

RECORD TIMES

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



The C.A.S.E. is set to start

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

The race to see which employees finish with a 2017 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. 27 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. 27 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 **3:15 p.m. on 3/15.**

Library talk and new file counter news

Libraries are known for being quiet, but the talk was quite loud on Feb. 10 in one particular county library. This talk, all of which was glowing, occurred in the newly-created Law Library Resource Center (LLRC) during its grand opening ceremony. The Superior Court hosted the ceremony that included a ribbon-cutting, tours, and remarks from court and county officials.

The LLRC opened to provide service to those in need of legal information and assistance with court matters. Attorneys, legal support staff, and self-represented litigants all will be able to utilize a wide array of court forms and instructions. **The new center also includes a Clerk of the Court filing counter** so patrons filing protective orders and other filings have the ability to file their documents. During the first few weeks of opening, an average of 40 filings a day have been received at the new counter.

County Supervisor Bill Gates tweeted, "Thankful that @MaricopaClerk added a filing window to the new @maricopacounty #lawlibrary #resourcescenter to streamline process 4 litigants."

The LLRC also features customer service desks, public computers for research, a training room, and a conference room.



Pictured (L to R): Maricopa County Supervisor Bill Gates, Clerk of the Superior Court Michael Jeanes, Presiding Superior Court Judge Janet Barton, Arizona Supreme Court Chief Justice Scott Bales, and County Supervisors' Chairman Denny Barney attended the grand opening of the Law Library Resource Center that is located in the space that once was the Change of Venue cafeteria.



Presiding Superior Court Judge Barton addresses the guests at the LLRC Grand Opening event.

IN THIS ISSUE:

Page 2 - Michael's Message

Page 3 - Timely Service

Page 4 - Clerk Connection

Page 7 - The Work Plan

Page 8 - Employee News

Page 9 - Special Features

Michael's Marks



A quick mix of
items of interest
to share for
this month

by *Michael K. Jeanes*
Clerk of the Superior Court



✓ **Employee Recognition** - As seen on page 1 of this newsletter, our **C.A.S.E. Awards** are coming up. I want to encourage you to nominate a well-deserving co-worker(s) for these special awards. I always enjoy this event as it provides a time to honor the excellent work of staff.

✓ **C.A.S.E. Award/Service Pin Ceremonies** - Below are the dates, times, and places of the 2017 ceremonies for the Office's C.A.S.E. Awards. In addition to the C.A.S.E. awards, service pins will also be given to employees at these times and locations. An announcement on who the service pin recipients are for this year will be listed in the March issue of the *Record Times*. This year, 88 employees are scheduled to receive a service pin. The recipient's service ranges from 5 years to 35 years of service to the Clerk of the Superior Court's Office.

- **April 24 - Customer Service Center** / 12:15 p.m. / First Floor Break Room
- **May 1 - Durango Juvenile** / 12:15 p.m. / Large Conference Room, #1164
- **May 11 - Northeast** / 12:15 p.m. / Jury Room
- **May 15 - Southeast** / 12:15 p.m. / Saguaro Room @ Southeast Juvenile
- **May 31 - Northwest** / 12:15 p.m. / Office Area
- **June 13 - Downtown** / 12:15 p.m. / Supervisors' Auditorium



✓ **Special Thank You** - I want to give special thanks to two groups of staff members who have worked or will be working over the weekend this month. The first group I want to recognize is the 29 employees who served at the Stand Down event on Saturday, February 11. The second group of staff members I want to acknowledge are those who will be working on Saturday, February 25 to process passport applications and issue marriage licenses at the Customer Service Center. Your readiness to work on a weekend to serve our customers is truly valued by myself, our management team, and our customers. Thank you for your dedication and great display of teamwork. It benefits many people.

✓ **Upcoming Munches** - My next two Munches scheduled are: **Southeast Adult** on Tuesday, March 7 from noon - 1 p.m. in the Conference Room; and **Downtown** on Tuesday, March 21 from noon - 1 p.m. in the East Court Building's TANG Conference Room, 3rd Floor.



Timely Service

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

SURVEY CARD COMPLIMENTS

Northwest

- **Jessica Bernal** - "Jessica provided very good customer service."
- **Aurora Avina** - "Was very lovely and gave great info. Outstanding customer service."
- **Meredith Aguero** - "Very helpful."
- **Jackie Ortiz** - "Very kind. Thank you!"

Northeast

- **Nicole Butzbach** - "Great personality, very helpful and friendly, excellent customer service!"
- **Trista Shepardson** - "Exemplary, pleasant, professional, efficient, and willing to explain and direct us through the process."
- **Kimberley Masawiestewa** - "Was very knowledgeable, helpful and very thorough."
- **Darlene Lopez** - "Very professional, respectful and knowledgeable about my court matters. Excellent service. Darlene is an asset to your court system."
- **Kristy Kee** - "Kristy was extremely helpful and nice. I am very blessed that I was called to her window."
- **Benny Lopez** - "Benny went above and beyond to assist me in getting the certified court documents I needed. He sure did give me peace of mind."
- **Caitlyn Troxel** - "Ms. Troxel was a pleasure to work with. She was very efficient in handling our difficult record request."
- **Farah Azadeh** - "Extremely helpful during this difficult process."
- **Celina Lopez** - "Very quick service. Professional. Explained everything thoroughly."

CO-WORKER COMPLIMENTS

To: **Gene Parker**

From: **Daisy Arrieta**

"I want to thank ITG's **Gene Parker**. Thank you for your flexibility when we need your help. Thank you for your hard work, dedication, and the extra effort you make to resolve our technical issues without hesitation. You are amazing and you definitely play a big role in our department."

To: **EDM-QC Team**

From: **Bryan Romero**

"I want to thank my **EDM-QC team** (Chris Cerrato, Eileen Fenner, Beverly Macdonald, and Dora Sandoval) for graciously accepting me as their new supervisor. Since Kim Dollin's retirement, the EDM-QC team has worked hard to keep the electronic records flowing effortlessly. They also pull together as a team and work well with each other. I give a BIG THANK YOU to EDM-QC!"



CUSTOMER COMPLIMENTS

About: **Edith Witherspoon**

A customer sent an email to the Office to commend **Edith Witherspoon** from the Customer Service Center's Support Services Unit for the excellent service she provided to her. She wrote, "The level of service and professionalism you demonstrate is absolutely amazing. It was certainly a pleasure working with you."

CLERK CONNECTION

Staff STANDs out in helping serve veterans

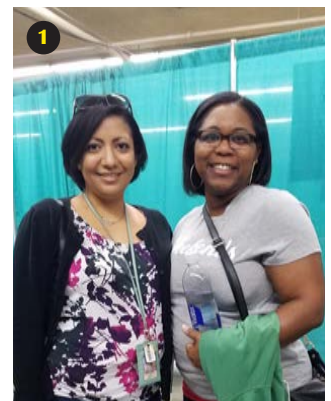
Clerk of the Court staff **stood up** once again to help with **Stand Down** this month. Stand Down is an annual event held throughout the nation where various agencies/governments come together to focus on veteran services. This year, here in Maricopa County, it was held Thursday, February 9 - Saturday, February 11 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. This year, **232 veteran cases** were heard, **33 pleadings** were filed (including **13 Petitions for Dissolution**), **49 Restoration Applications** were accepted and Criminal Financial Obligations completed approximately **175 requests** for financial balances in preparation for court appearances during the event. This is the seventh year that the Office has participated in the Stand Down event.

The staff members who participated in Stand Down 2017 included Courtroom Services managers, courtroom clerks, administrative assistance, Customer Service Center staff, and technical support. They were: **Criminal Financial Obligations - Cyndie Rego and Elizabeth Valencia; Courtroom Clerk - Sarah Beery, Alana Callahan, Elisa Canas, Katherine Faso, Yuriko Flores, William Harvey, Nikole McKinney, Veronica Morales, Lisa Popovic, Jacques' Porter, Kelly Shafer, Gina Vacanari, and Yvonne Zych. ITG - Drew Billups, Craig Gallegos, Veronica Lama, Gene Parker, Adrian Roberts, and Dave Rosenthal; Operations - Shannon Branham, Aide Estrada, Melanie Fay Alex Fimbres, Ana James, Stacy Kennow, Gaile Raines, and Ken Shipley.**

Document Services Administrator **Shannon Branham** said, "A huge thank you to all of the COC staff who participated in another highly successful Stand Down event! This event continues to grow in attendance and availability of services every year. It is a wonderful and exciting experience to work collaboratively with the court and other stakeholders to provide an efficient and resourceful path to justice for those who have sacrificed so much for us all."

In total, close to 1,850 veterans were assisted at the 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 Leads Sarah Beery and Jacques' Porter. 2) - Courtroom Clerk Kat Faso at the computer on the left. 3) - Courtroom Clerk Elisa Canas behind the desk on left. 4) - Courtroom Clerk Yuriko Flores at the computer on left and Supervisor Veronica Morales standing. 5) - Courtroom Services Supervisors Veronica Morales and Gina Vacanari.



CLERK CONNECTION

Completion of scanning project has e-normous results

A *scan-tastic* achievement was recently made by the Office. The scanning of more than **15.6 million pages of documents** in all case types with a file date older than 2002 were completed. Known as the **Adult Pre-2002 Scanning Project**, in total, it was a four and-a-half-year process to complete this massive undertaking. During the first year-and-a-half, a vendor was hired for the project and then during the past three years, the Customer Service Center Quality Control-Projects Unit worked to complete it. Except for older sealed documents still maintained on paper and very old documents already scanned to microfilm, all adult case type documents are now in electronic format. With this major project completed, approximately **21 million pages of older juvenile case type documents** are now the focus to scan and convert into the ECR.

Saturday service could bring new meaning to CSC acronym



The letter “S” in the Office acronym CSC, (which is the Customer Service Center) could stand for something else in the near future. “Saturday” might be the appropriate replacement word for the acronym...at least on the days of February 25, March 18, and April 22. The reason being is that these dates are all Saturdays and the

facility will be open for business from 9 a.m. - 3 p.m. on these days to process passport applications and issue marriage licenses to customers. 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 fiscal year, the Office offered Saturday service five times, plus once on a Sunday (Valentine’s Day) to provide convenience to customers. On those days, **310 passport applications were processed and 277 marriage licenses** were issued.



CLERK CONNECTION

Office has a "Leap Day" every February

There is not a "Leap Day" on the February calendar this year, but that doesn't mean there isn't one in the Marriage License and Passport Office (ML&P) this month. In fact, there seems to be a Leap Day every year in ML&P and it occurs on Valentine's Day or the Friday before Valentine's Day, if the holiday falls on a Saturday or Sunday. The reason for the Leap Day is because the staff often busily leaps to serve one couple after the other to assist them in purchasing a marriage license.

Traditionally, Valentine's Day (or the Friday before the holiday) is the 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. This year they issued **129 licenses**, which is less than the previous four years; however, it is an **all-time record when Valentine's Day is on Tuesday**. The previous high for a Tuesday Valentine's Day was 118 in 2012, and then 91 in 2006. Prior to that, the last Tuesday Valentine's Day was in 1995 when they issued 63. 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

**For the first time, the Office was open during the Valentine weekend on Sat., Feb. 13 and Sun., Feb. 14. Ninety-six additional licenses were issued on those days.



The Work Plan

County and Clerk's Office facility news

County plans to turn former jail into office space

Maricopa County reported that it has plans to turn the former Madison Street Jail, located at 225 W. Madison into office space. The jail has been closed since 2005 and no longer complies with corrections standards. The county has been faced with either tearing it down at a high cost or re-purposing it. The decision was made to transform it to provide the County Attorney's Office with approximately 230,000 square-feet of office space that will allow for secure access to the court facilities.

"The location is ideally suited for the county attorney-side of operations," Deputy County Manager Reid Spalding said. "If all goes well, it will be ready for occupancy in the Spring of 2019."

The jail was built in 1985 and housed approximately 700 inmates.



Artist renderings courtesy of DLR Group



New Southwest Regional Justice Center is dedicated



The County Board of Supervisors held a dedication ceremony this month for a new \$22.3 million Southwest Regional Justice Center at 10420 W. Van Buren Street in Avondale. Initially, the 75,757 square-foot facility houses the Agua Fria, Country Meadows, Maryvale, and White Tank Justice Courts. The County owns the surrounding land to the new justice center, and so future plans for the building may include expansion for the Superior Court, Clerk of the Clerk of the Court, and other justice agencies to fill the building.

Thinking of the outside of the box

The Southeast Adult (SEA) Filing Depository Box located by the employee entrance on the north side of the building will soon move to the main entrance on the south side of the building. The move is being made so that it is in a more convenient location for the public. The SEA box is one of four external filing depository boxes that are available 24 hours-a-day, seven days-a-week. Last fiscal year, the Office received **36,690 filings** in these external filing depository boxes.



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:

10 YEARS - Kendra Tiero

5 YEARS - Lorne Lambries, Milan Milic, Melinda Yelverton, Michael Sims and Larry Urewicz

NEW EMPLOYEES

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

- **Courier - Dean Kaar**
- **Courtroom Clerks - Corina Burgess, Diana Charbagi, Yanais Meraz, Melody Reed, and Dianna Sheets**
- **CSC Projects - Dianemarie Kinlichee**
- **CSC Public Records - Sulma Magana**
- **Downtown RCC/EDC - Alan Halliday**
- **eFile/Docket - Shelly Aviles**
- **NE EDM/Docket - Molly Blake**

Welcome!

EMPLOYEE MOVES

- **Ursula Maurin** transferred from CSC Support Services to the Northeast EDM/Docket.
- **Susan Lucero** transferred from the CSC Marriage License and Passport Office to become a courtroom clerk.
- **Judy Baker** transferred from the Filing Counter to eFile/Docket.
- **Catrina Ybarra** transferred from eFile/Docket to the Downtown Filing Counter.
- **Meaghan King** transferred from Courtroom Services to eFile/Docket.



IN THE PICTURE

The staff of the STAR Call Center (SCC) recently took time to pose for a group photo. The Star Call Center helps answer and route phone calls for the Clerk of the Court's Office. The SCC staff are: (back row, left to right) Cynthia Palmer, Francise Molina, Josette Serrano, and Ana Rodriguez. (Front row, left to right) Diana Cumings, Jenna Ashe (supervisor), and Vicky Carrizosa.

In Fiscal Year 2015/2016, the Star Call Center received more than **273,900 phone calls** from Clerk of the Court customers.

Special Features

Where in the world has the Record Times been?



Newsletter has "sweet" time in a new state

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 South America. This month, it is seen with an employee who was in America's South.



Pictured above is Public Affairs' **Len Keso**, who posed with the newsletter by Alabama's "Welcome" sign for tourists. This is the newsletter's first appearance in the state of Alabama. The states that the publication has yet to appear in are: Delaware, Maryland, Mississippi, New Hampshire, Rhode Island, Vermont, West Virginia, and Wyoming

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 **free attractions in the country**, according to a recent *USA Today* survey.

- 5) Central Park (New York, NY)
- 4) The Alamo (San Antonio, TX)
- 3) Birmingham Botanical Gardens (Birmingham, AL)
- 2) Garden of the Gods (Colorado Springs, CO)
- 1) Saint Louis Zoo (St. Louis, MO)



Record Times - Published monthly by the Public Affairs Office for distribution to Clerk of Court staff.
Chief Deputy - Chris Kelly / Len Keso - Editor

Clerk Work

Picturing staff who work for the Clerk
This month - **Rocio Venegas**



Department: Durango Juvenile Operations
| Title: Court Operations Specialist **| Years With Office:** 3 **| Something You Enjoy About Your Job:** There is ALWAYS work to do; keeps me busy. **| First Job:** Telemarketer for my dad's company. **| Hometown:** Born in Orange, CA, but raised in Phoenix. **| Something Memorable You Have Done:** A 36-hour drive to Guadalajara, Mexico with my family along the coast of Mexico – beautiful green scenery! **| Any Hobby or Special Collection:** I'm a soccer girl, but lately I've enjoyed hiking with my husband and kids. **| Favorite Vacation Destination:** Colima, Mexico tops my list. **| Favorite Meal:** I like different foods. **| Favorite Place to Eat Out:** My backyard! Nothing beats homemade food and family around the table. **| Favorite Sports Team:** In soccer, Mexico; in football, the Cardinals; and in baseball, the Dodgers. **| Someone You Would Like To Meet:** Chef Gordon Ramsey. He could teach me a thing or two in the kitchen and I wouldn't mind his criticism. **| Favorite TV Show/Movie:** Anything with superheroes. **| Something You're Proud Of:** Earning my associates degree with almost a 4.0 G.P.A., while caring for my newborn baby and having a hard family loss. **| What Would You Like To Be For A Day:** A CIA agent. **| An Ability You Would Like:** To play the piano **| Dream Car:** White Jeep Wrangler Rubicon with mud terrain wheels. **| Best Advice Given To You:** From my dad - "Nothing is guaranteed in life except death, so live your life and do your best." **| On Your Bucket List:** Buy an RV and take my family on a road trip across the US visiting all the hidden wonders.