

# RECORD TIMES

July  
2017

Vol. 23 / No. 7

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



## Who is the person behind those judge portraits?

**Artist's BRUSH with law goes way beyond courthouse**

**F**or those employees who work or have worked at the Downtown Court complex, more than likely you have seen the long row of portraits of former Superior Court judges that hang in the corridor between the Central Court and East Court buildings. Ever wonder who painted those portraits? The answer is Lawrence Williams, who is now deceased, but lived

in Sherman Oaks, California. During his life, Mr. Williams painted thousands of oil portraits which hang all over the world. Besides painting over 200 judges for the Maricopa County Superior Court, the Arizona Supreme Court and the Sandra Day O'Connor U.S. Courthouse, Williams painted portraits of celebrities, lawyers, philanthropists, college presidents, politicians, and business, military, and religious figures. Among the celebrities he painted were Jay Leno, Bob Hope, and Marilyn Monroe, but one his favorite paintings was of the famous media icon Walter Kronkite. He also created portraits of the U.S. presidents for a California-based department store chain.

## New File Counter is getting busier each month

**C**lerk of the Court employees are known for "going the extra mile" for customers, but this year the Office also began "going the extra file" for them as well – as in offering an extra file counter. The new file counter is located in the Superior Court's newly-created Law Library Resource Center (LLRC), which recently opened to provide service to those in need of legal information and assistance with court matters. The Clerk's Office worked with the Superior Court to include a file counter window in the LLRC so patrons can file protective orders and make other filings. In its first six months, customers seem to like the Office's "extra file" effort as there has been an increase in transactions each month. The total transactions in January were 406, which almost doubled to 802 in March, and then they jumped to 1,020 in June.



Dawn Vandeberg opens up the Clerk's newest file counter on a Friday morning.

"The new file counter is truly a one-stop shop for many Family Court filings," Clerk of the Court Michael Jeanes said. "I am pleased court customers are utilizing the file counter."

### IN THIS ISSUE:

Page 2 - Michael's Message

Page 3 - Timely Service

Page 4 - Clerk Connection

Page 5 - eUpdate

Page 6 - Employees of the Quarter

Page 7 - County Chronicle

Page 8 - Special Spotlight

Page 9 - Employee News

Page 10 - Special Features

# Michael's Message

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



## In "other's" words

Each week in my "It's Friday" message I like to include a quote along with the listings of events and trivia. I also usually include a quote in this monthly newsletter column. I believe quotes can inspire, motivate, communicate an idea in a fresh way, emphasize an idea or thought, bring new insight, and illustrate a point a view in a concise, creative, memorable way. With that in mind, I thought this month I would simply list some inspiring quotes that could be applied to our work here.

"The right angle to approach a difficult problem is the try-angle." - Unknown

"Well done is better than well said." - Benjamin Franklin

"Things work out best for those who make the best of how things work out."  
- John Wooden

"Great work is done by people who are not afraid to be great."  
- Fernando Flores

"It is not the hours you put in your work that counts, it is the work you put into your hours." - Sam Ewing

"Nothing great was ever achieved without enthusiasm." - Ralph Waldo Emerson

"The great thing in this world is not so much where we are, but in what direction we are moving." - Oliver Wendall Holmes

"It is never crowded along the extra mile." - Napoleon Hill

"Do what you can, with what you have, and where you are." - Theodore Roosevelt

"Coming together is a beginning; keeping together is progress; working together is success." - Henry Ford

These are all great quotes and hopefully they are inspiring to you, but I must say the ones that I enjoy most are the ones I read from our customers about you. Thanks for your great work!

## Upcoming Munch With Michael Dates

### August 1

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

### August 10

Northwest  
Noon - 1 p.m.  
Jury Rm. 121

### August 23

Southeast Adult  
Noon - 1:00 p.m.  
Conference Rm.

### September 2

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



# 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 Filing Counter

**Jessica Bernal** - "Jessica provided excellent service."

**Evelyn Laborin and Darlene Lopez** - "Evelyn and Darlene were above and beyond my expectations."

## CO-WORKER COMPLIMENTS

**About: Gene Parker**

**From: Sig Perez**

"A big thank you to **Gene Parker**. He was able to locate a training lesson plan that I spent many hours working on. When I opened the document and found it was blank, he heard my panic cry for help and immediately helped me maneuver my desktop until we found the document saved under a different file name. Not only is Gene always willing to answer all of my questions, but he is always friendly and happy to help. He truly is the biggest life saver ever!"

**About: Tracy Henninger**

A Clerk employee sent a compliment to Courtroom Services Manager Sig Perez to let her know how much she appreciated Courtroom Services Supervisor **Tracy Henninger**. The staff members said Tracy is always prompt and always goes above and beyond. She said Tracy makes time for others and has many positive attributes.

## CUSTOMER COMPLIMENTS

**About: Customer Service Center Marriage Licenses and Passports staff**

A customer recently wrote a note to the Office saying how pleased she was with the service of the **Marriage Licenses and Passports staff at the Customer Service Center**. She wrote, "Friendly and professional employees. Knowledgeable and gave accurate instructions on the process. Thank you so much!"

**About: Maria Amaro**

A customer, who Criminal Financial Obligations Lead Joe Cobos assisted, asked him to convey to Billing and Deferral's **Maria Amaro** how much she appreciated her assistance with a case. She said Maria was very professional, patient, and knowledgeable.

**About: Alyssa Delgado**

A bailiff sent an email to Courtroom Services Supervisor Linda Berger to let her know what a great job that Courtroom Clerk **Alyssa Delgado** is doing in her division. She wrote, "I am so glad we got Alyssa as our court clerk. She is amazing. She is so efficient and goes out of her way to help. She always makes sure she can do what is best for others. She makes my job easier and she is so fast. She gets our ME's out the same day. I have never met a clerk like her!"



**About: Ariel Driver**

A paralegal sent an email to Michael Jeanes about eFile's **Ariel Driver** letting him know about her excellent service and help. She said how much she appreciated Ariel's assistance. She said Ariel was very, very helpful, pleasant, efficient, and thorough! She said, "FIVE STARS! Highly recommend."

# CLERK CONNECTION

## An annual look at the feats of the receipt

Seven years ago, a new receipting system was implemented for the Office, the Superior Court, and Adult Probation. The system provided several new features and made it easier to generate reports, acquire statistical information, and offer increased functionality. The Clerk's Office issues receipts at all filing counters, public counters, as well as marriage license and passport offices.

**TODAY:** This past fiscal year (July 1, 2016 - June 30, 2017), **687,016 receipts** were created in the system. These receipts totaled **\$139,284,002.12**. The amount of receipts was **8,384** less than the previous year, but the total amount of the receipts was **\$9,805,250.71** higher than the previous year's total.

**\*\*NOTE:** Since going live with the new receipting system, the Office has processed almost six million receipts (**5,989,543**) that total **\$968,919,173.74** which is almost \$1 billion.



## Northwest Court turns 15 this month

On July 22, it was the 15-year anniversary of the opening of the Northwest Regional Court (NW). When the building opened, it was 25,000 square-feet and it held four courtrooms, a law library, Self Service Center, and for the Clerk's Office, there was a filing counter for probate, civil, and family court cases. There were eight Clerk staff members (filing counter and courtroom clerks) assigned there, plus a rotating management team.

Today, the building has doubled in size as it was expanded in 2005 to include four justice courts. The Clerk's Office area has also changed since that time. In 2006, the Office expanded its filing counter services at NW to also include issuing marriage licenses and processing passports. Last year, the filing counter was completely remodeled and the office working area has also been remodeled.

Currently, there are five courtroom clerks assigned at NW and there are seven other staff members who are cross-trained to do filing counter, marriage licenses/passports/public records, docket and electronic document management (scanning). There is also a lead staff member, a supervisor and a manager who rotates between NE and NW.

This past fiscal year (July 1, 2016 - June 30, 2017) the NW Office issued **2,687 marriage licenses**, processed **5,708 passports**, scanned **319,301 pages**, scanned **71,782 documents**, and the total dollar amount of receipted transactions was **\$3,622,852.22**.



Michael Jeanes - On Opening Day for the NW Court in July 2002



The NW Court in 2005



The NW Court today



The Clerk of the Court's NW Filing Counter today

# eUPDATE

## On pace with OnBase

In baseball terms, “on base” means a player(s) is in a position to score a run when needed. In the Clerk of the Court’s Office, the word “OnBase” means there are court documents in position to be accessed electronically when needed. OnBase is the name of the program used to manage the Clerk’s electronic court record. Currently, the Office has more than **60 million documents** in OnBase. This amount includes adult court documents, inactive documents, transcripts (all back-scanned documents and transcripts), marriage licenses, and juvenile documents. In addition, **64 agencies** have been granted access to OnBase, which is up from 57 agencies just two years ago.

The Office has been building its electronic repository since 1997 when a pilot program in the Probate area began scanning and converting the paper documents filed with the Office to electronic format. In 2002, scanning was expanded to all adult case types and marriage licenses. In 2012, scanning began in the juvenile case-type. The following are the agencies with OnBase access (other than the Clerk of the Court):

### ONBASE

#### MARICOPA COUNTY

Adult Probation; Assessor’s Office; Correctional Health Services; County Attorney; Juvenile Court; Juvenile Probation; Legal Advocate; Legal Defender; Office of the Public Advocate; Office of Public Defense Services; Public Defender; Public Fiduciary; Sheriff’s Office; STAR Call Center; Superior Court; Treasurer’s Office

#### STATE OF ARIZONA

Administrative Office of the Court; Attorney General; Court of Appeals - Division One; Board of Executive Clemency; Commission on Judicial Conduct; Department of Administration; Department of Child Safety; Department of Corrections; Department of Economic Security; Department of Juvenile Corrections; Department of Public Safety; Department of Revenue; Department of Transportation; Foster Care Review Board; Office of the State Capital Post Conviction Defender; Public Safety Personnel Retirement System; Registrar of Contractors; Supreme Court - Chief Justice Office; Water Master’s Office

#### OTHER ARIZONA COUNTIES

Cochise County Juvenile Probation; Gila County Assessor’s Office; Gila County Attorney - Child Support Division; La Paz County Attorney - Division of Child Support Enforcement; Navajo County Attorney - Child Support Division; Pima County Assessor’s Office; Pima County Attorney’s Office; Pima County Department of Finance and Risk Management; Pinal County Attorney’s Office - Civil Division; Pinal County Juvenile Probation; Yavapai County Adult Probation; Yavapai County Assessors’s Office; Yavapai County Attorney’s Office; Yuma County Juvenile Probation

#### FEDERAL

Federal Bureau of Investigation; Federal Public Defender; U.S. Probation; U.S. Pretrial Services

#### OTHER

City of Chandler, City Attorney’s Office; City of Glendale - City Court; City of Mesa - City Court; City of Phoenix - Office of City Prosecutor; City of Phoenix Police Department; City of Scottsdale - City Attorney’s Office; City of Scottsdale Police Department; Community Legal Services; Maricopa Integrated Health System; Surprise City Prosecutor’s Office; State Bar of Arizona; Maricopa Integrated Health System

**Clerk of the Superior Court**

# EMPLOYEES of the QUARTER

The Honorees For April - June 2017

## MONA OLIVA / Billing and Deferral Unit

**Nomination** - Ramona "Mona" Oliva in the Billing and Deferral unit brings such a positive energy to our unit with her quirky sense of humor and quick wit. She is always willing to assist others with their daily tasks when hers are completed. Her attitude promotes great customer service and staff morale.

**Deputy Director Comment** - I understand how fast-paced and demanding the workload can be when handling customers with court debt. It can often be difficult to navigate through high emotional conversations, especially given the sheer volume of payments coming through. It is very comforting to know we have staff who are positive and manage the interactions with court customers well. A positive attitude wins every time!



## JACQUES PORTER / Criminal Courtroom Services Lead

**Nomination** - Jacques has worked tirelessly in the training and development of our criminal courtroom clerks. She puts 100% into her work every day. As a result, she has helped create a solid foundation in the past five to six classes of new criminal courtroom clerks. Jacques has also built relationships of mutual respect with members of the bench, which has resulted in excellent courtroom training experiences. She is admired and respected by her peers and is constantly sought after for advice and guidance.

## CHRISTINA FLORES / Downtown Family/Civil/Probate Filing Counter

**Nomination** - Christina goes above and beyond both personally and professionally for every one of her co-workers. Personally, she organizes pot lucks, hand-creates personalized birthday cards, and provides a personal treat for every person in her department on their birthdays. Professionally; she has taken the initiative to step up and assist new employees when needed. She allows you to shadow her and practice tasks with hands-on training. Even if we slow down her process, she is always very patient and makes the job fun and offers encouragement in every effort and learned task. Christina is an awesome person.



## ANDREW SCHMIDT / Courtroom Services Supervisor

**Nomination** - Andrew took the time to go ABOVE AND BEYOND his job duties as a Courtroom Clerk Lead, and he has recently been promoted to Courtroom Clerk Criminal Supervisor. Andrew has always taken the time to answer questions and always makes co-workers and new clerks feel welcomed. He encourages you to do your best during times when you feel like giving up. No matter what he is doing or how busy he gets, he always takes time to help. He is very deserving of this award. Andrew is a HUGE support system. He makes great efforts for all courtroom staff.

# The County Chronicle

News items from Maricopa County

## A few highlights of the county's new fiscal year budget

Besides the pay for performance increases, here are a few highlights from the Maricopa County Board of Supervisors recently adopted **\$2.49 billion budget** for Fiscal Year 2017 - 2018:

- The budget is an increase over last years, \$2.356 budget.
- The capital projects approved for spending include:
  - ◆ \$82.29 million for design and construction of a new jail intake facility (ITR). Using money already set aside, the county will build a 1,280 bed jail on the Durango campus with a separate, 512-bed holding facility for stays of 72 hours or less.
  - ◆ \$31.97 million for a public safety radio system. When completed, the system will reduce or eliminate drops in radio frequency coverage for law enforcement across all 9,200 square miles of the county, increasing public safety and allowing the county to comply with federal law.
  - ◆ \$37 million to convert an unused facility at 225 Madison into working space for the Maricopa County Attorney's Office.
  - ◆ In addition to balancing the budget without increasing the tax rate, the County has retained two months of expenses in case of emergency. Meanwhile, the county's levy (the total amount of taxes collected) is \$148.2 million below the state limit. This means Maricopa County government is operating in a way that requires less tax money.

"Looking ahead, we are optimistic about Maricopa County's long-term strategy for growth and financial stability," Maricopa County Supervisors' Chairman Denny Barney said. "We worked for months with other elected officials, the judicial branch and department managers to craft this budget," Chairman Barney said. "There were many changed processes and existing funds reallocated, which helped us get to a budget that meets our needs and long-term goals."

## County Parks offering an array of classes on July 29

The Maricopa County Parks and Recreation Department is sponsoring several classes on July 29 for interested residents. They include:

- **Bat Crazy** - Sat., July 29 from 8 - 9:30 a.m. at the Cave Creek Regional Park
- **In Search of Bats** - Sat., July 29 from 6 - 7 p.m. at the Cave Creek Regional Park
- **Wildlife of Maricopa County** - Sat., July 29 from 12 - 1 p.m. at Lake Pleasant Regional Park
- **Sonoran Desert Basics** - Sat., July 29 from 7 - 8 a.m. at San Tan Regional Park
- **Beginner Mountain Bike Ride** - Sat. July 29 from 7 - 9 a.m. at San Tan Regional Park

For more information, you may visit the Parks and Recreation Department's [calender of events](#).

# Special Spotlight

on the Administrator team members

This Month: **Cindy Malnar**



**Title:** Administrator, Courtroom Services

**Years with Office:** 16 years

**Something You Enjoy About Your Job:** Being able to work with people who have a lot of ambition.

**What Areas Do You Oversee:** Criminal Courtroom Services.

**Your First Job:** Trash collector and destroyer for a large retail store.

**Hometown:** Chicago, IL – the home of the 2016 World Series Champion Chicago Cubs.

**Something Memorable You Have Done:** Parasailing.

**A Hobby or Favorite Activity:** Love to watch the hummingbird wars in my backyard.

**Best Vacation Spot:** Lake Vermillion, Minnesota

**Favorite Place to Eat Out:** “Tides” in Nahant, Massachusetts.

**Favorite Sports Team or Sport:** See my “Hometown” answer.

**Someone You Would Like to Meet:** Donald Trump

**Favorite TV Show or Movie:** *The City of Angels*

**Favorite TV Show When Growing Up:** *The Bionic Woman*

**Something You Are Proud Of:** My health, because I have worked very hard at it.

**What Is Something That Is On Your Bucket List...**Camping out of my Prius for a month (but not in my driveway like normal).

**Nobody Would Believe It If They Knew...**I was the homecoming queen of my peewee football cheerleading squad when I was 10-ish.

**Before Working Here, What Was An Interesting Job You Have Had:** I was an activity director at an Alzheimer’s Facility.

**What Advice Do You Have For A New Clerk Employee:** Do not limit yourself in any way.

**What Do You Like Most About Working Here:** The variety of work.

**Do You Have A Favorite Quote:** “If you are not out practicing, someone is out-practicing you.”

**What Do You Like To Do In Your Spare Time:** Watch the hummingbird wars.

**What Is An Ability You Wish You Had:** To be able to sing.

**What Is Your Dream Car:** One that never needs to leave my garage because I am retired.

**Have You Ever Won Anything? What Was It?** Lots of things - I win every contest at every COJET class, especially the ones I make up.

**If Given a Chance, What Would You Like To Be For A Day:** The San Diego Chicken

**Who Would You Like To See in Concert?** There are so many that it is hard to list just one.

**Who Has Been The Most Influential Person In Your Life And Why:** My grandmother, because she was the wisest person ever to walk the earth.

**Three Important Business Skills:** Listening, caring, and collaborating.

**Do You Have Any Hidden Talents:** Nope, they are all very well known.

**Best Advice Someone Has Given You:** Carefully choose those whose opinion matters to you.



# The Inside Track

## on Employee News

1

2

3

4

### BIRTHS

- Congratulations to Family Support Services' **Elisa McGrath** on the birth of her 7 lb. great grandson on June 12. Her new grandchild's name is Andres Rene.
- Congratulations to Durango Juvenile Courtroom Clerk **Rocio Mendivil** on the birth of her 7 lb. 9 oz. grandson on June 26. Her new grandchild's name is Luis Daniel.
- Congratulations to Durango Juvenile Courtroom Clerk **Giovanna Salazar** on the birth of her 7 lb. 14 oz. baby boy on June 28. Her new son's name is Liam Grayson.
- Congratulations to SE Juvenile Lead **Franci Smock** on the birth of her grandson on July 7. His name is Hudson Alexander and he weighed 8 lbs. 14 oz. This is Franci's second grandchild.
- Congratulations to Management Analyst **Larry Urewicz** on the birth of his identical twin granddaughters on July 17. Their names are Audrey Lynn (5 lbs. 6 oz.) and Hanna Nicole (5 lbs. 7 oz.).



### OFFICE ANNIVERSARIES

The following Clerk employees reached their milestone anniversaries with the Office in June/July:

#### 30 YEARS

**Richard Gonzalez**

#### 15 YEARS

**Justin Spelgatti**

**Monica Randez**

**Donna Kenney**

#### 10 YEARS

**Shannon Bowdoin**

**Lois Rees**

#### 5 YEARS

**Julie Garcia**

**Michelle Figueroa**

**Tamara Hight**

**Andrea Rodriguez**

**Brian Colwell**

**Bryan Romero**

**Margarita Yanes**

**Debora Wells-**

**Guevara**

#### 25 YEARS

**Donna Hall**

Congratulations!

### NEW EMPLOYEES

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

- **Courtroom Clerks - Valeria Andrews, Heather Boelter, Charles Botz, Alicia Calderon Kimberly Cruze, Avril Goodwin, Melissa Hollenbeck, and Victoria Vale**
- **Criminal Filing Counter - Amy Gamble**
- **CSC Marriage Licenses and Passports - Gloria Rodriguez**
- **eFile Team - Regina Sotelo**
- **Family Support Services - Vanessa Trinidad**
- **NE Docket/EDM - Ivette Alvarez**
- **NE Filing Counter - Flora Luna-Hayden**
- **Pre-02 Imaging Project - Heline Johnson-Roslan, Susan Loe, and Jasmyne Acevedo**
- **RCC/EDC - Chelsea Furman-Kosut**
- **SEA Filing Counter - Stephanie Pacific**

New!

# Special Features

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



### Newsletter's Post Office picture gets STAMP of approval

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 had traveled outside of the United States to Aruba. This month, it is seen with an employee who was simply outside in the United States.

Pictured above is SEA Court Operations Manager **Kathy Whittiker**, who took time to pose for a photo with the newsletter in front of the U.S. Post Office at Flagler, Colorado.

**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 is preferred);
- 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.

## Take

# 5

This month's list of five is ... **the top five things to do in the United States during the month of August** according to *Trip Savvy*. The events are listed in alphabetical order.



- 1) **Burning Man Festival** - Held at the end of August in the temporary Black Rock City in Nevada. The event ends with a burning of a large wooden sculpture in the shape of a man.
- 2) **Maine Lobster Festival** - Held the first week of August in Rockland, ME. It is five days long and attracts people from all over the world.
- 3) **Payson Rodeo** - Held in mid-August in Payson, AZ. It is the world's oldest continuous rodeo having been established in 1884.
- 4) **Sturgis Motorcycle Rally** - Held in mid-August in Sturgis, South Dakota. It is the oldest and largest event for motorcycle enthusiasts.
- 5) **World's Longest Yard Sale** - Held the first Thursday of August. It is 690 miles long and the route travels through six states; Michigan, Ohio, Kentucky, Tennessee, Georgia, and Alabama. The majority of the route follows Highway 127 from Addison, MI in the north to Chattanooga, TN in the south.