

RECORD TIMES

The eMagazine

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



An important day for the Office

The day for the Office's Annual Budget Presentation was this month

Each year, right after New Years Day, Clerk of the Court **Jeff Fine** has another type of New Years Day event to participate in ... the **Fiscal New Year's Day**, which was held on January 22 this year. Another name for this eventful day is the **Annual Budget Presentation Day** to the Maricopa County Board of Supervisors where the Clerk provides to the Board an update on the office's status, projects, and a list of financial needs/desires for the upcoming fiscal year that starts on July 1. The Board is the entity

who determines the yearly funding for the Clerk of the Court's Office and all other county offices.

This year, Clerk of the Court **Jeff Fine**, Chief Executive Director **Nancy Rodriguez**, Director **Mike Nimitz**, and Comptroller **Anita Avila** met with the Board to present their **2024/2025 Fiscal Year Budget**. In the presentation, Jeff provided: **1)** a quick overview of the Office's Strategic Focus; **2)** a summary of the Office's new and expanded technology investments, such as eFile Expansion; Ongoing Innovation Developments (like robotic process automation and customer experience through AI); the MEEDS application replacement project; and Information Security; and **3)** a request for funding for emerging needs in supplies/services (for ongoing funding to support software and licensing), and personnel.

The Office's current Fiscal Year annual operating budget is over **\$54 million**.



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Lots of spirit coming to the Office in February

The month of February may be the shortest month, but it will have a long list of Spirit Days for staff to participate in if they like. Specific details about each day will be forthcoming via email, but here is a quick overview of the upcoming **February Spirit Days**:

"Wear Red Day" - Friday, Feb. 2: This day is in support of the County Wellness Program's "Healthy Heart Month." Staff is invited to wear the color red for this day.

"Denim Day" - Feb. 6: Staff is invited to wear denim attire (pants/shirts/jacket/dress).

"Super Spirit Days" - Feb. 8 OR 9: In recognition of the Super Bowl being played on Sunday (Feb. 11), employees may wear the jersey of any National Football League team on either Thursday, Feb. 8 or Friday, Feb. 9. You may choose only of the days, not both.

"Arizona Day" - Feb. 14: In recognition of Arizona's Statehood Anniversary on this day, staff may wear attire of anything Arizona...shirts with AZ destinations, (like the Grand Canyon or Flagstaff), colors of the state flag, Arizona symbols (like cactus, coyotes), pro/college sports teams, etc.

"Leap Day" - Feb. 29: In recognition of the once-every-four-years day, staff may wear the color green in representation of frogs, which are the symbol of Leap Day.



CLERK CONNECTION

New Pet Caption Contest coming (if photos provided)



Friends fur-ever!

If you are *feline* like sending in a photo of your cat for a new Office Pet Caption Contest or you believe you *canine* do much better providing a funny caption for an employee's submitted photo of their pet for the new contest, then read on.

The *Record Times* would like to introduce a new **Employee Pet Caption Contest**, but in order to do so, we first need employees to submit photos of their pets starting Feb. 2 (Groundhog Day), to use for the contest.

One photo will be selected per month and be printed in the *Record Times* where employees can then submit their funny captions for it. One winner will be selected each month, plus some honorable mentions. The employee with the winning caption will receive a small prize and be announced in the following *Record Times* issue. An email will be sent out on Feb. 1, asking for submissions from employees for this possible fun, new contest.

Some "selfie service" greatly needed for the newsletter

The *Record Times* is in great need of some "Selfie Service." Selfie Service is when an employee gets a photo with the *Record Times* (RT) while they are on vacation somewhere in town, in Arizona, across the nation, or in the World. This fun photo feature has been a part of the monthly newsletter since 1998, but **the supply of photos is now low** and so a request for some selfies is being made. Thus far, the *Record Times* has appeared in 45 countries and 49 states. [See the map](#) of all the locations throughout the World the *Record Times* has appeared in through this feature.



To participate in this feature, take a copy of the front page of the RT with you on your trip, then take a photo with it somewhere interesting, and then send your photo to Len Keso via email. Anyone who sends in a photo will receive a Clerk of the Court specialty pin.

BUT WAIT, THERE IS MORE...

In addition, employees may also participate in the RT's other photo feature, "[Flat Stamp-Ley](#)" (FS). FS is a character print that employees can either **1)** send to a friend/family member somewhere in the World and then have them take a photo of it and then send that photo to you to forward to the *Record Times*; or **2)** take your own photo of just FS somewhere interesting and forward it to the *Record Times*.

You may participate in these photo opportunities at any time. When you send a photo for either feature, please include details of the photo, where it is located, your name, and department, etc. If you have participated before, please feel free to participate again. See both photo features on [page 14](#).



CLERK CONNECTION

A quick look back at Office highlights of 2023

Here is a brief monthly look back on some of the Office's highlights in 2023:

- ▶ **January** - Clerk of the Court **Jeff Fine** is sworn into Office for his second term after being re-elected by the voters of Maricopa County.
- ▶ **February** - More than **260 people** apply for Clerk of Court jobs at the Office's Human Resources booth at the **Maricopa County Job Fair** held in the Arizona Diamondbacks baseball stadium.
- ▶ **March** - Clerk of the Court **Jeff Fine** holds "Meet and Greet" sessions throughout the Office to meet with staff and update them on Office/Court/County news and answer questions.
- ▶ **April** - Court Operations Specialist **Cathy Diaz** is selected as the Office's "Employee of the Year."
- ▶ **May** - Arizona Supreme Court Justice James Beene visits the Office, tours its facilities, and meets with Clerk Jeff Fine and his Executive Team to learn more about the Office.
- ▶ **June** - The Office receives **two Achievement Awards** from the National Association of Counties for its **Clerk 360 Business Intelligence Program** and the **eFiling of Direct Complaints Program**.
- ▶ **July** - Clerk of the Court **Jeff Fine** receives the prestigious "**Administration of Justice Award**" for his many years of distinguished service to the Arizona Judicial Branch.
- ▶ **August** - Longest-serving employee **Andy Rodriguez** retires after **38 years** of service with the Office.
- ▶ **September** - The new **Job Shadow Program** reaches **nearly 50 employees** who have participated or are participating in the program.
- ▶ **October** - **Eighty-two employees** participate in the Office's Annual Costume Contest. **Nicky Renteria** and **Giovanna Abella-Leon** win the overall Best Costume Award for their "Shining Twins" costume.
- ▶ **November** - **Fifteen Clerk of the Court employees** assist with the Court's **National Adoption Day** where **77 adoptions** of children were finalized.
- ▶ **December** - Clerk staff generously donate **219 pairs of socks and 215 new toys** for the Office's Annual Holiday Drive.

What it looked like then and what it looks like today

The two photos below are of the exact same Clerk of Court office space taken 12 years apart in the Central Court Building. In 2013, it was the Courtroom Services Supervisor's Offices. Today, that same area is the office space for the Criminal Financial Obligations Unit.



2012



2024

A NUMBER of ways to compliment your co-worker(s)

As a fun, creative way to start the New Year off with some positive recognition, the following opportunity was provided for Clerk employees to compliment their co-workers using common phrases that are number-related.

NUMBER-RELATED PHRASES OF RECOGNITION

High Five (for doing a great job) || **Three of a Kind** (a team of three who do great work) || **Dynamic Duo** (a team of two who do great work) || **One in a Million** (for someone who does exceptional work) || **Batting a Thousand** (for someone who consistently performs at a high level) || **On Cloud Nine** (for someone who is positive, energetic, lifts spirit) || **By the Numbers** (for someone who is very accurate, attentive to detail) || **Two Steps Ahead** (for someone who is great at being prepared, ready) || **Firing on all Four Cylinders** (for someone who is energetic, enthusiastic, on top of tasks)

HIGH FIVE -

Kathy Apodaca - Kathy is doing a wonderful job preparing for her division's start of Case Center, while still balancing her normal division work with the rush after the holidays. (by Jordan Villarreal-Paul)

Gayle Wachowiak - Gayle Wachowiak, at the Southeast Adult facility, recently transferred from Downtown and covered for me when I went on vacation. She was super-efficient in her emails to me while I was out and she processed everything so that I didn't come back to a bunch of work. Thanks Gayle! (by Tiffany Galindo)

Downtown Filing Counter staff - You all are truly great teamplayers! You always do a wonderful job and always help each other out - Aida, Clarissa, Daisy, Fawn, Genevieve, Jenela, Kim, Mickey, Teresa, Thelma, and Vivian. (by Maye Patterson)

ON CLOUD NINE

Janice Calkins - Janice is someone who always has a kind word to say about everyone. (by Jordan Villarreal-Paul)

Andrea Boley - Andrea is a wonderful co-worker and brightens the day of any person she encounters. Whether it's a small gesture, like a treat for the division she may be covering, or offering to pick up lunch for security officers she barely knows, Andrea is always going out of her way to bring a smile to others. In a job that can be high pressure, it's co-workers like Andrea that really make a difference. (by Madison Cichon)

Justine Ellingson - Justine is one of the nicest people I have met and I enjoy being around her so much! She is not only a great co-worker, but also a great friend! (by Emily Luetke)

Licxie Flores Sanchez - Licxie is such a great co-worker and I love our talks together! She is such a great person to work with and a great friend! (by Emily Luetke)

Genevieve Farler and Mickey Reyna - You two always have a positive attitude and always have smile! (by Maye Patterson)

BATTING A THOUSAND

Lisa Bonilla - Lisa is never too busy to help out a co-worker despite her having a large workload. She is constantly working her hardest and I have never seen her make a mistake. She has worked for our department for a very long time and is dedicated to her craft. She is truly an inspiration. (by Brett Clark)

Leti Palmert - Leti juggles as many rush filings and emergency rulings as any Clerk, and she does so with a combination of accuracy and efficiency that we can all learn from! (by Tristan Aird)

FIRING ON ALL FOUR CYLINDERS

Christine Brown - Chris is always such a positive person at work. She keeps it fun, but also performs so well on her work tasks. Everyday we work together, she makes my days so much better! (by Emily Luetke)

Terri Ham - Terri Ham is one of the most positive people I have met at the Clerk's Office. She is so supportive and helpful and always has such a great attitude. She's awesome! (by Kimmi DeSanna)

A NUMBER of ways to compliment your co-worker(s)

As a fun, creative way to start the New Year off with some positive recognition, the following opportunity was provided for Clerk employees to compliment their co-workers using common phrases that are number-related.

ONE IN A MILLION

Nancy Romero - Although she has only been here for a couple years, she seems to always be engaged in work and trying to learn more things, I appreciate her smile and how she brings the team spirit up while working her hardest. We would not be the same team without her. (by Brett Clark)

DYNAMIC DUO

Catherine Diaz and Michelle Cain - We both have on numerous occasions doubled up on assignments and tackled them together with ease and accuracy. In addition, we both request each other to assist when needed. We strive to be positive and enthusiastic, are goal-oriented, and have the same mindset. (by Catherine Diaz)

Ken Nelson and Rebecca Savage - I would like to thank Ken and Rebecca from DTI. They are so helpful with anything I've needed and they always follow-up later to make sure the problem has been solved. I appreciate them very much! (by Kimmi DeSanna)

THREE OF A KIND

John Monroe, Chandra Barnes, and Lisa Even - This trio of Family Court Clerks has progressed so quickly from hiring to Trial Coverage that they handle some of the heaviest caseloads in hearings and subject, and they do it all with efficiency and ease! They have already gone from following the examples set by great Leads, into becoming great examples to follow themselves. (by Tristan Aird)

Ron Lopez, Sam Mancillas, and Gracie Arcelo - These three are an exceptional team who support each other and are always willing to go the extra mile to get the job done! (by Donna Hall)

Janice Calkins, Lisa Nevenhoven, and Tiffany Galindo - A really big 'Thank you' to Janice, Lisa, and Tiffany for their knowledge and patience as I was re-learning Family Court Judges. They are the best! (by Kimmi DeSanna)

Tim O'Pry, Angela Romero and Anna Valenzuela - You provide great leadership and are always on top of your important business tasks. You are also very supportive all time. (by Maye Patterson)

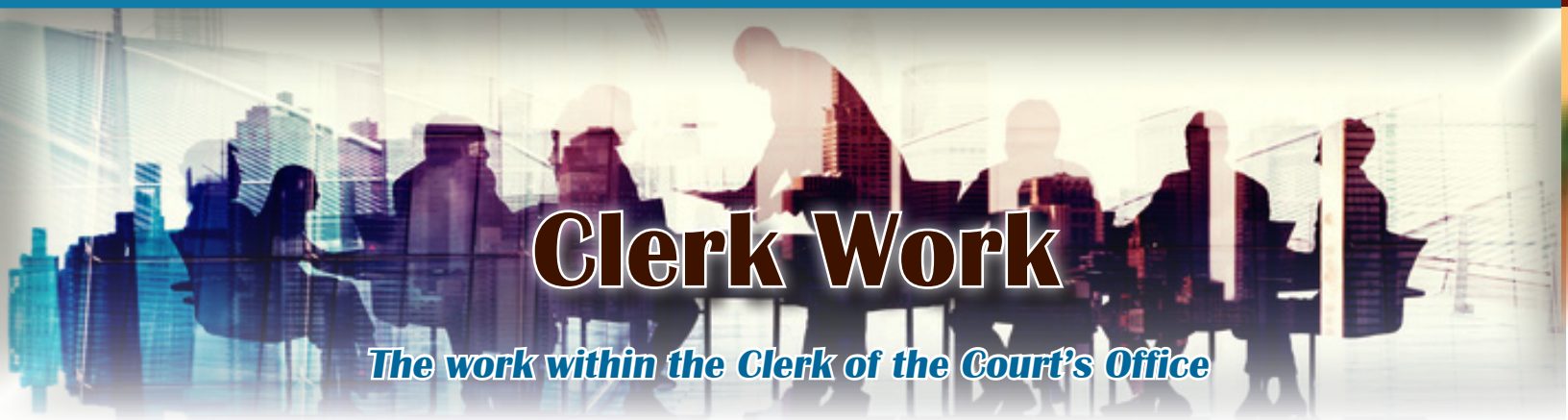
TWO STEPS AHEAD

Elisa McGrath - Whenever things go wrong or a mistake is made, Elisa is always there to save the day. She does so with ease. Thinking on her feet and being two steps ahead of the issues that might arise, seems to be her specialty. As the Lead of our department, she seems to know how changes and events will effect us down the line, and so she keeps us prepared for the future. (by Brett Clark)

NUMBER ONE

Karobin Towner - This is for being master of the Exhibit Worksheet and having follow through and judicial economy of Minute Entries. Karobin has gone from new hire to Commissioner dynamo in the fast lane! (by Tristan Aird)

Joseph Sims - He is kind, patient, comes to your level to teach, and has a wealth of knowledge. He trains and coaches staff to succeed in their job. (by Catherine Diaz)



Clerk Work

The work within the Clerk of the Court's Office

TIP of the cap to Billing/Deferral and Collections Units



A "TIP" of the cap goes to the Office's **Billing and Deferral Unit (B&D)** and to the **County Court Collections Unit (CCC)** for being among the top five best court collection agencies in Arizona that participates in "TIP." TIP is the Tax Intercept Program that collects monies owed to the court through intercepting the tax returns from non-compliant individuals. In 2023, B&D ranked fourth in collections and the County Court Collections ranked fifth. The B&D Unit collected **\$1,318,890** and CCC collected **\$1,267,208**. Ranking in first this year was the Superior Court in Pima County.

OnBase sees third year in a row of increased documents

The following chart shows the document case totals added to the **OnBase Repository** over the past three calendar years (2021 - 2023) and then in five-year increments going back to 2003. OnBase is the software program designed to manage the processing of the Clerk's documents.

Total Documents In The Last Three Years

| | | |
|-------------|---------------------|--|
| 2023 | 3,661,135 documents | Adult = 3,330,378 / Juvenile = 330,757 |
| 2022 | 3,609,322 documents | Adult = 3,211,475 / Juvenile = 397,847 |
| 2021 | 3,358,113 documents | Adult = 3,034,349 / Juvenile = 323,764 |

Total Documents In Five-Year Increments

| | | |
|--------------------|----------------------|-------------------------------------|
| 2018-2022 | 14,212,816 documents | Adult = 15,913,921 Juv. = 3,640,945 |
| 2013-2017 | 19,805,107 documents | Adult = 27,878,370 Juv. = 2,146,968 |
| 2008-2012 | 18,891,868 documents | Adult cases only |
| 2003 - 2007 | 14,546,162 documents | Adult cases only |

**TOTAL =
84,946,641
documents**



All in a day's work at the Clerk's Office

- An average of **32,465** pieces of paper are filed with the Office each day.
- The average minute entries the Office distributes daily is **8,545**; and
- On average, the Office processes **16,298** documents daily;



Timely Service

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

CO-WORKER COMPLIMENTS

About: **Hector Castaneda**

From: **Mackenzie Jones**

"A HUGE thank you to **Hector Castaneda** from Public Records in the Customer Service Center. He is extremely helpful and is a thorough trainer. He has really made an impact on my experience here so far!"

About: **Sheryl Brown**

From: **Yolanda Rodriguez**

"Cheers to **Sheryl Brown**! Sheryl is a wealth of information. She has been a great teacher and guide during my first year with the Clerk of the Court's Office. I am truly blessed to have had her as my lead, my guide, and now the more important, a great friend! As we begin a new year, I wish Sheryl good health, prosperity and most of all, lots of happiness!"

CUSTOMER COMPLIMENTS

About: **Ricardo Valenzuela, Annette Ortiz, and Nancy Perez**

Three staff members from the Customer Service Center's Support Services Unit each recently received compliments from customers. Here is what was said:

Ricardo Valenzuela had a customer say he went above and beyond, was very friendly, gracious, and patient.

Annette Ortiz had a customer that was very thankful for her help. He stated she guided him through the process and she provided great service.

Nancy Perez helped a grateful customer through a step-by-step process. He said she provided exemplary service and was very patient.

About: **Customer Experience/Call Center Team**

A customer called to express her appreciation for the **Customer Experience/Call Center Team**. She said she had nothing but great experiences with the staff over the past week she contacted them. She said they were all very helpful and knowledgeable. She said the staff helped navigate the process for her and assisted her with the website. She conveyed that they were patient and kind and knew just how to help.



About: **Jenna Ashe**

A customer recently commended Call Center's **Jenna Ashe** for her great service. He expressed how thankful he was that Jenna assisted him and was most appreciative of her patience and kindness. He said she was thorough, really took time to explain matters in a way he understood, and was simply wonderful.

About: **Kasie Wyckoff**

A customer called regarding a case and stated he was very fearful of the court process. **Kasie** assisted with his questions and took the time to walk him through the steps on the website and find the forms page he needed. He stated how friendly and very helpful she was and he was most appreciative.

EMPLOYEES of the QUARTER

The Honorees For October - December 2023



TERRA OWEN / Court Operations Manager

Nomination: Terra is an excellent asset to the Office. She sets a great example of how to achieve the expectations she sets for us by jumping in the trenches and going the extra mile when helping customers. When she handles the difficult questions customers bring to us, she communicates clearly with the customer, while maintaining the balance and boundaries of the Office. She takes the time to do research and help out the customer in difficult situations. In addition, she encourages her team and holds us to a high, yet achievable standard. She fosters a professional and fun culture to work with. She has an impressive amount of knowledge and applies it to her contributions while mentoring us along the way. She is the definition of a true leader. Not only does she maintain her own responsibilities, she also jumps in to help all tiers of her team along the way.

I am grateful to work for her. She is constantly pushing herself to contribute to our team and the county to further the objective of our operations. I highly respect her grit and intelligence.

CHRISTINE BROWN / Downtown eFile

Nomination 1: Christine is such a warm-hearted, fun, festive, and radiant ray of sunshine! From day one, she made me feel so welcome. She is a caring and kind person, always willing to lend a hand, and she really brings back the humanity within the office atmosphere. I appreciate just knowing her, and seeing her for who she is, through and through. She is definitely the Employee of the Quarter, if not, for the entire year!

Nomination 2: Christine consistently demonstrates remarkable performance, unwavering reliability, and an eagerness to learn. Her positive energy is infectious; creating a motivating atmosphere for the entire team. Her active participation in office events, such as creating shirts for Spirit Days for team members, recognizing staff member birthdays, and bringing in treats for the team, are all greatly appreciated!



RYAN HARRIS / Organizational Development Coordinator

Nomination: Ryan has grown so much as the OD Coordinator for the Organizational Development Team! When I started, he was supporting the Training Supervisor with tasks delegated, such as running COJET reports and answering HUB emails. Fast forward to today, Ryan has grown exceptionally into a lead learning analyst role. He is leading technology transitions for the Team (TWO Cornerstone HUB transitions in 2 years!), as a project matter expert in the product AND a project management lead ensuring COSC has the best Learning Management System for our wonderful employees! Additionally, he no longer just supports the COJET reports, customer service, and compliance process, he is leading that function as well! Ryan is an exemplary employee, with an impeccable dedication to accuracy and customer focus.



WE GOT SPIRIT!

Photos from the recent "Winter Wednesday" Spirit Day and the "New Year's" Spirit Day



Winter Wednesday
Susan Morris and
Christina Mai



Winter Wednesday
Christine Brown, Maria De La Cruz,
and Madison Owen



Happy New Years!
Stella Ramirez and
Diana Eaton



Happy New Years!
Maye Patterson

We Got Spirit!

Photos from the recent "Ties-day Tuesday"



Justine Ellingson, Christine Brown, Lixie Flores
Sanchez, and Madison Owen



Alyssa Vitucci



Shannon LaSpaluto and
Pamela Stockley



Bethany Barba, Tracy McMillian,
and Shannon Stulz

Bringing up the past

A historical look at the people who have served as the Clerk of the Court in Maricopa County, AZ

The ninth Clerk of the Superior Court - Michael K. Jeanes

In 2011, in recognition of the approaching 100th Anniversary of Arizona's statehood in February 2012, the Communications Office completed research about the people who have served as the Clerk of the Superior Court in Maricopa County starting in 1912 when the state of Arizona was first created.

The *Record Times* is re-printing that information in a series of articles over this past year. Last month, Judith Allen, the eighth Clerk of the Court was featured. This month, Michael K. Jeanes, the ninth Clerk of the Court, is highlighted. He served in the Office as Clerk from 1997 - 2018.



Michael K. Jeanes

Michael Jeanes was born in Chicago, IL. His father was a Chicago police officer and his mother was a homemaker. Growing up in Chicago, he was a "big time" Chicago White Sox baseball fan and loved attending their games. He also enjoyed waterskiing as a child. He went to Bogan High School where he was a disc jockey for the school radio station. His show was called "Mike on the Mike." Upon his high school graduation, he enrolled at Loyola University in Chicago where he got a bachelor of arts degree in Political Science. He selected this area of study for his degree because he intended to go to law school and Political Science and English degrees were the two most popular degrees for law school applicants. Later on, he decided against law school. After graduating from Loyola, he moved to Arizona to attend Arizona State University to pursue his master's

degree in public administration. He finished this degree in 1985; however, while attending ASU, he began service with Maricopa County in 1980 as an intern for the Office of Management Analysis.

Michael's strong work ethic as an intern quickly impressed those in the county office and it led him to accepting a full-time position with that office where he served as a management analyst/project manager. He continued to shine and make positive impressions and he was eventually offered a position as a management analyst for Superior Court. He served well and after two years the word was out about his talents. The newly elected Clerk of the Court Judith Allen then hired him to be the senior administrator for the Clerk of the Superior Court's Office. After seeing his excellent work, she promoted him to associate clerk. He served in this position for several years until 1997 when Judith Allen resigned to pursue a job in the private sector. Judy looked to Michael to fill her role as the Clerk and recommended him to Governor Hull as the person to be appointed. Governor Hull recognized he was extremely qualified and appointed him to serve the remainder of Judy's term. In 1998, the Maricopa County voters then elected him to the Office. The voters continued to show their approval of his leadership and re-elected him in 2002, 2006, 2010, and 2014.

During his time as Clerk, Michael was a strong advocate of quality customer service. Among some of the major achievements the Office made to improve service during his tenure were: implementing the Electronic Court Record (which allowed court records to be available immediately and simultaneously, it allowed documents to be eFiled, it made processes more efficient, and less paper and storage were needed); he opened (in collaboration with the County) the Customer Service Center to provide convenience in one location for customers to obtain various services; and he accelerated the ...continued on next page

Michael met his wife Jill when he began working for Maricopa County. She was employed by the County's Human Resources Department. The couple married in 1982 and had three children.



Michael, with his family and AZ Governor Hull, after he was sworn into the Office of Clerk for the first time in 1997.



Bringing up the past

...Michael K. Jeanes, the ninth Clerk, continued

delivery of court minutes to law firms through the MEEDS program. Other improvements included: creating measures to help crime victims receive court-ordered restitution; installing filing depository boxes to allow customers to file documents anytime, offering free on-line court forms; and enhancing many communications efforts.

As Clerk, Michael and his Office received numerous awards including many from the National Association of Counties (NACo) and Arizona Association of Counties for implementing innovative programs; Best Government Service Awards (three times); the best county government publication (annual report); various other publication and website awards (including two Top 10 Court Websites in the World); and he received awards for his fiscal management from Maricopa County. In 2007, Michael was selected as the recipient of the Supreme Court’s prestigious “Administrative Director’s Administration of Justice Award.”

Michael’s leadership and commitment to serve went beyond the Office. He served in numerous state/national organizations including president of the AZ Association of Counties and the AZ Association of Superior Court Clerks. He also served many years on NACo’s Board of Directors. He was appointed by Governor Brewer to the Information Technology Authorization Commission and the AZ Supreme Court Chief Justice appointed him to the AZ Judicial Council.

Before leaving Office, Michael said two aspects of his 37-year career that he particularly enjoyed was “having the satisfaction in knowing that we made a difference” and “having had the opportunity to be a part of a very dedicated, hardworking team.”

Outside of the Office, one thing that Michael was well known for was his holiday decorations. He had a collection of more than 100 Santas and his house was decorated with tens of thousands of lights during the holiday season. In fact, his house was even listed in the newspaper in the Holiday Lights Map. One very memorable, festive aspect of Michael is that each year he dressed up as Santa and passed out candy canes to all Clerk of the Court staff.



Disposing the first box of documents as a result of implementing ECR.



Celebrating the very first eFiled document



Michael going over the blueprint of the remodeling of the CCB



Taking time to get a photo of the Record Times while in the hospital after breaking his arm.



CSC groundbreaking ceremony



Michael in his office



Michael and his son at Christmas in the Office

An update on Michael Jeanes today

In light of **Michael K. Jeanes** being the featured past Clerk of the Court for this month, the Communications Office reached out to him to get an update on what he has been doing since retiring in 2018. Here is what he said:

“I can’t believe that it has been six years since I retired! We are enjoying life! Jill and I have been doing some traveling. I have always been a big Beatles fan. So, last summer we went to Liverpool, England which is where the Beatles grew up and got their start. While there, we saw all four of their boyhood homes, walked along Penny Lane and went to Strawberry Field. We also went to Pasadena, California over the New Year to see the 135th Tournament of Roses Parade...an item on my “bucket list.” And, of course, there have been multiple trips to visit our granddaughter, who lives in Colorado!

As the Clerk, it was such an incredible honor to be the leader of a group of people who cared so much about public service. Everyone was always eager to work with the technology changes; we all knew the changes would improve our ability to enhance our services. This is something about which everyone should be very proud.

I truly miss our team. The most difficult aspect of retiring was knowing I would no longer see everyone on a regular basis. I enjoyed just talking and getting to know people better at the “Munch with Michael Meetings!” **To all of you who are still serving at the Clerk’s Office, I once again want to say ‘THANK YOU.’ Everyone who served with me will always have a very special place in my heart!”**

“ I still look back on the time I served as Clerk as the best years of my life.

Michael Jeanes ”

Employee Spotlight

This Month: **Alejandra Marrufo**



Job Title: Court Operations Specialist/Water Case located at the Customer Service Center

Years with Office: Four years

Something You Enjoy About Your Job: I enjoy my awesome co-workers and getting to work with the other agencies.

Your First Job: McDonalds

Hometown: San Francisco Paxtlahuaca in Oaxaca

What Is Something Memorable That You Have Done: While on vacation in Punta Cana, my family and I had the opportunity to swim with the dolphins and go ziplining. I loved how intelligent and friendly the dolphins were, and seeing my daughter conquer her fear of heights on the zipline was amazing.

Any Special Hobbies And/Or Collections: I am a fan of Do-It-Yourself projects. Here at the office, I like to help with the birthday party decorations for our co-workers. I am mostly in charge of balloon designs, but I love bouncing ideas off with my co-workers. They are so creative! I also love remodeling projects. I am currently working on adding a foam pit and rock climbing wall to my kid's playroom. We're so excited for the end results.

Best Vacation Spot: All inclusive resorts // **Where Would You Like to Travel To Next:** Japan. I would like to experience their culture and it is one of the safest countries.

Your Favorite Meal: Birria, it's a Mexican stew. // **Favorite Place To Eat Out:** Nana Pancha Mexican Restaurant. It is a really good place to get breakfast.

Your Favorite Sports Team And/Or Your Favorite Sport: Soccer. I played it when I was younger, but unfortunately don't play it as often now. // **Have You Met Anyone Famous:** Rapper, singer, songwriter McMagic

Favorite TV Show/Movie: *The Chosen* // **Your Favorite TV Show Growing Up:** *Hey Arthur*

Something You Are Proud Of: Being able to buy my home.

Advice You Would Give To A New Employee: It's okay to ask questions and to make a mistake. We're here to help.

What Do You Like About This Office: The fact that we have the opportunity to have a flex schedule.

What Do You Like To Do In Your Spare Time: Spend time at the park with my family.

What Is Your Dream Car: A Rolls Royce

What Is Your Favorite Fruit And/Or Vegetable And/Or Least Favorite: Favorite fruits

are strawberries and grapes and my least favorite vegetable is carrots.

Who Has Been An Influential Person in Your Life: My broker. He has mentored me and taught me many valuable life lessons.

What Do You Think Are Two Important Business Skills An Employee Should Have: To master people skills and to be an effective communicator.

Do You Have Any Hidden Talents: I still have my skills that I learned in cosmetology. I can cut, color, and style hair.

Do You Have A Favorite Quote: "Faith is taking the first step even when you don't see the whole staircase." - Dr. Martin Luther King, Jr.

What Is The Best Advice Someone Has Given You: What some people use as an excuse, other people use as a reason.



Employee News/Updates

BIRTHS

Congratulations to County Court Collections Unit's **Lisa Kendall** on the birth of her 4 lb. 9 oz. grandson on January 3. Her new grandchild's name is Noah. He is her second grandson.

OFFICE ANNIVERSARIES

The following Clerk of Court employees celebrate a milestone anniversary with the Office in the month of January:

10 YEARS

Richard Gallegos, Kristin Venable, Anita Avila, and Rocio Venegas

5 YEARS

Jeff Fine, Stephanie Allen, Stephanie Katena, and Chris O'Neill

Congratulations!

NEW EMPLOYEES

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

- **Courtroom Clerks - Rheanna Garcia, Rochelle Miller, Shelby Millspaugh, Juliette Trocha, Julissa Rascon, Charity Zapata, and Reina Stannard**
- **Downtown ECR Specialist - Cordelia Nasui and Madison Owen**
- **Legislative Intern - Miguel Garcia**
- **Northeast Courtroom Services Supervisor - Vennecia Lopez**

Welcome!

EMPLOYEE MOVES

- **Andrew Schmidt** has moved from serving as a Criminal Courtroom Services Supervisor at the South Court Tower to becoming a Business Analyst, located in the Downtown Justice Center.
- **Ramona Demian** has transferred from serving as Operations Manager at Southeast Adult to serving in the same capacity at the Downtown facility.
- **Vivain Mcfate** was promoted to Courtroom Clerk from Northeast Operations.

Special Features



Where in the world has the Record Times been?



Putting the Record Times on the map

Each month, employees are invited to submit photos of themselves with the Record Times (RT) at different destinations. Last month, the newsletter was seen with an employee who was in the world famous city of Venice, Italy. This month it is seen with an employee at a not so famous city in South Dakota.

Pictured in this photo is Communications Officer **Len Keso**, who while traveling through South Dakota, made a brief stop in Mobridge and took a photo with the RT in its city park that had a map showing the location of the town and region. This is the RT's second appearance in South Dakota.

You may submit a photo with the *Record Times* at any time. To submit a photo: **1)** Print the newsletter front page; **2)** Take a photo(s) with the page during your outing (in the community, state, or out-of-state); **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 will receive a Clerk of Court specialty pin (pictured here).



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



The latest SCOOP on Flat Stamp-Ley's location

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 are the details of this month's Flat Stamp-Ley appearance:

Photo Submitted By: Becky DeLong

Where is FS: Waterbury, Vermont

Description: The photo was taken at a display at the famous Ben & Jerry's Ice Cream headquarters. This is FS's first appearance in the state of Vermont. Becky and her dog can also be seen in the photo.

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.

Thank you for all of your tremendous teamwork, excellent service, innovative spirit, remarkable perseverance, and outstanding commitment that made 2023 another very successful year for this amazing Office!



I look forward to seeing you and hearing about all of your amazing efforts in 2024. My highest priority is supporting you as you support our community. Thank you!

- Jeff Fine, Clerk of the Court

2024