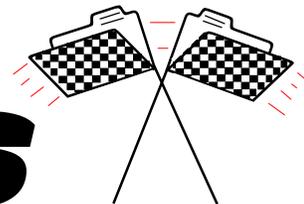


# Record Times



Vol. 8 No. 9

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

September 2002

## Cases will have number of things in common

by David Goodwin

The idea of all County Criminal Justice Agencies using a common case number for criminal cases has been discussed in Maricopa County for at least fifteen years. On January 2, 2003, thanks to the efforts of the Criminal Justice Agencies and the ICJIS (Integrated Criminal Justice Information System) Project Team, common case numbers will start being used.



Staff will be hearing more from the management over the next few months on how the Common Case Numbering effort will specifically affect their work.

The Criminal Justice Agencies, through the ICJIS Project Team, are developing electronic exchanges of information between agencies based on transactions that affect case processing as a defendant moves through the system. These electronic exchanges will reduce duplicate manual data entry in the various agency systems, reduce data entry errors, reduce delay in case flow and case processing, and facilitate the ease of case initiation, update, query and termination. The CCN will provide a unique identifier for use when passing information between systems.

Lauri Thomas, Brenda Burton, Barb Smith, Ken Troxel and David Goodwin participated in 26 Joint Application Development Sessions with staff from the other Criminal Justice Agencies and ICJIS to identify the business processes and technical requirements that will be affected by the CCN.

*The group determined that the format of the new case number will be:*

- A two-digit alpha case type prefix CR or LC;
- A four-digit year designator 2003;
- A six-digit case number 123456;
- A three-digit defendant identifier 001;
- In addition there will be a two-digit alpha location identifier following the number to tell the facility where the case is assigned, such as SE;
- The new number will display and print as follows: CR2003-123456-001 SE

*The benefits of the implementation of the CCN to the Clerk's Office are:*

- With each defendant having a unique identifier as part of the number, it will be possible to have an individual case file for each defendant.
- One case file per defendant is beneficial to those reviewing the file: Customers;

*Continued on page 2 – See "In Common"*

## Did you know...



Following are Tuition Reimbursement statistics from July 1, 2000 to June 30, 2002 for the Clerk of the Court's Office:

- Number of Clerk Employees Who Participated – **33 employees**
- Division Breakdown of Employees Who Participated –
  - ♦ Customer Service – 19
  - ♦ Administrative Services – 7
  - ♦ Family Support – 5
  - ♦ Financial Services – 2
- Number of Classes Taken and Reimbursed – **98**
- Average Number of Classes Taken Per Employee – **3**
- Department Total Dollars Reimbursed – **\$56,472**
- Highest Reimbursement – **\$10,534**
- Lowest Reimbursement – **\$46**
- Average Cost Per Class – **\$576**
- Average Employee Reimbursement – **\$1,711**
- Classes currently approved, but not yet reimbursed – **11**
- In Fiscal Year 2002-2003, an employee is eligible for up to \$5,000 in tuition reimbursement.

Employees who are interested in Tuition Reimbursement and have non-temporary, full-time status, may talk with their supervisor about the opportunity.

For information about processing a Tuition Reimbursement request, call Pat Percival at ext. 63511. For the on-line County Tuition Reimbursement Policy and Application form, visit:

<http://ebc.maricopa.gov/pp/admin/pdf/a1801.pdf>



## Clerk's

Corner



Michael K. Jeanes  
Clerk of the Court

### A LITTLE LESSON ON COUNTIES

Since the school year has started, how about a little educational lesson for ourselves on government and on counties. Following are some interesting statistics from the U.S. Census Bureau and the National Association of Counties:

- There are 87,849 units of local governments in the country.
- There are 3,066 county governments in the U.S.
- Organized county governments are found

throughout the nation except in Connecticut, Rhode Island, the District of Columbia, and limited portions of other states where certain county areas lack a distinct county government.

- In Louisiana, the county governments are officially designated as "parish" governments, and the "borough" governments in Alaska resemble county governments in other states.
- The smallest county in the U.S. by population is Loving County, Texas which has 140 people.
- From 1997 to 2002, seven county governments were abolished and two others were consolidated with city governments.
- Counties vary greatly in size. They range in area from 67 square kilometers (Arlington County, Virginia) to 227,559 square kilometers (North Slope Borough, Alaska).
- The top five counties in the nation by population are: Los Angeles, CA (9.5 million); Cook, IL (5.4 million); Harris, TX (3.4 million); Maricopa, AZ (3.1 million); and Orange, CA (2.8 million).
- In 1997, there were 91,349 full-time local government employees within the region of Maricopa County.



## Conference Talk

Conference Rooms are made for discussions to be held in, but recently there



has been news in the Office that has created discussion about Conference Rooms themselves. Here is what is happening:

### TRAINING

Training and Staff Development is hosting a Ribbon Cutting/Open House Ceremony at the new Training Conference Room (which used to be the ITG Tech Room) from 11 a.m. - 2 p.m. Oct. 21 on the CCB, 2nd floor. There will be food, door prizes, and service booths. All employees are invited.

### CUSTOMER SERVICE CENTER

The CSC recently held a "Name that Room" contest in which the following names were selected for their rooms:

- *The Upper Level Conference Room* is the *Arizona Room* (submitted by **Annette Galarza**)
- *The Lower Level Conference Room* is *The Sonoran* (submitted by **Edith Witherspoon**)
- *The Staff Lounge* is the *Aztec Lounge* (submitted by **Bianca Marzella**)
- *The Staff Breakroom* is the *Oasis* (submitted by **Ramon Flores**).

## In common

...continued from page 1

Disposition Reporting; Appeals; Financial Services; and others.

- Docket entries will be able to be sorted by defendant, which will also aid research in cases.
- Future electronic data feeds from and to other systems, including: File-A-Case; Sentencing; Dispositions; Appeals; Lower Court Appeals; and Attorney Appointments/Assignments.

An Operations Workgroup headed by **George Knecht** and an Automation Workgroup headed by **Al Thomas**, are working to ensure that the office's operational processes and automation systems will be ready for this change.

## The newsletter finds itself in ruins

Each month employees are invited to send the Public Affairs Office a photo of themselves reading the office newsletter while they are on vacation. Last month, the newsletter was spotted in Nauvoo, Illinois. This month, the newsletter found its way into the country of Mexico for the first time.

Pictured here is Information Technology Group's **Charlie Gill** who didn't want to ruin his vacation to the Myan Ruins in Tulum, Mexico by not keeping updated on the latest news about the Clerk's Office.

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



# Recordsetters

(Following are recent letters, emails, memos, and phone calls to Clerk's Office employees from those who appreciate their recordsetting efforts in providing excellent service.)

## CUSTOMER SURVEY - CARD COMPLIMENTS - Public Records Counter

- "Kathy Kruse was very nice and checked with me on several occasions to make sure my information was being processed."
- "Elnora Snyder expedited the copying process in order for me to make an important meeting. Her professionalism and customer service reflect on the entire office."
- "Martha Miller was extremely helpful. A++++ service."
- "Margaret Wagner was great."
- "The entire staff helped me to meet a deadline and worked very hard to make sure I got what I needed. Great, great service."
- "Very fast and efficient service and helpful personnel. Impressed with fast copying and file pulling."
- "Ramon Flores was very helpful to me by finding a document I have needed since April. Excellent service."
- "Cheryl Marzella took the time to go the extra mile."

## CO-WORKER - COMPLIMENTS -

"I would like to thank the following people for their assistance in the File Room when we were short-staffed. Their assistance was much appreciated. They are: **Matt Andrews, Deborah Cotto, and Robert Rodriguez.** I also want to thank **Judy Barney** for her assistance in resolving a difficult passport problem. Her advice and suggestions provided me with a different perspective and led to a timely resolution."  
— *Joe Altnether*

"I want to give a special thanks to **Sheri Jaffe.** Anytime we call upon her

for help, she is always available. She is a tremendous assistance to me."

— *Sandra Strange*

"Thank you to the **Family Court staff** for wearing a smile while we roll with the changes. Thank you also to **Nina Parmar** for her great assistance and teamwork in the FC EDM area."

— *Sheri Jaffe*

"I want to give a big THANK YOU to **David Rosset and Keith Rhea** and the whole dress code committee for the Family Support Center on how well they did with the new policies."

— *John Helton*



"I want to thank my staff for their hard work and dedication to the office to ensure that the employee's systems are up and running to the best of their abilities. They are a great team."

I also wish to thank the entire Clerk's Office staff for understanding the complexities of technology and being patient under times of change and progression into future automated tools to assist them in service to the public."

— *Correnia Honaker*

"We want to thank **Chris Gering** for coming over and filling in during our shortage. Her help was really appreciated."

— *CCB Exhibits Staff*

## OTHER - COMPLIMENTS -

Judge Steven Sheldon sent an email message to Family Support Center Associate Clerk Kat Cooper to commend the work that Expedited Services' **Francine Rose** does on a regular basis.

He said, "Sometimes, like in this case, there is so much work and effort involved in helping out, I think it has to be acknowledged and a word of thanks needs to be extended. So, thanks again and great job."

Judge Carey Hyatt sent a card to the entire **Expedited Services staff** to express her appreciation for their efforts to serve.

She wrote, "I truly appreciate your everyday hard work and dedication to the Family Court judges. We could not manage our jobs without the assistance you provide to parents and children in distress. I am proud to have been a member of your team for the past three years."

A paralegal from the Maricopa County Attorney's Office sent an email message to Customer Service Center Director Melanie Fay to convey her appreciation for **Sylvia Rosales.**

She wrote, "I have to let you know that without Sylvia's 'above and beyond' help, I could have never made it through this last month without pulling out all of my hair. She has been attentive, cooperative, professional, and extremely pleasant. I have many dealings with your office and I have never had so much cooperation. As frustrating as it has been trying to locate Search Warrants on my case, she has never lost her patience or her sense of humor. I would like it notated in her file that among many, she is extraordinary."

# Employee News

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

## — BIRTHS —

Congratulations to CSC Transmittal Desk's **Christine Goodwill** on the birth of her new 8 lb. 9 oz grandson on August 2. His name is Zachary Isiah Benavidez and he is Christine's eighth grandchild.



Congratulations to Document Services Supervisor **Sheri Jaffe** on the birth of her first grandchild. Sheri's daughter gave birth to a 7 lb. 14 oz. baby girl on August 14. Her new granddaughter's name is Erika Rose.

## — NEW EMPLOYEES —

- **Fernando Camacho** – CCB Expedited Srv.
- **Corrine Collins** – Court Supplies
- **Leticia Gauna** – SEA License Services
- **Lyn Hinton** – Discovery and Confidential Materials
- **Rita Koch** – Electronic Doc. Management
- **Monica Randez** – SE Juvenile Court
- **Bobbie Stumper** – FC Filing Counter
- **Patricia Wolff** – Discovery and Confidential Materials

## — AWARDS/HONORS —

**The Governor selects Kat**  
Family Support Center Associate Clerk **Kat Cooper** was appointed by Governor Jane Hull to be a member of the Statewide Domestic Relations Committee. The purpose of the committee is to address all types of Family Court issues and statutes such as parenting time, Alternative Dispute Resolution, geographic relocation of a custodial parent and child, and Integrated Family Court. The committee is co-chaired by a state senator and a state repre-

sentative. The committee membership includes judges, attorneys, and mental/behavioral health practitioners, among others.

## In the right Spot

The following employees are recent recipients of the office's Spot Award for their superior service:

- Joyce Auchinleck** - Project Specialist
- Sherri Gene** - SE Document Prep
- Artis Gunn** - SE Support Services Orders
- Amber Farley** - SE Document Prep
- Jody Fisher** - CCB Expedited Services
- Nancy Flores** - CCB Document Prep
- Cynthia Kurtz** - SE Document Prep
- CeCe McDermott** - CCB Doc. Management
- Jackie Ortiz** - CCB Document Prep
- Angel Petty** - CSC
- Keith Rhea** - CCB Support Services Orders
- Dave Rosset** - CCB Expedited Services
- Theresa Sandoval** - CCB Document Prep
- Ganelle Suminimo** - CCB Document Prep
- Christine Tiff** - CCB Expedited Services
- Pam Wicks** - Project Specialist

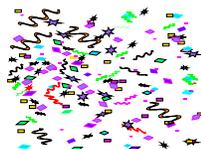
## — EMPLOYEE MOVES —

- **Maureen Ramroth** has transferred from the Customer Service Center to become the new Administrative Services Planning Manager.
- **Teresa Vargas** has returned to the Expedited Services Office after living in Tucson for awhile.

## — MILESTONES —

The following staff celebrate milestone office anniversaries in September:

- 20 YEARS**  
**Pat Percival**
- 10 YEARS**  
**Mary Davis**
- 5 YEARS**



**Aurora Acosta, Michael Aiston, Jenny Shaska, and Sharon Hall**

## — EMPLOYEE SPOTLIGHT —



**Name:** Michelle Monick  
**Department:** Micrographics Supervisor, Customer Service Center  
**Hometown:** Phoenix, Arizona  
**Family:** **Mark** (husband) / **Megan** (daughter, who is 17 months) / and our dog **Kasey**  
**Birthday:** September 22  
**Years with Clerk of the Court's Office:** Six years  
**Your Favorite Activity:** Spending time with my daughter  
**Activity Dislike:** The laundry  
**Pet Peeve:** I hate dirty dishes that are left in the sink  
**A Memorable Experience:** The birth of my daughter **Megan**  
**Hardest Thing You've Done:** Having to take my daughter **Megan** to the daycare when she was 2 1/2 months old  
**You First Job:** Making pizzas at a pizza restaurant



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Editor

Len Keso