

# Record Times



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



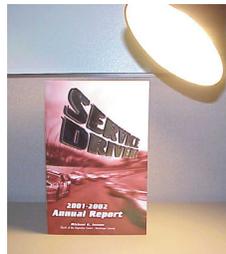
## Another day, another award for the office

One good award deserves another, and another, and another. This could be the motto this summer as the office continues to stack up a national award here and a state award there. Following are all of the awards the office has recently received:

### Annual Report selected as best in nation among county governments

The Office's Annual Report, which is titled *Service Driven* is now "Award Driven." The National Association of County Information Officers (NACIO) selected the report as this year's top annual report for county governments.

This Spring, the report was submitted in NACIO's annual contest where county governments compete in various communication projects including writing, publications, events, websites, etc. The annual report category is divided into three divisions depending on the format of the report. *Service Driven* received the "Best of Class Award" over all three annual report divisions.



NACIO also recognized the report with a Meritorious Award for its design, and in May the report received a first place design award in a local communications competition among businesses, governments, and non-profit agencies.

### NACo supports Family Support's Temporary Order Program



Support Orders' Margaret Gardner uses the Temporary Order Program on a daily basis in her job.

The Family Support Center's Temporary Order Program (TPO) has something permanent – an Achievement Award from the National Association of Counties (NACo). NACo, which represents the nation's county governments, recognized the FSC program for being innovative and enhancing service to the public.

"These awards do not come easily, so this is an honor for our office and staff," Michael Jeanes said.

The TPO establishes temporary child support orders without additional petitions, and in many instances, without a hearing. The program also expedites financial assistance to children when a dissolution is pending.

**And remember that other award...** As reported in May, FSC's Anje Anderson was selected as the "Clerk of the Year" by the Arizona Family Support Council.

### Website clicks with a first place award

In June, the Clerk of the Court's website ([www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov)) received NACIO's first place "Superior Award" for county government websites.

### State Bar law-vishes award upon one of our own

Communications Director Cari Gerchick was selected as the "Outstanding Young Lawyer" by the State Bar of Arizona. Cari, who is an attorney, was recognized for her outstanding efforts in law-related service to the community.

**And don't forget...** the Office just finished handing out 102 of its own special C.A.S.E. recognition awards to employees for outstanding service.

## 30 years of service and still counting

The Clerk of the Court's longest, continuous-serving employee CR Electronic Document Management's Mary Ellen O'Hara reached a significant employment milestone this month. On July 23, she celebrated her 30th anniversary with the office. Coincidentally, July 23 is the same day in history (in 1829) that the typewriter was first patented. The typewriter (which is almost non-existent today) was an important piece of office equipment back when Mary Ellen began with the Office in 1973.



Mary Ellen O'Hara

Following is a brief interview the Record Times conducted with Mary Ellen about her accomplishment:

### How do you feel about your 30-year accomplishment?

I can't believe it has been 30 years. Time really flies when you're having fun. I feel that I have learned many things and gone through many changes, but most importantly, I have met many new friends.

**What have you enjoyed most about working here?** The Criminal Processing Desk and processing all the new criminal cases that come through.

**What was your first job here?** Operating the microfilm equipment.

**What is one of the biggest changes you have seen here?** The introduction of the automated docket system.

**Any retirement plans?** Not yet.

**What are you particularly proud of?** That I have worked here 30 years!



# Michael's

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Michael K. Jeanes  
Clerk of the Court

## The words associated with EDM

You have been hearing about EDMS (our Electronic Document Management System) project for quite some time now, and many employees are involved in aspects of it on a daily basis. I want to tell you that the news about this exciting project is only going to increase in the coming months as we continue to move forward step by step. As we do, you will be hearing words associated with the project that could be new to you, or that you are somewhat familiar or unfamiliar with.

To help everyone become more familiar with EDM, I would like to list a few of the key words associated with it, along with their definitions in this month's column, and in next month's column. I will start this month with four of the more basic words:

- **EDM** – Electronic Document Management, an integrated system of software and technologies that enable the creation, processing, routing and storage of electronic documents.
- **Electronic documents** – There are two kinds of electronic documents that will be stored in the Clerk's EDM system: **images** or **imaged documents**, which are paper documents converted into electronic form by means of a scanning process; and **digital documents**, which are documents created by computer and filed in an approved electronic format.
- **Imaging** – the conversion of a paper or original document into an electronic document (or image), a process which is also referred to as scanning. In order to store and retrieve these electronic documents for later use, they must be indexed.
- **Scanning** – the process of converting paper documents into electronic documents.

## Newsletter travels from the East to the West

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 east coast of the United States in Massachusetts. This month, the newsletter made its way over to the west coast.

Pictured here is Management Resources' **Deborah Brooks** (center), with her sister Denise (left) and niece Danielle who spent a moment looking at the newsletter while spending time in Portland, Ore.

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



## County news and notes

### "Mari-grow-pa" County



According to the Census Bureau, Maricopa County had the highest annual growth rate among the 10 largest counties nationwide over the past year.

The Census shows that as of July 1, 2002, the county had an estimated population of more than 3.3 million, which is an increase of 102,035 from 2001. The gain averages to 280 people a day.

The counties coming closest to Maricopa's 3.2 percent growth was Harris County, Texas at 2.1 percent; and Miami-Dade, Florida at 1.6 percent.

### Number one in e-service

Maricopa County ranks first in the nation in using information technology (IT) to deliver high quality service to its customers and citizens according to a Center for Digital Government (CDG) 2003 National Survey.



Underwritten by Microsoft Corp., the CDG is the first in a series of national studies by the Center examining how governments are evolving in their use of IT to improve the overall delivery of services to their customers and citizens. Ranked right behind Maricopa County (in the 500,000+ survey category) was Miami-Dade County, Fla. (CDG press release excerpt)

### County budget summary

In June, the County Supervisors approved a \$2.5 billion budget for 2003-2004. The budget represents a \$12 million dollar reduction over the '02-'03 budget.

The State's budget crisis resulted in a \$21.2 million hit to the county. As part of the final State budget, the County will now be responsible for funding Adult Probation services, Competency Restoration, transferring \$5.4 million to the State as part of the County contribution, and purchasing two State properties.

### County receives 23 NACo awards

Maricopa County was awarded 23 achievement awards from the National Association of Counties for 2003.

## 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

#### — CARD COMPLIMENTS —

##### CSC Counter

- “**Marci** was just fantastic. Great!”
- “**Ramona** is very fast, knowledgeable, and very helpful.”
- “**Margaret** was excellent, helpful, and patient.”
- “The best experience dealing with the justice system that I have ever had.”
- “Thank you **Marcella** for retrieving your supervisor, **Linda Johnson**. You both were excellent and friendly.”
- “**Sue Baldwin** was excellent – A+A+A+.”
- “**Anna Wong** was very helpful and professional.”
- “I can always count on **Martha**. She is on the ball.”

##### Civil Filing Counter

- **Marsha Hightower** is very nice. Keep her for a very long time.

##### SE Family Court Filing Counter

- Everyone was wonderful. Thank you for making a troubling experience easier.

### CO-WORKER

#### — COMPLIMENTS —

“I want to thank fellow ITG programmer **Andy Czuppa** for his continued patience and willingness to support our team in solving complex coding problems. I jokingly call him the “MacGyver of Computer Code” as a result of his constant ability to define a solution for difficult dilemmas.” – **Justin Saraceno**

“I want to thank **Joe Legander, Suzanne Ness, and Tina Meadows** for a wonderful Team Tomorrow Quarterly Retreat. They did a wonderful job with everything. Good job!” – **John Helton**

“I want to thank Facilities Management’s **Larry Spoehr**. Larry helped us with an urgent furniture matter, making a place for a new employee in a very short amount of time. If he hadn’t come through, the employee would have had to float around the office for an unknown period of time sitting at various desks. Larry’s customer service and his pleasant demeanor was very much appreciated.” – **Correnia Honaker**

# Excellence!

“Kudos to **SE staff** that have assisted Downtown Filing Counter with mail and IV-D filings. Their eagerness to help is appreciated. A special thanks goes to **Mitzi Munoz, Kari Lund, and Lisa Kellar**. You all shine when it comes to internal customer service.” – **Sheri Jaffe**

“I want to express my sincere gratitude to some extremely good staff that stood in the breach during our recent challenges with our EDM system. **Reggie Graham, Steve Lauer, Ruben Trejo, and Stace Williams** all worked around the clock to get these systems back online and restored as quickly and reliably as possible. **Aaron Jones** stepped up to the plate keeping everyone on task and making sure the project management oversight was taken care of. They never complained, grumbled, or pointed fingers, but focused on fixing the problem. Also a huge thanks goes to **Merriel Trombley and Morgan Greene** for manning the help desk and constantly keeping our user community informed regarding the progress and status of the issue. I think the high caliber of their character came through clearly.” – **Ken Troxel**

“I want to express my sincere appreciation to everyone who made this year’s first Court Clerk Conference a huge success. This year’s theme was “Learning from Each Other,” and it certainly has

been that. Several managers, and some non-managers, created classes relevant to their fellow employees and the Training and Staff Development Team worked with the Planning Team to make this year’s event special.” – **Suzanne Ness**

#### — CUSTOMER COMPLIMENTS —

Two customers called Brenda Burton to tell her how much they appreciated the assistance of SEA Exhibits’ **Maria Rios**. One of the customers said Maria was very pleasant and the smile in her voice came through in the conversation. She said that she wished the office would hire more people like Maria.

A customer left a voice mail message for Criminal Financial Obligations Unit Supervisor George Ann Smith. She called to thank the Office for having such a helpful, caring person like **Ruth Mason** working here. George Ann commented on how very nice this was to hear.

#### — OTHER COMPLIMENTS —

**Linda Castleberry** received some kind words in an email from Support Services Orders’ Linda Domanico. Linda D. said, “Thank you for your hard work regarding this problem. I really appreciate you keeping me in the loop. Great job!”

A Public Defender’s staff member sent the following note to Janice Bray about the service she received from **Flor Nevarez, Elva Martin, and Linda Rice**. “You guys are awesome and I really appreciate all the work you do. You are a wonderful to help me, to make things run smoother over here with those quick demands for transcripts.”

Nancy Killian received a phone call from an attorney who told her how very pleased she was with the customer service she received from FC Docket’s **Laura Lyon**. She said Laura went way beyond the “extra mile” by providing her with the information she needed and that she was pleasant, helpful and professional. The attorney couldn’t say enough nice things about her.

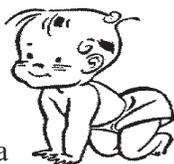
# Employee News

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

## — BIRTHS —

*Correction: Information about the birth of Administrative Support Supervisor Jody Fisher's granddaughter was incorrect last month. Following are the correct details.*

Congratulations to CCB Expedited Services's **Jody Fisher** who became a proud grandmother for a third time. Her daughter Alyssa gave birth to an 8 lb. 12 oz. baby girl on June 17. Her new granddaughter's name is Nenagh Marie.



Congratulations to SE Expedited Services Conference Officer **Shannon Branham** on the birth of her 6 lb. 15 oz. baby boy on May 31. Her new son's name is Marlon Ezekiel.

## — NEW EMPLOYEES —

- **Veronica Alday** – Civil Docket
- **Zenaida Arcibal** – CCB Expedited Services Caseworker
- **Cheri Bagato** – Civil Exhibits
- **Margaret Brickman** – Criminal Document Processing
- **Rosalie Cabrera-Razo** – Family Court Filing Counter
- **Cary Christian** – Durango Juvenile
- **Gina Frigo** – Criminal Document Processing
- **Jeff Fugate** – CCB Expedited Services Conference Officer
- **Jouseth Gamez** – Criminal Document Processing
- **Jennifer Ghali** – Civil Docket
- **Cynthia Gonzalez** – Family Court Filing Counter
- **James Jacobs** – CR Doc. Processing
- **Fran Johans** – CR Doc. Processing

- **Jon Johnson** – Durango Juvenile
- **Robert Mengert** – Durango Juvenile
- **Deborah Roland** – CCB Expedited Services Caseworker

## — EMPLOYEE MOVES —

- **Barb Smith** has moved from being Criminal Document Management Supervisor to the position of EDM Quality Control Representative.
- **Sharon Hall** transferred from the SEA Civil Filing Counter to SEA Appeals.
- **Flor Nevarez** transferred from SEA Appeals to SEA Exhibits and D&C.
- **Madonna Anderson** transferred from Civil Rights Restoration Area to Criminal Exhibits.

## — AWARDS/HONORS —

*The lifesaver of the month is...*  
Support Services Finance's **Rosemarie Scott** is the recipient for the FSC's Lifesaver Award for July. She received the award for volunteering to pitch in and help out whenever and wherever she is needed.

## Con-graduate-lations

Customer Service Center's **Bianca Marzella** has earned an Associates degree in General Studies from Estrella Mountain Community College.



## — MILESTONES —

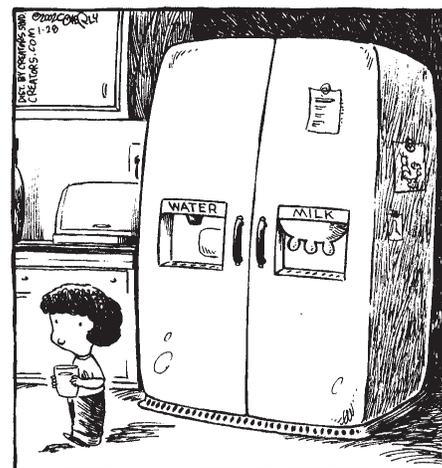
The following employees celebrate milestone office anniversaries in July:  
**30 YEARS**  
**Mary Ellen O'Hara**  
**5 YEARS**  
**Jacqueline Rodriguez**  
**Iwan Tandyasraya**

## — RETIREMENT —

Marriage License and Passports' **Judy Burger** is retiring on Aug. 18 after serving the office for almost 18 years.

## EMPLOYEE SPOTLIGHT

**Name:** Ruby Davison  
**Department:** Micrographics  
**Hometown:** Phoenix, Arizona  
**Family:** Husband - Joe / Son - Joey  
**Birthday:** February 13  
**Years with Clerk's Office:** 8 Years  
**Favorite Activity:** Shopping and going to the movies  
**Activity Dislike:** Washing dishes  
**A Memorable Experience For You:** The birth of my son.  
**Hardest Thing You've Done:** Leaving my son with a babysitter for the very first time.  
**Who is a Person You Would Like to Meet:** Mel Gibson and Sean Connery  
**What Was Your First Job:** I was a cook at Taco Bell.



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