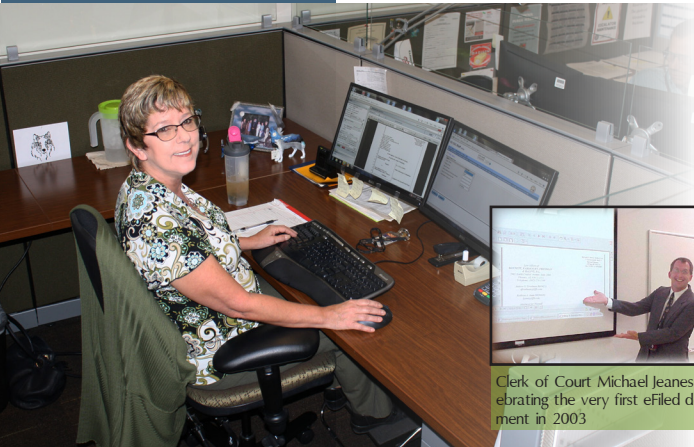


RECORD TIMES

September
2017

Vol. 23 / No. 9

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



Clerk of Court Michael Jeanes celebrating the very first efiled document in 2003

The eFile Smile - Kelle Dyer, one of the busy staff members of the Office's eFile Team today, takes time to smile while reviewing documents and assisting customers.

The eFile style

eFiling is rapidly growing each year

In 2003, the Office accepted its first eFiled document through a pilot project in Civil Litigation cases only. Fourteen years later, the Office accepts eFilings in all case types (except Juvenile & Probate) and each year the amount received has increased. This past fiscal year (FY16/17), a total of **800,435** eFiled documents were received, which was an increase of 85,839 from the past year (15/16). In the past five years, more than **3.1 million documents** have been received via eFile.

The Office has **26 staff members** who accept all of these documents, review them, and then send them to the Docket. In looking ahead, it appears their workload is **e-ssentially** going to continue to increase.

What is the Donation Leave Program?

Periodically, the Human Resources (HR) Office sends out an email on behalf of an employee who is out due to a serious medical condition. Depending on the nature of the event, the employee may be out for an extended period of time and will deplete their leave accruals. If the employee is not eligible or does not have short term disability as a benefit, they can apply for donations of leave. If approved, the HR team sends an email to staff announcing that the employee is interested in donations. Any staff who is interested in donating their vacation accrual to help an employee who is out of work may do so by completing the necessary form provided in a link with the HR email. Throughout the years, the program has helped many Clerk employees.

If you are interested in donating vacation time to a co-worker, be on the lookout for the HR emails that contain the designated form. Once the form has been completed, follow the instructions in the email to have the donations processed. If you have any questions regarding this program, you may email HR Analyst, **Jennifer Wight**.



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Michael's Marks



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

by Michael K. Jeanes
Clerk of the Superior Court



✓ Interesting Office Statistics

- ▶ An average of **37,001** pieces of paper are filed with the Office daily.
- ▶ The Office processes an average of **14,890** documents daily.
- ▶ The Office processes an average of **\$572,198** in monies daily.
- ▶ The Office averages **9,424** transactions through the Cash Management System daily.

✓ Customer Service Week

National Customer Service Week is coming October 2 - 6. I just want to thank you for the outstanding customer service you provide throughout the year and not just one week. I applaud you!

✓ Reminder - Legal Advice vs. Information (What We Can/Can't Say)

We Can -

- ▶ Explain and answer general questions about how the court works.
- ▶ Give general information about court rules, procedures, and practices.
- ▶ Provide the number for lawyer referral services, legal aid programs, and other services to get legal information.
- ▶ Provide court schedules and information on how to get a case scheduled.
- ▶ Give information from a case file that is not restricted.
- ▶ Provide court forms and instructions that are available.
- ▶ Answer questions about court deadlines.

We Can't -

- ▶ Tell whether or not to bring a case to court.
- ▶ Tell what words to use in court papers or whether they are correct.
- ▶ Tell what to say in court.
- ▶ Give an opinion about what will happen if a case is brought to court.
- ▶ Conduct legal research.
- ▶ Talk to the judge for a person or let them talk to the judge outside of court.

✓ Upcoming Munches - Following are two upcoming Munches I have scheduled:

- **October 2** Northeast - Noon - 1 p.m. / Multi-Purpose Room
- **October 4** Durango Juvenile - Noon - 1 p.m. / COSC Conference Room



Timely Service

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

CUSTOMER CARD COMMENTS

SEA Marriage License and Passports

- **TeriLee Harney** - "I think Teri-Lee did a great job."
- **Connie Sinsabaugh** - "Connie was so helpful! She is great!"

NE Courtroom Services

- **Kathy Hartley** (received five customer comment cards)-
 - ◆ "Professional, helpful, and courteous."
 - ◆ "Very helpful."
 - ◆ "Wonderful."
 - ◆ "Fantastic and helpful."
 - ◆ "FANTASTIC!"

NE Filing Counter

- **Ellisha Flores** - "Ellisha personifies professional, helpful, perfect customer service. She is by far the best civil servant I have ever experienced. She was fantastic."
- **Ellisha Flores & Lisa Cooper** - "Both ladies were extremely friendly & helpful. Wonderful!"
- **Caitlyn Troxel** - "Caitlyn was courteous, friendly and showed understanding. Very professional. Excellent customer service."
- **Brian Colwell** - "Deputy B. Cowell was a tremendous help. Very nice & professional."
- **Leslie Groeneveld** - "She was helpful! Had information about everything we needed."
- **Kristy Kee** - "The clerk went above & beyond her job. She was very patient, understanding, and very helpful. She answered all our questions with care and professionalism."
- **Nicole Butzbach** - "Amazing personality."

- **Kelsey Norton** - "Super friendly and helpful. Made the visit go more smoothly."

CO-WORKER COMPLIMENTS

About: Connie Pitts

From: Jenny Black

"I would like to thank **Connie Pitts** for taking over the supervision of the entire juvenile courtroom clerk team at Durango/OCH while we were down a supervisor. Her assistance was greatly appreciated!"



About: SE Juvenile Operations Staff

From: Sharayah Dunst

"Thank you to the SEJ Ops team (**Tamara Hight, Velia McIntyre, Jennifer Weathersby, Delia Garcia-Soto, Melissa Menard, Sameera Mohammed, Kathie Rosenow, Monica Randez, and Franci Smock**) for all of their hard work. They are all willing to go above and beyond and have taken on additional tasks and projects; all the while ensuring daily duties are completed. I am grateful to be a part of this great team!"

About: Photo Contributors

From: Len Keso

"Thank you to everyone who sends in photos of themselves with the newsletter on their vacation for the photo feature on [page 9](#)."

CLERK CONNECTION

Are you bat-ting around the idea of participating in the Office's annual costume contests?



“Dress for success” takes on a new meaning in the Office on Tuesday, Oct. 31. On that day, the Office will conduct its **Annual Costume Contest** that allows employees to dress up in costume for the chance to see if they are successful in winning in one of the different costume categories. In addition



to this contest, employees will be able to submit photos of their pets in costume the following week for yet another chance of experiencing being dressed for success of a different kind. More details about both contests will be forthcoming via email.

Three long-time Clerk staff recognized for service

On Oct. 4, the Maricopa County Board of Supervisors will be honoring long-time serving Clerk of the Court employee **Aurora Avina** for her 30 years of service to the county at a special awards ceremony. **Aide Estrada** (30 years) and **Kitty Curtner** (30 years) are unable to attend the county ceremony, but are among those listed for service recognition. These Clerk of the Court employees will be among many other Maricopa County employees with 30 or more years of service who will be honored at the event, which is being held at 9:30 a.m. in the Supervisors' Auditorium.



College Colors Day brings out spirit



On Friday, Sept. 1, the Office held its annual “College Colors Casual Day” where employees were allowed to wear the college apparel of their choice. Several employees participated including Training's **Ryan Harris** (wearing a shirt from the University of Oregon) and Electronic Document Management's **Mark Jensen** (wearing a shirt from Ohio State University).



On The Horizon

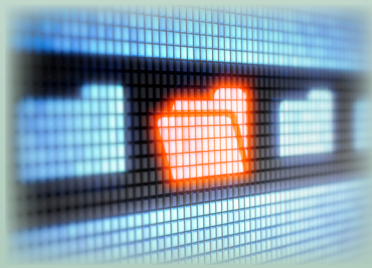
A look at a few Office initiatives planned for future implementation

New Financial System



One of the Office's biggest initiatives is upgrading the financial systems including the Trust system for managing bonds, the Restitution/Fines/Reimbursements (RFR) system (which manages court-ordered victim restitution receipt and disbursement), and the General Ledger and billing systems. In 2010, a new Receipting System was developed. In 2012, the RevQ Billing System was upgraded. In 2015, development of the business requirements for a new RFR and General Ledger were completed. The new GL and Trust system is targeted for 2017. In 2018, the new RFR system is targeted for implementation.

Expanding Access To The Electronic Court Record



Expanding public access to the Electronic Court Record is a high priority for the Office. Access to court records will be increased with the Office's participation in the Arizona Supreme Court's eAccess system. This system will allow the public remote access to most court records for a fee. It will allow anyone to have electronic access to the same documents currently available at the Office's public access terminals. Customers will be able to search for documents online from their own computer and pay the associated fee.

Expanding eFiling

During the years of 2013 to 2016, the Office experienced a 46% increase in eFiled documents due to expansion in Civil, Criminal and Family Court cases. Being pro-active to the growing need for customers to file their documents electronically, the Office is working with the Administrative Office of Courts and the Superior Court to expand access to eFiling services to make it even more convenient and accessible.



Special Spotlight

on the Administrator team members

This Month: **Alejandra Larios**



Title: Administrator

Years with Office: Six years with the Clerk of the Court's Office and 10 years with Maricopa County

Something You Enjoy About Your Job: The people and the service we provide to County residents.

What Are the Office Areas That You Oversee: Human Resources, Mailroom, Courier Services, Facilities, Distribution, Internal Audit, and Special Projects.

Your First Job: Cashier at Target

Hometown: Los Angeles, California. I moved to Arizona in 2005.

Do You Have A Hobby or Favorite Activity: I collect Barbies from all around the world.

Best Vacation Spot: I really enjoyed a past trip that I took to the New England area. I enjoyed seeing Boston, Massachusetts and some of the surrounding sites in that state. I also visited Providence, Rhode Island and Connecticut. The trip was during the fall season so the colors were amazing! Yet, I must say that I have also loved going anywhere that has a beach.

What Is Something On Your Bucket List: I would love to travel to Europe and see many of the famous places. I particularly would like to go to Italy, Spain, and France. As part of that trip, I would also like to go to Morocco in Africa and visit many of the scenic beaches there.

Favorite Meal: Chili Cheese Fries

Favorite Place to Eat Out: In and Out

Favorite TV Show When Growing Up: *The Simpsons*

Favorite TV Show or Movie: *Beaches*

Before Working Here, What Was An Interesting Job You Have Had: Investigating in jail settings

What Advice Do You Have For A New Clerk Employee: The culture and team environment is what you want it to be. Employees can become great colleagues and a great support system; you just have to be willing to participate and have tolerance and difference.

What Do You Like Most About the Office: The people.

What Do You Like To Do In Your Spare Time: Binge Netflix

What Is An Ability You Wish You Had: Read minds.

Do You Have a Favorite Animal: Panda

What Is Your Dream Car: Any car that I could just get in and tell it where to go and it would quickly get me there. It wouldn't need any repairs either.

What Is Your Favorite Fruit and/or Vegetable and Least Favorite: I love cherries and dislike mangos.

Who Would You Like To See in Concert? Bruno Mars

Do You Have A Favorite Quote: "I've learned that people will forget what you said, people will forget what you did, but people will not forget how you made them feel." - Maya Angelou

Four Important Business Skills: Communication, professionalism, understanding, and intuition.

Best Advice Someone Has Given You: Stay ahead of the game, always anticipate your opponent and the needs of those you serve.

The County Chronicle

News items from Maricopa County

Camp one night, get another night free at county parks

Beginning Oct. 1, Maricopa County's Parks and Recreation Department is bringing back the "Buy One, Get One" campaign. The campaign allows park visitors who pay the camping fee for one night or more at a desert mountain county park to receive one night of equal or lesser value for free at any of the County's desert parks during that same stay.

To receive the free night, park visitors must contact the Parks Call Center at (602) 506-2930 Mon. through Fri. between 8 a.m. and 4 p.m. The promotion will be applied to stays booked between Oct. 1 and Nov. 10, 2017. Reservations booked online are not eligible. Participating parks include:

- 1) **Cave Creek Regional Park** - Located north of Phoenix, the campground has 38 individual developed campsites.
- 2) **Estrella Mountain Regional Park** - Located near the meeting of the Gila and Agua Fria Rivers in the southwest Valley, the park offers seven developed campsites.
- 3) **McDowell Mountain Regional Park** - Nestled in the lower Verde River basin, this park has 76 developed campsites.
- 4) **Usery Mountain Regional Park** - Located on the Valley's east side, this park is at the western end of the Goldfield Mountains, adjacent to the Tonto National Forest. The park offers 74 individual developed campsites.
- 5) **White Tank Mountain Regional Park** - At nearly 30,000 acres, this is the largest regional park in Maricopa County. Most of the park is made up of the rugged and beautiful White Tank Mountains on the Valley's west side. The park offers 40 individual developed campsites.



YMCA memberships end this month

The County's contract with the YMCA expires Sept. 30, 2017. YMCA memberships for participating County employees will automatically be cancelled on this date. The last payroll deduction for YMCA memberships was taken on the Sept. 20 paycheck. If you are currently a YMCA member, you may let your membership expire or continue your membership by contacting your local YMCA.

Free flu shots

Maricopa County employees who are enrolled in a county-sponsored medical plan can get a free flu shot at a worksite flu shot clinic. Dependents of employees are also eligible for the shot. Bring your medical ID card to your appointment. You can earn 5 points toward your 2018-2019 wellness incentive through participation. More information is available by visiting the [County EBC](#).



The Inside Track

on Employee News

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OFFICE ANNIVERSARIES

The following Clerk employees celebrate milestone anniversaries with the Office in September:

20 YEARS

Jenny Black and Sharon Rochford

10 YEARS

Kristy Kee and Linda Valdez

5 YEARS

Kathleen Slabaugh

NEW EMPLOYEES

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

- **Criminal Financial Obligations Unit - Rochelle Woodson**
- **Customer Service Center Marriage License and Passports - Yuliana Saucedo**
- **Customer Service Center Support Services - Ivette Mendez**
- **Family Support Services - Brian Billings**
- **Northeast Filing Counter - Alesha Walker, Giovana Ramirez Vazquez, and Theresa Satter**
- **Southeast Adult File Counter - Araseli Marquez**
- **Southeast Adult Marriage Licenses and Passports & Public Records - Kevy Idehara and Brianna Romero**

EMPLOYEE MOVES

- **Veronica Castillo** was promoted to Courtroom Services Supervisor at Durango Juvenile. She was serving as Courtroom Services Lead.
- **Ana James** was promoted to Juvenile Operations Manager after serving as Court Operations Supervisor.
- **Asha Parmar** was promoted to courtroom clerk. She was serving in the eFile area.
- **Irin Nolazco Rodriguez** transferred from CSC Fileroom/Projects to Distribution at the Customer Service Center.
- **Chuck Gobble** was promoted from Criminal Financial Obligations to Administrative Services Lead at the Mailroom, Distribution, Couriers and Facilities area.
- **Judy Baker** transferred from the File Counter to Criminal Financial Obligations.
- **Yuriko Flores** transferred from Courtroom Services to Criminal Financial Obligations.



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 standing outside of a government building (in Canada). This month, it is seen with an employee inside of a government building (in the US).

Pictured above is Special Counsel/PIO **Aaron Nash**, who posed with the newsletter inside of the Wake County, North Carolina Justice Court. He was attending a Court Conference in Raleigh, North Carolina.

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 "**Creative**" category.

Top 2 All-Time Pics 1998 - 2017

CREATIVE CATEGORY



Inside a Shark Mouth

Pictured above is former employee Merriel Reynolds. The photo was printed in 2013.



Wrapped With A Fish

Pictured above is current employee **Vonda Culp**. The photo was printed in 2005.

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Chris Kelly - Chief Deputy / Len Keso - Editor