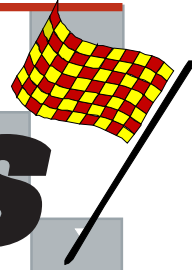


Record Times



September
2005

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

Volume 11
No. 9

New Northeast office brings new endeavors ...and even a new acronym

“NE” became the newest acronym in the Clerk of the Court’s Office this month. It stands for Northeast and it became an official Office acronym on Sept. 13, the day the new Northeast Regional Court Center was dedicated. However, NE could also stand for “New Endeavors” because with the opening of the court facility, there are several new endeavors that have occurred for the Office and many employees.



Northeast Court Dedication ceremony photos

Staff will issue marriage licenses, but not process passport applications at this time.

A third endeavor is the installation of an external filing depository box located at the entrance of the building. The addition brings the total number of external boxes the Office provides to three. The other external boxes are located Downtown in the Madison garage and at Southeast Adult at the north entrance. External Filing Depository boxes are available for customers to file their documents 24 hours a day, seven days a week.

Another endeavor is that a new numerical identifier was created for NE cases. All cases are distinguished with an “05” prefix (example FC2005-056789).

The final new endeavor relates to all the employees who transferred to the NE location. Following is a list of staff who now work at Northeast.

MANAGEMENT

Sherri Jaffe – Court Operations
Gerri-Lynn Longbein – Court Operations
Linda Johnson (temporary)
– Customer Service

FILING COUNTER

Kelle Dyer
Jarred Rutledge
Kelly Sleeseman
Cynthia Gonzalez



COURTROOM CLERKS

Wendi Bobrowski
Cynthia Cramer
Chris Danos
Beth Kredit
Candace Johnston
June Mabry
Mary Minkow
Claire Vigil
Gracie Smith
Maggie Smith
Kathy Wendroff
Michelle Wetherell

TRANSMITTAL CENTER

Elnora Snyder
Jason Hudson

CUSTOMER SERVICE

Beverly Clement
Charlotte Concholar
Veronique McClelland
Christina Flores
Eustolia Espinoza (temporary)

DOCKET/EDM

Dawn Arnold
Rebecca Bennett
Druscilla Granillo
Tina Hays
Bonnie McGovern
Tiffany Thomas
Jean Walker

ITG

Mike Kunz

The first endeavor is having a new filing counter for Civil, Family, Probate, and Tax cases. The counter has six windows to assist customers. Juvenile or initial criminal filings are not being accepted at this location.

Second, the office has a new Marriage License Office at the facility.

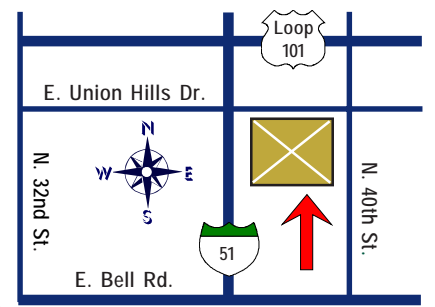
Facts and figures about Northeast

The following are facts and figures related to the new Northeast Regional Court Center:

- Construction cost was about \$16.4 million
- The Office address is 18380 N. 40th St., Suite 120, Phoenix, AZ 85032
- The interoffice mail code for the facility is NE-RCC
- There are 12 courtrooms, three justice courts, a Family Violence Prevention Center, Self Service Center, Juror Services, Court Interpretation and Translation Services, Mediation, and Conciliation.
- On the first day of operation, the NE Office had 30 cash receipting transactions totaling \$2,530 at the filing counter and six transactions at the Self-Service Center for \$24.
- Following are opening day (9/14) statistics and statistics through Sept. 20 for NE.

NORTHEAST OFFICE	OPENING DAY	- 9/20
Hard Copy Requests	0	1
PrintQ Copies	0	27
OnBase Copies	0	24
Customers Assisted	0	27
Phone Calls	0	6
Marriage Licenses Issued	0	21
Files Delivered (9/12-9/14)	130	510

How to find the new Northeast Regional Court Center



Michael's

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Michael K. Jeanes
Clerk of the Court

Ten million phone calls and still answering strong

The Maricopa County STAR Call Center answered its 10-millionth call on Sept. 16, responding to a resident's inquiry about property taxes.

The STAR Call Center handles calls for information for our Office, the County Treasurer, Assessor, Recorder/Elections, and the Board of Supervisors.

The Center handled its first call back in June 1996. At the time, the effort was an

experiment to combine resources and improve service. Instead of having each office manning its own call center, the STAR Call Center allowed offices to share resources and avoid duplication.

Every day thousands of people call the Center with questions. The average call lasts about two minutes. Last fiscal year, the STAR Call Center answered and routed 305,725 telephone calls for our office alone. The busiest day for the STAR Call Center was Nov. 2, 2004, Election Day. Eighteen thousand calls were handled.



The most frequently asked questions for participating department are:

- **Clerk of the Court** - How to file a document, copies, fees, and child support questions.
- **Elections** - Where do I go to vote, or I would like to order an early ballot.
- **Treasurer** - How much are the taxes on my property?
- **Assessor** - What is the value on the property, or questions about exemptions, and senior value protection.
- **Recorder** - How to record a document, get copies, and fees.

There are 33 permanent employees who handle phone calls at the Center. The phone numbers for the STAR Call Center is 602.506.3360/3762.

Employee takes newsletter farthest for photo contest

This summer, the *Record Times* conducted a photo contest that asked employees to submit photos of themselves reading the newsletter while they are on vacation. Numerous employees entered the contest and winners were selected in seven different categories. Over the next several months, the winning photos will be printed in the *Record Times*.

Pictured here is Criminal Financial Obligations Manager GeorgeAnn Smith who received first prize for this photo in the "Farthest from Phoenix" category and a second prize in the "Most Educational" category. GeorgeAnn is in Odense, Denmark and is sitting next to a statue at Hans Christian Andersen's childhood home. Hans Christian Andersen (1805 - 1875) was a Danish poet, novelist, and writer of fairy tales. Among his stories are "The Ugly Duckling," and "The Little Mermaid."

Employees may submit photos of themselves reading the *Record Times* at anytime to the Public Affairs Office.



"One-Step" is a leap into the future

by Chris Stimson

A new receipting system called "One-Step" is set to stride into the Clerk's receipting operations. The new system is scheduled to be implemented throughout the various offices and work units of the Clerk of Court, the Superior Court and Adult Probation by the end of the first quarter of 2006.

The new system will be Window-based and mouse-driven (but for those who like to "key" their way through the screen, they can do it), and include new functionalities such as scanning customer's checks. Another new functionality will eliminate redundant data entry of trust deposits and filing fee deferrals into the databases. Built using new technologies, the system will interface with the Court's iCIS case management system. This enhancement will enable new case filing information, such as the case number, to populate the Court's system and file as receipted.

Over the next few weeks, demonstrations will be offered to managers and supervisors. A comprehensive training and operations roll-out schedule will be developed within the coming months. Keep an eye on *Record Times* for additional information on this exciting event that will affect how we do business in the near future and "to infinity and beyond!"

Did you know...

- Open Enrollment, the time when employees can make changes to their benefit plan, begins Oct. 7 and continues through Nov. 11.
- The Annual Maricopa County Craft Fair will be held from 9 a.m. - 3 p.m. Oct. 13 on the Change of Venue Plaza.
- The Annual County Bowling Tournament will be held Oct. 29 at the AMF Bowling Center, 3049 E. Indian School Rd., Phoenix. Contact Kristi Passarelli at 602.506.8344 for more details.

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.)

SPECIAL — RECOGNITION —

“Dear Friends and Coworkers - Today, I am saying goodbye to many dear friends and coworkers as well as a job I truly loved and enjoyed. I have had the pleasure of working with most all of you in one way or another over the past 23½ years. You have all touched and become part of my life in many ways that I will fondly remember forever.

It has been an honor to represent the Clerk of Court in my position. I have always been proud to say that I work in a professional organization that is so highly regarded throughout Arizona. Thanks for the memories!”

— *Carol Myers*

CO-WORKER — COMPLIMENTS —

“The Downtown Criminal Managers wish to extend a big thank you to Southeast Criminal Courtroom Services Manager **Gloria Kuder** and the **Southeast Criminal Courtroom Clerks** for their assistance in covering criminal court downtown. We would also like to thank the **Civil Courtroom Clerks** for helping out as needed. Additionally, we would like to thank the **Downtown Criminal Clerks** for their extra efforts. They have stepped up and taken additional work to ensure the criminal courts are covered and the work is current. All have demonstrated exceptional teamwork, which is truly appreciated.”

— *Liz Russo and Pam Woods*

“I want to thank the EDM Quality Control staff: **Sharon Butler, Chris Cerrato, Kim Dollins, Michelle Monick, and Barb Smith**. They take on a multitude of tasks, including assistance to scanners, training, auditing, research, and rescanning to ensure the OnBase repository is complete and correct. They do a great job and it is very much appreciated.”

— *Joyce Auchinleck*

“To **Jean Walker** and **Tina Hays** – there are so many things that we could say, but most of all congratulations and good luck on your new adventures out at Northeast. Civil Docket will miss you, but definitely never forget you.”

— *Downtown Civil Docket staff*



**Recordsetters
dive right in
to help their
customers**

OTHER — COMPLIMENTS —

Courtroom Clerk Dawn Weller sent an email message to Court Operations Supervisor Patti Sanderman saying, “I want thank you and somehow show my appreciation to the **Criminal Exhibits** staff. I had excellent courtroom clerk trainers, and yet, there are small details that I had forgotten or was unaware of. The ladies in Criminal Exhibits are very kind and patient to take time to answer my questions and help me.”

Courtroom Clerk LaVerne Willkomm sent an email to Melody Tinsley expressing her happiness about the work that Facilities’ **Larry Spoehr** and **Dell Moore** performed in her work area. She said, “I can’t begin to tell you how much I appreciate the new

office furniture and set up. It is absolutely wonderful and I am so grateful. It’s perfect both in the courtroom and at my desk.”

Melody then forwarded this message to Court Supplies Supervisor Bob Prater (who oversees Facilities) saying, “Just wanted you to see how happy you made LaVerne. You guys are great!”

Commissioner Frank Johnson sent an email to Courtroom Services Manager Pam Woods commending the work of Courtroom Clerk **Mark Harris**. He wrote, “My latest assignment has been very smooth due to, in large part, the efficiency and professionalism of Mark Harris. I want to let you know what a great job he does in Court, and he has really gone out of his way to make me look very good. Learning four new calendars, Mark is quick to help and is knowledgeable, which in turn makes me and the entire Court system appear professional. The encouragement he provides is very much appreciated. He is a wonderful person to have in Court.”

CUSTOMER — COMPLIMENTS —

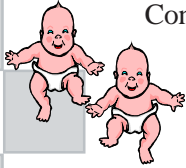
A customer wrote a note to Michael Jeanes expressing his appreciation for Administrations’ **Sandra Strange** and **Nancy Killian**. He wrote, “We were having an issue getting a transcript ordered on a time-sensitive matter and so I called your office. I spoke with Sandra who made several phone calls and also enlisted Nancy for help. About 30 minutes after my call, I received a call from the Electronic Records Services staff who said they will have the transcript by tomorrow.

It is very important to me that you know just how helpful Sandra and Nancy were. Sandra was extremely helpful, professional, and persistent. Nancy followed up with our office in a very impressive way and got things rolling. We really appreciate their assistance.”

Employee News

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

— BIRTHS —



Congratulations to Courtroom Clerk **Sally Enteman**, who gave birth to twin boys on Sept. 18. Her new sons

names are Nathan, who weighed 4 lbs. and Nicholas, who weighed 6 lbs. 10 oz.

— NEW EMPLOYEES —

- **Karen Alvarez** - Juv. Courtroom Clerk
- **Dawn Arnold** - NE Doc. Services EDM
- **Patricia Brown** - Probate Docket/EDM
- **Vickie Coffey** - DT Civil Filing Counter
- **Kenna Cumbley** - Support Finance
- **Kristin Edwards** - DT Civil Docket



- **Heather Evans** - Courtroom Clerk
- **Laura Hart** - Courtroom Clerk
- **Deborah Holden** - SE FC Docket
- **Priscilla Huff** - Juv. Courtroom Clerk
- **Edward Hyatt** - Juv. Courtroom Clerk
- **Leslie King** - DT Criminal Docket
- **Mike Kunz** - ITG, NE Court
- **Summerlee Lee** - DT FC Filing Counter
- **Mark Leong** - DT Civil Filing Counter
- **Antonia Marine** - DT Family Court EDM
- **Jennifer McKernan** - DT Criminal EDM
- **Connie Mehlberg** - DT Civil Filing Counter
- **Theresa Mendoza** - Customer Service Public Records
- **Danny Montgomery** - DT Civil Docket
- **Sonja Olmos** - Fileroom
- **Patricia O'Reilly** - Fileroom
- **Jacques Porter** - DT Civil Docket
- **Steve Rawleigh** - Fileroom
- **Cynthia Richard** - DT CV Filing Counter
- **Tonya Rose** - Juvenile Durango
- **Margarita Serrano** - Criminal RCC

- **Jerica Sherer** - Juvenile Durango
- **Kelly Sleseman** - NE Filing Counter
- **Lisa Smith** - DT Criminal EDM
- **Kerry St. Andre** - Appeals
- **Elizabeth Tapia** - Fileroom
- **Tiffany Thomas** - NE Doc. Services EDM
- **Robin Tomlinson** - Courtroom Clerk
- **Ruby Vasquez** - Juvenile Durango
- **Linda Wagman** - Fileroom
- **Rebecca Wilds** - DT Criminal Docket
- **Erendira Zuniga** - Criminal RCC

— EMPLOYEE MOVES —

- **Kirsten Smelser** transferred from CCB Exhibits to Southeast Adult as a courtroom clerk.
- Criminal Financial Obligation Unit's **Jennifer Nerwinski**, **Jackie Figueroa**, and **Willie Wong** were promoted to Accounts Specialists II

OFFICE

— ANNIVERSARIES —

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

20 YEARS

Lauri Thomas



15 YEARS

Roselle Smith, Pamela Woods, and Charles Gill

10 YEARS

Christine Danos, Anamae Ramirez, Dorothy King, Sheri Jaffe, and Stace Williams

5 YEARS

Maria Reyes, and Cirila Navarro

— AWARDS/HONORS —

Customer Service Center's **Lyn Hannan** was a winner in Maricopa County's Alternative Mode User Program's monthly contest. AMU conducts a random drawing to reward employees for their efforts to reduce air pollution by using an alternative mode of transportation. Lyn won a Commuter Club Card, which provides discounts to various places.

— RETIREMENTS —

Carol Myers

On Sept. 30, Financial Services Manager **Carol Myers** is retiring after 23½ years of service to the Clerk of the Court's Office. She started working for the Office as a temporary account clerk in General Accounting. At that time, she did not imagine she would be here as long as she has. "I thought that I would be let go after the temporary position ended."

During her time with the office, Carol has worked solely in the Financial Services Division (formerly called General Accounting).

The aspect she has enjoyed most about her career with the office is the people she has worked with. She also enjoyed the fact that everyday was a new challenge.

In her retirement, Carol plans to spend time with her new grandchild, travel, and "do things senior citizens do," (she said with a smile).

Her departing words of wisdom to staff are, "the more you can learn about the court, the easier the job becomes."

Sharon Sterns

On Sept. 16, Support Orders' **Sharon Sterns** retired after serving the Clerk of the Court's Office for 30 years. In 1996, Sharon received the office's "Pacesetter of the Year" Award, which was given for superior service. Sharon was the sixth longest-serving employee in the office.

