

RECORD TIMES

The eMagazine

MARCH
2023

Vol. 29 / No. 3

A monthly magazine for employees of the Clerk of the Superior Court's Office

Experience shines through
Northwest Counter Window



Service Window - Pictured here are four out of five employees who all work right next to another each day at the **Northwest File Counter** and they all coincidentally reached a different milestone Office anniversary. They are (from left): **Josh Thill** (5 years), **Evelyn Laborin** (15 years), **Jackie Ortiz** (20 years), **Aurora Avina** (35 years), and not pictured **Jessica Bernal** (20 years). They have a combined **95 years** of service.

service pins and how many total years of service is being recognized this year. **NOTE:** The service pins are for those who reached their milestone anniversary in calendar year 2022.

When and how service pins will be presented

The service pins will be presented over the next few months in various ways including some at Jeff Fine's Meet and Greet Road Shows, at the upcoming CASE Award ceremonies, remotely where needed, and other designated times and places that are yet to be determined. Announcements and information will be sent out in advance so that the service pin recipients are aware of the presentation. Watch for forthcoming details via email about the pins.

A "Pin-dow" of opportunity

That one special moment is arriving soon when Clerk employees receive service pins for milestone Office anniversaries

Each year a window of opportunity opens up to present Clerk of the Court employees with service pins for reaching a milestone anniversary with the Office and/or Maricopa County. That window...or should we say...**"Pin-dow"** will be open over the next few months. Service pins will be given to honor and recognize staff for their achievements of 5, 10, 15, 20, 25, 30, and even 35 years of service with the Office and Maricopa County.

Who is in the "Pin-dow of Opportunity" this year?

To find out who this year's service pin recipients are, see the list on pages 2 and 3. See page 3 for an article on how many employees are receiving

Service Awards!



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CLERK CONNECTION

This year's service pin recipients

The following employees are scheduled to receive a Clerk of the Court and/or Maricopa County service pin.

NOTE: The service pins are for staff who reached their Office anniversary **during the calendar year of 2022.**

DOWNTOWN PIN RECIPIENTS

5 YEARS

Ivette Alvarez ★
Nancy Brandenburg
Helene Johnson
Nancy Johnson
Christina Mai
Araseli Marquez
Stephanie Motzer
Asha Parmar
Aida Plascencia ★
Ana Rodriguez
Angela Romero
Angela Walker
Joana White

10 YEARS

Milan Milic
Bryan Romero
Maria Saldana
Melinda Yelverton

15 YEARS

Muhammad Azam ★
Edie Friss
Julie Garcia
Evette Landrum
Maria Saenz
Leah Lindahl ★

DOWNTOWN CONT. 20 YEARS

Elisa McGrath
Lisa Smith

25 YEARS

Vonda Culp

35 YEARS

Kitty Curtner
Richard Gonzalez

NORTHWEST PIN RECIPIENTS

5 YEARS

Josh Thill ★

15 YEARS

Evelyn Laborin
Tiffany Nosker

20 YEARS

Jackie Ortiz
Valerie Stevens
Jessica Bernal

35 YEARS

Aurora Avina ★

SOUTH COURT TOWER PIN RECIPIENTS

5 YEARS

Corina Burgess ★
Alicia Calderon
Monique Jazwin
Robert Miranda
Lindsey Skelton

10 YEARS

Sarah Beery ★
Sandra Felix
Andrew Schmidt
Dawn Van Hoorn

15 YEARS

Cherylin Curley

20 YEARS

Andi Gonzalez ★

25 YEARS

Sharon Rochford
Saralyn Yoder

30 YEARS

Jolie Matlack

SOUTHEAST ADULT PIN RECIPIENTS

5 YEARS

Cyntia Avena ★
Sara Dickinson
Renee Lundgren

10 YEARS

Sena Allen ★
Ramona Demian

15 YEARS

Kendra Tiero

20 YEARS

Kimmi De Sanna

25 YEARS

Angela Orrala ★



The list of Clerk of Court employees receiving service pins at **Durango Juvenile, Southeast Juvenile, Northeast, the Customer Service Center, and the Downtown Justice Center** are provided on the next page.

CLERK CONNECTION

Continued from page 2 – The service pin recipients

The following employees are scheduled to receive a Clerk of the Court and/or Maricopa County service pin.

NOTE: The service pins are for staff who reached their Office anniversary **during the calendar year of 2022.**

DURANGO JUVENILE PIN RECIPIENTS

5 YEARS

Lucia Avena
Brittany Hoffman

10 YEARS ★

Errol Berman
Alicia Burd
Andrea Rodriguez
Veronica Sanchez
Angela Sotelo

25 YEARS

Jenny Black

SOUTHEAST JUVENILE PIN RECIPIENTS

10 YEARS ★

Leslie Cook
Tamara Hight

15 YEARS

Delia Garcia-Soto

20 YEARS ★

Connie Pitts

25 YEARS

Jenn Brown

CUSTOMER SERVICE CENTER PIN RECIPIENTS

5 YEARS

Susan Loe
Diana Polanco
Gloria Rodriguez
Gene Yamamoto
Clint Yonce

10 YEARS ★

Michelle Figuero
Lisa Hebert
Aaron Sneddon

NORTHEAST PIN RECIPIENTS

5 YEARS

Valerie Burton
Cynthia Lett
Claire Vigil ★

15 YEARS

Wendy Thompson

DOWNTOWN JUSTICE CENTER PIN RECIPIENTS

5 YEARS

Jannet Ortega
Brian Turner ★

15 YEARS

Yesenia Houghton
Aaron Judy
Carmen Rico

Recognizing over 1,000 years of experience

This year, **87** Clerk employees will receive a service pin from the Clerk's Office and/or from Maricopa County. These employees represent a total of **1,025** years of experience. The record amount of service pins distributed in a year occurred 12 years ago when **135** employees, totalling **1,395** years of experience were recognized. Last year, **80** employees received service pins totalling **1,140** years of experience.

This year the amount of recipients in each of the milestone categories are:

35 Year - 3	30 Year - 1	25 Year - 6	20 Year - 8
15 Year - 15	10 Year - 19	5 Year - 35	



Timely Service

Timely Service - A section of recent email messages, notes, phone calls, and letters about Clerk employees who provided *timely service*.

CO-WORKER COMPLIMENTS

About: **Mark Savin and Charli Bouise**

From: **Michelle Figueroa**

"I would like to send a big THANK YOU to my lead **Mark Savin** and CX Sr. **Michelle "Charli" Bouise** on my team. Thank you for being super flexible with your schedules to assist with recent new hire training. I am grateful for your positive attitudes and professionalism. GO TEAM!"

About: **Linda Berger**

From: **Lorraine Brown**

"I want to send a huge thank you to **Linda Berger**. Linda is always so positive and always a great help when I need her. I will truly miss her kind words and encouragement. Wishing her the best in her new endeavors."

About: **Ivette Valenzuela**

From: **Pierretha Kavanagh**

"I want to give a warm welcome to our new employee **Ivette Valenzuela**. You're joining a dynamic Northeast Team here and I know you will fit right in. You will be a great asset and we're all excited to work with you."

About: **Juvenile Operations Team**

From: **Rachel Robles**

"I want to shout out a 'BIG THANK YOU' to the **Juvenile Operations Team** for completing a recent court initiative project so quickly. Without advance notice, we were presented with a lofty volume of documents to process ASAP. This was on top of an already demanding schedule and workload. Every clerk pitched in

to get about 3,000 documents processed within five business days. What an extraordinary pace and a demonstration of commitment! Absolutely amazing teamwork everyone!"

About: **Jordan Paul**

From: **Janice Calkins and Kathy Apodaca**

"I want to commend **Janice Calkins** and **Kathy Apodaca** for stepping up to help me mark a huge amount of exhibits for another division when they both have crazy, busy schedules. Thank you so much!"



CUSTOMER COMPLIMENTS

About: **ShaVonda Byrd**

Commissioner Mulleneaux recently sent an email to Courtroom Services Trainer Sig Perez letting her know about the wonderful service that **ShaVonda Byrd** provided. The commissioner said, "I wanted to let you know that ShaVonda did a great job today with some confusing exhibits. Our 8:30 a.m. HOP turned into two HOP's once the defendant served the Plaintiff with his OOP. The exhibits were duplicative and misnumbered and she didn't miss a beat. Exceptional work! Thank you."



WE GOT SPIRIT!

Photos from the Office's recent "Thumbs Up Thursday" Spirit Day



Frances Horst, Christina Lucas, Andrew Scudder, Michael McCook, and Dominic Navarro



Shannon Stulz, Tracy McMillian and Stephanie Motzer



Jenela Fierro and Anna Valenzuela



Mia Delgado and Yolanda Rhodes



Mia Delgado and Lorne Lambries

**The Top Office
"Thumbs Up Thursday" Giver**

**1st Place -
Jenela Fierro - 58**



Lori Stokes



Isabel Jimenez



WE GOT SPIRIT!

Photos from the Office's recent
"Western Wear Wednesday" Spirit Day



**Mickey Reyna
Genevieve Farler
Fernando Garza
Aida Plascencia
Maye Patterson**

**Pam Stockley
Giovanna Abella-Leon**



Chuck Gobble



Maye Patterson

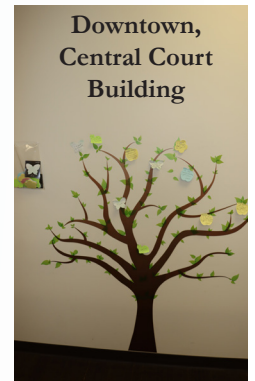
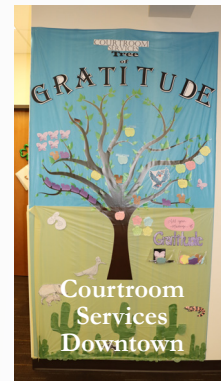
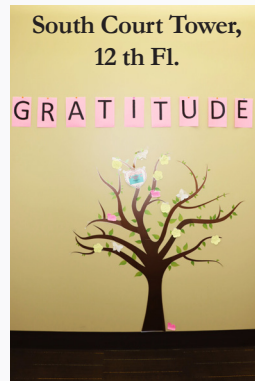


A Mix of News

Various news items

Gratitude is growing in tree-mendous ways

Below are photos of some of the “Gratitude Trees” growing along the Office walls in different locations. Gratitude Trees were developed by the **Employee Recognition and Engagement Work Group** as a way for staff to express their gratitude to their co-workers by writing encouraging messages on the leaves.



April Showers bring many Spirit Day hours

The phrase “April Showers” is coming to the Clerk of the Court’s Office next month...not in actual rain showers...but in Spirit Days. Four Spirit Days (one per week) will **rain** down on the Office in April. They are:

April 6 - “Arizona Diamondbacks Home Opener” (wear your Arizona Diamondbacks apparel)

April 11 - “Team Tuesday” (send in photos to the *Record Times* with your team of co-workers).

April 18 - “Spring Day” (wear Spring colors)

April 28 - “Arbor/Nature Day” (wear your floral, trees, nature-designed apparel)

More details on each Spirit Day will come as these days approach.

Bike to Work is back at work on April 19

The **Bike to Work Day** has returned after a three-year cancellation due to the pandemic. It is being held this year on **Wednesday, April 19**. Maricopa County, in partnership with the City of Phoenix and Valley Metro is sponsoring the event to promote air quality and health. Registration for Bike to Work Day is open until April 7. For all the details of this event, please visit the “Bike to Work Day” [site here](#).

Maricopa County employees can earn one “Your Choice” activity credit for participating. Employees must register, sign-in at the event, complete the event, then log into the Wellness Portal to report their participation.



The Office Bulletin Board

Snap shots from the recent Meet and Greet Sessions with Jeff Fine



Northwest

Glad you came!



Northeast



Customer Service Center



Customer Service Center

Thank you!

Topics to discuss:
Employee Raises
Security
Technology
Budget



Northwest



Downtown



Downtown

Welcome!

Employee Spotlight

This Month: **ROBERT MIRANDA**



Job Title: Court Operations Specialist-Senior / RCC-EDC

Years Have You Worked For The Office: 5½ Years

Something You Enjoy About Your Job: I really enjoy processing and delivering warrant packets to the commissioners for their review. There's something very cool and surreal about being so directly involved in the process of criminal justice, even if it is in such a minor way. // **Your First Job:** I worked as a courtesy clerk for Fry's Food and Drug. It was basically a fancy term for bagger, but you better believe I bagged those groceries with courtesies. // **Hometown:** Phoenix, AZ

Something Memorable That You Have Done: I took a two-week road trip up the California coast with my best friends in 2015. We started in San Diego and drove up to San Francisco. You would think that would be enough, but we ended up driving 10 hours from San Francisco to Las Vegas for a weekend of fun there before finally heading home. I shot and edited a nearly hour-long documentary about the trip that my friends and I still watch now and again. The whole experience was

absolutely life-changing. // **A Hobby or Favorite Activity:** I absolutely love going to punk concerts. Something about going from my quiet office job to being in the crowd and in the controlled chaos of the mosh pit is so cathartic. I might leave a concert with a few souvenirs (bruises), but I always leave with a giant smile on my face.

Best Vacation Spot: San Diego, CA // **If You Could Live Anywhere, Where Would It Be:** San Clemente, CA. I visited once and loved how peaceful and beautiful it was. I also had some sushi there that I still have dreams about.

Favorite Meal: My grandma's homemade chicken nuggets and mashed potatoes.

Someone You Would Like to Meet: Steve-O. His story is absolutely inspiring and proof anyone can turn their life around. // **Have You Met Anyone Famous:** Jack Maxwell, the host of "Booze Traveler" on the Travel Channel. I used to work at Walgreens and he would come in all the time. The funny thing is, for the longest time, I didn't know who he was. It was only when I saw him get stopped for a picture that I thought to ask my coworker if he was someone famous. He was always a really pleasant, down-to-earth guy! // **Favorite TV Show Growing Up:** *Sponge Bob SquarePants*, hands down. I think I have the first three seasons permanently burned in my brain. // **Something You Are Proud Of:** Since starting with the Office, I have lost almost 100 lbs. with just diet and exercise. // **Something On Your Bucket List:** Start my own punk band! When I worked retail, I had a little notebook next to the cash register that I would write songs in when I was in between customers. I have a lot to say about a lot of stuff. // **Nobody Would Believe It If They Knew...** I'm a competitive Super Smash Bros. Melee player. I have traveled to the world's largest fighting game convention several times just to compete in the Melee tournament. I was even featured in an ESPN article because of it. I have been playing since I was 15 and it's one of few childhood hobbies I've never lost interest in. Check in on me in 40 years and you'll probably find me in my retirement home still playing Melee. // **Advice For A New Employee:** Be patient with yourself. It might feel overwhelming at first, but it will get easier and everything will come together in the end.

A Favorite Quote: "It's nice to be important, but it's more important to be nice."
An Ability That You Wish You Had: Teleportation. No more annoying commutes!
Favorite Animal: I've always thought jellyfish were cool creatures, but specifically my favorite is the immortal jellyfish. The fact that something that so clearly breaks the laws of nature is so cool to me.
Favorite And/OR Least Favorite Fruit/Vegetable: I love oranges. My mom said she ate them nonstop when she was pregnant with me and so either I was born with it or she passed it on to me.
Who Would You Like To See In Concert: Millencolin, a Swedish skate punk band. They last came to Phoenix nearly 8 years ago and missing that concert was legitimately one of my life's biggest regrets.
A Pet Peeve: Impatience. One piece of advice I was given that always stuck with me was "you can do it right or you can do it again."
Any Hidden Talents: I can play nearly any song I hear by ear. Give me my guitar and a couple listens and I'll probably figure out how to play it. If you ever see me walking around and listening to music, look at my hands because I'm probably playing air guitar chords trying to figure out how the song goes in my head.

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The County/Court Lines

News items from the County, Court and the National Association of Counties (NACo)

The amount of visitors at court facilities

According to Superior Court, they are reporting in their Annual Report that last fiscal year the Court Centers had the following amount of visitors:

- **Downtown - 552,685 visitors**
- **Northeast - 136,875 visitors**
- **Northwest - 101,671 visitors**
- **Other Court Facilities - 269,287**



The Clerk's Office has offices within these facilities and so many of these customers were most likely Clerk of the Court customers. Southeast was most likely grouped in with "Other Facilities."

Don't discount looking at the County Discount Program



Maricopa County has recently expanded its **Employee Discount Program** to provide employees with more opportunities to save money. The Discount Program offers county employees access to thousands of local and national deals in a variety of areas. From travel, to sporting, to service industries, the program offers ways for employees to save money. To find out more about the program, visit the Employee Discount [page here](#).

Free children's Activity Book provides fun way for students to learn about county government



The National Association of Counties (NACo), which represents the nation's counties in Washington D.C., in partnership with iCivics has produced an activity publication for children called "**My County Works.**" Through various fun, activities, games, articles, and illustrations, it is designed to help students learn about the vast amount of responsibilities of county government and the significant roles counties play in every day life.

The Activity Book offers parents and educators a way for children to learn first-hand how counties work. You can access the free 23-page "My County Works" children's activity book [here](#).

*Counties are one of America's oldest forms of government, dating back to 1634 when the first county governments (known as shires) were established in Virginia. Today, there are **3,069 county governments** in the nation that employs **3.6 million people**.*

How much should you save for retirement?



Chances are your pension and Social Security benefits will not provide enough income to maintain your standard of living through retirement. But how much do you need to save to fill the potential gap in your retirement budget? Consider these insights:

Number of years you'll probably spend in retirement	25-30 years ¹
Percentage of current income you'll need in retirement	75%-100% ²
Retirement income that will come from your employer's pension	50% ³
Retirement income that will come from Social Security	20% ³

¹ American Academy of Actuaries and Society of Actuaries, Actuaries Longevity Illustrator, longevityillustrator.org (accessed May 13, 2021).
² "Taking the Mystery Out of Retirement Planning," Department of Labor (Nov. 2018).
³ Pension and Social Security percentages may not reflect your actual benefit.

To learn what your potential gap might be and how you could improve your overall retirement readiness, log into your Smart Savings account at www.maricopadc.com and use the My Interactive Retirement PlannerSM tool.

This material is not a recommendation to buy or sell a financial product or to adopt an investment strategy. Investors should discuss their specific situation with their financial professional.

Investing involves market risk, including possible loss of principal. No investment strategy or program can guarantee to make a profit or avoid loss. Actual results will vary depending on your investment and market experience.

My Interactive Retirement Planner is a service mark of Nationwide Life Insurance Company.



Have questions? Your Nationwide Retirement Specialist is here to help.



To schedule an individual appointment, scan this code.



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NRM-13381AO.2 (08/21)



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The Inside Track

on Employee News

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BIRTHS

- Congratulations to Juvenile Courtroom Clerk **Yardan Aguirre** on the birth of her 8 lb. 14 oz. baby girl on February 28. Her new daughter's name is Olivia.

OFFICE ANNIVERSARIES

The following Clerk of Court employees had a milestone anniversary with the Office in March:

35 YEARS - Oscar Garcia

30 YEARS - Jeanette Farrison

20 YEARS - Anthony Garcia

5 YEARS - Nikki Swiss



CONGRATULATIONS!

NEW EMPLOYEES

The Clerk of the Superior Court's Office welcomes the following new employees:

- **Criminal Operations - Tiana Downs-Lyons**
- **Customer Experience Team - Jenna Ashe, Kasie Wyckoff and Vanessa Medina**
- **Downtown Filing Counter - Genevieve Farler**
- **eFile Team - Vicky Chavez**
- **Family Support Services - Jon Hammock III**
- **Juvenile Courtroom Clerk - Jaden Greene**
- **Mailroom - Liliana Padres**
- **Northwest Operations - Angie Bell and Gregory Samora**
- **Public Records Counter - Raquel Munguia**
- **Support Services (Customer Service Center) - Josselin Peralta**



Welcome
TO THE TEAM

EMPLOYEE MOVES

- **Ana Namauleg** was promoted to Administrator for Criminal Operations.
- **Linda Berger** was promoted to Criminal Courtroom Services Administrator.
- **Jose Garcia** was promoted from Adult Court Operations to Juvenile Courtroom Clerk.



THE FINE JOB AWARD

The following employee's names below were provided to the *Record Times* as receiving the Office's "Fine Job" Award. The Fine Job Award is a way that employees can recognize a staff member of their choosing for doing a great job by presenting them the cutout (shown here) of Jeff Fine. This person who receives the award, then must pass it on to another employee within two weeks.

Congratulations to each of this month's "Fine Job" awardees: **Sig Perez, Mariacella Diaz, Julie Parrow, Gayle Wachowiak** and **Tristan Aird**



Special Features



Where in the world has the Record Times been?



Farthest ever photo for the Record Times (RT)!

Each month, employees are invited to submit photos of themselves with the newsletter at different destinations. Last month, the RT was seen with an employee who was pictured in San Diego, CA. This month it is seen with an employee who was on the complete opposite side of the world.

Pictured to the left is Courtroom Clerk **Amber Hatfield** who is on **Flinders Island in Tasmani, Australia**. **This location is the all-time farthest photo ever taken of the RT from Phoenix**. It is over 8,100 miles away. The previous record was Sydney, Australia, which was 7,792 miles from Phoenix. In this photo, Amber was taking a sea-kayaking trip. **Congratulations to Amber for having the record distance photo with the newsletter!**

You may submit a photo with the RT at any time. To submit a photo:

- 1) Print the newsletter front page;
- 2) Take a photo(s) with the page during your outing;
- 3) Email the photo to Len Keso with your name, department, and a photo description, along with any

other interesting details of the photo/vacation. **Anyone who submits a photo for this feature will receive a Clerk of Court Specialty (pictured here).**



Where in the world is the Record Times' Flat Stamp-Ley?



Flat Stamp-Ley is the "Center" of attention

In 2021, the *Record Times* introduced a new photo feature called **Flat Stamp-Ley (FS)**. FS is a character print-out for employees to either send to a family member/friend to take a photo of it somewhere interesting, or for the employee to take a photo of it somewhere interesting. Here's the details of this month's Flat Stamp-Ley appearance:

This month, FS makes an appearance at the geographic center of the 48 contiguous United States, which is about 2.6 miles from Lebanon, Kansas (near the Kansas-Nebraska border). The center of the USA that includes Alaska and Hawaii (all 50 states) is near Belle Fourche, South Dakota. (The photo was taken by Len Keso).

TO SUBMIT A PHOTO OF FLAT STAMP-LEY:

- 1) Print it ([available here](#));
- 2) Then either **a)** send FS to a family member/friend to take a photo of it somewhere in the world; or **b)** take a photo yourself of FS somewhere interesting;
- 3) Send the photo to Len Keso with your name, department, who FS is with, where FS is located, and any other interesting note about the photo.

The “Clerk-cle of Life”

Thank you for your *service* and the *special life* you bring to the Office!



RCC/EDC & Criminal
Operations Department

Pictured from left to right are: Lizet Robles, Tiana Downs-Lyons, Adriana McLellan,
Robert Miranda, Kaylan Gehr, and Eilliana Rodriguez

Not Pictured: Chris O'Neill, Deney Khan, and Terra Owen (Supervisor)