



From the Presiding

Probate Improvement



Norman Davis

In June 2010, we commenced a routine internal assessment of processes and procedures in our Probate Court with a goal to enhance accountability of estates, reduce costs, and improve services to the public. An internal improvement committee was formed from among the court's probate experts to formulate process improvements and implement new initiatives. We also commissioned the National Center for State Courts (NCSC) to conduct an independent and critical analysis of Guardianship and Conservatorship procedures, compare them with best-practices nationally, and make recommendations for improvement.

Over the course of the last year, significant improvements and strategic initiatives have been implemented in Probate Court. A few of these improvements include:

1. Effective October 26, 2010, the Probate Department established a Probate Compliance Calendar designed to ensure compliance with Probate Court orders in a timely manner. Judge Rosa Mroz oversees the calendar and schedules enforcement hearings as required when a fiduciary or party fails to comply with asset-protection orders within the time allotted. For example, a newly appointed conservator may be ordered to obtain a bond to protect estate assets, provide proof that a protected person's bank account is restricted from withdrawal absent a court order, or obtain formal letters of appointment recognizing their proper authority to manage estate assets.
2. In August 2010, the Probate Court initiated a more aggressive early mandatory settlement conference program for all contested matters utilizing retired Judge Robert D. Myers and available probate commissioners. Early results from this program indicated a high rate of settlement in estate disputes, and after a year of operation, approximately 56% of estate disputes referred for settlement conferences have been resolved without further litigation.
3. On November 1, 2010, Judge Gary Donahoe was assigned as a second judge to serve as the Associate Presiding Judge of the Probate Court. This addition has allowed contested probate cases of increased complexity and time requirements to be managed and heard earlier in the process and relieved the Probate Commissioners to better focus on oversight and protection of more routine and less-litigious estates. With Judge Donahoe's retirement, Judge Andrew Klein continues to serve in this role.

In this Issue

From the Presiding.....1

New Judges
Appointed.....2

CASA Employees Receive
Certification.....5

National Adoption Day.....7

Employee Anniversaries....8

The *Judicial Branch News* is an online newsletter published by the Media Relations Department.

If you wish to contribute to this newsletter, please send articles, news items, photos or other correspondence to: karra@superiorcourt.maricopa.gov.

"Equal Justice Under Law"



Governor Appoints Four New Judges

Governor Jan Brewer recently appointed four new judges to the Superior Court Bench.

Boyd Dunn

Prior to his appointment, Judge Dunn served as Assistant Attorney General in the civil liability section. His most recent legal concentration has focused on family, juvenile and probate law, and he also has experience in municipal, personal injury, civil and misdemeanor criminal law.

Prior to serving as Assistant Attorney General, he practiced with the law firms of Yarbrough & Dunn (2005-2011); Yarbrough, Moll & Dunn (2001-2005); Yarbrough, Wright, Horowitz & Dunn (1981-2001) and Yarbrough, Gilcrease, Sippel & Dunn (1978-1981). Additionally, he has held elected office as Mayor of Chandler (2002-2011); Vice Mayor of Chandler (2000-2002) and City Councilman of Chandler (1994-2002).

Judge Dunn served as a Judge Pro Tem for a number of years prior to being elected. He has also been Chairman of the Chandler Planning and Zoning Commission, President of the Arizona League of Cities and Towns and a member of the Maricopa Association of Governments, Valley Metro and the Greater Phoenix Economic Council (GPEC).



Boyd Dunn

Katherine Cooper

Katherine "Kay" Cooper has 25 years of legal, community and government experience in Arizona. Prior to her appointment, she was an attorney for the Scottsdale City Attorney's Office, where she specialized in civil litigation.

Prior to joining the Scottsdale City Attorney's office, she practiced law at Schneider & Onofry and Jennings, Strouss & Salmon.

Judge Cooper graduated from the University of Virginia College of Law in 1987, and received her undergraduate degree from the University of Virginia in 1984.



Katherine Cooper

Jay Polk

Prior to his appointment, Jay Polk was an attorney with the Barron & Polk law firm in Phoenix, where he concentrated on matters involving guardianships, conservatorships, estates, trusts, abuse or neglect cases involving vulnerable adults, and estate planning.

Previously, he was with Arnold & Polk, PC; O'Connor Cavanagh; and A. Paul Blunt, PC. He also served as law clerk to Judge E. G. Noyes, Jr., at the Arizona Court of Appeals and Judge Robert Myers at the Superior Court.

He graduated from the Arizona State University College of Law in 1992, and received his undergraduate degree from the University of Chicago in 1989.



Jay Polk

Four New Judges- Continued

Janice Crawford

Judge Crawford has been an attorney with the international law firm Steptoe & Johnson since 1999. Her practice focused primarily on civil and commercial litigation, with an emphasis on the areas of insurance, real estate, lending and construction-related issues. Since 2008, she has served as Judge Pro Tem. She received her law degree from ASU College of Law in 1998, graduating among the top 10 percent of her class. Later, she earned the highest score on the Arizona Bar exam.

Prior to joining Steptoe & Johnson, Judge Crawford worked for the law firm O'Connor Cavanaugh from 1998 until 1999. Her expertise spans well beyond the practice of law, as she previously worked as a mortgage company branch manager, real estate agent, merchandiser and sales representative.



Janice Crawford

Ken Mann Hired as Court Counsel

The Court has hired Ken Mann, who will assist in meeting the legal needs of Superior Court and our probation departments. Mann joins Lori Ash, with each having designated areas of responsibility.

Mann's background includes extensive publications, presentations, community service including – most recently – service as judge *pro tem* for our court. He graduated from Mercer University *magna cum laude* and valedictorian, having served also as law review editor in chief.

In addition to a transactional, litigation and ADR practice in Florida, he is also a former CPA and most recently focused on mediator and arbitrator services.



Maricopa County Wins Achievement Award

The Arizona Supreme court announced their 2011 Judicial Branch Achievement Awards.

This year's winners included Adult Probation Chief Barbara Broderick.

To see all the winners visit:
www.azcourts.gov/awards/Home/AwardWinners.aspx

Category: Probation

Winner: Ms. Barbara Broderick, Adult Probation Chief Superior Court in Maricopa County

Presiding Judge: Honorable Norman Davis

Nominated by: Mr. Marcus Reinkensmeyer
 For Justice 2020 Goal: Protecting Children, Families, and Communities

From the Presiding - Continued

4. In recent months, much-needed additional resources have been allocated to the Probate Department. With funding support from the Board of Supervisors, six additional professional staff positions have been established in the department to increase the investigative, asset protection, and oversight ability of the Probate Court.
5. During the last year, the Guardianship Review Program has been enhanced to investigate every complaint of questionable conduct or abuse of a ward or protected person, including “hot line” telephone and email contact points to encourage reporting. Further improvement of this program is progressing to develop risk assessment tools to target scarce resources towards those estates and vulnerable persons deemed to be most at-risk. The department also plans to enlist community volunteers and college interns to visit wards and report on their well-being, under supervision of a new volunteer coordinator, who started September 26.
6. The Probate Court is now starting to collect and report key information for management of individual cases, individual calendars, and departmental caseloads. Court accountants will collect summary information on estate values, participant identity, fiduciary fees sought and approved, attorney fees sought and approved, and other data for both contested and routine cases. This data will assist judicial officers and the court to identify trends, indicate ranges of reasonable fees, and identify high-risk cases and participants.

Results of these efforts have been extremely encouraging. The National Center for State Courts (NCSC) recently completed their assessment of the Probate Court and produced an extensive report praising the court for its many improvements and initiatives. Some findings of the NCSC report are highlighted in the sidebar on this page but the tone of the report bodes well for the future of the Probate Court. In finding that the Court “has put in place a number of policy and program improvements that are national best standards,” the NCSC consultants concluded that:

If the Maricopa County Probate continues on its current trajectory, and considers and implements several of the recommendations within the full report, it stands to be a probate court to which others turn in seeking to improve the monitoring of guardianship and conservatorship cases.

It is clear that over the past year the Maricopa County Probate Court has experienced significant reform and innovation under the able leadership of Probate Presiding Judge Rosa Mroz. The process of improvement is by its nature perpetual, and the Maricopa County Superior Court has always, and will continue to, strive for excellence in providing the public with the best judicial system possible. My sincere thanks to all who were – and are – involved in the Probate Court system improvements and other reform initiatives.

NCSC: Probate Court Ranked Among the Best

As considerable national attention continues to be focused on the neglect and exploitation of incapacitated people — many of them seniors — by court-appointed guardians, the Superior Court of Arizona in Maricopa County is more effective in protecting and preventing the mistreatment of protected individuals and their property than most other probate courts in the country, according to a report by the National Center for State Courts (NCSC). The report was released in September following a yearlong assessment of the court’s Probate and Mental Health Department.

Here are a few highlights from the report. To read the complete report visit: <http://www.ncsc.org/Newsroom/News-Releases/2011/MC-Probate.aspx>

“High functioning courts evaluate criticism and decide where to improve. Such has been the case with Maricopa Probate Department and within the last year or two, has innovated a number of practices to enhance accountability of estates, reduce costs, and improve services to the public.”

“The NCSC project team reports that the Maricopa Probate Department has put in place a number of policy and program improvements that are national best practices.”

“In its use of case flow management, data, and staffing, Maricopa was considered by a number of national experts to be far ahead of the pack. By continued improvements in case monitoring and oversight, technology and by implementing recent statutory amendments, the Maricopa Probate Department is poised to be a court that others emulate.”

CASA Employees Receive Certification

Recently, CASA staff members completed their certification as volunteer managers. They included program coordinators: Sue Hutcheson, Maggie Sommer and John Wistuber. CASA's Outreach Specialist Justine Grabowsky, and Program Director Laurie Laughlin also received certification. The staff completed online classes through Portland State University's School of Nonprofit Management.

The Volunteer Engagement and Leadership Program (VELP) is designed to educate professionals and others on how to engage and lead volunteers successfully. The teaching formats provide hands-on practical exercises and experiences for learners at all levels to enhance their work with volunteers.

Portland State University's Institute for Nonprofit Management and Department of Extended Studies offer this educational series designed to build a volunteer program to standards of excellence, and to provide professional development for practitioners.

VELP covered areas such as volunteer engagement, training and supervision as well as leadership and communication and the evaluation and recognition of volunteers. The need for the classes arose following the implementation of the CASA of Maricopa County's website and volunteer management software. Programmatically, job duties changed so the need for new and different training was identified and addressed.

The classes were funded through a grant provided by the National CASA Association. The CASA of Maricopa County staff attended lectures and worked on exercises and projects online to share their experiences and knowledge with other students across the country.

Court Technology Conference

High Performing Courts

The National Center for State Courts recently hosted its Court Technology Conference in Long Beach California this year. Seven members of the Superior Court – Judge Pamela Gates, John Barrett, Mary Kennedy and Kevin Westover of CTS, Diana Hegyi and Robert Hahn of Research and Planning and Bob James, the criminal court administrator attended the three day conference. Ken Troxel, Rich McHattie and Ron Bitterli from the Clerk of Court also attended.

This year's conference: "Where the High Performing Court Prepares for the Future" featured Keynote Speaker David Pogue, the New York Times Technology Columnist and the Honorable Steven Leifman from Miami-Dade.

The conference brought together more than 1500 court professionals for three days of professional development, education and networking. Many of the educational seminars dealt with the use of technology to address the difficult economic situations and dwindling financial resources of most courts.

The conference also brought together technology specialists from the private sector, who presented and demonstrated new and innovative solutions to some of the many pressing issues facing courts. Several of the Superior Court's own technology initiatives were showcased, including the new jury check-in system and many of the technologies that will be employed throughout the new criminal tower such as touch screen monitors.

The next Court Technology Conference will be addressing e-Courts and held in Las Vegas in December 2012.

Employee Satisfaction Survey Dates and Times

<i>Day</i>	<i>Date</i>	<i>Time</i>	<i>Area</i>	<i>Location</i>	<i>Room</i>
Monday	October 24, 2011	11:30 - 1:30	DTN	ECB Law Library 3rd FI	Cordova Training Room
Tuesday	October 25, 2011	11:30 - 1:30	DTN	ECB Law Library 3rd FI	Cordova Training Room
Wednesday	October 26, 2011	9:30-11:30 AM	CSC	601 West Jackson	Sonoran Conference Rm
Wednesday	October 26, 2011	11:30 - 1:30	DTN	ECB Law Library 3rd FI	Cordova Training Room
Thursday	October 27, 2011	11:30 - 1:30	SEF	222 W Javelina, Mesa	Judges Dining Room
Thursday	October 27, 2011	11:30 - 1:30	DTN	ECB Law Library 3rd FI	Cordova Training Room
Thursday	October 27, 2011	1 - 3 PM	DTJC	620 West Jackson	3rd Floor Training Room
Friday	October 28, 2011	11:30 - 1:30	DTN	ECB Law Library 3rd FI	Cordova Training Room
Monday	October 31, 2011	11:30 - 1:30	DTN	ECB Law Library 3rd FI	Cordova Training Room
Tuesday	November 1, 2011	8 - 10 AM	DUR	3131 W. Durango	Training Room #1164
Tuesday	November 1, 2011	11:30 - 1:30	DTN	ECB Law Library 3rd FI	Cordova Training Room
Wednesday	November 2, 2011	11:30 - 1:30	DTN	ECB Law Library 3rd FI	Cordova Training Room
Wednesday	November 2, 2011	1:30 - 3:30 PM	CSC	601 West Jackson	Sonoran Conference Rm
Thursday	November 3, 2011	11:30 - 1:30	DTN	ECB Law Library 3rd FI	Cordova Training Room
Friday	November 4, 2011	8 - 9 AM	DTN	ECB Law Library 3rd FI	Cordova Training Room
Monday	November 7, 2011	11:30 - 1:30	DTN	ECB Law Library 3rd FI	Cordova Training Room
Tuesday	November 8, 2011	11:30 - 1:30	DTN	ECB Law Library 3rd FI	Cordova Training Room
Wednesday	November 9, 2011	11:30 - 1:30	DUR	3131 W. Durango	Training Room #1164
Wednesday	November 9, 2011	11:30 - 1:30	NWRC	14264 W Tierra Buena Ln	Jury Assembly Room
Wednesday	November 9, 2011	11:30 - 1:30	DTN	ECB Law Library 3rd FI	Cordova Training Room
Thursday	November 10, 2011	7 - 9:30 AM	SEF	222 W Javelina, Mesa	Judges Dining Room
Thursday	November 10, 2011	9:30-11:30 AM	CSC	601 West Jackson	Sonoran Conference Rm
Thursday	November 10, 2011	3 - 5 PM	DTN	ECB Law Library 3rd FI	Cordova Training Room
Monday	November 14, 2011	11:30 - 1:30	DTN	ECB Law Library 3rd FI	Cordova Training Room
Tuesday	November 15, 2011	8 - 10 AM	DTN	ECB Law Library 3rd FI	Cordova Training Room
Tuesday	November 15, 2011	11:30 - 1:30	SEF	222 W Javelina, Mesa	Judges Dining Room
Tuesday	November 15, 2011	1:30 - 3:30 PM	CSC	601 West Jackson	Sonoran Conference Rm
Wednesday	November 16, 2011	11AM - 2PM	NERD	18380 No 40th Street	#300 Multipurpose Room
Wednesday	November 16, 2011	3 - 5 PM	DTN	ECB Law Library 3rd FI	Cordova Training Room
Thursday	November 17, 2011	11:30 - 1:30	DTN	ECB Law Library 3rd FI	Cordova Training Room
Thursday	November 17, 2011	12 - 2 PM	SET	1810 So Lewis, Mesa	Cactus Conference Rm
Friday	November 18, 2011	11:30 - 1:30	DTN	ECB Law Library 3rd FI	Cordova Training Room
Monday	November 21, 2011	11:30 - 1:30	DTN	ECB Law Library 3rd FI	Cordova Training Room
Tuesday	November 22, 2011	8 - 10 AM	DTN	ECB Law Library 3rd FI	Cordova Training Room
Tuesday	November 22, 2011	1:30 - 3:30 PM	DTJC	620 West Jackson	3rd Floor Training Room

National Adoption Day



October Employee Anniversaries

5 Years

Miranda Boger Adult Probation Officer
Tracy Gorr Adult Probation Officer
Anna Gonzales Judicial Clerk
Ryan Bibiloni Judicial Clerk Lead
Jennifer Mesquita Justice System Administrator
Xiaolan Luo Programmer/Analyst
Liberty Torres Surveillance Officer
Alejandro Guzman Warehouse/Inventory Specialist
Brian Cole Judicial Clerk
Wateka May Adult Probation Officer
Keri Madrid Judicial Clerk Associate
Eriberto Espinoza Juvenile Detention Officer
Meloday Milner Juvenile Probation Officer
Penne Garrett Procurement Specialist
Kevin Peters Surveillance Officer
Cassandra Williams Judicial Clerk Senior
Elizabeth Evans Justice System Administrator
Varay Bronson Juvenile Detention Officer

10 Years

Beatriz Rodriguez Adult Probation Officer
Therese Ludwig Judicial Clerk Supervisor
Jackie Chagolla Adult Probation Officer
Mary Aguirre Judicial Clerk Supervisor
Tania Newman-Juarez Adult Probation Officer
Tracy Daly Juvenile Probation Ofcr Supv
Deborah Trombley Juvenile Probation Officer
Shane Neil Adult Probation Officer Supv
Kimberly Clah Juvenile Probation Officer
Artis Gunn Judicial Clerk
Thomas Bryant Judicial Specialist
Brian Long Juvenile Detention Ofcr Supv
Marilyn Adkison Judicial Clerk Associate
Brenda Jones Collector
Merci Hernandez Administrative Assistant
Elissa Collier Adult Probation Officer
Christopher Cross Adult Probation Officer
Adriana Garcia Bloom Adult Probation Officer
Ricardo Hernandez Adult Probation Officer
Rosemarie Lewis Adult Probation Officer
Julie Lovejoy Adult Probation Officer
David Pixley Adult Probation Officer
Raquel Ramirez Adult Probation Officer
Tatiana Torres Adult Probation Officer
Marc Ulibarri Adult Probation Officer
Melinda White Adult Probation Officer
Sonia Cruz Collector
Mark Eastin Surveillance Officer

15 Years

Marcicela Acosta Judicial Clerk Senior
Jacqueline Alvarado Bailiff
Debra Parker Business/Systems Analyst

20 Years

Brenda Hott Case Administrator
Joanne Vogds Judicial Clerk Associate

30+ Years

Peter Anderson Superior Court Deputy Admin
Gale Barclay Judicial Clerk

100 Days of Trivia

On February 14th, 2012 the State of Arizona will celebrate 100 years of statehood. This will be a significant day for our court and county as the ribbons to the doors of the new South Tower building will be cut on that day.

As one of the planned activities for this significant event we have decided to have some fun with your knowledge of our state and our court. Susan Armstrong, our researcher in the Law Library, has compiled some trivia questions.

Starting November 7th (100 days before the actual Centennial) there will be a trivia question posted daily with the ability to answer the question via your computer. This game will be "played" each day the court is open and continue until February 13th. Each week we will have a winner from those who correctly answered the questions. The link for this game will appear on the Court Wide Web.

Good luck and we hope you appreciate the rich history of our great state!

Submitted By Cindy Reid

New E-Recruit System

NEOGOV is the new online system which replaces PeopleSoft for posting and applying for jobs. Since the website and application have changed, below are some things to keep in mind when using the new website.



- Although the website has changed, www.maricopa.gov/jobs can still be used and you will be redirected to the new page.
- There are now three separate pages for job postings. Judicial Branch employees are not eligible to apply for County Internal Jobs. Please use the Judicial Internal Jobs page and the County Open Competitive Jobs page.
- If you have not yet applied for a job using NEOGOV you will need to create a new account. In order to start applying for jobs, an account will need to be created with NEOGOV. Other government agencies use NEOGOV so if you have applied before using NEOGOV you will need to use the logon information you have already created. If you have forgotten either your username or password, you click on the link that says “Forgotten username and/or password”.
- When creating your application, all of your employment history needs to be on the application. Your resume is only supplemental and cannot be used to determine if you meet the qualifications for a position. Remember, it is better to err on the side of providing more information than not enough. Make sure to always include your current employment and other employment that is relevant to the position you are applying, no matter how far back it goes.
- Agency-wide questions will be asked on every application for every position. Question #2 asks “Are you a current Maricopa County or Judicial Branch employee?” Please make sure to mark “yes”. If you mark “no” and you are a current employee applying to an internal recruitment, your application may be rejected.
- If you are having trouble navigating through the new online application please contact Staffing and Recruiting at 372-WORK (9615).



Happy
Halloween