

RECORD TIMES

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



The 2017 Office Holiday Drive results

The generosity of Clerk's staff is displayed once again during the Office's Annual Holiday Drive

For several years, the Clerk of the Court's Office has conducted a **Holiday Drive** in November and December for both toys and socks/toiletry items. Donation boxes are set up in break rooms throughout the Office for staff to place their items in during the annual drive. This year turned out to be another *toy-rrific* and *sock-cessful* effort. Here are the final Drive results:

TOYS FOR TOTS - This holiday activity was held Nov. 13 - Dec. 11. Employees donated a total of **151** new, unwrapped toys for children in the community, who would not have otherwise had a toy for the holiday season. This is four more toys than last year and 60 more than in 2015. The donated toys get separated by age and gender and then distributed to various agencies/organizations. Over the past 14 years, the Office has donated **3,882** toys.

SHOEBOX - This holiday drive activity was held Nov. 6 - Dec. 4. Employees donated **97** pairs of socks, **62** bars of soap, **26** tubes of toothpaste, **47** toothbrushes, **65** bottles of shampoo and conditioner, and **94** razors, plus many more needed toiletry items. All of the donated items are used to help the homeless through the Shoebox organization. Over the past 16 years, the Clerk of the Court's Office has donated a total of **5,671** pairs of socks.



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THANK YOU FOR YOUR GENEROSITY!

Michael's Message

by Michael Jeanes
Clerk of the Superior Court
Maricopa County, AZ



Taking a look back on 2017 with joy



“Joy” is a word we frequently hear during this time of year, but the holidays are not the only thing to be joyful about during this season. Here in our Office there are many achievements we made in 2017 that we can look back upon and be joyous. One of the more important achievements that always gives me joy is being able to say you provided another year of excellent customer service. Your high quality service is a great gift that brings joy to our customers not only at this time, but throughout the year.

This was a year of great productivity for our Office. We received over **800,435 eFilings**, had more than **152,000 new case filings**, processed **59,100 passport applications**, and handled **23,507 marriage licenses**. On average, **37,001 pieces of paper** were filed with our Office each day and we processed **14,890 documents** daily. A daily average of **9,424 transactions** in our Cash Management System were handled and **\$572,198 in monies** were processed. Our **Pre-2002 Adult Case Record Imaging Project** received a national award this year and our **Billing and Deferral Unit** finished first in Arizona among the various participating court agencies in collections programs. These are only some of our achievements; numerous others were made.

Your professionalism and outstanding teamwork are other aspects that have made this a great year. I am very appreciative of all of your efforts. In addition, thank you for making our Holiday Drive a success (as seen on page 1). Your generosity helps make it a happier holiday season for those in need in our community. Finally, thank you to everyone who attended one of my munches this year. It was great meeting with you.

I wish you and your family a very JOYFUL holiday season. Below is a list of some important dates for you to take note of in 2018.

Important dates in 2018

PAY DATES - The following is a list of the pay days for employees in 2018:

JAN.	FEB.	MAR.	APR.	MAY	JUNE	JULY	AUG.	SEP.	OCT.	NOV.	DEC.
10	7	7	4	2	13	11	8	5	3	14	12
24	21	21	18	16	27	25	22	19	17	28	26
				30					31		

OFFICIAL HOLIDAYS - Following is a list of the scheduled holidays for 2018:



- **New Year's Day - Mon., Jan. 1**
- **Martin Luther King Jr. Day - Mon., Jan. 15**
- **President's Day - Mon., Feb. 19**
- **Memorial Day - Mon., May 28**
- **Independence Day - Wed., July 4**
- **Labor Day - Mon., Sept. 3**
- **Veterans' Day - Mon., Nov. 12**
- **Thanksgiving Day - Thu., Nov. 22**
- **Day After Thanksgiving - Fri., Nov. 23**
- **Christmas Day - Tue., Dec. 25**

Timely Service

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

CUSTOMER COMPLIMENTS

About: **Kathryn Folk**

A Superior Court judge recently sent a note to Court Operations Manager Michael Sims to let him know about the great service **Kathryn Folk** provided to his office. He said, "My office was recently contacted by a defendant who had a case adjudicated some time ago and needed certain documents from his file in order to clear his driver's license. My JA contacted Ms. Folk in your office. She cannot stop raving about the extra effort Ms. Folk put into locating the documents I had requested in order to be able to determine if relief should and would be granted. My JA is not one who gives out kudos for people doing the job they're hired to do. I am convinced, the assistance provided was well above and beyond, as well as courteous and professional.

Ultimately, I did grant the request, but it was only after Ms. Folk, provided us with the necessary documents. She truly exemplifies customer service. In this day and age where we are all overwhelmed and overworked, it is truly refreshing to find individuals that take that little extra effort to assist our constituents; the public we serve. You should be very proud to have such an employee in your office.

I thought you should know about the caliber of people you direct and supervise. Far too often, we don't even get a 'thank you.' I thank Ms. Folk on behalf of the individual whom she did not meet, myself, and my staff."



About: **Roselle Smith**

An attorney recently took time to write Courtroom Services Manager Leslie Wilkins and Courtroom Services Supervisor Wendy Thompson to commend the work of Courtroom Clerk **Roselle Smith**. The attorney wrote, "My guess is you likely already know that you have a terrific employee on your hands with Roselle, but I wish to add that I think she is stellar. Roselle was very accommodating in a hearing that spilled into the lunch hour. She probably didn't get much of a lunch because of our hearing, but it didn't change the service she provided, which was excellent. In our culture, customer service, in the majority, has fallen by the wayside...but not with Roselle. Roselle could be a trainer for customer service."

The attorney further stated she appreciated Roselle's cheerful and bubbly attitude and was simply impressed by her helpfulness.

About: **Shenika Dancy**

A customer sent an email this month to express her appreciation for CSC Support Services **Shenika Dancy**. She wrote, "Wow. Thanks so much for this. Now with a copy, I can prepare the document to file and do it first thing Monday morning. You win the 'Prompt, Caring, Go the Extra Mile Award' of the month in my book!"

About: **Susan Loe**

CSC Supervisor Cheryl Marzella received a phone call from a customer, who told her **Susan Loe** in Support Services was pleasant, friendly and able to assist her immediately, which she wasn't expecting. She very much appreciated Susan's service.

CLERK CONNECTION

A scan-tastic achievement is made in juvenile area!

The Clerk's Office has an added reason to celebrate this holiday season...the **Juvenile Back-Scanning Project**, which was a major undertaking, was recently completed. The project, which began in November 2016, was conducted to convert all inactive paper juvenile files to scanned images. In total, staff prepped and scanned **10,282,005 pages**, or **3,294,411 documents** during the year-long effort. The documents, after being scanned and the quality control process completed, were disposed. The scanned images retain the same level of security as those scanned in active OnBase.



Stacks of empty boxes in the Customer Service Center that once contained juvenile documents.



Jeanes provides a helping hand as part of national effort

Recently, Clerk of the Court Michael Jeanes, as a member of the National Association of Counties (NACo) Board of Directors, attended their annual Board of Directors Conference. During one of the workshops (as part of a Poverty Summit), the NACO attendees studied the impacts of food insecurity, as well as took time to sort snacks for children in need at the Tarrant Area Food Bank. The workshop participants all wore blue food-handler gloves and had their photo taken. Michael is in the top row in the middle (see red arrow).

Some Clerk of the Court history



THEN

Accessing court records in the 1980s in the lower level of the Central Court Building.



NOW

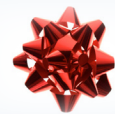
Accessing court records today in the lower level of the Customer Service Center.



HOLIDAY MEMORIES

What is the best or most memorable gift you have given during the holidays?

Jamie Govoni - "The gift was given to a co-worker recently by way of a white elephant gift exchange, if you can believe that! I bought a stuffed elephant to use for the white elephant gift exchange. I thought it was quite funny! Anyway, the co-worker that ended up with that elephant was someone who just LOVES elephants and collects elephant items! No other person stole that gift from her and she was so happy that she got to keep it! So inadvertently, I gave a very fitting gift to someone that year!"



Franci Smock - "So, today's youth is so accustomed to electronics and staying indoors that I decided to give a group gift to my sisters kids (two nieces and two nephews). When they opened the box, they found an empty can. They asked me, 'Titi (which is aunt in Spanish), what is this.' I told them it was a game. My sister laughed and we went outside to show them how to play. It was short-lived, but the memory still lingers on. The game was called "Kick the Can," which is essentially a hide-and-seek game from the old days!"



Ariel Driver - "It was 30 handmade fake mice made of re-purposed fur coats, for a cat and kitten rescue group. This was a rescue group that my mom and stepfather volunteer for in Crystal Lake, IL. My mom took the gift to the shelter and then reported back to me that 'within 18 minutes, your month of work was gleefully undone by fifteen pairs of fangs and sixty sets of claws,' which I suppose is a compliment, if not a testament, to the durability of my sewing skills."



Terri Pavia - "I had a CD made of all my daughter's pictures and early 8mm movies from childhood and we all watched it on Christmas morning. My granddaughter, who was 20 at the time, had never seen pictures of her mother taking her first steps, her first airplane ride, learning to swim and playing in the wading pool with her cousins. It was the most memorable Christmas for all of us."



Heline Johnson-Roslan - "The most creative gift I have given during the holidays was the first time I made plushies. Two years ago, I made mini Foxy plushies, from the game *Five Nights at Freddy's*, for three of my friends. I have a picture of them holding their gifts with the biggest smiles I've ever seen!"

County Corner

News items from Maricopa County

Telehealth is made available 24/7

from the Maricopa County Employee Benefits Office



Although the hustle and bustle of the holiday season can be exhilarating and exciting, it can also be an exhausting time. Sometimes the lack of sleep, the increase in activity, and the change in routine can wear a person out and even make them sick. When you're feeling worn out and sick, you may not

even feel well enough to make a trip to your doctor's office...and now, thanks to a new program offered by the county, you don't have to make that trip.

Employees can now connect with their doctor by accessing **TeleHealth Services** from the comfort of their home. TeleHealth visits (covered under your Maricopa County medical plan) are convenient and cost less than going to a convenience care clinic, an urgent care center, or an emergency room. You can use TeleHealth services for treatment of non-life threatening conditions such as a cold, sore throat, fever, stomach ache, pink eye, and bladder or urinary tract infection. TeleHealth doctors can also write prescriptions. Below is information to pre-register for TeleHealth services:

CIGNA ENROLLEES – Click on these links and log in or call the services below:

- AmwellforCigna.com – 1-855-667-9722 /
- MDLIVEforCigna.com – 1-888-726-3171

UNITEDHEALTHCARE ENROLLEES – Log in to:

- doctorondemand.com
- amwell.com
- myuhc.com and choose a virtual visit with Amwell or Doctors On Demand

For questions about benefits, you may call the Employee Benefits Office at (602) 506-1010.



Just One may help to achieve your new year's resolutions

Maricopa County is getting set to launch a program that may help in keeping your New Year's resolution. Called the "Just One" campaign, it is designed to be a goal-setting, habit-changing campaign to help participants successfully reach their goals. The eight-week program is set to start in January and will help participants break down their goals into a smaller, more manageable (and achievable) mini-habits that can help create lasting change. The Campaign kicks-off January 17 with a goal-setting webinar. Participants will have access to a Healthy Habit Tracker that can be used electronically or printed out. Watch for details soon.



The Inside Track

on Employee News

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2

3

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OFFICE ANNIVERSARIES



The following employees celebrate milestone anniversaries with the Office in December:

5 YEARS - Jennifer Roberts and Andrew Schmidt

NEW EMPLOYEES

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

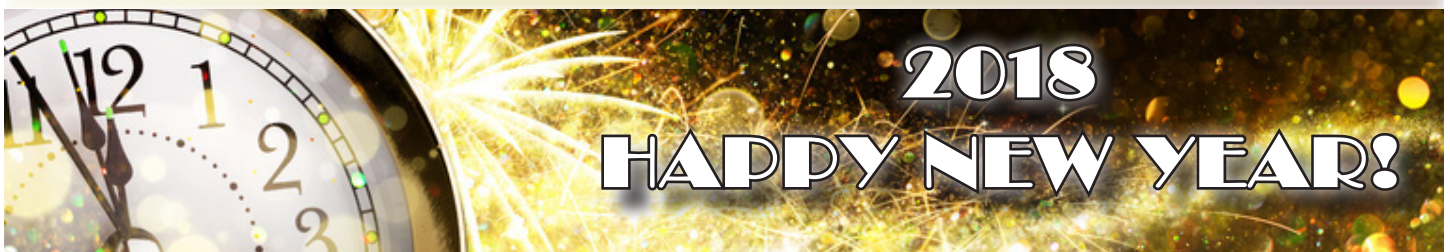
- **Courtroom Services Specialist - Corey Smith**
- **CR - RCC/EDC, eFile File Counter and Grand Jury Supervisor - Irma Esquivel**
- **Criminal Financial Obligations Supervisor - Sonya Goldsby**
- **Distribution - Elizabeth Magana**
- **Downtown Court Operations Specialist - Liza McCain**
- **Downtown Filing Counter - Ashley Hatch**
- **Durango Juvenile Courtroom Services Specialist - Melissa Mendez**
- **eFile - Veronica Esparza**
- **ITG - Clinton Yonce**
- **RCC/EDC - Lindsey Skelton**
- **SEA File Counter - Charlene Goulding Reed**
- **SEA Marriage Licenses, Passports, File Counter - Renee Lundgren**

CELEBRATIONS

- A double congratulations to Northeast Courtroom Clerk **Sarah Blair**, who got married this month and she also recently received her Master's Degree in Public Administration from Arizona State University. She was married by the judge she is currently assigned to at NE.

BIRTHS

- Congratulations to Customer Service Center Quality Control's **Annette Young** on the birth of her 8 lb. 15 oz. granddaughter on Dec. 6. Her name is Gisela and she is Annette's third grandchild.
- Congratulations to Durango Juvenile Court Operations Specialist **Cruzita Minero** on the birth of her new 7 lb. 7 oz. grandson on Dec. 5. His name is Sergio and he is Cruzita's fifth grandchild.

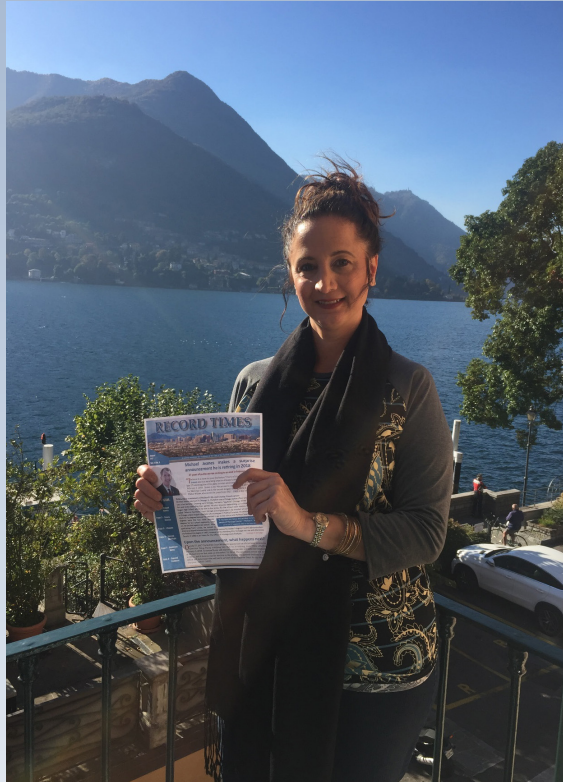


Special Features

Where in the world has the Record Times been?

A scenic setting with 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 with an employee who was by the water along a stream in Payson, Arizona. This month, it is found with an employee who was by the water at a lake in a European country.



Pictured to the right is Chief Deputy **Chris Kelly**, who took time to get a photo with the newsletter while she was on a vacation in Italy. She is pictured at Lake Como.

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;
- 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.

Take



This month's list of five is ... the top five places to celebrate New Year's Eve in the world.

- 5) London, England
- 4) Edinburgh, Scotland
- 3) Sydney, Australia
- 2) Rio de Janero, Brazil
- 1) New York City, NY



Source: Fodor's Travel Guide

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 "**With Signs**" category.

Top 2 All-Time Pics

1998 - 2017

"WITH SIGNS" CATEGORY



Pictured above is Clerk of the Court **Michael Jeanes**. The photo was printed in 2011.



Pictured above is current employee **David Wolff**. The photo was printed in 2010.

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Chris Kelly - Chief Deputy / Len Keso - Editor



**Happy Holidays
and
Thank You!**

**From
Michael Jeanes, Chris Kelly,
Nancy Rodriguez,
Becky Steele, and Lois Rees**