

RECORD TIMES

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

Michael Jeanes makes a surprise announcement he is retiring in 2018

37 years of public service coming to an end in February

"I believe it is time to pass the baton," Clerk of the Court **Michael Jeanes** said in a surprising letter to Arizona Governor Doug Ducey on July 27 informing him of his plans to retire and resign from Office effective February 5, 2018. Jeanes is the 9th person to serve as Clerk of the Court for Maricopa County and is the second-longest serving Clerk at 20 years. Walter Wilson, who served 36 years from 1927 - 1963, is the longest.

Following is a summary of Michael's life and County/Court career:

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. *Continued on next page...*

"It has been my honor and privilege to serve the people of Maricopa County." - Michael K. Jeanes
(in his July 27 resignation letter to the Governor)

Upon the announcement, what happens next?

On July 27, 2017 Clerk of the Court Michael K. Jeanes sent an official letter to Arizona Governor Doug Ducey notifying him that he is retiring from Office effective February 5, 2018. Governor Ducey will appoint a person who will fulfill the remainder of Michael's term that ends on December 31, 2018. The appointed person will serve in Office, and if desired, run for election in the primary and general elections in 2018, which will determine who will serve as Clerk of the Superior Court for the following four years (2019 - 2022).

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MICHAEL K. JEANES

A classic story of someone who worked their way up the career ladder

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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. Since then the voters have continued to show their approval of his leadership and re-elected him in 2002, 2006, 2010, and 2014.

During the past 20 years, Michael has been a strong advocate of excellent customer service. Among some of the major achievements the Office has made to improve service during his tenure are: implementing the Electronic Court Record (which allows court records to be available immediately and simultaneously, customers can eFile documents, processes are more efficient, and less paper and storage are needed); opening (in collaboration with the County) the Customer Service Center to provide convenience in one location for customers to obtain various services; and accelerating the delivery of court minutes to law firms through the MEEDS program. Other improvements include: 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.

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. They have three children today.

As Clerk, Michael and his Office have received many awards including several 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; 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.



While he will be saying goodbye to the Office, in this photo Michael is being sworn into office for the final time in January 2015.

Michael said two aspects of his 37-year career that he has particularly enjoyed is "having the satisfaction in knowing that we have 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 has been well known for is his holiday decorations. He has a collection of more than 100 Santas and his house has been decorated with tens of thousands of lights during the holiday season. In fact, his house has even been listed in the newspaper in the Holiday Lights Map.

"I am so very proud of each and every one of you. You are absolutely the BEST."

- Michael Jeanes to Clerk of the Court employees

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: Durango/OCH Courtroom Clerks, **Christie Wilson, Jodi Bohi, and Veronica Castillo**

From: **Connie Pitts**

"I would really like to send a huge thank you to all of the **Durango/OCH Courtroom Clerks**, the Specialists **Christie** and **Jodi**, and our Lead, **Veronica**. With Kathryn leaving, they all stepped up to make things easy for me. They were willing to help me with anything I needed. They have been super supportive and I would be lost without them and their willingness to pull together and help out. I appreciate them so much and I am thankful that they are on my team!"

About: **Ken Shipley**

From: **Leslie Groeneveld**

"I would like to thank **Ken Shipley** at the Customer Service Center. He is always so helpful and goes above and beyond when we have a difficult case to find!"

About: **Donna Hall**

From: **Bryan Romero**

"I would like to thank **Donna Hall**, on behalf of EDM-QC, for graciously assisting in looking for missing documents when the boxes of images have already been sent to the CSC for storage. We really appreciate her assistance."

About: **Lillian Barnett and Chris Driscoll**

From: **Linda Berger**

"I want to extend a great big thank you to **Lillian Barnett** and **Chris Driscoll** for their guidance, direction, and the wealth of information they share with new courtroom clerks. During CRS's orientation process, Chris and Lillian provide

tours of their departments and share their knowledge of case flow and Clerk operations that have been invaluable to the courtroom clerk learning process. Lillian and Chris spend a great deal of time assisting us with these tours and their efforts are extremely appreciated."



About: **Dave Rosenthal and Veronica Lama**

Durango Juvenile Supervisor Rachel Robles sent a compliment to ITG PC Support Supervisor **Dave Rosenthal** to tell him how pleased she was with the assistance he and **Veronica Lama** provided. She said, "I wanted you to know that staff and I are very thankful for the way the credit card equipment deployment was handled here at Durango. I really appreciated the way you and Veronica communicated with me to ensure the Ops Team and customers would have the least amount of impact. Veronica stayed late and you both arrived early. We didn't have a huge rush of payments, however it eased our stress level knowing you were there to assist. Additionally, I wanted you to know how great Veronica has been with rolling out the workstation upgrades at Durango. She has communicated with me every step of the way. She checks in with me to work around staff schedules and the transition has been seamless. Thank you very much for your department's stellar customer service! It is very much appreciated!"

...Timely Service continued

CUSTOMER COMPLIMENTS

About: **Linda Berger**

A Family Court Administration staff member called Courtroom Services Manager Leslie Wilkins to let her know about the great service Courtroom Services Supervisor **Linda Berger** provided to her. She said Linda is efficient in resolving issues pertaining to courtroom clerk work and the DOD calendars and she is always prompt in her responses to emails. She said, "Linda is awesome!"

About: **Kim Roehl**

Courtroom Clerk Penny Boettcher sent an email to Courtroom Services Tracy Henninger to let her know about how helpful Courtroom Clerk **Kim Roehl** has been to her. She wrote, "I wanted to take a minute to tell you what a big help Kim has been to me. As you know, I am covering the new MH Annex Calendar and I've had many questions as we get up and running. All of my questions have been directed to Kim. She is ALWAYS patient and pleasant and responds right away. She is a wealth of knowledge and frankly, I don't know what I would have done without her help. She has made my transition back into the courtroom an easy process. I appreciate Kim's help very much. I hope you will note Kim's file as to her outstanding customer service and teamwork."

About: **Donna Hall**

A deputy county attorney wrote the Office to thank Court Operations Manager **Donna Hall** for her speedy assistance finding records in a case more than 25 years old. The attorney said, "Seems everyone complains, but fails to compliment. All the support from your office is very much appreciated!"

About: **Diana Eaton**

A customer who Support Services **Diana Eaton** assisted wrote an email in return saying, "Thank you Diana. It was very kind of you to help me on this paperwork. I honestly wish there were more 'Dianas' in this world as so many people need assistance and often get turned away simply because people do not want to take the time to help others! I appreciate your help from the bottom of my heart!"

In others news

⇒ This month, Clerk of Court staff assisted in handling payments for the second-ever **Child Support Arrest Warrant Workshop** hosted by the Superior Court. The workshop, which was held on August 18, provided parties who owe support monies to come to the workshop, make at least one month payment of their obligation, agree to participate in court services, and then in turn the Court quashed their warrant. As a result of the event, **\$5,183** was collected in child support.



⇒ Juvenile Court Administrator **Valerie Clark** (pictured back row, far right) and Courtroom Services Manager **Jenny Black** (pictured to the left of Valerie) are posing with the Maricopa County Board of Supervisors, Maricopa County Manager, Superior Court Presiding Judge, and other court and justice system officials at a special county ceremony honoring county office's and staff members who were a part of winning a National Association of Counties (NACo) Achievement Award. NACo annually presents their achievement awards to county's who have developed innovative programs that enhance service. Valerie and Jenny played a part in the award-winning Juvenile Expedited Case Process Program.

eUPDATE

Then & Now

AWARD-WINNING PROJECT LEADS TO ECR GROWTH SPURT

THEN: In 2014, the Office initiated a massive effort to convert **15.6 million paper court documents** of older case types (Family, Criminal, Civil, Juvenile, and Tax) into an electronic court record. The effort was called the Pre-2002 Adult Case Record Imaging Project. In 2015, the project was expanded to include adult Mental Health and Probate records.

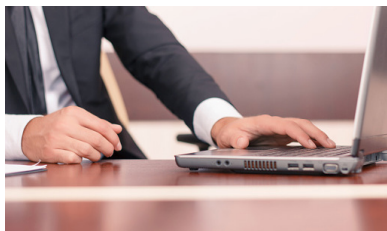
NOW: The project was completed last fiscal year and resulted in the creation of one of the nation's largest Superior Court ECRs. In addition, the project helped eliminate almost **8,500 square feet** of file shelving units.

****SPECIAL NOTE:** This summer, the Office received a national achievement award from the National Association of Counties (NACo) for the Pre-2002 Adult Case Record Imaging Project for being innovative, enhancing service, and increasing efficiency.



This month, the County Board of Supervisors and County Manager (front row) honored the Clerk of the Court's Office (from left, back row Deputy Director Nancy Rodriguez, Administrator Melanie Fay, Clerk of the Court Michael Jeanes, and Chief Deputy Chris Kelly) at a special county ceremony celebrating the Office receiving a NACo award for the Pre-2002 Adult Case Record Imaging Project. In total, Maricopa County received 54 NACo awards.

eFILINGS CONTINUE TO INCREASE



THEN: In 2003, the Office began a pilot program allowing parties to eFile their case documents for complex civil litigation cases. Through the years, eFiling expanded to become available in Criminal (CR), Civil (CV), Family (FC), and Tax (TX) divisions. eFiling permits attorneys/self-represented parties to electronically file documents from their computers rather than visit the filing counters. It also enables judges, parties, and the public (where permissible) to view a case simultaneously and increases the speed and accuracy of case processing.

NOW: This past fiscal year (July 1, 2016 - June 30, 2017), the Office received **800,435** efilings (199,500 in CV; 375,218 in CR; 135,262 in FC; and 4,616 in TX). Last year, 714,596 eFilings were received.

ONBOARD WITH ONBASE

THEN: In 1997, the Office began a pilot program to scan the paper documents received in Probate. Through the years, this pilot was expanded to all case types and marriage licenses. The paper documents received from these categories are scanned, converted to electronic format (referred to as the Electronic Court Record), and stored in an electronic repository called OnBase.

NOW: In Fiscal Year 16/17, **4.8 million** documents were added to the repository, which made over **60 million** total documents in the repository.



Special Spotlight

on the Administrator team members

This Month: **Melanie Fay**



Title: Administrator, Customer Service Center (CSC)

Years with Office: 17 years

Something You Enjoy About Your Job: Working with a very diverse group of people.

What Areas Do You Oversee: CSC Marriage License & Passport, CSC Support Services, Process Server Coordinator, Recording Services, CSC Public Records, Film Alcove, Discovery & Confidential, Dispositions & Abstracts, Exhibits, Appeals, QC3 and Back-Scanning Project, and what's left of the Fileroom and Micrographics.

Your First Job: Working in a gift shop called Memory Lane at a small

mall (the ONLY mall) in my hometown. // **Hometown:** Statesville, North Carolina.

Something Memorable You Have Done: Rode a camel while stationed in Turkey.

A Hobby or Favorite Activity: I collect antique brooches. // **Best Vacation Spot:** Hawaii

Favorite Place to Eat Out: Olive Garden or Red Lobster

Someone You Would Like to Meet: President Donald Trump

Favorite TV Show or Movie: TV - *Criminal Minds*; Movie - *Dirty Dancing*

Favorite TV Show When Growing Up: *Gilligan's Island*

Something You Are Proud Of: Serving my country for 22 years as a member of the United States Air Force.

If Given a Chance, What Would You Like To Be For A Day: President of the United States (wonder how many executive orders can be signed in 24 hours?) :)

What Is Something That Is On Your Bucket List... Travel throughout Germany and other European countries.

Nobody Would Believe It If They Knew... I carried a fully-loaded M-16 with three extra cartridges while guarding a portion of a hospital compound in a bunker all by myself for 72 hours straight while stationed in Tegucigalpa, Honduras.

Before Working Here, What Was An Interesting Job You Have Had: Working with the Army as a "medic" and traveling by Chinook helicopter into the mountains of Nicaragua on a medical mission.

What Advice Do You Have For A New Clerk Employee: Listen, ask questions, and trust your supervisor.

Do You Have A Favorite Quote: "God grant me the serenity to accept the things I cannot change, courage to change the things I can, and wisdom to know the difference." - Reinhold Niebuhr

What Do You Like To Do In Your Spare Time: What spare time? :)

What Is An Ability You Wish You Had: To make things better for everyone no matter what the circumstance.

What Is Your Dream Car: One that is constantly "fueled" and totally drives itself.

Have You Ever Won Anything? What Was It? The talent competition in two beauty pageants; 1st Runner-Up.

Who Would You Like To See in Concert? Celine Dion

Three Important Business Skills: Have and use integrity, effectively listen and communicate, and be flexible and willing to compromise, if necessary.

Do You Have Any Hidden Talents: I used to play the piano and organ, as well as sing and act on stage on local television.

Best Advice Someone Has Given You: Be careful of what you say or do; it may come back to haunt you.

The Inside Track

on Employee News

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BIRTHS

- Congratulations to Durango Juvenile Courtroom Clerk **Rosie Pulido** on giving birth to her third child, a 7 lb. 9 oz. baby boy, who was born on July 21. Her new son's name is Abraham Joel.
- Congratulations to Courtroom Clerk **Susan Lucero** on the birth of her 6 lb. 13 oz. grandson on June 30. Her new grandchild's name is Nicholas Dylan.



MARRIAGES

- Congratulations to Courtroom Clerk **Elizabeth Soliz**, who got married on Aug. 18.

OFFICE ANNIVERSARIES

The following Clerk of Court employees celebrate milestone anniversaries with the Office in August:

- 30 Years - **Aide Estrada and Kitty Curtner**
- 20 Years - **Saralyn Yoder and Debra Cooper**
- 15 Years - **Aaron Nash and Elisa McGrath**
- 10 Years - **Carmen Carabajal and Edie Friss**

Congratulations!

NEW EMPLOYEES

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

- Courtroom Clerks - **Rubi Acosta Aguilar, Estefany Catarino Escobar, Sara Cheney, Nancy Johnson, and Sara Mendonca**
- Distribution - **Irin Nolazco Rodriguez**
- Downtown Filing Counter - **Jennifer Gunther and Angela Slaughter Romero**
- Downtown RCC/EDC - **Estela Barreras**
- eFile - **Angela Freischmidt, Esthela Alvarez Garcia, Susan Hughes, and Katy Vega**
- Facilities - **Eugene Yamamoto**
- Human Resources - **Jennifer Wight**
- Juvenile Courtroom Clerk - **Janice Fairbanks**
- Southeast Juvenile Courtroom Clerk - **Pamela Bryant**
- SEA RCC/EDC & SEA File Counter - **Claudia Diaz Villa**

Welcome

EMPLOYEE MOVES

- **Megan Racer** transferred from SEA Court Operations to become a Juvenile Court Clerk.
- **Lori Lopez** moved from being court operations auditor to courtroom clerk.

Special Features

Where in the world has the Record Times been?



Newsletter and employee are welcomed in another country

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, the newsletter was seen with an employee, who was in front a U.S. building (the post office). This month, it is seen with an employee in front of a Canadian building.

Pictured above is ITG's Technical Support Manager **Scott Hensel**, who posed with the newsletter in front of the "Welcome" sign in Victoria, British Columbia, Canada. Scott was on a cruise along the Pacific Coast and this destination was one of his ports.

You may submit a photo of yourself 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 vacation (horizontal format); **3)** Email the photo to Len Keso with your name, department, and a description of the photo, along with any other interesting details of the photo/vacation.



Anyone who submits a photo, will receive a Maricopa County lapel pin (pictured on the left).

TIMES Gone By - Results

Recently, 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 "**Co-Workers**" category.

Top 2 All-Time Pics

1998 - 2017

CO-WORKER CATEGORY



In Ireland

Pictured are former employees Sue Ortiz and GeorgeAnn Smith. The photo was printed in 1999.



At the Arizona Supreme Court

Pictured is former employee Joe Silberschlag and current employee **Aaron Nash**. The photo was printed in 2006.

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Chris Kelly - Chief Deputy / Len Keso - Editor