



July 2016

Office receives national recognition for its innovative programs

Over the past several years, the Clerk of the Superior Court's Office has made many achievements. This month, two achievements were made for them – national achievement awards that is. The National Association of Counties (NACo), which represents the nation's county governments in Washington, D.C., presented the Office with two of their Achievement Award certificates this month for developing innovative programs that enhance county services. The two award-winning Office programs are:

Cross-Training Programs – This effort was initiated to train staff in multiple facets of the office for greater flexibility, speed in service, and overall efficiency. As part of this initiative, courtroom clerks began being trained in more than one case type. Historically, the courtroom clerks were initially trained for only one case type. As a result, the office increased the number of courtroom clerks available to cover multiple case types, while improving the value of the position. In addition to the courtroom clerks, the filing counters, marriage licenses, and passport services were identified for the cross-training initiative at multiple locations. Cross-training between these service areas created a more unified approach, allowing customers to receive more timely service, while improving the overall judicial process. Once implemented, the average wait time for marriage license or passport customers at the Clerk's Southeast Adult facility was reduced by approximately 50 percent in February 2016, as compared to February 2015.

Interactive Voice Response (IVR) Phone System – This program was developed to better respond to an average of 30,000 telephone calls each month. Before implementing the new IVR, callers could directly dial more than 70 published desk phones and might be transferred to one or more than 100 telephone numbers. In addition, call volume, call type, and transfers could not be measured. A new telephone-button operated menu system was implemented that resulted in allowing callers to select options for routing

directly to the appropriate area of the Office based on their need. The new system eliminated over 200 individual telephone numbers and provided the public with one main telephone number to call when contacting the organization: (602) 37-CLERK (372-5375). In addition, most desk phones were eliminated and replaced with a system that lets staff manage call queues and incoming calls directly on their computers. The new system reduced monthly telephone charges for individual telephone lines, as well as the cost of telephone equipment. Additionally, the IVR system measures and monitors call queues in real time, allowing better use of staff time and collecting statistical data and callers can also get information without speaking to staff, as the menus are available 24-hours per day, seven days a week.

“It is an honor to have such national recognition for our efforts,” Clerk of the Court Michael Jeanes said. “These awards show the innovation of our employees and their efforts to improve service.”

The two achievement awards bring to a total of 38 NACo awards the Office has received over the past 28 years for its innovative programs.