

# Record Times



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



## County preparing for landing of Eagle

Submitted by the Maricopa County Human Resources Department

The Eagle is about to land in Maricopa County. "Eagle" is the name given to Maricopa County's ambitious project to implement PeopleSoft 8.8 Human Resource Management System (HRMS) in time for delivery of the County's January 2004 payroll.



The Eagle team, led by Human Resource Director Gwynn Simpson, is made up of three dozen staff members from different County agencies, as well as a group of experts experienced in the configuring of the PeopleSoft software.

Maricopa County has 56 departments and represents nine industries (e.g., health, housing, transportation, justice and law enforcement), with nearly 14,000 employees, all of whom get paychecks, and most of whom select from a wide range of benefits. Last year between 40,000 - 50,000 applications for employment were processed and some 2,200 people left County employment (for retirement or for other opportunities). Much of the work surrounding the human resource management processes has been manual, including timekeeping and performance management. The new automation system integrates functions of payroll with recruiting, hiring, human resource and benefits management, time keeping and employee and manager self-service.

"This will be a tremendous step forward in helping Human Resources re-engineer the way it delivers service to county departments," Simpson said. "After all, county employees are our greatest asset. We welcome the opportunity to increase our level of user satisfaction through the innovations of PeopleSoft software."

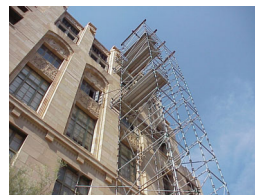
Among the benefits of the Eagle are:

- Access to detailed, real-time data that enables management to make decisions that align with its' strategic goals, such as:
  - data to analyze and resolve issues on compensation inequities and diversity;
  - personnel time and labor data to determine operational costs;
- An analysis tool kit with multiple uses, e.g.,
  - building a business case for budgeting the process;
  - discovering patterns and trends associated with voluntary severance positions;
  - conducting large volume recruitment processes and skills searches;
- Reduction in time and effort related to file creation, maintenance and retrieval activities, as well as off-site storage costs;
- Faster results – decrease in cycle-time associated with current manual processes;
- County employees empowered with and responsible for personal demographic data entered one time at one source, transforming central HR work to value-added;
- The ability to obtain and act on critical information without delay from a desktop;
- Lowered annual maintenance costs. Centralized maintenance will continue to drive down cost now borne by departments for upkeep of peripheral systems.



## Court-struction zone

Two Court construction projects are currently going on in the downtown area. The larger project is a remodeling



of the 4th, 5th, and 6th floors of the Old Courthouse (OCH). When completed,

the 4th and 5th floors will accommodate staff for the Superior Court and Justice Court Administrations, and the presiding judges. The 6th floor will have a conference room and a museum.

The smaller project is renovation of the East Court Building stairway to provide proper ADA accessibility, and to help streamline and control security screening. Both projects are projected to be completed in October.

## Life at the Court

Following is a potential new newsletter feature (if there are enough submissions) for short humorous and/or interesting stories about life at the Court. The story below was submitted by Courtroom Clerk **Lynne Chapman**. If you have a story related to the Court or your job, please send it to Len Keso.

I was at an event with a married couple. When the subject of occupation came up, I said that I worked at the Courthouse. The couple smiled and then told me they met when they were at jury duty here. There was a delay in sending them to Court and so they were told to go for a coffee break for an hour. They began talking during the break and the verdict for them was love. They later were married.

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Michael K. Jeanes  
Clerk of the Court

### The words associated with EDM

In the July issue of this newsletter, I began a two-part column that listed some of the key words associated with our EDMS (Electronic Document Management System) project. Along with each word was a brief definition of the word. The purpose for this was to simply help everyone become more familiar with this extremely important project for our office. News is going to be continually coming out about the EDM project as it expands throughout the office and Court. Having a basic understanding

and familiarity with it, will be beneficial to you.

As a quick review the words I listed last month were: **Electronic documents, EDM, Imaging, and Scanning.** This month, I would like to introduce you to six other key EDM words. Here they are:

- **Docket event** – an entry in the Clerk's automated docket. A docket event is created for each document filed in a Superior Court case.
- **Indexing** – is the process of docketing and attaching an electronic document to that docket event. By assigning the same index values (case number, filing date, docket code, and filing party) to both the docket event and the corresponding electronic document, we avoid duplicate data entry and enable electronic documents to be retrieved from the docket screens in iCIS.
- **Linking** – occurs when the index values of an existing docket event are assigned to an electronic document.
- **Kofax Ascent** – is the software program used by the Clerk's Office to scan paper documents.
- **OnBase** – is the document management software used to process, retrieve, and route electronic documents.
- **Workflow** – the automated routing of electronic documents for processing in other areas.

### Newsletter travels from Pacific Coast to Pacific Island

Each month, employees are invited to send the Public Affairs Office a photo of themselves reading the monthly office newsletter while they are on vacation or in an unusual place. Last month, the newsletter was seen with an employee on the Pacific Coast in Oregon. This month, the newsletter traveled across the Pacific Ocean to a very well known Pacific island.

Pictured here is Public Records Supervisor **Cheryl Marzella** (left), with her daughter Customer Service Center's **Bianca Marzella** who took a moment to view the newsletter while they went to view the U.S.S. Arizona Memorial at Pearl Harbor on the island of Oahu in Hawaii.

Employees may submit photos of themselves reading the Record Times to the Public Affairs Office at any time. Please include name, phone number, and a description of the photo.



### County news and notes

**County planning an event-ful Fall**  
Maricopa County officials are hosting several events this Fall for employees to participate in. The events include:

- **Golf Tournament** on Oct. 11;
- **Craft Fair** on Oct. 23 on the outside patio of the Change of Venue;
- **Halloween Bowl** on Oct. 25 at Via Linda Lanes in Scottsdale;
- **Softball Tournament** on Nov. 8 at Estrella Mountain Park; and
- **Soccer Tournament** on Nov. 15.

More information about these events is available on the County's EBC Intranet at <http://ebc.maricopa.gov/cc/>

### Newly redesigned discount page

Maricopa County has redesigned the Employee Discounts page on the EBC intranet site. Employees can now choose from several categories to see the available discounts, and there are also links to websites available. The address to the site is: [http://ebc.maricopa.gov/hr/employee\\_rewards/esma/](http://ebc.maricopa.gov/hr/employee_rewards/esma/)

### Suggestion Street

To make employees more aware of the Employee Suggestion Program, following is a recent suggestion that was submitted and its response.

**SUGGESTION:** Have everyone who is a party to a case sign in with their name and address, which could cut down on the amount of return mail and re-mailing. With the correct address, the minute entry is done and the distribution will be more accurate.

**ANSWER:** The suggestion has good merit for getting addresses updated; however, the Clerk's Office does not take the addresses off of a pleading. A request to change the address must be submitted by the party whose address needs updating. Also, a party cannot change the other party's address.

(from Kathy Whittiker, Doc. Services Director)

Employees interested in making a suggestion may submit one in any of the Employee Suggestion boxes located throughout the office, or submit it electronically on the COCWEB intranet at "Employee Suggestions."

# 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.)

## CUSTOMER SURVEY — CARD COMPLIMENTS — Expedited Services

“**Pam Acker** was very polite and helpful. Never have I ever come across anyone in this Courthouse so pleasant.”

## CO-WORKER — COMPLIMENTS —

“I want to compliment ITG’s **Merriel Trombley** and **Morgan Greene**. I owe them a big thank you for their quick response in coordinating the issue of a new badge and for going the extra mile in assisting me with resolving the problems after issuance. I greatly appreciate their attentiveness and patience with my many questions and issues.” — **Wendy Brown**

“I want to commend **Ed Morris**. Once again, he came through in getting a file to me immediately. The situation was an emergency within our Division. What I particularly liked was Ed’s approach. He responded to me as if it was the only thing he had going, which I am sure it wasn’t. Like the rest of us, we have many items on our plates. When I told him I really appreciated it, he responded, “That’s no problem, that’s my job and that is what I am here for.” To me, he is the ultimate in customer service and we should use him as an example.”

— **Carol Myers**

“I lost my Mom in June and I want to thank all of the **Exhibits staff** for their support and, of course, my **CR/FC people** for their love and understand-

ing. All through the Court, people have been kind to me from Payroll to the Cafe. Thanks to everyone. I am truly blessed.” — **Madonna Anderson**

“I want to thank the **Micrographics staff** for being so welcoming during my temporary assignment at the CSC. Your teamwork is amazing. A special thank you to **Michele Monick**, **Melanie Fay**, and **Shawn Johnston** for assisting with whatever we needed. Thank you also to the **Marriage License/Passport staff** for constantly letting us in to use your copy machine.” — **Lora Gilbert**



**Recordsetters** — Providing quality service that is making customers jump for joy!

“I thank those in **Criminal Financial Obligations** who have so willingly filled in for me. I also thank **Sharon Sterns** for helping while I am out. Everyone has been so wonderful. Also, I thank **Linda Johnson** and **Cheryl Marzella** at CSC, **Darlene Pierson** and **Maria De la Cruz** in Support Finance for taking trouble calls from me with no questions asked. They make my job easier.” — **Sandra Strange**

— **CUSTOMER COMPLIMENTS** — Collections’ **Linda Castleberry** recently was the subject of a lengthy letter filled with compliments from a customer she assisted. The customer was encountering some problems with her case and Linda was able to give her the assistance and direction she needed. The customer started the letter by calling Linda a “true gem.” She continued by saying, “Today, I think I

actually found the light at the end of the tunnel; her name is Linda. Linda was gracious and very helpful. She listened to my frustrations and debates. She went beyond the call of duty and I simply cannot thank her enough. Please extend my personal thanks to Linda for her help, patience, and understanding. The generosity and support she gave me was something that I will never forget.”

However, the compliments did not end for Linda with that letter. Another customer sent her a special note thanking her for her help. The customer wrote, “Thank you for your assistance in getting my account out of collections. You are a number one-professional and very helpful. Without your help, I don’t know what I would have done.”

A customer recently sent a card to Criminal Financial Obligations’ **Emma Short** to express her appreciation for taking the time to notify her of an address change.

— **OTHER COMPLIMENTS** — Facilities Management’s **Larry Spoehr** received a nice note from Diane Jamison expressing her gratefulness for some work he and his team performed. She said they were quick, responsive, and did a great job.

Support Services Finance Supervisor **Don Vert** was commended for his outstanding detective work with a large number of child support payments that were unidentified. Due to his diligence, more than \$50,000 in payments have been mailed out to custodial parents.

Customer Service Center IV-D Desk’s **Diana Eaton** recently received a “Community Pride on the Spot Award,” from the West Valley Paternity Unit 43 with Child Support Enforcement in recognition of her fast responses to their requests for court documents and marriage certificates, and for always being pleasant and helpful to them.

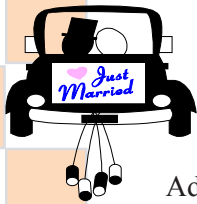
# Employee News

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

## — BIRTHS —

Congratulations to Accounting's **Pat Sherrod** who gave birth to a 8 lb. 3 oz. baby girl on May 29. Her new daughter's name is Milan Adrianna.

## — MARRIAGES —



Congratulations to Civil Docket's **Jennifer Ghali** who got married on July 25 to Michael Adams.

## — NEW EMPLOYEES —

- **Lacey Choffel** – Civil Filing Counter
- **Lisa Estrada** – SE Exped. Services
- **Delia Martinez** – Support Services Orders
- **Joana Miclea** – Support Services Orders
- **Dawn Wood** – Juvenile Durango Courtroom Clerk

## — EMPLOYEE MOVES —

- **Lauren Sanders** has transferred from the CCB Civil Filing Counter to the SE Civil Filing Counter.
- **Keri Wade** was promoted to the position of NW Counter Specialist.
- **Chris Gering** has transferred to SEA Exhibits.

## — AWARDS/HONORS —

*The lifesaver of the month is...* Support Services Order's **Sharon Sterns** is the recipient for the FSC's Lifesaver Award for August. She received the award for her willingness

to help out on the phones in the Clerk's Administrative Office, for providing relief for Expedited Services meetings, and for helping out wherever else she is needed. She does all these things with a smile and a good attitude, even when it is at a moment's notice.

## Con-graduate-lations

The following employees are recent graduates of the Maricopa County Management Institute, which is a training program for managers and supervisors. They are: **Jody Fisher, Rebecca Miller, Karen Rose, Audra Piper, Elizabeth Russo, Toy VanDamme, and Don Vert**



## Recognition on the spot

The following employees are recent recipients of the office's Spot Award: **Jolie Matlack and Saralyn Yoder**

## Super supervisor

Support Finance Supervisor **Don Vert** was presented the first-ever Family Support Center's "Super Life Saver Award." He was presented the award for his many strengths, his persistence, and the confidence he inspires that things are done quickly and accurately.

## — MILESTONES —

The following employees celebrate milestone office anniversaries in August:

### 20 YEARS

**Claire Waltman**

### 15 YEARS

**Patricia Espinoza, Christine Gering, and Diane Torpey**

### 10 YEARS

**Lorna Undersma**

### 5 YEARS

**Tiffany Anderson and Ellen Campo**

## — RETIREMENT —

Support Services Finance's **Shirley Hendrickson** retired on July 23.

## EMPLOYEE — SPOTLIGHT —

**Name:** Amber Farley  
**Department:** Southeast RCC/EDC  
**Hometown:** Fairchance, PA  
**Family:** Husband - **John** / identical twin 15-year old sons - **Seth and Levi**.  
**Birthday:** August 4  
**Years with Clerk's Office:** 1 year  
**Favorite Activity:** Playing drums  
**Activity Dislike:** Grocery shopping  
**Pet Peeve:** Tailgaters trying to bully people to drive faster  
**A Memorable Experience For You:** Going to Disneyland with my family and having a blast!  
**Most Adventurous Thing You've Done:** I whitewater rafted Ohiopyle in the rain and came close to going over the falls.  
**Who is a Person You Would Like to Meet:** President G.W. Bush - I believe he is the first president in my lifetime that brought integrity and class to the White House.  
**What Was Your First Job:** I worked on a dairy farm tending cows.  
**Nobody would believe it if they knew...** that I was a physics major and wanted to be a fighter pilot trainer in the United States Air Force.



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