

# RECORD TIMES

FEBRUARY  
2018

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



## The C.A.S.E. is at the starting line ready to run with 2018 nominations

The annual employee recognition program allows staff to nominate co-workers for special awards

The race to see which employees finish with a 2018 C.A.S.E. Award is about to begin. C.A.S.E., which stands for Celebrating And Saluting Employees, is the Office's employee recognition program and Feb. 26 is the day the program officially begins. The program provides employees the opportunity to nominate their co-workers for various recognition awards. This year, the award categories are: **Excellence, Teamwork, Customer Service, and Leadership.**

An email announcement will be distributed to employees on Feb. 26 that will provide the details of the program and include the form to nominate co-workers for a C.A.S.E. award. The deadline for the nominations is **3:21 p.m. on 3/21.**

Details on when and where the C.A.S.E Award ceremonies will be held (at which the C.A.S.E. awards will be presented) will be announced in the near future.

## The newest file counter hits one-year mark

Libraries are known for being quiet, but one year ago this month the talk was quite loud on one particular day in one particular county library – the Law Library Resource Center (LLRC). The reason for all that talk was due to the room being filled with court and county officials and other guests who came to celebrate the library's grand opening on February 10. The Court created the LLRC to provide service to those in need of legal information and assistance with court matters. It was designed to provide a wide array of court forms and instructions and also feature a **Clerk of the Court filing counter** so patrons could file protective orders as well as conduct other filings.

One year later, the Office's newest file counter in the LLRC has proven to be quite successful and a one-stop shop for customers with Family Court filings. Over the course of its first year, the file counter has served a total of **11,019 customers** and processes a weekly average of **130 receipted transactions** and **82 straight-file transactions.**



### IN THIS ISSUE:

Page 2 - Clerk  
Connection

Page 5 - Timely  
Service

Page 6 - Retirement  
Recognition

Page 7 - Clerk  
Work

Page 8 - Employee  
News

Page 9 - Special  
Features

# CLERK CONNECTION

## An outSTANDing effort made by staff to serve veterans

For the past eight years, several Clerk of the Court staff have **stood up** to help with the event called **Stand Down**; this year was no exception. Nineteen employees recently took time to serve on a Saturday for the Stand Down event. Stand Down is an annual event that is held throughout the nation where various agencies/governments come together to focus on veteran services. This year, here in Maricopa County, it was held Saturday, January 27 at the Veteran's Memorial Coliseum. The Superior Court and Clerk of the Court's Office participated by setting up remote courtrooms to hear cases involving veterans. The court ruled on over **240 motions** and presided on nearly **50 hearings**. In addition, **242 ex parte rulings** were received and processed, and Criminal Financial Obligations completed **155 financial records requests**. The File Counter staff assisted **17 veterans** with court case issues, and **55 veterans** were assisted with Restorations of Rights applications.

The staff members who participated in Stand Down 2018 included: Courtroom Services managers; courtroom clerks; administrative, filing, and financial assistance; and technical support. The staff members were: **Criminal Financial Obligations - Cyndie Rego and Yuriko Flores; Courtroom Clerk - Alana Callahan, Katherine Faso, Andi Gonzalez, Lisa Popovic, and Kelly Shafer; Courtroom Services Supervisors - Veronica Morales and Andrew Schmidt; ITG - Drew Billups, Craig Gallegos, Veronica Lama, Adrian Roberts, and Dave Rosenthal; Criminal Restorations - Stacy Kennow, Irma Esquivel, and Brenda Burton; File Counter - Christina Flores and Gaile Raines.**

Courtroom Services Administrator **Cindy Malnar** said, "The 2018 Stand Down event was a huge success once again due in great part to the dedication and hard work of Clerk of Court staff. Thank you to all who participated in this exciting and collaborative event with the Court for the benefit of our community, and specifically, those who have served in our military. Your examples of excellent customer service are appreciated."

In total, **1,658 veterans** were assisted at the overall event in accessing services and resources that included health care, housing, counseling, legal aid, clothing, haircuts, dental, and vision.



**Pictured in photos** - 1) Courtroom Services Supervisor Andrew Schmidt and Courtroom Clerk Lead Alana Callahan. 2) Courtroom Clerk Kelly Shafer with the commissioner and bailiff. 3) Courtroom Clerk Andi Gonzalez (in red). 4) Courtroom Services Supervisor Veronica Morales talks to Courtroom Clerk Kat Faso. 5) Courtroom Services Supervisors Veronica Morales and Andrew Schmidt. 6) Courtroom Clerk Kat Faso during a hearing.

# CLERK CONNECTION

## Saturday service's steady start

For most of the year, the acronym CSC stands for Customer Service Center. However, for the past three years on certain days the "S" in CSC could stand for Saturday because the facility has opened its door on specific Saturdays for customers to purchase a marriage license or process a passport application. This year, the CSC will be open from 9 a.m. - 3 p.m. five times on a Saturday during the months of February - April. The extended hours are intended to accommodate those customers who may have difficulty obtaining these services during the normal Monday - Friday business week. The first Saturday Service Day of 2018 was February 10 and staff **processed 40 passports** and **issued 16 marriage licenses**. In addition, staff completed **314 marriage license certifications** and **104 e-marriage license certifications**. The next CSC Saturday Service Day is scheduled for March 10.

## On board with OnBase

The following is a chart showing the annual document adult case totals (2003 - 2012) and adult and juvenile case totals (2013 - 2017) added to the **OnBase Repository** each year. OnBase is the software program designed to manage the processing of the Clerk of the Court documents.

- \* the years 2006, 2007 & 2010 include the AMCAD backscanning project.
- \*\* the year 2012 is adult cases, plus two backscanning projects – OSAM (for transcripts and depositions) and AMCAD (for pre 2002 case files).
- \*\*\* the year 2013 is adult and juvenile cases, plus the AMCAD backscanning project.
- \*\*\*\* the years 2014 - 2017 is adult and juveniles cases, plus backscanning performed by the Clerk's Office.

<b>2003</b> 2,007,854 documents	<b>2004</b> 2,368,029 documents	<b>2005</b> 2,841,956 documents	<b>2006</b> 4,011,773 documents	<b>2007</b> 3,316,550 documents	<b>2008</b> 3,158,196 documents
<b>2009</b> 3,331,814 documents	<b>2010</b> 3,407,979 documents	<b>2011</b> 3,299,449 documents	<b>2012</b> 5,694,430 documents	<b>2013</b> 9,745,065 documents Adult = 9,515,731 Juvenile = 229,334	
<b>2014</b> 4,740,970 documents Adult = 4,326,568 Juvenile = 414,402		<b>2015</b> 5,540,645 documents Adult = 5,038,221 Juvenile = 502,424			
<b>2016</b> 5,992,852 documents Adult = 5,476,955 Juvenile = 515,897		<b>2017</b> 4,005,806 documents Adult = 3,520,895 Juvenile = 484,911			

# CLERK CONNECTION

## Customers and rain came on Valentine's Day

Chocolate and flowers are always a part of Valentine's Day, and in the Clerk of the Court's Office, an increased amount of couples coming in to purchase a marriage license is also known to occur on this special day. However, what is not as common is to have it rain on the holiday but this year it did, and perhaps the rain that came down may have also brought down the amount of customers visiting the Office to obtain a marriage license. This year, the Office issued **119 marriage licenses** on February 14, which is still a higher amount than on a normal business day, but in comparison to the previous five Valentine's Days, it was a little less than what has been issued on that day.



Valentine's Day  
2018

Traditionally, Valentine's Day (or the Friday before the holiday) is busiest day of the year for ML&P staff. Through the years, the Office issues about double the amount of licenses than they do on a normal working business day. The 119 marriage licenses this year is the second highest amount for a Valentine's Day that falls on a Wednesday. The highest Wednesday Valentine's Day was in 2007 with 138 marriage licenses issued. The all-time daily record for Valentine's Day marriage license issuance was 221 in 2014, which was on a Friday.

In recognition of Valentine's Day being on the 14th, the following are 14 years of the total amount of licenses ML&P staff issued on Valentine's Day or the Friday before when the holiday fell on a weekend.

### *Marriage licenses issued on Valentine's Day and the Friday nearest to Valentine's Day*



# 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

**To: Saturday staff workers**

**From: Chris Kelly, Acting Clerk of Court**

"I would like to give a very special thank you to three groups who have worked or will be working over the weekend. The first group is the 19 employees who participated at the Veteran's Stand Down event on Saturday, January 27. The second group is those who worked or will be working on one of our Saturday Service Days to process passport applications and issue marriage licenses at the Customer Service Center, Northeast, and Southeast Adult locations. The third group is those who worked on Saturday, February 10 at the Northeast Office to prepare for the upcoming passport season.

Your willingness and readiness to work on a weekend to serve our customers is greatly appreciated by myself, our management team, and our customers. Thank you for your commitment and outstanding display of teamwork."

**To: Nicholas Hagedorn**

**From: Mike Kay**

"I want to thank **Nicholas Hagedorn** at Southeast Adult. He is always so helpful and friendly. Nicholas goes above and beyond to make sure that exhibits are marked in an expeditious manner for all SE clerks. He has made my recent temporary assignment to Family Court a seamless transition. I truly appreciate his help. Thanks Nick for all that you do!"

**To: Lucia Avena**

**About: Alicia Burd**

Durango Juvenile Operations' **Lucia Avena** was the subject in a complimentary email from Courtroom Clerk Alicia Burd to Court Operations Supervisor Rachel Robles. Alicia said, "I just wanted to tell you how much I appreciate Lucia. She always has a smile – even when I bring her cart loads of exhibits. She deserves to be recognized!"

## CUSTOMER COMPLIMENTS

**About: Kate Folk**

A customer recently sent a nice email to Customer Service Center Public Records Supervisor Aide Estrada about **Kate Folk**, who works in the Confidential Department. Kate helped her obtain a certified copy of her divorce. The customer said, "I would like you to know how very much I appreciated the assistance that Kate gave me. She listened carefully, was caring and positive, and went out of her way to look up my record even though it was from 1994. She then carefully explained what I had to do, which worked perfectly. I can't tell you how relieved I was after our conversation! She explained how I could find the department and the papers were ready for me when I arrived. I am sorry I was unable to meet her and express my deep appreciation for all that she did."



Gold Medal  
Service

**About: Ken Shipley**

A customer recently asked to speak to Court Operations Supervisor Aide Estrada at the Customer Service Center (CSC) because she wanted her to know what a great employee she thought **Ken Shipley** was. The customer was sitting in the CSC lobby and observed Ken helping other customers. The customer said she noticed how Ken was so professional, patient, and knowledgeable. She said he took time to explain things well to customers. She noted that it is rare to see someone help others in the way he did and be so committed to great service.

# Retirement Recognition

*One of the Office's all-time longest-serving employees has decided to call it a career after 36 years*



Mark Jensen

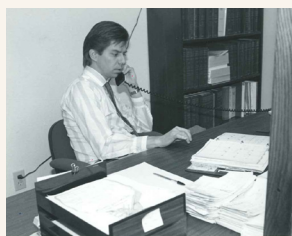
Earlier this month, the Clerk of the Court's Office saw a well known "MJ" retire after more than 35 years of service. Early next month (March 2), it will happen all over again. On February 5, Clerk of the Court Michael Jeanes retired after 37 total years of service with Maricopa County. Now, on March 2, Electronic Document Program Manager Mark Jensen will be retiring after 36 years of service with the Office. Mark began his career on June 15, 1981. Wilson Palmer was the Clerk of the Court at the time. He is currently the second longest-serving employee; just a few weeks behind Family Support Services' Darlene Pierson (the longest-serving employee). He has been a part of many of the Office's historic efforts and major initiatives; most notably the implementation of the electronic court record. The following is a brief interview of Mark about his long career.

**What was your first job with the Clerk of the Court's Office?** I was hired as a Microfilm Equipment Operator I. Most of my time was spent sorting documents for microfilming performed by more senior staff.

**When you started, did you think you would work here as long as you have?** I wasn't even thinking of the following year, let alone 36 years into the future.

**What are the different positions you have held?** After three months as an MEO I (see above), I was moved into an Administrative Aide position in Records Management. After that, I was the Supply Clerk for a couple of years and then my next position was Account Services Manager. When Judith Allen became the Clerk, I was transferred to the new Mesa facility as a Court Services Administrator, where I remained for 12 years. I was reassigned to my present position, then titled EDM Coordinator, shortly after Michael Jeanes became Clerk.

**What are two or three of the biggest changes you have seen while working here?** The adoption of an Electronic Court Record would have to be the biggest, of course. Before that, I was pretty excited about getting my first PC and the rollout of office-wide email.



Mark at his desk in the 1980s.

**What is an accomplishment that you are particularly proud of?** All of the work we have done to implement the electronic court record.

**What was one of the biggest work challenges you had?** Working with the systems integrator who won the bid to install the EDMS and OnBase. Several weeks into the project, they told us that they would not be able to implement remote scanning at our satellite offices. We had to convince them that they needed to figure it out.

**What are one or two things you enjoyed most about working here?**

The fun and challenging work and being able to work with the great people here.

**What are your plans for the future?** To travel, read, and sleep in.

**Do you have any parting words that you would like to share with staff?** I will miss a lot of those "great people" I mentioned above. I'm proud to have worked with all of you.



Pictured together last year are Mark Jensen, the second longest-serving employee, with the current longest-serving employee Darlene Pierson.



Mark Jensen in 2012 with some ITG staff members who he worked with on the national award-winning ECR Online Program.

# Clerk Work

*Various Clerk news items*

## Downward trend is seen as a positive for signed original minute entries

A recent Courtroom Services' report showed in a yearly comparison between Fiscal Years 2016/2017 and 2017/2018 that signed original minute entries (MEs) went down 36.8 percent. According to Courtroom Services Business Analyst Jennifer Myers, "this downward trend relates to the Criminal iCISng e-sentencing initiative that began in September 2017." She said, "When minute entries were created for sentencings by courtroom clerks, the minute entries were manually scanned into the electronic court record because of the defendant's fingerprint and judicial officer's original signature. Now, because of the initiative, fingerprints and signatures are being electronically captured on the e-sentencing orders, and these documents are being electronically uploaded into the ECR, which has caused the reduction in the amount of original MEs."

Besides reducing the MEs courtroom clerks have to generate, other benefits of the e-sentencing initiative include: reducing the amount of manual scanning by Clerk staff; eliminating the possibility to misplace a sentencing minute entry in the physical scanning process; the quality of the electronic fingerprint on e-Sentencing orders is better than obtaining manual fingerprints; the electronic fingerprints can immediately be sent to the DPS repository; e-sentencing orders have replaced four types of sentencing minute entries, and customers are receiving e-sentencing orders sooner.

## Red-y to support Healthy Heart Month

On February 2, several staff members participated in the County Wellness Program's "Wear Red Day" in support of Healthy Heart Month. Below are photos of those employees who wore red.



1) from left - Nicole Butzbach, Becky Bennett, Molly Blake, Reta Sneddon, Ursula Maurin, and Cindy Kasmer; 2) from left - Kristy Kee, Sandy Seeley, Gio Ramirez, and Kelsey Norton; 3) from left - Bory Reth, Sonja Olmos, Lisa Cooper, and Jen Ford; 4) - Front - Heline Johnson-Roslan. Middle, from left - Delilah Chilcoat, Yvette Moralez, and Michelle Wolf. Back row, from left - Jacqueline Francisco, Kate Morrow, Travis Joy, and Shantelle Bagnall. 5) from left - Kris Gilmet, Lisa Popovic, Celina Lopez, Jessica Johnson, Sherryl Cornfield, Iole Ostrander, Anne Pagel-Spaulding, and Tracy Henninger. 6) from right - Sheri Jaffe, Kelly Sleseman, Ellisha Flores, and Heather Gearhart; 7) from left - Sarah Blair, Tracy McMillian, Sandra Mejia, Cindy Lett, and Kathy Hartley. 8) Shannon Stulz, Michele Martinez, and April Covarrubio.

# The Inside Track

## on Employee News

1

2

3

4

### OFFICE ANNIVERSARIES

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

**30 YEARS - Loretta Carlson**

**25 YEARS - Carrie Gerhardt**

**20 YEARS - Cecilia Alfaro-Arndt and Suzanne Lambries**

**15 YEARS - Ken Shipley**

**5 YEARS - Jamie Govoni, Katherine Hartley, Dionne Swan, and Rachel Holka**

Congratulations!

### NEW EMPLOYEES

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

- **Customer Service Center Marriage Licenses and Passports - Shelia Brady**
- **Courtroom Clerk - April Covarrubio and Alyssa Delgado**
- **Disposition and Abstracts - April Cline**
- **Document Services Administrator - Jessica Fotinos**
- **Durango Juvenile Operations - Maria Stevens**
- **e-Learning Training Consultant - Brian Turner**
- **Family Support Services - Cassandra Hemphill**
- **Northeast File Counter & Marriage Licenses and Passports - Heather Gearhart and Amber Sutton**

Welcome!

### EMPLOYEE MOVES

- **Shaina Comfort** transferred to Appeals from the Customer Service Center - Quality Control.
- **Kelly Robinson** was promoted from Criminal Financial Obligations Senior Specialist to Lead.

### IN THE PICTURE



by Vonda Culp

On Saturday, February, 10, the Northeast Regional Facility began gearing up for the Clerk's Office very own "March Madness." March is statistically a high volume month for the processing of passport applications. In order to be sure we are ready for the uptick in volume, training was conducted in the processing of Marriage License and Passport applications. In attendance were: **Sheri Jaffe, Kelly Sleeseman, Bory Reth, Nicole Butzbach, Lisa Cooper, Molly Blake, Ivette Alvarez, Ursula Maurin, Giovana Ramirez, Kelsey Norton, Heather Gearhart, Cynthia Ferriegel and Vonda Culp.**



# Special Features

## Where in the world has the Record Times been?



### Coasting along with the newsletter

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, the newsletter was seen in three different European locations. This month it is found back in the United States.

Pictured above is Training's **Ryan Harris**, who posed with the newsletter while he was traveling in Oregon along the Pacific Ocean. In the background on the hillside is the Heceta Lighthouse.

**You may submit a photo** of yourself with the *Record Times* at any time for this feature. To submit a photo: **1)** Print the newsletter front page; **2)** Take a photo(s) with the page during your vacation (horizontal format preferred); **3)** Email the photo(s) to Len Keso with your name, department, and a photo description, along with any other interesting details of the photo/vacation.

## TIMES Gone By - Results

Not long ago, weekly Office emails titled "Times Gone By," were sent to staff showing the top photos provided to the *Record Times* newsletter over the last 18 years of employees on vacation posing with the newsletter. The photos were categorized by similarities and all employees were invited to send in their votes for their favorite ones. Below are the top two photos voted on by Clerk of the Court employees as the all-time best in the "Scenic" category.

### Top 2 All-Time Pics

1998 - 2017

"SCENIC"  
CATEGORY



Pictured above is current employee **Beverly Macdonald**, who was in Oregon. This photo was printed in a 2007 newsletter.



Pictured above is former employee **Sheila Bullock**, who was in Costa Rica. The photo was printed in a 2013 newsletter.

## Take



This month's list of five is ... the top five **states with the highest percentage of forest cover.**

- 5) Alabama - 70.6%
- 4) Vermont - 75.7%
- 3) West Virginia - 77.2%
- 2) New Hampshire - 77.5%
- 1) Maine - 89.0%



Source: National Association of Counties

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