone at the Customer Service Center for their prayers. It means a lot to me. You are my second family. I love working for the Clerk of the Court’s Office. I will miss you guys.”  
— *Annette Tallabas*

## Recordsetting service!



“I want to send out a thank you to the **Downtown Family Court Staff**. As they know, I am changing positions within the county. I will miss each and everyone of you. I may be moving out of the department, but I will not be gone forever. Thank you all for your kindness and wishes. I really enjoyed working with all of you and have learned a lot along the way. I will keep in touch and wish you all the best.”  
— *Candice Williams*

“I would like to thank ITG’s **Oscar Garcia** for all the help he has provided our office lately. He is extremely reliable and always provides prompt attention to any matter.”  
— *Len Keso*

“I would like to send a COLOSSAL thank you to everyone in **Central Court Supply** as they always do a tremendous job in delivering my supplies, especially when an emergency comes up.”  
— *Grace Tucciarone*

## OTHER — COMPLIMENTS —

Madonna Anderson sent a very complimentary email to Customer

Service Center’s **Ed Morris** and **Scott Mandel**. She wrote, “Your staff rocks!! Thank you so much for finding the old case and getting it to me in such a short time. You are the BEST!”

File Delivery Supervisor **Ed Morris** received another kind note for a job well done. Superior Court’s Eileen Clevenger wrote this about the service she received from the **File Room**, “I know people are quick to send you a note when things are not going well but, this is a thank you to the File Room. Everyday this week, at least once, I have requested a rush file and it has been delivered almost instantly. Thank you to you and your staff!”

## SETTING SERVICE RECORDS



Last month, the Board of Supervisors honored Carol Schreiber and Marjorie Crow for their 30 years of service to the county and to the Clerk’s Office at a special ceremony.

Above are photos from the Service Ceremony. (Top photo, from left) Supervisor Don Stapley, Customer Services Associate Clerk Carol Schreiber, Supervisors’ Chairman Max Wilson, and Clerk of the Court Michael Jeanes. (Lower photo, top row, from left) Document Services Supervisor Maridel Soileau, Customer Services Associate Clerk Carol Schreiber, (lower row, from left) Supervisor Don Stapley, Distribution and Duplication’s Marjorie Crow, Supervisors’ Chairman Max Wilson, and Clerk of the Court Michael Jeanes.

# Employee News

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

## — BIRTHS —

• Congratulations to SE Courtroom Clerk **Teresa Nestor-Donohue** on the birth of her 8 lb. 1 oz. granddaughter on March 7. Her new grandchild's name is Natalie Marie.



• Congratulations to Public Services Supervisor **Aide Estrada** on the birth of her 8 lb. baby boy on March 23. Her new son's name is Gabriel.

• Another congratulatory note is sent to ITG Application Development Manager **Kevin Hooper** on the birth of his 7 lb. 14 oz. baby girl on Feb. 17. His new daughter's name is Isabel Rae.

## — NEW EMPLOYEES —

- **Nova Brown** - CCC Courtroom Clerk
- **Loreen Cummings** - Civil Docket
- **Diana Facio** - Family Court Filing Counter
- **Aarron Felder** - Civil Docket
- **Deborah Fisk** - SEA Courtroom Clerk
- **Michelle Fowler** - Support Finance
- **Michelle French** - NW Courtroom Clerk
- **Deborah Johnson** - Support Finance
- **Robert Manning** - Court Supplies
- **Beverly McDonald** - FC Docket/EDM
- **Sandra Manzo** - FC Filing Counter
- **Elizabeth Mizner** - Juvenile Durango

- **Monica Pacheco** - Civil Docket
- **Jacqueline Perallon** - Support Finance
- **Sagrario Perez** - CCC Courtroom Clerk
- **Dawn Weller** - CCC Courtroom Clerk
- **Nicole Zamora** - Civil EDM

## — ANNIVERSARIES —

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

### 20 YEARS

**Nancy Hannahoe, Barbara Smith, and Teri Dunn**

### 15 YEARS

**Terri Pavia and Judith Greer**

### 10 YEARS

**Ruby Davison, Connie Estrada, Theresa Sandoval, and Anje Anderson**

### 5 YEARS

**Kathleen DeFrees, Veronyka Lockhart, and Nina Parmar**

## — EMPLOYEE MOVES —

• **Aaron Jones** has returned to ITG after serving in the Superior Court this past year.

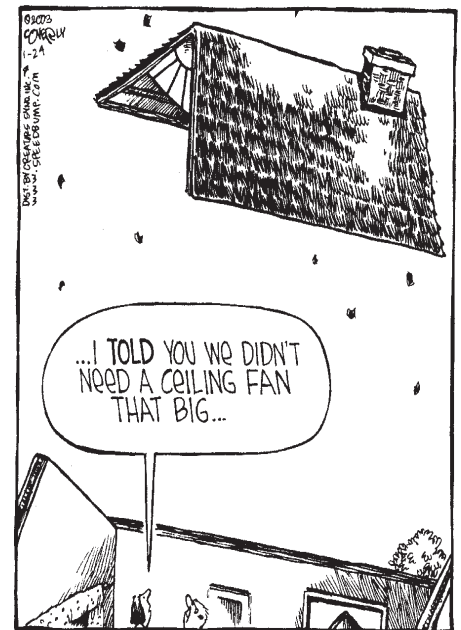
## — AWARDS/HONORS —

• Congratulations to Public Records Supervisor **Tina Barrett** for winning Harkins movie tickets through Maricopa County's Alternative Mode User Program (AMU). AMU conducts a random drawing 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.

• SE Docket's **Susan Lamarsh** recently received an office "Spot Award" for her exceptional team effort in taking on additional work.

## — SPOTLIGHT —

**Name:** Connie Estrada  
**Department:** Customer Service Center  
**Hometown:** Phoenix, Arizona  
**Family:** *Husband* - Stephen / *Four children* - Anthony, Stephanie, Jason, and Angelique / *Two grandchildren* Brittney and Christina  
**Birthday:** January 10  
**Years with Clerk's Office:** 10 years  
**Favorite Activity:** Reading  
**Least Favorite Activity:** Cleaning toilets  
**I'm Most Proud of:** My four children  
**Hardest Thing You've Done:** Saying goodbye to my son when he left for Iraq  
**My Favorite Meal:** Steak  
**A Pet Peeve:** People who complain a lot  
**A Dream I Have Is To:** Meet Barry Gibb of the Bee Gees  
**Two people you would like to have dinner with:** Barry and Robin Gibb of the Bee Gees  
**What Was Your First Job:** Airport Security  
**Nobody would believe it if they knew...** that I was head of security - assistant manager for eight years.



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