

**From:** [Daisy Y. Espinoza](#)  
**To:** [JP 1 Clerks](#)  
**Cc:** [Ralph D. Swearingin Jr.](#)  
**Subject:** Weekly Clerk Work Report - Meeting Recap (reply needed)  
**Date:** Friday, February 12, 2021 1:57:00 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
**Importance:** High

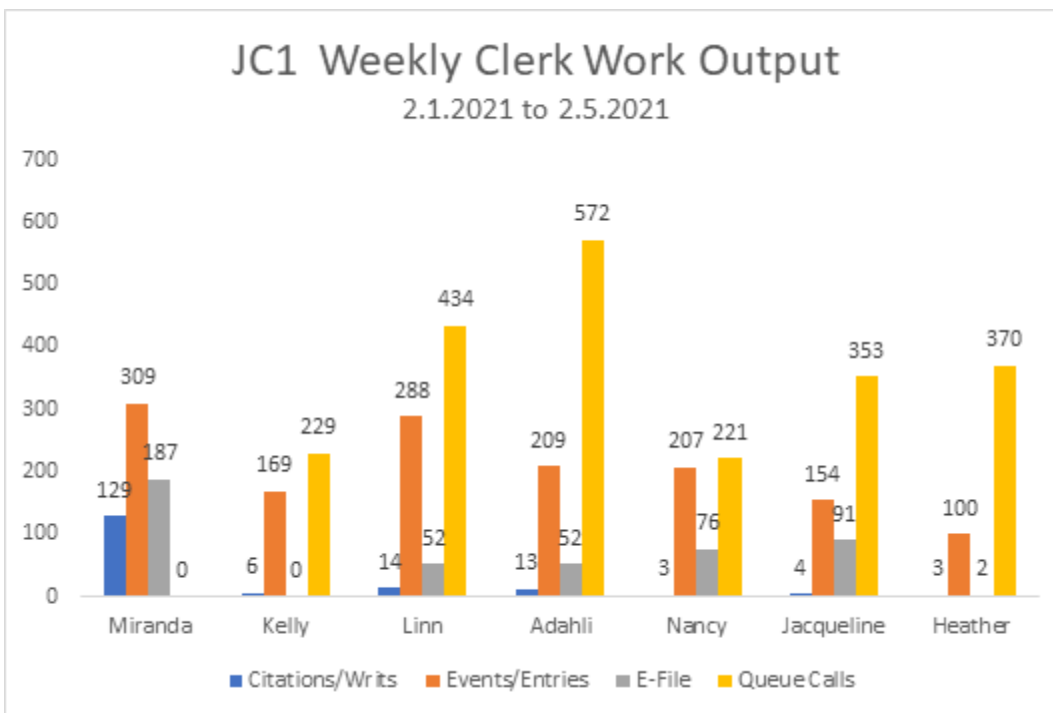
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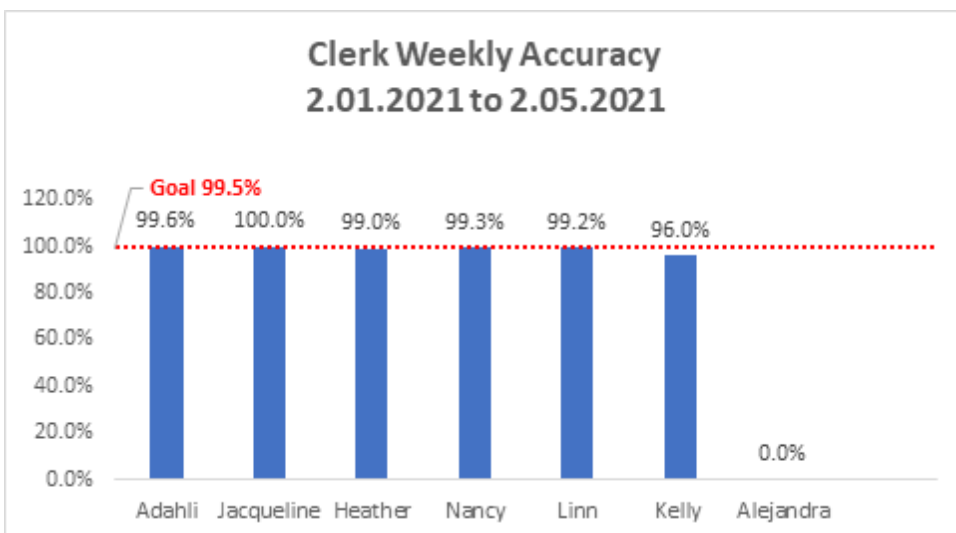
As discussed during our meeting, every clerk is expected to perform at a 99.5 % accuracy rate on a weekly/monthly basis. Remember that although work quantity is good, we must still maintain the quality of our work. If the quality of the work we put out is incorrect or lacking, this can lead to more work for you and your fellow clerks, thereby decreasing productivity.

Several reports will be sent to everyone weekly outlining where you fall based on the total amount of work performed in Odyssey (Citations/Writs; Odyssey Events and E-File) divided by the number of mistakes you make during the set period. Although phone calls are part of this report, the number of phone calls you intake does not play a role in the number of mistakes you make.

Take this information as a tool to improve. Focus on the areas you are lacking (making mistakes) and review your process to ensure that you make adjustments where they need to be made.

If you have any questions, please don't hesitate to ask.





Kindest Regards,

*Daisy G. Espinoza*

Court Manager for Judge Swearingin.

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