

RECORD TIMES

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



Michael Jeanes says farewell

Michael is retiring on Feb. 5, 2018. He served in the Clerk of the Superior Court's Office for 30 years and was the Clerk of the Court for 20 of those years. Overall, he served a total of 37 years with Maricopa County.

By Michael K. Jeanes

Words cannot express my extreme gratitude to each and every one of you. As I leave office and head into retirement, I have only great memories of all that you and many others have accomplished for the people of Maricopa County.

During new employee orientation, I tell our new team members that I hope that they will still be here in 2048!

Most chuckle in disbelief...I accept and expect that. If someone would have said to me on May 28, 1980 (my first day at Maricopa County), that I would still be here in 2018, I too would have chuckled. But there is real sincere meaning and hope behind my comment about 2048. What I have experienced over the past 30+ years, I hope you too experience.

We spend a significant portion of our day and lives as part of this team. The atmosphere and environment here should be something that we enjoy and want to come to each day and from which we receive great satisfaction. I have experienced that and have tried to share that experience with you.

I am so very proud of each and every one of you. You are absolutely the BEST. It has truly been an honor and privilege to be your leader.

I believe that the foundation of a positive environment is mutual trust and respect. Mutual trust and respect for one another creates a great team. Great teams succeed. Success breeds success. Success is fun and develops a desire for more.

As I depart, I have one request of you, continue the mutual trust and respect for each other. Because when you do, you all will continue to be one great team that will always be nationally known as an amazing organization that provides outstanding service. When looking to the future, I am comforted in knowing that the Clerk's Office will continue to be recognized for outstanding service to its customers because you all will still be providing that service.

I have been just one member of this incredible team for over 30 years in the Clerk's Office. I have had a blast! I am and will always be eternally grateful to each of you. Thank you so very much!

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A Celebration of Service

Photos from the celebrations of service events for Michael Jeanes held throughout the Office this month



Best wishes

A sampling of well wishes from Clerk of the Court staff to Michael Jeanes that were signed on his retirement cards (pictured below).



Thank you for inspiring us all to do our absolute best! Very few people dedicate themselves to their job the way you have and you will be remembered for your accomplishments. - Kris Gilmet

We will sure miss your happy smiling face around here. Enjoy retirement. You deserve it. - Becky Bennett

Your place in Maricopa County history will be one of innovation, accuracy, dedication, excellence and putting duty over politics. It was a great pleasure to have been a part of the Michael Jeanes era. Thank you for your service. - Aaron Nash

You have created a wonderful work environment for us. - Bory Reth

Customer service, new ideas, and a positive attitude. These are only a few of the many qualities you have shared with us every day. - Tracy Henninger

Thank you for your dedication, loyalty, and influence. - Sena Allen

The main thing that really stood out when I started here was that you instill a positive attitude in all employees. - Amy Echols

Thank you for all that you have done for our office and community. - Shannon LaSpaluto

I am going to miss your leadership and how much you value those who work for you. - Tina Barrett

Happy Retirement Michael!

You have been an amazing leader and role model. Thank you very much for all that you have done for us employees, customers, and the organization as a whole. - Angelica Mejia

You made a great impression with your positive attitude and always showing that you care. - Carmen Villasenor

Thank you for your service. You HAVE made a difference! - Susan Morris

Thank you for being such a great person to work with. You made a huge difference. - Donna Kenney

Thank you for all the positive influence you've had on this office. Your leadership has helped this office achieve greatness! - Caitlyn Troxel

Your presence and those candy canes will be missed. :) - Rocia Venegas

Retirement is when you stop living at work and you start working at living. Thank you for all of the many good things that you changed and influenced in this office. - Ursula Maurin

You have had a positive impact that will carry over after you are gone. - Leslie Wilkins

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

From: **Shiloh Giles**

About: **Maridel Soileau and Angelica Mejia**

"I want to thank **Maridel Soileau** and **Angelica Mejia**, who have both recently taken over the responsibility of ordering for their areas. Their effort shows that they both care and both do such a great job. Thank you!"

From: **Sharon Szakacs**

About: **SEA Marriage Licenses and Passports staff and Filing Counter staff**

"I would like to give a shout out to my co-workers in ML&PP and at the filing counter, who came to help in times of rush. They all helped take care of the customers in a timely manner while I was serving at the Check-In."

CUSTOMER COMPLIMENTS

About: **Diana Eaton**

A staff member from the Department of Child Support Services, who **Diana Eaton** recently assisted, sent a very complimentary email thanking her for her excellent help. She wrote, "Thank you! You're a lifesaver! This is an extremely important case and your assistance is greatly appreciated."

About: **Karen Knowlton**

A customer called Court Operations Supervisor Cheryl Marzella to let her know how much she appreciated the service of **Karen Knowlton**. The customer said she wanted to get a copy of her mother's marriage license and she spoke with

Karen. She said Karen was professional, kind, and courteous. She said she felt comfortable and relaxed talking to her. She says you don't often get this type of customer service and she wanted the Office to know that it has a valuable employee.

About: **Richard Gonzalez**

Criminal Financial Obligations Manager Oni Boston recently received a call from a grateful customer who **Richard Gonzalez** assisted. The customer said Richard treated her so well while talking on the phone. She said he was excellent to deal with and took all of her worries away. She wanted to make sure that management knows how great a job that Richard is doing for the County.



About: **Eva Guillen and Diana O Polanco**

Some customers recently took time to write notes of appreciation to **Eva Guillen** and **Diana O Polanco** for their help. To Eva a customer wrote, "You were so helpful assisting me with court cases! Thank you!"

To Diana two customers wrote, "You did such an exceptional job assisting me. I wanted to express my thankfulness."

The second note said, "I am extremely grateful. Businesses need more employees like you!"



CLERK CONNECTION

Office introduces service that allows customers to make online appointments for marriage licenses/passports

The Clerk of the Superior Court's Office started the New Year with a new service for marriage license and passport customers. Beginning this month, the Office introduced an online reservation system that is aimed at reducing wait times by allowing customers to make an appointment to obtain a marriage license or process their passport application. The service is available on the Clerk's website and offers customers the opportunity to choose a date, time, and office location for the service they want. The benefit of the service is that the appointment customers will be given priority over walk-ins. In addition, the system automatically generates an email confirmation with further details for the customer.

The new service has been implemented as follows:

- January 16 - Customer Service Center
- January 22 - Southeast Court Complex
- January 29 - Northeast Regional Court
- January 29 - Northwest Regional Court

The Appointment Service is only for the Clerk of the Superior Court Office locations.



Unit gets top *billing* for second year in a row



Another TIP of the cap goes to the **Billing and Deferral Unit** for finishing first for the second year in a row in Debt Set Off (DSO) collections in Arizona. TIP is the Tax Intercept Program that collects monies owed to the court through intercepting the tax returns from non-compliant individuals. In 2016 the Billing and Deferral Unit, which manages the TIP program, finished the year ranked number one among the various participating Arizona courts. It was recently announced they repeated the number one ranking for 2017. The Unit collected **\$2,136,942**, which is \$364,576 more than the previous year. This is the second highest amount they have collected since participating in the DSO program starting in 1996. They were just \$10,142 short of their all-time record.

"Great news! What an amazing accomplishment for the team," Chief Deputy **Chris Kelly** said.

Deputy Director **Becky Steele** said, "Way to go team! Thanks so much for all you do."

Finishing after Billing and Deferral in second was the Phoenix Municipal Court (\$1,216,449), in third was the Tucson City Court (\$1,024,367), in fourth was the Scottsdale City Court (\$816,645), and in fifth was Maricopa County Adult Probation (\$814,742).



CLERK CONNECTION

The return of Saturday service

The Customer Service Center (CSC) will be opening its doors for business on Saturdays for the third year in a row. On the Saturdays of February 10, March 10, March 24, April 7, and April 21, the Office will be open for customers to purchase a marriage license or process a passport application. The facility will be open from 9 a.m. to 3 p.m. on these Saturdays. The Office is extending the hours of operation at the Marriage License and Passport Office in the CSC to accommodate any customers who may have difficulty obtaining the service during the traditional work week.

Last year, the Office offered Saturday service five times. On those days, **548** passport applications were processed, **31** marriage licenses were issued, and **1,434 certified copies** of marriage licenses were printed and mailed to customers.

Making a presentation for this year's other new year

One new year recently began and in just few months, there will be another type of new year for the Clerk's Office...the fiscal new year (FY) that is. The FY begins July 1 and Clerk of the Court **Michael Jeanes** and Chief Deputy **Chris Kelly** have already begun making preparations for it before Michael leaves office in February. They met with the Maricopa County Board of Supervisors on Jan. 18 to present the Office's FY 2018 - 2019 plan. The Board is the entity that makes decisions on budget allocations for county offices/departments.

Michael presented the board with six points for the upcoming year which included discussing that no new resources are being requested; the Restitution, Fines, and Reimbursement project, minimizing turnover costs, the Office's eInitiatives and Special Funds, and the transition to the new Clerk of the Court.

At the end of the presentation, the supervisors spoke highly of the service he and his staff have provided, congratulated him on his retirement, complimented the work he has accomplished, and commended him on his presentation.

The Board of Supervisors is expected to announce the budgets for county agencies in March.



Michael Jeanes and Chris Kelly's budget presentation to the Board of Supervisors was shown live on the County's EBC TV.

Annual Report is now available to view online

The Clerk of the Court's 2016-2017 Annual Report is now available to view on the Office website in the **Announcements** section. The report provides an overview of the Clerk of the Court's Office, highlights many of its accomplishments during the past fiscal year, and contains some interesting statistics from various sections. It also features several employees in the Office.



EMPLOYEES of the QUARTER

The Honorees For October - December 2017



KRISTYL HOWARD
Courtroom Clerk

Nomination - Kristyl Howard has been instrumental in the iCIS NG eSentencing conversion. Kristyl has been the main point of contact for all of the courtroom clerks for training, troubleshooting, and questions during the past quarter. Not only did she provide training for the courtroom clerks, but she was highly sought after by CTS and the Court for assistance in working with various members of the Bench during this transition. We also sent Kristyl to Southeast when

they were rolling out live to help with training and troubleshooting, and she has been asked to return for additional training and assistance.

Kristyl has also been primarily responsible for keeping up with the efile queue and for communicating any issues or problems clerks are experiencing with eSentencing. Certainly, without Kristyl's contribution, eSentencing would not have been as successful an implementation among courtroom clerks.



MONICA RANDEZ
Southeast Juvenile Operations

Nomination - Monica Randez took the initiative and time to review the juvenile docket codes, creating a document detailing docket codes that could be inactivated, replaced, or updated.

Due to Monica's research, and with juvenile implementing eFiling in the near future, there will be roughly 220 docket codes that will be eliminated. This not only streamlines docket codes, but also makes docketing much more efficient for the staff members. Monica's extensive juvenile knowledge and her proactive attitude makes her

a great asset to the Clerk of the Court's Office and to the Juvenile Team!

The Inside Track

on Employee News

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OFFICE ANNIVERSARIES

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

25 YEARS - Brenda Burton

20 YEARS - Lorie Stroud

15 YEARS - Harriette Bills

Congratulations!

NEW EMPLOYEES

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

- **Accounting - Andrew Harter**
- **Billing and Deferral Unit - Gilbert Baca III**
- **Courier - James Irvine**
- **Courtroom Clerk - Martha Cortez, Cassandra Lowry, Elizabeth Tucker, Carrie Montoya, and Javier Cota**
- **Criminal Financial Obligations Supervisor - Sonya Goldsby**
- **Criminal Financial Obligations - Dea McCartney**
- **eFile - Samantha Bedford**
- **ITG Applications Development Manager - Kevin Hart**
- **ITG Customer Service Manager - James Towner**
- **NE File Counter/Marriage Licenses & Passports - Jennifer Ford**

EMPLOYEE MOVES

- **Angelica Mejia** was promoted to Court Operations Manager for Southeast Adult after serving as the supervisor for Document Records Management Services at SEA.
- **Victor Canisales** transferred to Accounting from the File Counter.
- **Joan Lewis** transferred to the Criminal Financial Obligations Unit from the File Counter.
- **Susan Baldwin** transferred/was promoted to the Criminal Financial Obligations Unit as a specialist senior after serving in Courtroom Services.

IN THE PICTURE



Chief Deputy **Chris Kelly** (pictured sitting, far right) was selected to represent the Clerk of the Court's Office on the Commission on Victims in the Courts Committee (COVIC). The COVIC is comprised of representatives from the criminal justice system and victim advocacy community. Among their roles are to make recommendations regarding training and education for judges and court personnel on victims' rights, work to promote the improved collection of victim restitution, and make recommendations that preserve the constitutional rights enumerated in the state constitution.

Special Features

Where in the world has the Record Times been?

Some newsletter scenes with Mr. Jeanes



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 Italy with an employee. This month, it makes another European appearance in three different settings with someone, who is very recognizable in the Office.



Pictured to the left is Clerk of the Court **Michael Jeanes**, who recently vacationed in Europe. In the top photo, he is in Corfu, Greece. In the middle photo, he is in Kotor, Montenegro, and in the bottom photo, he is in Valletta, Malta.



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.

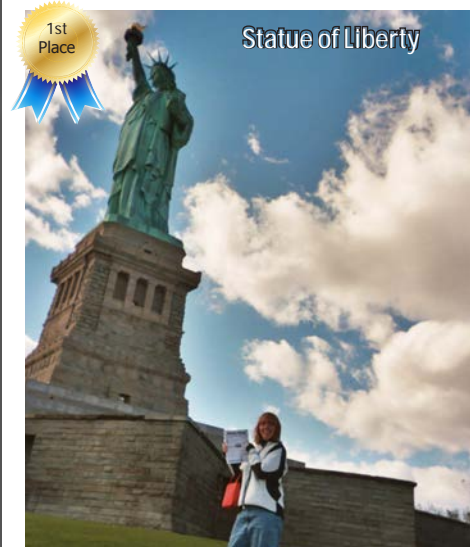
TIMES Gone By - Results

Not long ago, weekly Office emails titled "Times Gone By," were sent 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 employees as the all-time best in the "Landmarks" category.

Top 2 All-Time Pics

1998 - 2017

"LANDMARKS" CATEGORY



Pictured above is former employee **Marti Ackerman**. The photo was printed in 2005.



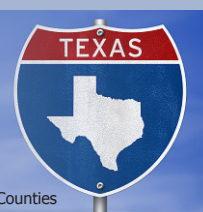
Pictured above is current employee Chief Deputy **Chris Kelly**. The photo was printed in 2009.

Take



This month's list of five is ... the states with the most counties.

- 5) Missouri - 115
- 4) Kentucky - 120
- 3) Virginia - 134
- 2) Georgia - 159
- 1) Texas - 254



Source: National Association of Counties

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Chris Kelly - Chief Deputy / Len Keso - Editor