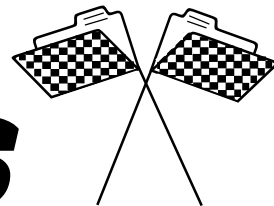


# Record Times



Vol. 8 No. 1

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

January 2002

## Fee increase provides needed funding

ON February 1, filing fees for all initial complaint filings and answer/responses will increase by \$40 in Civil, Family Court, Probate, and Tax cases. The change in these filing fees is a combination of two separate \$20 fee increase requests made to the Maricopa County Board of Supervisors by the Clerk of the Court's Office and Superior Court. The County Supervisors approved both requests.



The additional funding for the Clerk's Office will be used toward the development and implementation of the Electronic Document Management System.

In Superior Court, the \$20 increase will be applied to the case management fee, which will go from \$10 to \$30. The Court will use the additional funding to support and enhance all aspects of case and document management.

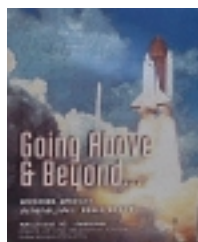
## New year brings new advancement

THE Electronic Document Management System (EDMS) project took a major step in becoming a reality this month. The paper documents that come to the Office for filing are now being scanned for Criminal, Civil, Family Court, Mental Health, and Tax case types. Previously scanning was only being done with Probate filings to test the scanning technology.



As the office implements more aspects of EDMS, having documents in an electronic format will enable staff to quickly route them throughout the courthouse for further processing. It also will allow simultaneous access to the same document by multiple users and significantly increase the efficiency and speed of service. More details about EDMS will be reported as the project progresses.

## A report that goes above and beyond



THE Office's 2000 - 2001 Annual Report is being printed and will be distributed in February. Employees who are interested in viewing a copy may contact Public Affairs' Len Keso at 506-6114. The theme for this year's report is "Going Above and Beyond." Plans are to make the Annual Report also available on the Office's website in electronic format for the first time. The web address is [www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov).

## Building up Juvenile

CONSTRUCTION on a new Juvenile Court Facility is underway at the Durango Complex. The planned three-story building will have 12 courtrooms and include offices for the Clerk of the Court, County Attorney, Public Defender, Juvenile Probation, and Juvenile Court. It will be located just west of the current Juvenile Court facility.

The Clerk's Office will have sections on the 1st floor of the building for a filing counter, payment windows, file maintenance, distribution, appeals, exhibits, and courtroom clerk staff. Construction is projected to be completed in 2003.



**Groundwork.** The site for the new Durango Juvenile Court has been cleared. The *Record Times* will periodically show photos of the construction project as it progresses.



**Do you know where this picture was taken?** It is the site of the former 3rd Avenue Storage Facility that was used by the Clerk's Office. The building was demolished after the Office and staff moved to the new Customer Service Center.



### A note about the newsletter

An electronic version of the *Record Times* will be posted on the Office's intranet site (<http://cocweb>) the following week after it is distributed in hardcopy. Employees can view the electronic version of the current newsletter as well as previous issues starting with December 2001.



## Clerk's

RECORD



Michael Jeanes  
Clerk of the Court

### KEEP ON LEARNING

FOLLOWING is an article that was passed on to me called, *"No matter your age, there is always something to learn."* In the ever-changing, fast-paced, high-tech environment we work in, it is important for all of us to be willing to learn new things. Here it is:

**AGE 7** - I've learned that our dog doesn't want to eat my broccoli either.

**AGE 9** - I've learned when I wave to people in the country, they stop what they're doing and wave back.

**AGE 14** - I've learned that if you want to cheer yourself up, you should try cheering someone else up.

**AGE 24** - I've learned that silent company is often more healing than words of advice.

**AGE 30** - I've learned that if someone says something unkind about me, I must live so that no one will believe it.

**AGE 46** - I've learned that the greater a person's sense of guilt, the greater his or her need to cast blame on others.

**AGE 50** - I've learned that motel mattresses are better on the side away from the phone.

**AGE 53** - I've learned that regardless of your relationship with your parents, you miss them terribly after they pass away.

**AGE 64** - I've learned that you shouldn't go through life with a catchers mitt on both hands. You need to be able to throw something back.

**AGE 66** - I've learned that whenever I decide something with kindness, I usually make the right decision.

**AGE 82** - I've learned that even when I have pains, I don't have to be one.

**AGE 92** - I've learned that I still have a lot to learn.

### The newsletter goes from over the sea to up in the air

Last month, the Record Times was seen with an employee who went over the sea (to Russia). This month, the newsletter was found with an employee who went up in the air.



Pictured here is CR/FC Processing's **Carol Marquardt**, who took time to breeze up on office news before catching a hot air balloon ride in Scottsdale. The ride was a birthday present from her children and Carol said that it lasted about 45 minutes. They landed near Lake Pleasant.


The newsletter has been taken to rivers and mountains by employees, but never before had it gone up in the air.


Clerk of the Court employees may send photos for this feature to the Public Affairs and Education Office at anytime. Please include name, phone number, and a description of the photo.

## Suggestion Street

FOLLOWING are responses/actions that have been taken as a result of suggestions employees have made through the Employee Suggestion Boxes located throughout the office.

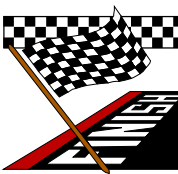
**S** Two picnic tables and two benches have been ordered for the Customer Service Center. They will be installed on the elevator balconies of floors 2 and 3 in the parking garage.

 Maps to the CSC have been placed on the Clerk of the Court's website, at the Information Desk, in various locations throughout the office, and given to officials of Superior Court.

 The idea of installing street signs directing customers to the Customer Service Center is being evaluated. Staff is looking at the feasibility, costs, location, and necessary approval from private companies and the City of Phoenix.

### The Suggestion Box Procedure

- 1) - Date your suggestion
- 2) - Identify yourself as an employee, internal customer or member of the general public. Please include your name, address, and a phone number if there is a need for clarification of your comments. (You may also communicate your comments by using the Clerk of the Court's website at [www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov))
- 3) - Office supervisors at the Box locations will empty the boxes each Friday afternoon.
- 4) - The suggestions will be forwarded to the Employee Relations Manager in the Clerk's Office. Once sorted, they will be forwarded to the appropriate Associate Clerk and to Michael Jeanes.
- 5) - After the issues are researched, the Office will take what actions are deemed appropriate and inform staff via the Record Times, email, or in person. External customers and the general public will be contacted by phone or letter.



## The "2001 Recordsetters of the Year" honor goes to...

THE Record Times announces the Twinning area of its 4th annual "Recordsetters of the Year" honor — the **Downtown Fileroom**.

The honor is presented to the Fileroom Department for having the most staff members mentioned in the newsletter's "Recordsetters" section (on page 3) during 2001. The monthly sec-

tion is devoted to acknowledging employees who were recognized by the public/staff for their recordsetting efforts to provide excellent service. Last year, the Courtroom Clerks received the honor. In 1999, the Domestic Relations Filing Counter was the recipient, and in 1998, the **Public Records Office** won.

This year, finishing in a very close sec-

ond place was **Support Services-Finance**, followed by the **Criminal Financial Obligations Unit**. There was a tie for fourth place between **Public Records** and the **Civil Filing Counter**. Fifth place also had a tie between **Court Supplies**, **Support Services-Orders, Marriage License & Passport Office, Maintenance**, and **SEA License Services**.

### Wrapping up the Holiday Charity Drive

#### Final Summary

The Office's Holiday Charity Drive has wrapped up and it was a recordsetting campaign. Following is a summary of some of the activities:

- A recordbreaking \$1,366 was raised through the various Holiday Charity Drive activities;
- A record amount of people in need were assisted through the Angel Tree Project — six families consisting of 29 children, six mothers, and two fathers;
- 669 pairs of shoes were donated by CSC employees for the Operation Cobbler effort;
- 192 socks were donated to the Shoebox Ministries, plus boxes of personal items; and
- Micrographics was the winner of the office's Best Decorated Area Contest for the holiday season.



#### A Few Comments

"We want to thank Public Records Administrator **Melanie Fay** for initiating the idea of donating shoes to those who really needed them through the 'Operation Cobbler' effort. It was a wonderful pleasure to help and we want to thank her for providing this opportunity to give."

— **Micrographics Staff**

Holiday Charity Drive Committee Co-chair **Sandy Watson** sent an email message to Associate Clerk Carol Schreiber, Public Records Administrator Melanie Fay, and Public Records Director Maureen Ramroth complimenting the Holiday Charity Drive efforts of the CSC staff.

She said, "I want you to know what a great group you have at the Customer Service Center. They not only collected all of the items for the family that was assigned to them through the Angel Tree/Adopt-A-Family project, but they also provided mattresses, a bed, dishes, silverware, an entertainment unit, clothing, toys, and more. I think everyone is amazing. Their spirit is remarkable.... and they accomplished all of this ahead of schedule."

### The Recordsetters for January

"Many thanks for the efforts of **Tina Barrett, Chad Johnson, Ed Morris, Pete Roman, and Joanna Rosales** for their superb efforts in responding to my numerous requests for case files, many of them rush requests. These folks are hard-working, conscientious employees."

— **John Andrusko**

"For their team spirit, I want to thank the **Family Court staff** and the **Sort Staff of Family Court** for helping me this year with the Attorney General filings. I send them my appreciation and a BIG thank you." — **June Cole**

"I want to send kudos to the **Family Court staff** for their patience and determination during our conversion to the new docket system iCIS. I also want to thank the **SE Docket staff** for their assistance over the last several months."

— **Sheri Jaffe**

"Congratulations and kudos to all of the hardworking **court clerks** who helped to process the consent decrees this year. Virtually every consent decree was processed in Mesa." — **Myra Harris, Judge Pro Tem**

"I also extend my thanks to all the **courtroom clerks** who processed the decrees."

— **Laura Eng**

# Employee News

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

## — BIRTHS —

Congratulations to ITG's **Brad Furman** on the birth of his new 6 lb. 14 oz. baby boy on Jan. 7. His new son's name is Jacob Connor. This is Brad's first child. Brad's wife Dana is a former employee of Expedited Services.

Courtroom Services **Joella Baldwin** has had a smile on her face since the birth of her granddaughter on Dec. 7. Her new grandchild's name is Julian Paige.

Probate's **Tabitha Quintana** is celebrating the birth of her new 7 lb. 11 oz. baby girl, who was born on Jan. 9. Her new daughter's name is Jessica.

## — MARRIAGES —

Electronic Document Management's **Pam Wicks'** son Bryan was married in Japan on Jan. 4.

## — NEW EMPLOYEES —

- **Denise Algandar** – Downtown Family Court
- **Monica Amaro** – Juvenile Durango
- **DeEbony Beaton** – SE Family Court
- **Becky Bennet** – Downtown Family Court
- **Laura Bernardino** – Downtown Family Court
- **Harmony Blair** – Juvenile Durango Courtroom Clerk
- **Kimberly Campbell** – Courtroom Clerk
- **Thomas Cesta** – Courtroom Clerk
- **Elizabeth Curran** – CSC Fileroom
- **Raquel Gastelum** – Downtown Family Court
- **Lynne Glenn** – Courtroom Clerk
- **Gina Nevitt** – Courtroom Clerk
- **Lauren Sanders** – Document Serv./Civil
- **Veronica Simon** – Juvenile Durango Courtroom Clerk

## — EMPLOYEE MOVES —

- **Kim Dollins** was promoted to the position of supervisor for Disposition and Abstract Reporting at the CSC;
- **Steve Burkett** transferred from Micrographics to the Fileroom;
- **Angela Chavarria** transferred from the Criminal Department to the Micrographics Unit;
- **Wendi Bobrowski** transferred from the Exhibits and Classified Materials Section to become a Courtroom Clerk; and
- **Jolie Matlack** transferred from the Family Court Filing Counter to become a Courtroom Clerk.

## — AWARDS/HONORS —

### *She is a lifesaver*

Expedited Services' **Jody Fisher** was the recipient of the Family Support Center's Lifesaver Award for January. In addition to her regular duties, she has been instrumental in demonstrating new automated programs such as FSC2 and MEEDS to Expedited staff. She is always friendly and eager to help her co-workers.

### *Special manager recognition*

Expedited Services Team Supervisor **Cheri Clark** is the latest recipient of the Family Support Center's "Special Manager Award." This award is given to managers who exemplify valued leadership skills.

## — MILESTONES —

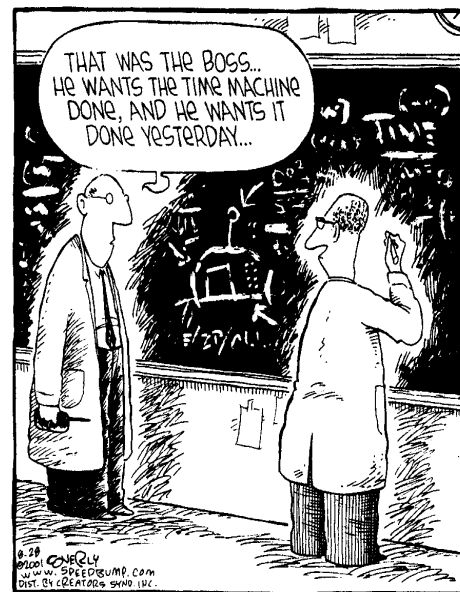
The following employees celebrate milestone employment anniversaries with the Clerk of the Court's Office in January:

**15 Years**  
**Yolanda Allen**

**10 Years**  
**Dave Forde**

## — SPOTLIGHT —

**Name:** Andrea Martin  
**Department:** Criminal Filing Section/LCA  
**Hometown:** Camp Lejeune, N.C.  
**Family:** Cody (son) / Kyleigh (daughter) and one dog  
**Birthday:** November 7  
**Years w/ Clerk's Office:** Almost 4 yrs.  
**Favorite Activity:** Horseback riding  
**Activity Dislike:** Driving in Maricopa County  
**A Pet Peeve:** People who don't know how to pick up after themselves  
**Most adventurous thing you've done:** White water rafting on the American River  
**A Memorable Experience:** Being told that I could not have children and now I have two.  
**First Job:** I worked in the backroom of a gun shop in California  
**Person would like to meet:** Kenny Chesney  
**Nobody would believe it if they knew...** that I like to country dance and go every chance that I get, which is not very often.



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Editor

Len Keso