	<b>CLERK OF THE COURT INTERNAL POLICY</b>	
	<b>Area: Records Management</b> <b>Document Number: POL-RECMAN-1014</b> <b>Subject: Offsite Delivery of Service</b>	<b>Effective Date: 5/1/98</b>
	Page: 1 of 2	<b>Revision Level: D</b> <b>Last Revised Date: 2/26/15</b>

**PURPOSE:**

It is the purpose of this policy to establish guidelines for the offsite delivery of customer services by Clerk of the Superior Court (COSC) employees.

**POLICY:**

The COSC is committed to providing the highest level of customer service to the residents of Maricopa County while maintaining working environments that ensure the safety of all employees involved in providing these services.

On occasion, COSC staff provides services to individuals at their place of residence, health care facilities, or other local public offsite locations, when the customer is unable to travel to Clerk's Office facilities due to health considerations or other extenuating circumstances beyond their control as approved by an Administrator. This convenience most commonly includes the issuance of marriage licenses.

To ensure the safety of COSC staff providing this type of service, offsite services may be provided during normal COSC business hours or after hours with further arrangements to include the following:


If the request is due to health considerations:

- The customer must be a resident of a licensed health care facility or, if the customer resides in a private home, or a non-licensed residential or health care facility, the request for service must be made or verified by a licensed residential or health care provider. Additionally, the licensed residential or health care provider must be present at all times during the delivery of services by the COSC employee.

If the request is due to other extenuating circumstances beyond the customer's control:

- The request to provide the services must be approved by an Administrator; and the customer must make arrangements to meet in a public place of business that is agreeable to both the customer and the COSC staff.

All requests for offsite services must be made in sufficient time to allow COSC staff to make the necessary arrangements to meet the customer's needs and acquire the necessary information/documentation from those requesting the services.

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**APPLICABILITY:**

This policy applies to all employees of the COSC.

**DEFINITIONS:**

None

**REVISION HISTORY:**

Revision Number	Issuing Authority	Summary of Changes	Approval Date
-	N/A	Document Origination	5/1/98
A	N/A	Revised	2/10/10
B	N/A	Revised	5/16/11
C	Nancy Rodriguez	Revised	2/26/15
D	Christine Kelly	Updated to Controlled Document Index	6/29/15

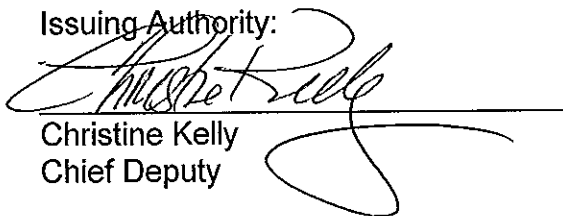
**AUTHORIZED SIGNATURES:**

Reviewed by:



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Deputy Director

Issuing Authority:



Christine Kelly  
Chief Deputy

Approving Authority:



Michael K. Jeanes  
Clerk of the Superior Court

Date Signed: 7/8/15