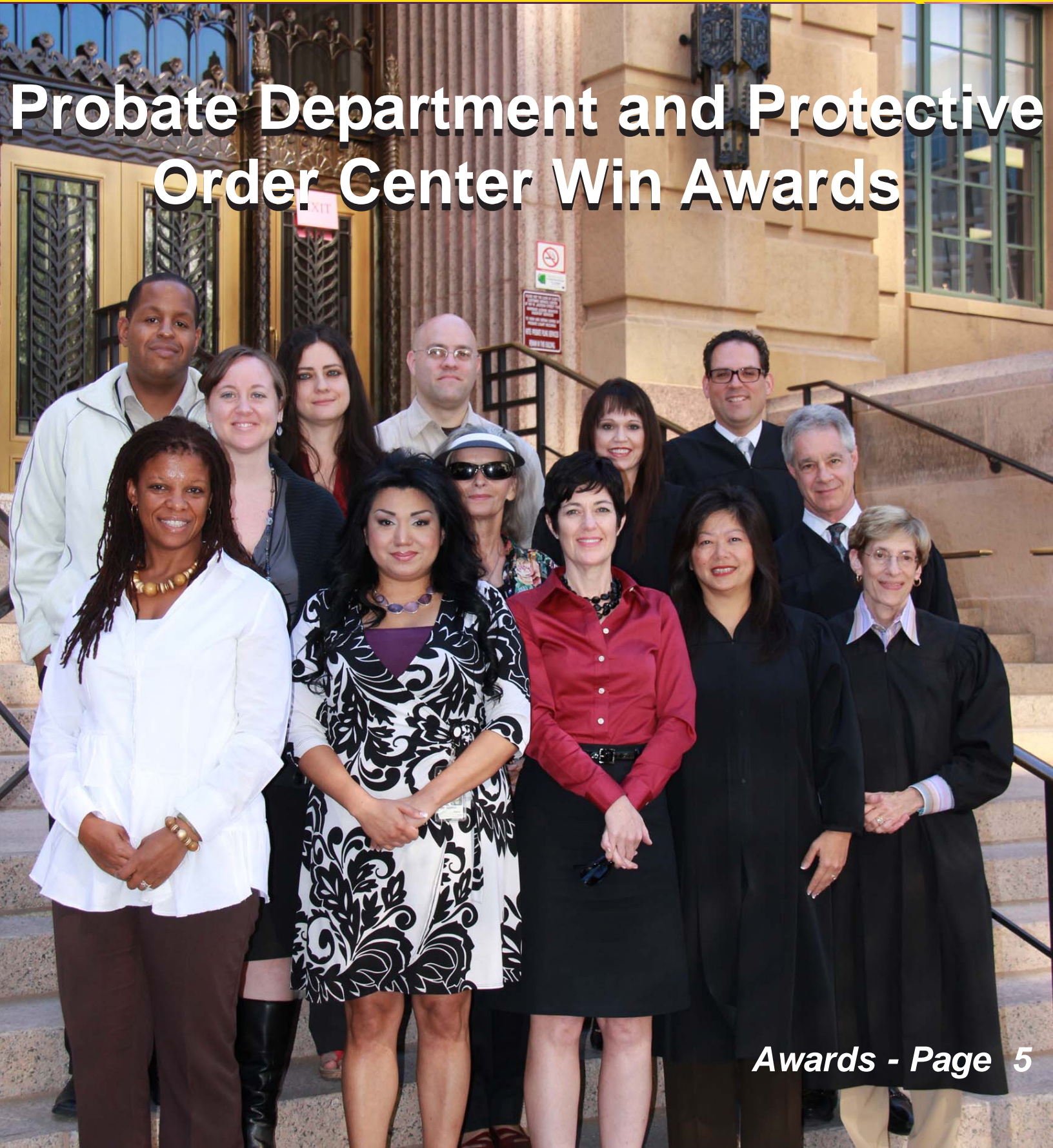


# Judicial Branch News

## Probate Department and Protective Order Center Win Awards







**Norman Davis**

On November 6<sup>th</sup>, voters will have some important decisions that will affect the Judicial Branch of Arizona in Maricopa County.

Voters will have the opportunity to vote on the retention of 44 Maricopa County Superior Court Judges as well as vote on Proposition 115, which if enacted, will make critical changes to Arizona's merit selection of judges.

### **How the Merit Selection Process Works**

Historically, judges in each county in Arizona were selected by popular election. In 1974, Arizona voters amended the State Constitution to create a "merit selection and retention" system in counties with a population of more than 250,000. The merit selection process is designed to assure citizens and litigants that the judges on the Superior Court bench are qualified, impartial and independent.

Attorneys interested in becoming a judge are required to submit a thorough and lengthy application to the Maricopa County Commission on Trial Court Appointments. Applicants must be of good moral character; between 30 and 65 years old; admitted to practice law in Arizona; a resident of the state for the last five years and a resident of Maricopa County for the last year.

Sixteen people, selected from diverse political parties and the five supervisorial districts in the County, sit on the nonpartisan Maricopa County Trial Court Commission. The Chief Justice of the Supreme Court, or her designee, chairs the Commission. The rest of the Commission is comprised of ten non-attorney members and five attorneys. The non-attorney members of the Commission are nominated by nonpartisan committees from the five supervisorial districts in the County and are comprised of seven members each. The five attorney members are nominated by the Board of Governors of the State Bar of Arizona. From these nominees, the Governor appoints one attorney and two non-attorneys for each of the five supervisorial districts to sit on the Commission. The appointees are from different political parties and subject to confirmation by the Arizona Senate.

Whenever a judicial vacancy occurs, the Commission reviews applications; conducts a thorough background check of each applicant's experience and qualifications; seeks input about each applicant from members of the public as well as attorneys and judges familiar with the applicant and then interviews a select group of applicants. The Commission holds at least two public hearings during the selection process and the public is encouraged to attend each meeting. The Commission solicits and listens to any testimony and reviews written comments from the public regarding an applicant's qualifications at the hearings.

After a thorough review, the Commission selects the names of not less than three applicants to recommend to the Governor for appointment to fill the vacancy. If three or four names are submitted to the Governor, no more than two can be from the same political party, and if more than four names are submitted, no more than sixty percent (60%) can be from the same political party. The Governor then appoints one of the finalists from the names submitted by the Commission.

Every four years, each judge appointed by the merit selection process stands for a "yes" or "no" retention vote at the general election in November. For several months prior to each election, each judge is required to participate in Judicial Performance Review (JPR) surveys completed by attorneys, witnesses, litigants, jurors who appear before the judge, as well as staff members who are asked to rate the judge's legal ability, integrity, communication skills, judicial temperament, administrative performance, and settlement activities. The survey results are compiled by the independent Arizona Commission on Judicial Performance Review and the results are made available to the public on a website and information pamphlets are distributed to voters. Along with the survey results, voters are provided the Commission's recommendation to "retain" or "not retain" each judge.

# New Judge Q-and-A: Janice Crawford

**Q. Before joining the court, you served your entire career as a private attorney. Describe your transition from private attorney to a Superior Court Judge?**

My transition was very smooth, primarily because I was lucky enough to find an incredible judicial assistant with significant experience in the family division. I also found the other judicial officers and their staff to be very welcoming, which was important because I did not have much experience with family law. Perhaps because of my experience as a judge pro tempore, it felt very natural to serve as a neutral rather than act as an advocate for one side.



Janice Crawford

**Q. Who has been the biggest inspiration in your legal career?**

My husband's aunt. She is the reason I went to law school and also the reason I wanted to become a judge.

**Q. What's your favorite quote? (This can be something one of your children said to you, what you said to them, a line from poetry or something you wish you hadn't said).**

"Whether you think that you can, or that you can't, you are usually right." - Henry Ford

**Q. If you had a day to spend with anyone (living or dead, real or fictional), who would it be and what would you do?**

My Dad. When he passed away, we received so many cards and letters from his friends and business associates with wonderful stories about him that I had never heard. I would like a chance to hear my Dad tell me about his adventures, and I would like to be able to share with him the honor of my appointment to the bench.

**Q. Do you own an IPOD? If so, what songs are currently in your playlist?**

I own an IPOD, although I do not use it very often. I usually use my MP3 player. Both my IPOD and MP3 player have the same playlist, which includes a lot of 60-70's music, country music, and even some hip-hop.

## *From the Presiding - Continued from Page 2*

In the current highly-charged political world that we live in, there is much information distributed about individual judges and the merit selection process. A fair amount of that information is incorrect or irrelevant on the issue of whether an individual judge possess the legal ability, integrity, temperament and skills to be worthy of retention. In a democracy, each voter is, of course, free to vote his or her conscience based upon factors he or she deems important. Fortunately for the citizens of Maricopa County, much of the work to ensure the court has a quality judiciary was done during the initial selection process at the front end, and during the JPR monitoring process. What we know is that the judicial merit selection system has served Maricopa County well since 1974, and has produced an award-winning bench that is known nationally and internationally for excellence, integrity and innovation.

To learn more about Merit Selection in Maricopa County please watch our video on the Superior Court YouTube channel at: <http://www.youtube.com/user/SuperiorCourtAZ>, or review the JPR survey results at: <http://www.azjudges.info>.

### Re-inventing Probate



*Arizona Supreme Court Chief Justice Rebecca White Berch presents Presiding Probate Court Judge Rosa Mroz the 2012 Supreme Court Award in the General Jurisdiction Category. Judge Mroz accepted the award on behalf of the Probate Department.*

Three years ago, the Probate Department was the focus of a negative media campaign alleging lax oversight of adult conservatorships. The Court responded by undertaking a critical assessment of both judicial and court administration procedures. Over the last two years, Maricopa County Superior Court's Presiding Judge Norman Davis and Probate Presiding Judge Rosa Mroz have collaborated with the bench and court administration to create a new generation of Probate Court. On Tuesday, October 25, the Arizona Supreme Court rewarded the Probate Department for their efforts, giving Judge Davis and Judge Mroz the 2012 Judicial Achievement Award for General Jurisdiction Courts.

Judge Davis and Judge Mroz emphasized that Probate reforms are a result of the collaborative efforts of Probate's judicial officers and court administration staff. Each court administration unit: judicial assistants, clerks, examiners, investigators, and accountants, were instrumental in devising a new framework for handling probate cases. The crux of Probate reforms are the following five initiatives that utilize case differentiation techniques, enforce accountability, and expand community outreach efforts: Case Management Protocol, Compliance Calendar, Probate Evaluation Tool, Report Line and Community Outreach.

*Probate - Continued on Page 10*

### Protective Order Center Wins Award



*Left to Right - Encanto Justice of the Peace C. Steven McMurry, Arizona Supreme Court Chief Justice Rebecca White Berch and Presiding Judge Norman Davis. Judge Davis accepted the award on behalf of the staff of the Protective Order Center.*

Last week, the Maricopa County Superior Court Protective Order Center received the Arizona Judicial Branch's At Large Award for its service to the community. Established in 2001, our Court created the Protective Order Center to aid those litigants in crisis and in need of a protective order. Since its creation, the Center has continued to increase its capacity to serve the public in creative ways. The Downtown, Southeast and Northeast Centers provide onsite access to Domestic Violence Advocates (also known lay legal advocates) employed by community domestic violence partners such as A New Leaf and Sojourner. These advocates assist domestic violence victims who need community assistance.

The Center also embraced technology and uses a computer-based, dynamic form process to guide litigants through the protective order petition process. Most recently, the Center created a new website as well as a You Tube video to help those not at one of our Court locations but seeking information about obtaining a protective order. The Center is a group effort and could not be possible without the effort of all our Center staff. Current Protective Order Center staff include: **Gale Barclay, Gloria Bramlett, Daniel Burgess, Brian Cole, Salvador Contreras, Yolanda Gonzales, Stephanie Harmon, Linda Hernandez, Linda Medina, Jennifer Murray, Sheryll Prokop, Maribel Rodriguez, Guadalupe Romero, Jose Silva, John Slone, Lindsey Swift Arrow, Martha Wanke and Karen Westover.**

*Submitted by Jennifer Murray  
Law Library Administrator*

# Electronic Court Record

The Clerk of the Court's Office began Phase 1 in transitioning from paper records to an Electronic Court Record (ECR) in juvenile case types. This means the paper documents received will no longer be placed into a hard copy file and stored on a shelving unit. Instead, paper documents will be scanned, audited, and disposed of after a series of quality checks are performed. The ECR will be the official court record.

"Implementing the ECR in juvenile cases is another major step in increasing our efficiency and improving our service," Clerk of the Court Michael Jeanes said. "It will eliminate the need to maintain hard copy files and we will no longer need to file and store thousands of paper juvenile documents. A special thank you goes out to each person who contributed to make this important initiative happen."

The Clerk's Office first implemented the ECR on January 1, 2007 in adult case types. The Juvenile ECR will be implemented in four phases and will continue through 2013.

Phase I includes: 1) scanning of all newly-filed documents in Guardianship cases; and 2) scanning of signed minute entry types and auto filing of unsigned minute entries in all Juvenile case types. Existing Guardianship cases will include both the newly-filed electronic documents and all previously filed paper documents through September 30, 2012. In addition, minute entries in all Juvenile case types will be available only in the ECR. Approximately 100 guardianship documents are filed with the Clerk's Office per day.

Phase II of the implementation will expand to seven case types: Adoption Certification (AC), Adoptions (JA), Severance of Parental Rights (JS), Relinquishment of Parental Rights (JI and JR), Emancipation (JE) and Protective Orders (JP). Phase III will incorporate Dependency cases (JD), and will include electronically transmitting juvenile cases on appeal via the Court to Court application; and the final phase will include Delinquency cases (JV).

The project does not change the confidentiality of juvenile records. Access to records remains the same, only the format is changing. Juvenile records are available at the Clerk of the Court's juvenile facilities at Durango and Mesa.

# Maricopa County Pay for Performance Plan

The Maricopa County Board of Supervisors approved a Pay for Performance Plan for FY 2012-13. The Plan provides a one-time lump sum performance based payment for eligible employees. It is anticipated that the lump sum payments will appear on eligible employees' pay checks on December 5, 2012.

To be eligible, employees must:

- Be a full-time classified, contract or unclassified employee. Regular part-time employees who are regularly scheduled to work 20 hours or more per week and regular and temporary employees who worked 1,000 or more hours since November 28, 2011 are also eligible. Employees protected under USERRA are exempted from the 1,000 hour requirement.
- Have a performance appraisal completed on or after November 28, 2011, with a rating of "meets expectations" or higher, on file in the Judicial Branch Human Resources system as of November 14, 2012.
- Have been employed with the County continuously for at least one year as of November 28, 2012.
- Employees who have been promoted, transferred or voluntarily demoted are eligible as long as they meet the other criteria above.

Ineligible Employees:

- Temporary employees who worked less than 1000 hours since November 28, 2011.
- Employees hired after November 28, 2011.
- Employees involuntarily demoted for failure to pass promotional probation or a disciplinary demotion on or after November 28, 2011.
- Employees who, on or before November 28, 2012, give their notice of intent to terminate employment with the County, including retirement, regardless of their termination date.

Final details regarding eligibility and the amounts of the one-time payments are still pending. Announcements will be made to all employees by Court Administration once decisions have been finalized.

### Jennifer Foster Appointed as New HR Analyst

Judicial Branch Human Resources is pleased to announce the recent appointment of Jennifer Foster as HR Analyst in the staffing and recruiting division. She replaces Georgiana Rodriguezcrespo who moved over to Justice Courts earlier this year. Jennifer has eight years of HR experience and, most recently, was with the City of Los Angeles Central Redevelopment Agency, where she gained valuable experience working with NEOGOV and ADP. She will initially be assisting various Superior Court departments with staffing and recruiting functions. She is a very welcome addition to the HR team.

### Communicating County Innovation Success Stories: Spread the Word!

In the summer of 2011, Maricopa County held its first Designing for Innovation Forum to increase collaboration and communication among County employees. The consensus was: "Communications about innovation in the county must be consistent and constant and that success stories should be publicized and recognized." As a result, the Innovation-Collaboration Team, headed by the County's Innovation Manager Karen Stewart, commissioned a Communications team to report training opportunities, rewards and recognition, communications, the Idea Factory, and the Rewarding Ideas Program and county-wide success stories to all employees.

As ambassadors for innovation and collaboration, the Communications Sub-Committee asks that you help spread the word about formal and informal idea generation, best practices, and any results that provided added value to the County. Your Communications Sub-Committee consists of Christine Jasinski – Waste Resources & Recycling, Connie Koch – Adult Probation, Johnny Dilone – Environmental Services, Laura Nava – Office of Public Defense Services, Linda Mendenhall - Flood Control District, Richard de Uriarte – Board of Supervisors, Toby Urvater – Public Health. Contact any of us today with one of your department's success stories.

### Billotte Appointed to Court Committee

Arizona Supreme Court Chief Justice Rebecca White Berch appointed Raymond L. Billotte as a Superior Court representative to the Commission on Technology.

Mr. Billotte will complete the remaining term of former Superior Court Administrator Marcus Reinkensmeyer that expires on June 30, 2013.

### Adult Probation Officer Wins National Honor

Khameelah Shabazz was awarded the 2011 Scotia Knouff Line Officer of the Year at the 2012 American Probation and Parole Association meeting in Indiana.

Shabazz has dedicated her life to the service of others. For 28 years, she served the community as a probation officer. For the past seven years, she has served as a specialized probation officer working with the seriously mentally ill in the South Phoenix neighborhood where she lives.

Throughout her career in probation she has reached out and developed collaborative relationships with the South Phoenix community.

Shabazz was also awarded the 2011 Statewide Arizona Probation Officer of the Year.

*Submitted by Audrey O'Donnell  
Adult Probation Administrative Assistant*

## Photo Highlights

### Three Judges Honored by County Bar Association

The Maricopa County Bar Association recognized Judge Glenn Davis and retired Superior Court Judges Robert Gottsfield and Robert W. Pickrell for their contributions to the legal field.



*Glenn Davis*

Judge Davis was selected as the MCBA Member of the Year. Judge Gottsfield and Judge Pickrell were inducted into the Maricopa County Bar Hall of Fame.



A group of judges from Moldova, a nation in Eastern Europe, visited Superior Court. The judges took a tour of the South Court Tower and observed criminal trials.

### Multimedia Journalist Wins Emmy Award



*Kelly Vail poses with her Emmy Award.*

On October 6th, Kelly Vail, our Multimedia Journalist, won her first Emmy for her work on a 30-minute CBS 5 special called "Monsoon: Eye on the Storm." Kelly shot video and edited several pieces for this program.

Kelly started with the court in September 2011, prior to joining the court; she worked five years as a photojournalist in Arizona and California.

## Save the Date



**National Adoption Day**  
**November 17, 2012**  
**3131 W. Durango, Phoenix**



# Employee Anniversaries

## 5 Years

**Michele Kaley**, Court Reporter  
**Susan Johnson**, Judicial Clerk Senior  
**Sierra Flores**, Adult Probation Officer  
**Raquel Torres**, Administrative Assistant  
**Bobby Wallace**, Juvenile Detention Officer  
**Candice Williams**, Judicial Assistant  
**Clearthur Lane Jr.**, PE Education Coordinator  
**Todd Gulick**, Juvenile Detention Officer  
**Steven Maki**, Juvenile Detention Officer  
**Deborah Fisk**, Bailiff  
**William Schafer**, Superior Court Judge  
**Alan Williams**, Justice of the Peace  
**Pablo Garcia**, Systems/Network Administrator  
**Kimberly McAndrews**, Court Reporter  
**Amanda Tomczak**, Judicial Assistant  
**Randall Warner**, Superior Court Judge

## 10 Years

**Linda Sandbloom**, Justice System Manager  
**Sandra Spoon**, Judicial Clerk Senior  
**Sandra Tom**, Adult Probation Officer Supv  
**Cheryl Clark**, Adult Probation Officer  
**Diana Civa**, Judicial Clerk Senior  
**Michael Hintze**, Court Commissioner  
**Teresa Vargas**, Conference Officer  
**Achi Yapo**, Adult Probation Officer  
**Alejandro De La Rosa Jr.**, Juvenile Detention Officer  
**Michael Kaehler**, Juvenile Detention Officer  
**Tammi Asay**, Judicial Assistant-Classified  
**Najet Manning**, Judicial Assistant-Classified  
**Douglas White**, Trades Specialist

## 15 Years

**Diane Bracamonte**, Surveillance Officer  
**David Puyear**, Surveillance Officer  
**Eva Berg**, Adult Probation Officer  
**Thomas Bradley**, Counselor  
**Terence Cash**, Surveillance Officer  
**Gayle Davis**, Adult Probation Officer  
**Marcia Dinovo**, Adult Probation Officer  
**Mark Flores**, Adult Probation Officer  
**Kirsten Lewis**, Adult Probation Officer  
**Linda Ramey**, Adult Probation Officer

## 15 Years

**Commissioner Julie Newell** (August)  
**Demitris Sagias**, Adult Probation Officer  
**Glynn Thomas**, Adult Probation Officer  
**Rebekah Trexler**, Adult Probation Officer Supv  
**Carol Baker**, Adult Probation Officer  
**Robert Sitnek**, Surveillance Officer

## 20 Years

**Alan Glickman**, Adult Probation Officer  
**Sean Anspach**, Adult Probation Officer  
**Tricia Doktor**, Adult Probation Officer Supv  
**Ellen Hannabach**, Adult Probation Officer  
**Staci Rostan**, Adult Probation Officer  
**Sharon Steech**, Adult Probation Officer  
**Kim Ong**, Adult Probation Officer  
**Cynthia Goertz**, Juvenile Probation Div Managr  
**Caryn Wagner**, Court Conciliator  
**Charles Ruiz**, Adult Probation Officer  
**Amy Goldsmith**, Juvenile Probation Officer

## 25 Years

**Sandy Lewis**, Adult Probation Officer  
**James O'Farrell**, Juvenile Probation Officer

## 30 Years

**Meri Anderson**, Judicial Assistant

## 34 Years

**Peter Anderson**, Finance Manager

## 39 Years

**Gale Barclay**, Judicial Clerk

# Probate Continued

## 1) Case Management Protocol

The bench implemented a new protocol that adopts two fundamental case management principals: case differentiation and early, continuous control. Contested cases result in litigation and attorneys' fees that can quickly drain an estate. Once an objection is filed in a guardianship/conservatorship, the case is designated as "contested" and set on a "complex case" track. Next, the court sets a settlement conference within 30 days. Each Probate Commissioner has one day per week designated to oversee settlement conferences. The settlement rate across the department is 60 percent. If the parties do not settle, the case is transferred to the Presiding Probate Judges' calendar and a pretrial management conference is set. The new case protocol encourages early settlement and resolution of contested Probate matters, reducing costs to estates.

## 2) Compliance Calendar

At an appointment hearing, the court orders the newly appointed conservator to quickly secure and safeguard the protected person's assets. The Court created the Compliance Calendar to ensure accountability. The conservator's appointment order includes a set of duties and deadlines. For example, they may be ordered to obtain a bond, inventory possessions, or place assets in a restricted bank account. If the conservator timely obeys the courts orders, their hearing is vacated; if they fail, they must appear for the Compliance Calendar. Presiding Judge Mroz hears the calendar and after hearing testimony, may either grant an extension or terminate the appointment.

## 3) Probate Evaluation Tool (PET)

The Court oversees 5,000 Adult Guardianships and Conservatorships with limited staff and resources. In order to more effectively oversee the caseload, the Court devised a mechanism to differentiate high risk cases. Risk is defined as the degree to which the ward is vulnerable to physical abuse or neglect. The Court's Investigations Department developed and piloted an assessment tool with a companion scoring system. The tool includes a series of factors that are indicators of case volatility. For example, battling family members or self neglect equates with a higher risk level and requires closer court scrutiny. The Court uses the risk score to devise an ongoing monitoring plan. Investigators will conduct more frequent follow up visits to high risk cases. The Court will utilize its cadre of volunteers for low risk visits.

## 4) Report Line

The department established the Guardianship Report Line as an additional enhancement to ensure protection of vulnerable adults. The Report Line is a direct line to the Probate Investigations Department and a department investigator is assigned to respond to allegations of abuse or exploitation. When a citizen calls the Report Line, an investigations office representative asks for a statement about the abuse and/or exploitation being reported. The investigations supervisor relays concerns to the Commissioner assigned to the case. The court may order a formal investigation or direct the guardian to appear in court for a status conference. To ensure that the public is aware of this program, the court distributes Report Line brochures at guardianship appointment hearings, and has posted Report Line contact information on the Superior Court's website.

## 5) Community Outreach

The Probate department has expanded outreach efforts by creating public education programs. Family members often come forward to serve as conservators, yet lack essential information needed to adequately fulfill their fiduciary duties. In 2010, the Court began offering an evening class for non-professional conservators at the Phoenix Public Library. Additionally, the Court developed two online training programs, "Duties of a Guardian" and "Accounting 1,2,3s."

Media scrutiny and subsequent erosion of public confidence spurred Maricopa County Superior Court to begin anew and create a next generation of Probate Court. Judges Davis and Mroz, working in partnership with probate judicial officers and court administration, reinvigorated Probate Court. Their five key Probate programs safeguard estates and ensure the physical well being of adults under the Court's protection.

## Special Thanks to Probate Staff

Khaim Williams  
Star Felty  
Jeremy Mullen  
Commissioner Lori Horn  
Commissioner Geoffrey Fish  
Melissa Copenhaver  
Geraldine Okun  
Judge Andrew Klein  
Julicua Singleton  
Elaina Cano  
Elizabeth Evans  
Judge Rosa Mroz  
Commissioner Barbara Spencer  
Nita Billingsley  
Sandra Nageotte  
Kathy Hill  
Jamal Mitchell  
Jory Plotts  
Commissioner Richard Nothwehr  
Lori Britton  
Commissioner Susan White  
Bernadette Camacho  
Marina Instone,  
Commissioner Michael Hintze  
Kevin Davis  
Jessica Castillo  
Elyse Kirby  
Jaren Kirkendoll  
Catherine Soileau  
Debbie Salomone  
Wayne Spinks  
Marilyn Adkison  
Margaret Rutigliano  
Felicia Watson  
Commissioner Stephen Kupiszewski  
Erin Kelly  
Judge Eileen Willett  
Debbie Monroe  
Helen Fernandez  
Commissioner Jacki Ireland  
Robyn Brown  
Roxanne Hernandez  
Robin Manning  
Commissioner Rodrick Coffey  
Michael Fierro  
Chris Acree  
Cindy Butler  
Jeanne Davis  
Pasquale Fontana  
Tracy Lloyd  
Amy Pagan  
Lance Putz  
LuAnn Raderstorf  
Madonna Anderson  
Luz Cabada  
Philip Kafka  
Philip Rubenstein  
Laurie Doane  
Terri Ernster  
Ronald Kramer  
Diane Rudnick  
Philip Zeblisky

*Submitted by Elizabeth Evans  
Probate Department Administrator*