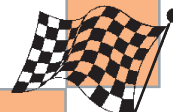


# Record Times




December  
2004

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


Volume 10  
No. 12

## Drive makes it a December to remember


The annual December Holiday Drive was not only *fa-la-la-bulous*, it also proved to be *sock-cessful*, *toy-riffic*, and *shoe-per* as well. Following is a summary about the annual charity drive that explains why. The Holiday Charity Drive is comprised of several activities to help those in need.

 **The Shoebox Socks and Toiletry Drive** – This *sock-cessful* activity concluded on Dec. 8. Employees donated a new office record of **378** pairs of socks, **122** shoeboxes, and more than a thousand toiletry items (toothbrushes, toothpaste, soap, shampoo, razors, wash cloths, etc.). The 378 pairs of socks surpasses last year record of 202 socks. The 122 shoeboxes is also a new office record. All of these donated items are given to the homeless and near homeless in the community through the Shoebox Ministry. According to Laura Borgeson, the Shoebox Program Director, the Clerk's Office's contribution surpassed many other organization's contributions including schools with over a thousand children.



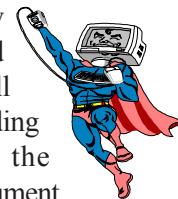
 **Toys for Tots** – This *toy-rrific* holiday drive activity concluded on Dec. 15. Clerk of the Court employees responded generously to this drive by donating **255** new toys for children in the community who would not have otherwise had a toy for the holidays. This effort, which is sponsored by the U.S. Marine Corps Reserve, was new to the office this year. Employees participated by donating any new, unwrapped toy and placing it in an office collection box. The toys were all collected and delivered to the Marines, who separated the toys by age and gender.



 **Operation Cobbler** - This *shoe-per* holiday drive activity, which is held at the Customer Service Center, concluded on Dec. 10. This year, staff donated **584** pairs of old, worn, and/or unwanted shoes for this effort. These shoes will be cleaned and repaired by a local shoe repair shop, who will then provide them for free to those in need. License Services/D&C was the CSC unit that donated the most shoes this year.


## E-venture coming

The Public Affairs Office is getting set to launch a new office website called "E-ventures," which will be dedicated to providing information about the office's Electronic Document Management System (EDMS) initiatives. The purpose of the website will be to keep everyone who is impacted and/or has an interest in the office's electronic initiatives informed, with up-to-date information, as well as educate audiences about the various components of EDMS.



Among the website's features are: information for specific users (staff, courts, legal community, etc.); articles; e-terms; photos; e-stories; statistics, and a place for feedback. Additional details are forthcoming.

## Season for giving

Besides the Holiday Charity Drive, Clerk's Office staff also demonstrated their generosity in another way. To date, the staff has contributed  \$4,326.70 to the Combined Charitable Giving Campaign (CCC). Thus far, Maricopa County's overall contribution amount is \$302,808.

The final CCC Casual Day is Dec. 28. Employees interested in participating, may call Barbara White at 506-5203.

### THE INSIDE TRACK

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## Michael's

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Michael K. Jeanes  
Clerk of the Court

### Thank you!

As this year comes to an end and we look forward to 2005, I want to convey to you my sincere appreciation for another outstanding year of serving our customers with excellence. Your efforts to treat our customers in a manner that you would want to be treated is evident.

I also want to express my gratitude for your willingness to adapt to the changes that occurred this past year, and recognize how well you support your co-workers. Your team spirit is what makes us a strong organization.

You also deserve recognition for being a government agency that has a desire to reach out to the community it serves. This is demonstrated through your incredible generosity during our Holiday Charity Drive. It is very touching to see all of the items that have been donated to make it a merrier holiday season for those in need. I am proud to be associated with such a giving group of individuals.

I am encouraged at all that we accomplished this past year and look forward to a great 2005 for our office. I wish you and your families the happiest of holidays.



## Looking for stories during the Hol-E-days

As part of the new "E-ventures website (see E-venture article on page 1), the Public Affairs Office is seeking any stories/experiences from employees related to the Electronic Document Management System (EDMS). These stories will be used in a section on the website called, "StoriEs." The submitted items can be a comment on how EDMS is helpful to staff, or a short story up to eight sentences long on how it benefitted a customer, or about an experience on its efficiency. In addition, suggestions or recommendations about the website or EDMS will also be welcome at the website's "E-pinions" section. Employees may send their stories via email to Len Keso or Aaron Nash.

### Newsletter returns to the United States

Each month, employees are invited to send the Public Affairs Office a photo of themselves reading the Record Times while they are on vacation. For the past four months the newsletter has been traveling to other countries – Mexico twice, Jamaica, and Spain. This month, it returns to the United States.

Pictured here is Courtroom Clerk **Marti Ackermann** who took a moment to pose with the newsletter at Liberty Park in New York City. She was in town to run the New York Marathon.

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



## 'Tis the season for two new services

The Electronic Document Management Quality Control Office is offering two new services to judicial assistants, bailiffs, and Clerk and Superior Court staff. Those services are:

### Predocket Hotline

To make it more convenient for court personnel to work with cases when there are 15 or more red "predockets" and the judge has an upcoming hearing, ruling, or trial, EDM QC staff has created a Predocket Hotline email address - [predockethotline@mail.maricopa.gov](mailto:predockethotline@mail.maricopa.gov). The hotline allows the court personnel to send an email to request processing of predockets to assist them in identifying attached images. The email needs to include the case number.

### Image Corrections

An Image Correction mailbox has been set up for OnBase users (Clerk's Office and the Court) to report any problems when opening images, such as a missing page, an incorrect case number, or it is attached to the wrong page. When a problem is reported through the Correction Box, the EDM QC staff will make the necessary corrections, including rescanning if needed. Those who report a problem must include the case number, document type, and the file date or docket date. The Correction Mailbox address is: [edmimagecorrections@mail.maricopa.gov](mailto:edmimagecorrections@mail.maricopa.gov)

### Home for the holidays

The holiday season is here and so is the opportunity to look at the season of upcoming holidays. They are:



- New Year's Day - Friday, Dec. 31, 2004
- Civil Rights Day - Monday, Jan. 17
- Presidents' Day - Monday, Feb. 21
- Memorial Day - Monday, May 30
- Independence Day - Monday, July 4
- Labor Day - Monday, Sept. 5
- Columbus Day - Monday, Oct. 10
- Veterans' Day - Friday, Nov. 11
- Thanksgiving Day - Thursday, Nov. 24
- Christmas Day - Monday, Dec. 26



# Recordsetters

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

## CO-WORKER — COMPLIMENTS —

"I want to extend a very special thanks to **Penny Boettcher**. Her dedication to accuracy and her assistance with training new supervisors and staff has been invaluable. Thank you Penny. It is truly appreciated."

— **Rick Hutton**

"I feel very fortunate to work with the **SE Juvenile Court Clerks**, who are such hard-working individuals. They display great teamwork on a daily basis. I am so thankful for having such a dedicated staff. They are truly a wonderful group of people and I want to thank them for all they do."

— **Jenny Shaska**

"I want to thank my wonderful **Accounting and Billing staff** for another great year. They are the best a manager could ask for. We have had fun, but also got the work done. Happy Holidays and blessed New Year to all."

— **Carol Myers**

"I want to send a big THANK YOU to the **SE Juvenile staff**. By saving cans throughout the year, we were able to earn \$108.66 for the Toys for Tots Program. We were also able to contribute more than 700 items, 17 shoeboxes and two full sets of towels for the Shoebox Drive. I hope each of you has a wonderful holiday season."

— **Diane Hoy**

"I am thankful for my co-workers and supervisor at **SE Juvenile**, who

have been nothing less than wonderful to me in the short time I have been with the office. They are simply the best!"

— **Glenn Feltz**

"I would like to thank my colleagues in the **File Room/Transmittal areas** for all their hard work and dedication. Even with all the changes that take place in our area. It is an honor to work with you all."

— **Ramon Flores**



*Answering the bell*

— **Recordsetters**

"Darlene Anderson, Linda Samson and myself give a great big thank you to **Patty Wolff** from the Customer Service Center for her recent help covering the phones at the Receptionist Desk for Administration. Patty learned very quickly and was able to cover the front desk for several days, thus avoiding a lot of juggling of schedules for coverage. Her manner is very professional, her attitude is pleasant, and we could not have done it without her. Many thanks Patty for a job well done! A special thank you goes to Melanie Fay and Linda Johnson for letting us borrow Patty."

— **Nancy Killian**

"I wish to thank **Kerry Reynolds** (for the second time) for taking the entire responsibility for training a new courtroom clerk. It's help from people like her and others in the office who routinely volunteer to assist with duties that enable me to do my job. I further wish to thank **Cindy McCullough** for taking on collection duties for the Shoebox Ministry for the second year in a row. Her cheerleading for the cause greatly increased participation at the Durango facility. One more thanks

to all the **SE juvenile courtroom clerks** and **Linda Frey** in particular for their invaluable assistance in covering courts at Juvenile Durango over the past few months."

— **Rebecca Miller**

"I would like to thank the entire Maricopa County Court system, especially their Benefits Program. For the last two years, I have battled lung cancer, with the help I have received from doctors, treatments, and medicine, not to mention the financial help from Disability, I have beat this terrible disease. The County has literally saved my life! I also would like to send a special thanks to **Ed Morris, Melanie Fay, and Carol Schreiber** for their understanding and patience with me through this whole ordeal. This is the best job I have ever had."

— **Stephen Burkett**

## OTHER — COMPLIMENTS —

Two different customers called Criminal Financial Obligations Supervisor GeorgeAnn Smith to compliment the service they received from **Ruth Mason**. GeorgeAnn said the first customer could not say enough about how helpful Ruth was in providing answers to her questions. The second customer was very complimentary and grateful for Ruth's patience in explaining things to her.

Civil Filing Counter's **Everett Lee** was the subject of a complimentary email from County Human Resources' Patty Duncan. She wrote, "Just wanted to take a moment to thank you for your excellent customer service skills. When I contacted the Customer Service desk, you were friendly, helpful, and answered all of my questions regarding records. Your department should be pleased to have an employee that offers such great service."

More Recordsetters on page 4...



# Employee News

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

## — BIRTHS —

• Congratulations to Courtroom Clerk **Susan Morris** on the birth of her first grandchild. She has a new grandson who was born on Nov. 21. His name is Haeden and he weighed 6 lbs. 10 oz.

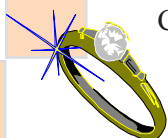


• Congratulations to Financial Services Accounting's **Harriette Bills** on the birth of her third grandchild. She has a new granddaughter who was born on Nov. 23. Her new granddaughter's name is Mallory and she weighed 8 lbs. 7 oz.

• Congratulations to Downtown Family Court Filing Counter's **Melissa Alderman-Mendez** on the birth of her 9 lb. 2 oz. baby girl on Oct. 12. Her new daughter's name is Isabel Lisette.

## — ENGAGEMENT —

Congratulations to Courtroom Clerk **Cathy Payne** on her recent engagement to Robert Hill on Dec. 6. No wedding date is set at this time.



## — NEW EMPLOYEES —

- **Cathleen Bridget** - CFO
- **Tim Cargile** - ITG
- **Martha Martin** - Civil Docket
- **Jennie Davidson** - Civil EDM
- **Teresa Haaser** - SEA FC Filing Counter
- **Pamela Horstkotter** - CR Exhibits

- **Christina Luciu** - Collections
- **Michelle Luera** - Durango Juvenile
- **Connie Marcum** - Durango Juvenile
- **Heather Nieto** - Durango Juvenile
- **Luann Raderstorff** - OCH Probate
- **Lexie Sheppard** - Durango Juvenile
- **Grace Whalen** - Civil EDM
- **Shannon Ward** - Durango Juvenile

## — ANNIVERSARIES —

The following employees celebrate office anniversaries in December:

### 15 Years

**Mitzi Munoz** and **Yvonna Smith**

### 5 Years

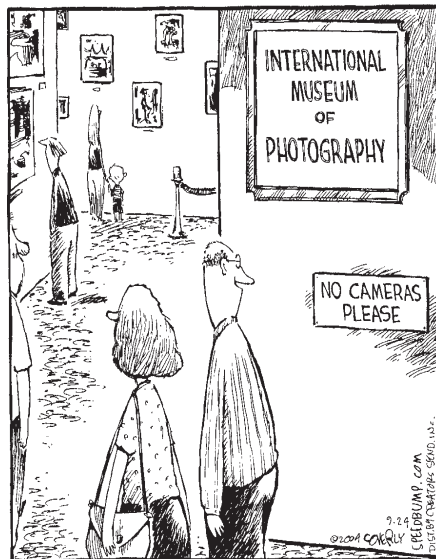
**Tina Hays**

## — EMPLOYEE MOVES —

• Courtroom Clerk **Cynthia Cramer** has transferred from Durango Juvenile to Downtown Family Court.

• **Joyce Auchinleck** was promoted to Electronic Document Management Quality Control (EDM QC) Supervisor. In addition, the EDM area was restructured and **Kim Dollins**, **Barb Smith**, and **Sharon Butler** join **Michelle Monick**, **Chris Cerrato**, and **Joyce** in the EDM QC Area.

• **Tracy Arrington** was promoted to the SE FC Filing Counter from the SE Family Court Docket area.



## More Recordsetters

....continued from page 2

A customer from the United Kingdom sent an email to the office to say how much she appreciated the efforts of **Darlene Pierson**. She wrote, "I thank you for your time and efforts ... it means much more than you may ever know. You are proof that God puts great people in our paths every day! Doing the best to take care of my children helps when I can get help like you provided. From the U.K., I humbly thank you."

An attorney took time to write a kind letter about the service he received from Document Services Director **Kathy Whittiker**. He wrote, "I just write to commend Ms. Whittiker for her care in dealing with my issue and her attention to resolving the problem. She was very prompt in returning my calls. My experience with Ms. Whittiker was very positive and it is my judgment that her positive attitude and approach to problem solving, filters down to staff resulting in positive experiences for the public."

Adult Probation's **Linda Fowler** sent an email to Court Supplies **Bob Prater** and **Richard Lopez** to extend her appreciation to them for loaning the services of **Byron McAlester**. She wrote, "The Records Unit lost three employees which put a severe strain on our operations. Byron's presence enabled us to provide our daily court run which delivers reports and other court forms to the judges. This is a vital service and we greatly appreciate your willingness to help with our staffing shortages."

**Happy Holidays**



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