

Record Times



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

How Electronic Document Management is helping two offices and their customers

EDMS supports Support Orders

The Support Orders Unit is now able to provide even more efficient service to its customers and to the Court, thanks to the expanded use of the Electronic Document Management System within the office.



Support Services' Susan Score is seeing EDMS's benefits at work in her work with affidavits of service.

Through the OnBase system, Support Orders is able to immediately access the Affidavits of Service that were scanned by the Family Court Docket Area. The Affidavits of Service are proof that a party has been served, and Support Orders must track these in order for a court hearing to proceed. With just a few computer clicks, staff has the image of the Affidavit of Service available on their computer.

Prior to this capability, when a process server or law enforcement agency failed to provide a copy of the Affidavit of Service to Support Orders, the staff would have to wait for this document to appear in the court file and then order the court file, or possibly contact the customer to see if they had the copy. This could delay the case by days or weeks. It also required more time to be spent in follow-up work for the Support Orders staff and

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EDMS supports Support Finance

Less paperwork, less processing, and less delays, these are some benefits of a new office procedure that began on Feb. 1, which was made possible because of the office's Electronic Document Management System (EDMS).



Support Finance's Lisa Bonilla is seeing EDMS's benefits at work in her work with original decrees.

On Feb. 1, all original decrees started to be immediately scanned and converted into electronic format. This new procedure now allows instant access to the decree for the Support Finance staff, who use the electronic decree to compare with the original order of assignment to ensure accuracy of information.

Prior to the immediate scanning of these documents, hundreds of decrees were physically delivered each day by courier or by hand from other office locations to the Support Finance Unit. The documents were then placed in a pile awaiting the staff to review them. The review process could take several hours to days, depending on the volume.

When the staff reviewed the hard copy of the decree, they also had to have the hard copy of the order of assignment to manually compare and

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New COCWeb coming

by Anje Anderson

There is a new COCWeb on the way. It will offer customized portals and simplify the navigation process by alphabetizing the menu-option order. Best of all, web-based applications will be accessed from the COCWeb and you will only have to enter your login/password **once each day**.

Look for customized links, CNN News (headline links), local weather, and traffic reports.

More details to come.

News and notes

- On March 24, a groundbreaking ceremony is being held for a new five-story Downtown Court Complex to be located between 6th and 7th Ave. on Jackson St. The 1st floor will house collocated Justice Courts. The remainder of the facility will accommodate several departments tentatively including Clerk of Court Administration, Public Defender, Adult Probation, Pre-Trial Services, Superior Court Training, Court Technology Services, Alternative Dispute Resolution and iCIJIS.
- The office's Annual Casey Awards are coming up. Details will be provided in April's Record Times.
- On March 1, court filing fees increased by \$40 to enhance Clerk of the Court and Superior Court technology and case processing. The fee increase affected new filings and answers within CV, FC, PB and JV categories. The new fee schedule is available on the website at: www.clerkofcourt.maricopa.gov.

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Michael's

message



Michael K. Jeanes
Clerk of the Court

Don't let stress weigh you down

A lecturer, when explaining stress management to an audience, raised a glass of water and asked, "How heavy is this glass of water?" The answers called out ranged from 20g to 500g. The lecturer replied, "the absolute weight doesn't matter. It depends on how long you try to hold it. If I hold it for a minute, that's not a problem. If I hold it for an hour, I'll have an ache in my right arm. If I hold it for a day, you'll have to call an ambulance. In each case, it's the same weight, but the longer I hold it, the heavier it becomes."

He continued, "and that's the way it is with stress management. If we carry our burdens all the time, sooner or later, as the burden becomes increasingly heavy, we won't be able to carry on. As with the glass of water, you have to put it down for a while and rest before holding it again. When we're refreshed, we can carry on with the burden. So, before you return home tonight, put the burden of work down. Don't carry it home. You can pick it up tomorrow. Whatever burdens you're carrying now, let them down for a moment if you can. Relax; pick them up later after you've rested. Life is short. Enjoy it."

And then he shared some thoughts in dealing with life's burdens:

- Keep your words soft and sweet, just in case you have to eat them.
- Birthdays are good for you. The more you have, the longer you live.
- Nobody cares if you can't dance well, just get up and dance.
- You may be only one person in the world, but you may also be the world to one person.
- A truly happy person is one who can enjoy the scenery on a detour.

Newsletter stays dry while traveling from one rainy place to another

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 the rainy lands of Washington state. This month, the newsletter was found in an actual rain forest in a completely different country.

Pictured here is Downtown Civil Filing's **Katie Sullivan** and her husband Rick who posed for a picture with the newsletter in a rain forest in Costa Rica.

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.



...Support Orders continued

additional time for the Fileroom staff to deliver the file.

The Support Orders Unit can receive more than 130 Affidavits of Service per week. Processing them expeditiously and efficiently helps avoid delays and backlogs and provides better service to the customer. By utilizing scanning technology for court documents and having a software system that stores those images and makes them available to staff, it saves considerable time and costs for the office and it allows court hearings to be held in a more timely manner.

...Support Finance continued

verify accuracy of information. This procedure was time consuming, and required handling a considerable amount of paper. In addition, once the decrees were reviewed, these documents were placed in an area until they could be picked up for the next steps of scanning and filing. This added time to the entire process.

All of those issues are now eliminated through the newly implemented procedure, which was made possible through the office's EDMS.

Because of EDMS, the staff can immediately access the electronic decrees from their computer to begin the review process. There is no need for a courier to deliver hard copies, delays are eliminated, costs and paperwork are reduced, files and/or documents are less likely to be misplaced, and the process is streamlined.

The customer benefits because once staff completes its verification process, they send notification to employers on the court-ordered amount of wages that need to be deducted from an employee's paycheck. The customer then receives their support faster, because the office is now able to process the order in a more efficient manner.

In addition, customers can now view the electronic order at one of the Customer Service Center's computer terminals and purchase a copy.

Jsut for fun, tset yuor raednig cmporhesinon

Aoocdrnig to rscheearch at Cmabrigde Uinervtisy, it deosn't mttae in waht Aoredr the ltteers in a wrod are, the olny iprmoetnt tihg is taht the frist and lsat ltteer be at the rghit pclae. The rset can be a toatl mses and you can sitll raed it wouthit a porbelm. Tihs is bcuseae the huamn mnid deos not raed ervey lteter by istlef, but the wrod as a wlohe.

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.)

SPECIAL — RECOGNITION —

“I would like to express my heartfelt appreciation to each person who helped put together the wonderful 30 Years of Service Celebration for me on February 9. It was very special and something that I will always remember. The balloons in my office, the party, the flowers, cards, food, and cake, and everything else were very thoughtful and kind. I appreciate everyone’s generosity and thank you in making it an extra-special day for me.

I also want to recognize everyone who attended the event. Thank you for taking time to share with me in this special occasion. Your words of congratulations, stories, and simple presence at the event were touching. It was fun reflecting back on the past 30 years here.

I would also like to take this opportunity to acknowledge all the staff that have worked with me over the years. Thank you for your support and for all that you do for our office, and especially for our customers.

I am especially grateful to Len Keso’s participation in my celebration. I thank him for all the great pictures that were so professionally compiled and presented to me. They will keep my memories fresh.

It is hard to believe that it has been 30 years since I started working here, but as I mentioned before, I would do it all over again, and many of you are the reason why.”

— **Carol Schreiber**

CO-WORKER — COMPLIMENTS —

“I would like to thank and commend the entire file room staff at the **Customer Service Center** for their hard work and dedication. After many months of having a backlog in documents to be filed, we are now current! This happened not only because of the efforts of the documents filing staff, but because everyone in the file room pitched in to do more than their share and were willing to try some new things. I want them to know how much they are appreciated.”

— **Donna Hall**

Thumbs up for this month’s Recordsetters



“I would very much like to thank all of my co-workers at the CSC Record Department. For all of the extremely busy and complex days that come our way, we continually greet our customers with smiles because they come first. To me, it seems like we might be the busiest area in the court. It can certainly be challenging work. Not only do we copy the court files, but we are involved in extensive research each and every day. We are continually learning and do our best to understand the customer’s needs. At times, we have to redirect customers who were sent to our place by mistake. When this occurs, we show compassion knowing they are frustrated. I love working here because I like working with the public. It takes a special kind of person to deal with the public, and our team is definitely people persons! We work hard, and I want to give ourselves a big pat on the back for our diligence.”

— **Debra Cooper**

“I would like to thank **Carrie Montoya** for being such an awesome and patient trainer. Carrie has trained me on dependency matters, and I really appreciate all her hard work and cheerful demeanor. She makes it so fun to come to work. I also send out a big thank you to Judge Gerst and staff for making me feel so welcome while I am training in their division.”

— **Courtney Walker**

“A special thank you to the Bob Spence and staff, Hugh Gallagher and staff, and Bill Duffy and staff for their assistance in arranging the delivery and set-up of the Dodge Ram pick-up in our courtroom. Arranging the courtroom so that the model could stay there for the duration of the trial and still accommodate easy access in and out of the courtroom was not an easy task. I appreciate their cooperation in making arrangements with the attorneys prior to the beginning of the trial.”

— **Melanie Sahli**

“I want to give a heartfelt thank you to the SE File Room for their exceptional customer service: **Joe, Drayson, Matt, Theresa, Esmi, Sheraya, Anna, Deborah, and Al.** I don’t think I have ever experienced customer service at this level – how remarkable your service and how memorable your humor!

A special thanks goes to my supervisor, **Janice Bray**, and coworkers: **Elva Martin, Jennifer Rivera, Sterling Griffin, Sharon Hall, Chris Gering, Linda Rice, and Charlotte.** It has been a pleasure working with you!”

— **Amber Farley**

OTHER — COMPLIMENTS —

CSC’s **Sue Baldwin** received a card from a customer who said, “I want to thank you for your superior quality of customer service. Your dedication is reflected in your voice and completed with your follow-up.”

Employee News

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

— BIRTHS —

- Congratulations to Customer Service Center / Electronic Document Management's **Carol Eccel** on the birth of her 5th grandchild on Feb. 21. Her new granddaughter's name is Kalie Bilharz and she weighed 9 lbs. 12 oz.
- Congratulations to Southeast Exhibits' **Jennifer Rivera** on the birth of her 8 lb. 5 oz. baby girl on Feb. 19. Her new daughter's name is Alanna Grace.



— NEW EMPLOYEES —

- **Lisa Calvin** - OCH Probate
- **Tracy Lee-Dabney** - Family Court Docket/EDM
- **Lois Doan-Welsch** - Family Court Docket/EDM
- **Sonja Draper** - Juvenile Durango Courtroom Clerk
- **Charmaine Ellis** - Customer Service Center
- **Deborah Fisk** - Courtroom Clerk
- **Michelle Fowler** - Support Services Finance
- **Tramisha Hopper-Fenstermacher** - Juvenile Durango
- **Deborah Johnson** - Support Services Finance
- **Sandra Lee Larson** - SE FC Docket
- **Denise Nelson** - Patti Sanderman
- **Jacqueline Perallon** - Support Services Finance
- **Gail Verbil** - Courtroom Clerk
- **Thomas Riggs** - ITG
- **Andrea Wolfe** - ITG Client/Server Programmer

— ANNIVERSARIES —

The following employees celebrate milestone anniversaries in March:

5 YEARS

Schelondia Haynes, June Mabry, George Knecht, Tina Meadows, Matthew Kauffman, Julie Bower, Jamie Welch, & Charles Jackson III

— EMPLOYEE MOVES —

- **RCC/DT's Patti Carter** was promoted from Doc. Rep I to Doc Rep II
- **Reta Sneddon** was promoted from Docket Prep Associate - Civil EDM to the Civil Filing Counter.
- **Charlotte Huisman** transferred to SEA/Appeals from Courtroom Services.

— EMPLOYEE NEWS —

ITG announced a program called Microsoft Employee Purchase Program EPP that provides exclusive offers to employees wanting to purchase software for personal use.

Employees can order online at the Microsoft EPP web site. To access the Microsoft EPP site, follow the steps below:

- Go to <https://epp.microsoft.com/>
- Choose your preferred Country and Language
- Enter an email address (does not have to be your Work Email)
- Enter Company name: Maricopa County
- Insert the program code B1F502C7B8. The Program Code is assigned to Maricopa County for sole use in accessing the EPP site. You may not share this number with anyone outside of Maricopa County.
- Place your order online and then it will be shipped to you.

Assessor's employee celebrates 50 years with the county

The Maricopa County Assessor's Office recently had an employee who celebrated her 50th Anniversary with the office. Olivia Cruz started with the office in 1955. She is still going strong and says she has no plans to retire at this time.

— SPOTLIGHT —

Name: Karen Marie Walker
Department: Juvenile Southeast
Hometown: Born in Salt Lake City, but have lived here since I was little
Family: *Husband* - Jay / *Son* - Aaron (22) and his wife Heather / *Son* - James (20) / *Son* - Phillip (16).
Birthday: February 27
Years with Clerk's Office: 3 years
Favorite Activity: Reading, crafts and watching movies
Least Favorite Activity: Cleaning the house
I'm Most Proud of: My children
Most Adventurous Thing You've Done: I am a certified scuba diver
My Favorite Meal: Fried chicken, mashed potatoes and gravy, corn on the cob, and biscuits.
Pet Peeve: People who staple papers crooked
A Dream I Have Is To: Tour Egypt and the Mediterranean
Two people you would like to have dinner with: Steven Tyler & J.K. Rowling
What Was Your First Job: I worked at Legend City during high school. Legend City was an amusement park that used to be in Phoenix
Nobody would believe it if they knew... that my husband and I owned a business and among other things, I laid linoleum, set toilets, and installed and refinished cabinets.



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@cosc.maricopa.gov

Editor

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