

# RECORD TIMES

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



**The First Team** - (From left to right) Bryan Romero, Mona Oliva, Milan Milic, Cassandra Salt, Richard Gonzalez, and Maria Amaro (not pictured Eva Sanchez) are happy to finish first in 2016 for court collections among Arizona courts.

## Unit gets top *billing* in 2016

**Billing & Deferral Unit finishes 2016 ranked #1 in state for collection program**

**A** TIP of the cap goes to a special group in the Office for finishing 2016 as number one for 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 that manages TIP, collected \$1,772,366, which is the second most the Office has ever collected since participating in the DSO program starting in 1996. This is the first time though the Office has finished the year with a number one ranking among the various participating Arizona courts. They have historically finished second in Arizona behind the City of Phoenix. "I congratulate our hardworking staff for this great honor and accomplishment," Deputy Director **Becky Steele** said.

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## Preparing for the second new year of this year

**O**ne new year may have just started, but another type of new year will soon be here for the 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** are already making preparations for it. They met with the Maricopa County Board of Supervisors on Jan. 9 to present their FY 2017 - 2018 plan for the Office. The Board is the entity that makes decisions on budget allocations for each county office/department. Michael began the presentation by highlighting the Office's recent accomplishments including the inactive case scanning project, courtroom clerk initiative plan, and improvements to the Restitution, Fines, and Reimbursement system. He then discussed the upcoming challenges and needs of the Office.

At the end of the presentation, the supervisors were complimentary of the presentation and material he provided. The Board of Supervisors is expected to announce the budgets for county agencies in March. The Office's current FY annual budget is over \$36 million.



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

# Michael's Message

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



## Munch to talk about in 2017

A new year has arrived and I have new set of dates for my monthly munch meetings with you. I have held these monthly lunch-hour meetings for many years now and I continue to enjoy the opportunity they provide to meet with you.

For those of you who have not attended a munch or are new to the Office, I schedule these times called, "Munch with Michael" throughout the year at our various locations from noon to 1 p.m. They offer the chance for me to meet with you to discuss any office issues, update you on any county news, to share ideas, for me to answer any questions, and to simply have a time to get a little better acquainted.

As mentioned, the munches are held during the lunch hour, so feel free to bring your lunch when you attend. The munches are informal and so you are welcome to come in for a few minutes and then leave or stay the entire hour if you like. You can invite one of your co-workers to come along with you as well. If you have come before, please come again as many times as you like this year. If you haven't come to a munch, I encourage you to attend at least one this year. I would really enjoy meeting you.

Through the years, I have found the munches to be a rewarding and pleasant experience, and I hope it has been beneficial to you.

To the right is a list of the upcoming munches. A list of all the munches for the first quarter is available on our [COCWEB](#) under the "Employee News" headline.

Thank you and I will see at an upcoming munch!

### Munch With Michael Update

#### February 3

Southeast Juvenile  
Noon - 1:00 p.m.  
Cactus Room, 1st Fl.

#### February 21

Northwest  
Noon to 1 p.m.  
Cactus Room, 1st Fl.

#### March 7

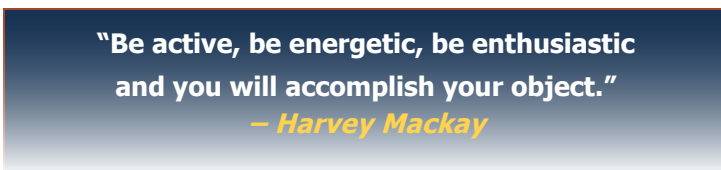
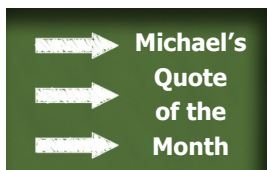
Southeast Adult  
Noon - 1 p.m.  
Conference Room

#### March 21

Downtown  
Noon - 1:30 p.m.  
TANG Conference Rm.  
ECB, Law Library, 3rd Fl.



Dates could change due to unforeseen scheduling conflicts. Notification will be provided should this occur.



# 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:** Angelica Mejia

**About:** SEA ML&PP Team

"I want to send a big THANK YOU to the **SEA ML&PP File Counter Team**. They have remained flexible and adjusted to their surroundings due to QMATIC being down. They have done an excellent job communicating and have continued to provide great customer service. Keep up the good work!"

**From:** Tracy Henninger

**About:** Courtroom Services staff

"I recently transferred to Southeast Adult. I want to thank all of the clerks in Downtown Criminal who made my first 2½ years as a supervisor a wonderful learning and growing experience. The **Downtown Criminal Courtroom Clerks** are an amazing and dedicated group and my decision to transfer was not easy. I also want to thank the **Criminal Supervisors** for being such a dedicated team. We were faced with many challenges over the past 2½ years and I couldn't think of a better group to go through the 'storm' with. I'm very excited to be given the opportunity to work at the SE facility where I will learn the other case types and develop relationships with new courtroom clerks. Thank you to **Samuel Pena, Sig Perez, Cindy Malnar** and **Debora Wells-Guevara** for making it happen."

**From:** Oni Boston

**About:** Muhammad Azam & Family Support Services Team

"The **Family Support Services team** has gone through several challenges during changes and transitions over the past few years. However, Azam (who became the supervisor two years ago), and the team have done a great job in working through those challenges. Kudos to Azam and the team for their work to overcome and

even achieve a 99% on their call statistics for three months running. They are doing an AWESOME job!"



## CUSTOMER COMPLIMENTS

**About:** Heidi Bell and Mary Brennan

Commissioner Clarke recently sent an email to the Office to commend the work of **Heidi Bell** and **Mary Brennan**. The commissioner wrote, "I would like to call to your attention the excellent and much-needed assistance our Division has received these past few days from Heidi and Mary. We had a large number of matters that needed to get done before close of business today. This incredible team worked so well together to get the huge workload done. They did everything I sent their way, all the while serving as courtroom clerks for the emergency and walk-in matters. We couldn't have done it without them! I nominate them both for special recognition!"

**About:** Karen Knowlton and Edith Witherspoon

A customer recently sent a very complimentary note to the Office regarding the service she received from **Karen Knowlton** and **Edith Witherspoon**. She wrote, "Thank you for your kindness, extraordinary efforts beyond measure, and giving help unconditionally. There are no words to express how amazing your customer service is. You both reached down into that place so often forgotten - the heart - and your help became all about fulfilling a request and pushing aside bureaucracy. Thank you both for the outstanding offering of help and humanitarian giving. You both are stellar individuals."



# CLERK CONNECTION

## Generous spirit displayed by Clerk/County employees

Clerk of the Court employees donated **\$2,964** to the recent County Combined Charitable Campaign. This is a \$120 increase over last year. The total donated amount from all Maricopa County employees who participated in the campaign was **\$275,458**.

## Staff stands up to assist with Stand Down event

For the sixth year in a row, the Clerk’s Office will participate in the **Veteran’s Stand Down Event**, which is being held Thursday, February 9 - Saturday, February 11 this year at the Veteran’s Memorial Coliseum. This is an event where various governments/agencies/organizations come together to focus on veterans issues. Remote courtrooms will be set up by staff of Superior Court and the Clerk’s Office to hear cases involving veterans. Several Clerk of Court staff members are involved in this project. Results of the event will be included in the February *Record Times*.

## OnBase Onformation

The following is a chart showing the annual document adult case totals (2003 - 2012) and adult and juvenile case totals (2013 - 2016) 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 - 2016 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	

# EMPLOYEES of the QUARTER

The Honorees For October - December 2016

## FRANCI SMOCK / Southeast Juvenile Operations

**Nomination** - "Franci Smock, SE Juvenile Lead, has been involved in several major projects and has ensured a successful completion of each one. Franci is responsible for coordinating the Southeast Juvenile staff and Durango work groups in an effort to clear all paper files from the Durango file room. She assisted with writing procedures for the inactive juvenile backscan process, traveled to the Customer Service Center to provide training for processing inactive juvenile files, and worked through the imaging process for adoption records to facilitate the proposed adoption cleanup project. In addition, Franci takes on other tasks and projects without any interruptions to her daily assignments or assisting staff in a professional and timely manner. Juvenile is grateful to have Franci as part of the team."



## JENNIFER ESCARCEGA / Courtroom Clerk

**Nomination** - "The Family Court Downtown Clerks would like to heartily thank and nominate Jennifer Escarcega for 'Employee of the Quarter' due to her consistent positive attitude, warm demeanor, and knowledgeable performance. Jennifer is an encouraging and highly-skilled clerk, who graces any division she is in, be it covering for another clerk or helping with ex-partes. She has trained numerous clerks while still always being available and open to answering questions when each of us get a little stuck. We often have dark days, but Jennifer is always upbeat and positive – our little ray of sunshine. She is an incredibly capable clerk, who is so vastly supportive of her fellow clerks. We can't think of a time when Jennifer declined to help when asked. She makes herself available to help, is proficient at her job, and is an absolute pleasure. Jennifer Escarcega is a treasure!"



## ANGELICA MEJIA / Southeast Adult Court Operations Supervisor

**Nomination** - "Angelica embraced the opportunity to transfer from her Criminal supervisor position, located downtown, to a supervisor position that wears many hats at the Southeast Adult Facility. She has demonstrated a strong focus to succeed in her transition – learning the processing of additional case types, Distribution functions, as well as the processing of marriage licenses and passport applications, and public record requests. Angelica has done an admirable job in taking on the responsibility to be on a fast track learning curve so that she is knowledgeable in all areas. She also has worked with the staff individually to learn the workflows. Her dedicated effort to meet this challenge demonstrates continued support of the Clerk's Office initiatives. These efforts are very much appreciated by the DRMS 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:

**15 YEARS - Rebecca Bennett**

**10 YEARS - Teresa Stemmons**

**5 YEARS - Kathie Rosenow, Lorrie Stogsdill, Dawn Van Hoorn, and Sarah Beery**

### NEW EMPLOYEES

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

- **Billing and Deferral Unit - Maria Ramirez-Munoz**
- **Courtroom Clerks - Megan Ortega, Dionise Martinez, Stacy Stewart, Jessica Johnson, Pamela Culp, Christina Mai, Alejandro Velasco, Valerie Burton, Lourdes Delatorre**
- **Customer Service Center Public Records - Diana O Polanco**
- **Downtown Filing Counter - Clarissa Cruz, Erica Parris, and Lizethe Rivas**
- **Human Resources - Kecia Powell**
- **Juvenile Courtroom Services Specialist - Christie Wilson**
- **Southeast Adult File Counter - Maria Huitron**
- **Training and Development - Robin Shearer-Feeling**

### EMPLOYEE MOVES



- **Alejandra Larios** was promoted from Human Resources Director to Administrative Services Administrator.
- **Mary Brennan** was promoted from the SE Juvenile Filing Counter to become a Southeast Adult Courtroom Clerk.
- **Veronica Morales** was promoted to Downtown Criminal Courtroom Services supervisor. She was serving as a courtroom clerk.
- **Dora Sandoval** transferred from Civil eFile to Electronic Document Management Quality Control.

### IN THE PICTURE

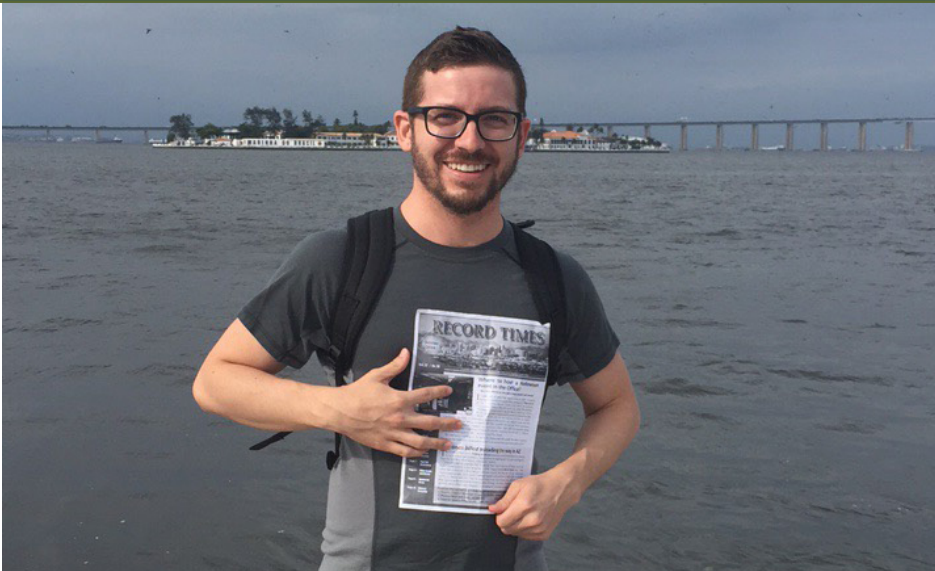


This month, **Kim Dollins** (in photo, center), who served in Electronic Document Management - Quality Control, retired after 40 years of service. She was the longest-serving employee in the Office. In attendance at her retirement party were Family Support Services' **Darlene Pierson** (in photo, left) and Electronic Document Program Manager **Mark Jensen** (in photo, right). Darlene is now the longest-serving employee in the office with close to 36 years of service and Mark is second with close to 36 years (there is only a one month difference in their total service). Following are the employees who rank 4 - 11 in their service to the Clerk of the Superior Court's Office:

- |                              |                                 |                                   |
|------------------------------|---------------------------------|-----------------------------------|
| 3) Pete Roman - 34.9 years   | 4) Terri Pavia - 34.5 years     | 5) Andy Rodriguez - 31.11 years   |
| 6) Mary Rogers - 30.4 years  | 7) Maridel Soileau - 30.2 years | 8) Jan Price - 30.1 years         |
| 9) Aurora Avina - 29.7 years | 10) Michael Jeanes - 29.7 years | 11) Richard Gonzalez - 29.6 years |

# Special Features

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



### Newsletter travels to a new 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 the “Big Sky” country of Montana. This month, the newsletter is spotted in another country all together.

Pictured above is Accounting’s **Antonio Canisales**, who brought the newsletter with him on his trip to Rio de Janeiro in Brazil. The photo is taken outside the Museum of Tomorrow. This is the newsletter’s first appearance in Brazil and only its second appearance in South America. (It was pictured in Peru several years ago).

**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 west coast beaches in the country.

- 5) Cannon Beach, Cannon Beach, OR
- 4) Crystal Cove State Park, Laguna Beach, CA
- 3) Hulopoe Bay, Lanai, Hawaii
- 2) Kaanapali Beach, Maui Hawaii
- 1) Hunnington Beach, Hunnington Beach, CA

Source: Reader’s Choice Awards



**Record Times** - Published monthly by the Public Affairs Office for distribution to Clerk of Court staff.

Chris Kelly - Chief Deputy / Len Keso - Editor

## Clerk Work

Picturing staff who work for the Clerk

This month - **Tamara Hight**



**Department:** Southeast Juvenile Operations | **Title:** Court Operations Specialist | **Years With Office:** 4½ years | **Something You Enjoy About Your Job:** My co-workers. They make me laugh. | **Your First Job:** I was a cashier at a wallpaper and paint store. | **Hometown:** Yorba Linda, CA | **Something Memorable You Have Done:** Hot air ballooning with my daughter. | **Any Hobby or Special Collection:** Vacationing | **Favorite Vacation Destination:** Either a Disney cruise or Hawaii. | **Favorite Meal:** All of them. | **Favorite Place to Eat Out:** My husband and I always enjoy our experiences at The Melting Pot. | **Favorite Sports Team or Sport:** I can’t really say I have one. | **Someone You Would Like To Meet:** Oprah Winfrey | **Your Favorite TV Show or Movie:** *Sophie’s Choice*, *Silver Linings Playbook*, so many more... | **Something You Are Proud Of:** My heritage. | **What Would You Like To Be For A Day:** Anything worthy needs to be than one day. | **An Ability You Wish You Had:** To complete all house chores with only a snap of my fingers. | **Any Hidden Talents:** No, but I am a self-proclaimed Excel nerd. | **Your Dream Car:** the self-cleaning, self-maintenance, self-fueling, never costs any money kind. | **Best Advice Someone Has Given To You:** Obstacles are only speed bumps - they may slow you down, but they won’t stop you. | **Something on Your Bucket List:** to hone the art of hula.



# QUICK QUESTION

What winter destination would you like to travel to?

**Susan Morris** - I would like to go the Penguin Post Office at Port Lockroy, Antarctica where you can get up close and personal with Gentoo penguins.

**Meaghan King** - Finland! To stay in an igloo and watch the Northern Lights!

**Laura Bedford** - I would like to travel to Germany during the winter season. They have numerous festivals, German Christmas markets, and I would enjoy skiing the Bavarian Alps. The celebrations and food would be fantastic.

**Amber Hatfield** - I would like to take my Fat Bike up to Bend, Oregon and ride the groomed trails. Riding in the snow is fun!

**Becky Steele** - Iceland, to see the Northern Lights, active volcanoes, and glaciers. This has been on my bucket list for years. I went to Alaska to see the Northern Lights/glaciers, but the conditions weren't right, and so I didn't see them. The sun didn't produce the conditions to get the Northern Lights and Glacier Bay was foggy, so I could hear the glaciers breaking off, but wasn't able to see them.

**Matt Martin** - Neuschwanstein Castle in Bavaria, Germany. I would like to stay there overnight someday in the dead of winter.

**Lisa Popovic** - I would like to travel to Alaska again. I have never seen anything so beautiful as the breathtaking mountains and glaciers in Alaska.

**Pam Crawford** - My dream winter destination is the state of Maine. I want to ice fish and see all of Maine in the winter season.

**Terri Pavia** - My favorite winter destination would be Tahiti.

**Farah Azadeh** - Puerto Rico, because it is always 80+ degrees. My family out there does not even have sweaters.

**Mary Rogers** - I would like to travel to my hometown Springfield, Illinois where my ancestors sweated, worked and made wagons; some of them even knew Abraham Lincoln and his family. I would also like traveling to the Great Barrington area of Massachusetts where some ancestors lived around Monument Mountain...they were very well known there.

**Heather Murillo** - Bora Bora