

# RECORD TIMES

APRIL  
2016

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

## NW Court-struction Project Coming



## News from Northwest

### Remodeling work set to begin in Clerk's Office area

In July 2002, the doors of the Northwest Court (NW) were opened for the first time for court business. Fourteen later, those doors have been opened thousands upon thousands of times and over the last several years at an increasingly higher rate as more customers are visiting the Court and Clerk's Office. As a result, the need for some remodeling and refreshing is due in the Clerk of the Court's area to accommodate the growth and modernize the Office. The work is

planned to begin in May and last three to four weeks. More information and photos of the project will be provided in an upcoming issue of the *Record Times*.

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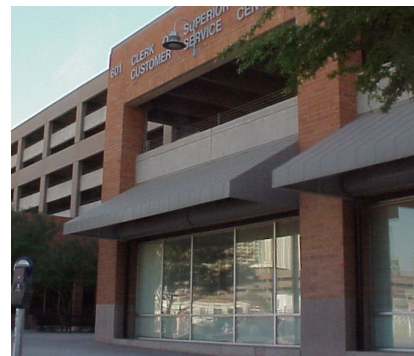
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## A new meaning for CSC

CSC has traditionally stood for "Customer Service Center" in the Clerk of the Court's Office; however, the acronym could be taking on a new meaning. The Office has recently made efforts to extend the hours of service to better assist marriage license and passport customers by opening the doors to the building during the weekend. Therefore, on those special days, the "Customer Saturday Center" may be a suitable meaning for "CSC." Recently, the Marriage License and Passport Office in the CSC was open on Saturday, March 12, Saturday March 19, and Saturday, April 2. On those days, **200 passports applications** were processed, **14 marriage licenses** were issued, and **1,144 certified copies** of marriage licenses were printed and mailed to customers.

The CSC has been open two other previous times on a weekend over the past six months to provide marriage license and passport service. A total of 102 marriage licenses were issued and 114 passport applications were processed on those days.



# Michael's Message

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



## Celebrating counties this month

April is "National County Government Month" and I thought in recognition of this occurrence, it provides an opportunity to share a little information about counties since we all work within one of the nation's largest county governments – Maricopa County.



Counties are one of America's oldest forms of government. The first county government (shires) date back to 1634 when they were established in Virginia. Today, there are **3,069 county governments** in the U.S. According to the National Association of Counties (NACo), there are more than **3.6 million county employees** and there are over **308 million county residents**. County governments vary in

structure and in the services they provide to their citizens. Generally, the states decide on the roles and responsibilities of county government. Texas has the most counties with 254 and Delaware has the least with three. The sizes of counties greatly range in size from an area of 26 square miles for Arlington County, Virginia to 94,763 square miles for North Slope Borough, Alaska. The county with the smallest population is Loving County, Texas which has a population of 112 to Los Angeles County, California, which has a population 10.2 million. Maricopa County is 4th in population in the nation with 4.2 million people.

County governments provide a wide array of services from public health, transportation, justice, emergency management, environment, recreation, disaster response, and much more. The services county governments provide are essential in creating healthy, safe, vibrant and economically resilient communities.

You are a part of all of this and you should be proud. I know that I am certainly proud of the job you do for our county residents.

### Upcoming Munches With Michael

#### SE JUVENILE

Noon - 1 p.m.,  
May 6  
Cactus Room

#### NORTHWEST

Noon - 1 p.m.,  
May 13  
Jury Room 124

#### SE ADULT

Noon - 1 p.m.,  
June 9  
Conference Room

#### DOWNTOWN

Noon - 1 p.m.  
June 17  
TANG Conference Room, 3rd Fl, ECB



# 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

**Kevin Dotson, Jessica Bernal and Meredith Aguero** - "Very helpful and pleasant!"

**Kevin Dotson** - "He was awesome!"

**Meredith Aguero** - "Awesome, helpful and patient!"

**Evelyn Laborin** - "Very helpful and efficient."

**Jackie Ortiz** - "Went above and beyond what she could do. She exemplifies an outstanding professional demeanor and was very helpful."

**Krizna Rodriguez** - "Very helpful and knowledgeable. Thank you!"

**Jessica Bernal** - "Provided excellent help in accomplishing our goal."

## CO-WORKER COMPLIMENTS

**To: Brian Colwell**

**From: Leslie Groeneveld**

"I would like to commend **Brian Colwell** at the Northeast facility. He does so much here for our team. He is flexible to go to any area we need him, sometimes doing several different jobs in a day, including working on the passport report, the drops and the mail, answering phones, and working at the File Counter or the Marriage License and Passport Office. He even double checks our work when he collects it to be sorted and catches small errors for us before taking it back. He does all of this with an easy going attitude and a smile. Our team is all the better because he is a part of it."

**To: Northwest Courtroom Clerks**

**From: Leslie Wilkins and Linda Berger**

"Linda Berger and Leslie Wilkins want the **NW Courtroom Clerks** to know how much we have enjoyed working with them the last few years. **Diane Berkland, Valerie Stevens, April Covarrubio, Katie Summers and Tammy Schnurr** make a

great team! Their professionalism and reliability are excellent and the atmosphere of teamwork they foster is impressive! We will no longer be supervising these clerks and will miss the daily interactions, but we know they are in excellent hands with Susan Morris as their new supervisor."

**To: Susan Morris**

**From: Erika Morgenstern**

"I would like to thank **Susan Morris** for consistently helping whenever an issue arises. I had to insert special verdict forms into a minute entry that the judge emailed and it messed up the populated minute entry in MEEDS. Susan didn't hesitate to take time from her lunch break to work through this with me and solve the problem."

**To: Gaile Raines**

**From: Linda Castleberry**

"I just want to send a 'shout out' for **Gaile Raines**. She always happily assists the Billing & Deferral Unit with any front counter issues that may arise. The Billing & Deferral Unit greatly appreciates all of her help."

**To: Joe Silberschlag**

**From: Ryan Harris**

"As we all know, Joe is leaving the Clerk's Office at the end of April after putting in 12 years. I've worked directly with Joe in the Training and Staff Development Department for over two years now and have really enjoyed what he has brought to the office. Joe's classes were not only fun and engaging, but also taught valuable skills in becoming a better employee as well as a better person overall. His sense of humor and outgoing personality had a way of putting people at ease and fostering a positive work environment. Joe, thanks for everything and good luck in your future endeavors!"

# Timely Service continued



## CUSTOMER COMPLIMENTS

### About: **Vanessa Martinez**

A judicial assistant sent an email to the Office to express his appreciation for **Vanessa Martinez**. She said, "I want you to know how much Vanessa is appreciated by me. She is extremely helpful and kind. She always responds in a timely and expeditious manner. I truly appreciate all she does...few come close to the professionalism, kindness, and hard work ethic that Vanessa always demonstrates."

### About: **Jennifer Cardenas**

A judicial assistant sent an email to several office leaders to let them know of her appreciation for **Jennifer Cardenas**. She wrote, "I want to let you know what a gem you have in Jennifer. Since her return to the LCA desk, we have experienced nothing but smooth sailing. Jennifer is detail-oriented. She wants to do things right the first time. If she is not sure of something, she is not afraid to ask a question. She wants to understand the big picture so that she can make informed decisions. She is always willing to go the extra mile. This type of service is not the exception, but rather the rule when working with Jennifer, and we appreciate that. Jennifer has also been training Antonio Canisales as her backup, and it is clear she is instilling the same customer service focus in Antonio."

### About: **Catrina Ybarra**

A customer who Support Services' **Catrina Ybarra** assisted via email wrote her the following after the completion of his request, "Catrina, thank you so much. Great service and it's really appreciated!"

### About: **CSC Public Records Staff**

A customer sent an email to the Office to express his admiration for the **CSC Public Records staff**. He wrote, "I just wanted to take a minute to say how pleased I was with your friendly staff. You don't see people working in government positions who usually treat you so well and with a smile. Your team was an exception. Thanks for leading your team to greatness."

### About: **Jeanette Farrison**

Shawn Hought, the Law Library Deputy Director sent an email to Deputy Director Becky Steele complimenting the prompt work of **Jeanette Farrison**. Shawn was working on a major project and needed Jeanette's assistance in a short timeframe. "I knew that I was asking for the moon and stars," Shawn said. Shawn said that Jeanette called a few minutes after receiving the initial request and noticed an important component was missing. Shawn was truly grateful that Jeanette spotted that error. In addition, Shawn was impressed that Jeanette took additional time after hours to help and that she got the request done so quickly. "What a wonderful employee and person," Shawn said about Jeanette. "This is so far beyond exceptional customer service and I have no words to describe it. She made a great personal sacrifice to make sure we were up and rolling."



# CLERK CONNECTION

## Juvenile Electronic Tracking System is launched this month

by Becky Steele, Deputy Director

Historically, the Clerk of the Court has made great strides in establishing and maintaining an electronic record. As a continuation of this electronic initiative, I am pleased to announce that on April 4, 2016, all Juvenile exhibits submitted to the Office began being tracked in the Electronic Tracking System as occurs in Adult. The expansion of this system to Juvenile exhibits increases our ability to monitor and globally manage all exhibits.

Additionally, all exhibits, with the exception of those taken under advisement, are stored in our Exhibits Unit Downtown rather than at the Durango or Southeast Juvenile facilities. All requests for exhibits are being filled and placed on the next available delivery run.

A special email address has been created for those needing to make a request for an exhibit. The requester receives a confirmation email as notification when the exhibit has been sent, along with the expected arrival time.

A team from multiple areas of our office collaborated and worked out the details of development and implementation of the Juvenile ETS system. This effort took a great deal of work and planning in each of those team members areas, as well as in their collaborative efforts. This product is reflective of the dedication and willingness to do what is necessary to accomplish a large task such as this. I thank each of them for a job well done on this very important project that improves the efficiency of our service!

## Talking about my generation

Last month, the Office's Supervisors Retreat Committee released a survey for staff to take that related to generations in the workplace. A total of **358 employees** participated in the survey. The survey results will be used as an activity during a day-long retreat in June that is focused on Generational Leadership. The results of the survey will also be provided in a summer issue of the Record Times.

## The 2016 Service Pin/C.A.S.E. Award events

Following are the dates and locations for the 2016 Service Pins/Employee Recognition ceremonies. They all begin at 12:15 p.m.

- **May 3 - Customer Service Center** / 1st Floor Break Room
- **May 13 - Northwest** / Jury Room 124
- **June 8 - Northeast** / Jury Room
- **May 12 - Durango Juvenile** / Large Conference Rm #1164
- **May 16 - Southeast** / Saguaro Room @ SEJ
- **June 15 - Downtown** / Supervisors' Auditorium



# Extra Miles

Newsletter extras

## Looking back 20 years ago in the Clerk's Office

### The growth and success of the Tax Intercept Program



The following news item was reported in the *Record Times* twenty years ago this month.

**APRIL 1996** - The Collections Unit began participating in the Arizona Supreme Court's **Debt Setoff Program**, which was designed to enhance the Unit's ability to collect fees owed to the court. The way in which the program works is periodically a list of individuals who owe money for various court fees, is submitted to the State Supreme Court. The Supreme Court processes the names and forwards them to the State Revenue Department. Then, during tax season, the Revenue Department checks the list and subtracts the amount the individuals owe from their return. As of April 15 (1996), \$4,500 has been intercepted.

**TODAY - APRIL 2016** - The program is now called the Tax Intercept Program (TIP) and it has continued to grow and become more successful in its efforts to collect funds owed to the court. In 2005, the program intercepted \$197,604.66 and 10 years later (in 2015), \$1,605,926 million dollars was collected representing over 90,000 accounts. In the past five years, more than **\$8.5 million** has been collected through the program.

This year (2016) is the first year the Unit started to transmit files electronically to the Administrative Office of Courts (AOC) via the Office's billing system (RevQ). Prior years, all amounts were manually entered in the TIP system, the payments were manually receipted in cash receipts, and receipted payments posted to RevQ were completed manually.

## Service pin statistics

This year, **70** Clerk of the Court employees are receiving a service pin from the Clerk's Office and/or from Maricopa County. These employees represent a total of **1,010** years of experience. The record amount of pins distributed occurred five years ago when 135 employees, totalling 1,395 years of experience were recognized.



# The Inside Track

## on Employee News

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### BIRTHS

- Congratulations to Courtroom Services Manager **Leslie Wilkins** on the birth of her 7 lb. 13 oz., granddaughter on March 20. Her new grandchild's name is Heidi Ann. She is Leslie's fifth grandchild, but first granddaughter.



### OFFICE ANNIVERSARIES

The following Clerk of Court employees celebrate milestone anniversaries with the Office in April:

#### 25 YEARS

**Kelle Dyer**

#### 20 YEARS

**Barbara Navarro**

#### 15 YEARS

**Cindy Malnar**

#### 10 YEARS

**Sharon Szakacs**

**Donna Courtemanche**

#### 5 YEARS

**Penny Dalton, Ale Larios**

**and Alyssa Vitucci**



### NEW EMPLOYEES

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

- **CSC Marriage Licenses and Passports - Margarita Garcia**
- **CSC Public Records - Tyler Glover**
- **Downtown Filing Counter - Dawn Vandenberg**
- **Downtown RCC/EDC - Sherry Murphy and Monique Hernandez**
- **Downtown Docket - Emilse Hernandez-Gillen and Melissa Mendez-Ruvalcaba**
- **Family Support Services - Karina Tarango-Solis, Heather Murillo, and Jazmin Montanez**
- **ITG - Brian Herron and Thomas Battista-Carter**

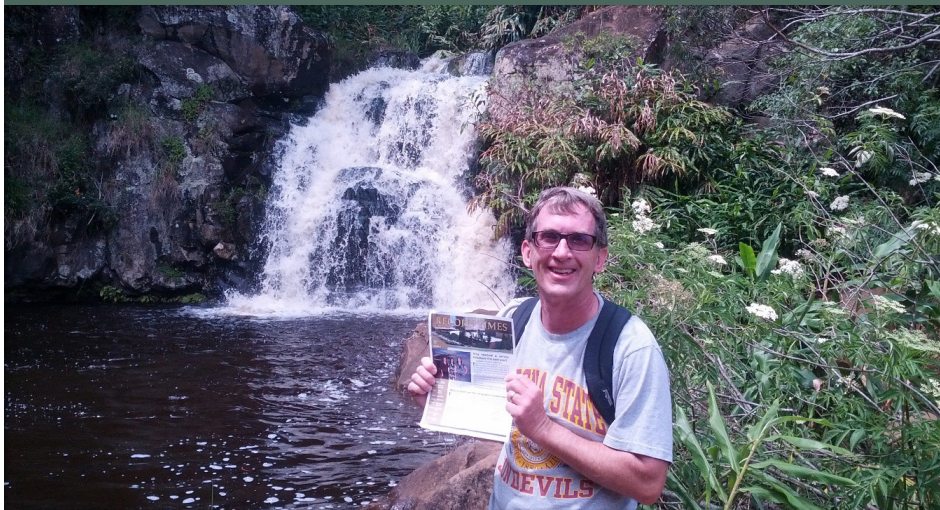
**WELCOME  
ABOARD**

### EMPLOYEE MOVES

- **Angelica Mejia** was selected to be Courtroom Operations Supervisor for the Southeast Adult Office. She was serving as the supervisor for Criminal Operations/Grand Jury.
- **Jacques Porter** was promoted from Courtroom Clerk to the position of Courtroom Services Lead assigned to Criminal Court.

# Special Features

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



### Newsletter seen with a familiar face in a tropical place

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 India standing next to a historic fort. This month, it is seen with a familiar face in a tropical place.

Pictured above is Clerk of the Court **Michael Jeanes**, who was posing with the newsletter by a waterfall at Waimea Canyon on the island of Kauai, Hawaii. This photo is from a trip Michael took a few years ago. The day after this photo was taken, Michael broke his arm on a hike. Besides this photo above, he sent a photo of himself in the hospital with his broken arm in a cast while holding the newsletter in the other arm. The photo in the hospital was used in the *Record Times* at that time.

**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 photo(s) with the page during your vacation; **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 small-town food scenes in the United States:**

- 1) Frankenmuth, Michigan
- 2) Driftwood, Texas
- 3) Portsmouth, New Hampshire
- 4) Traverse City, Michigan
- 5) Yountville, California



Source: USA TODAY Reader's Choice

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Chris Kelly - Chief Deputy / Lois Rees - Administrator / Len Keso - Editor

## Clerk Work

Picturing staff who work for the Clerk

This month - **Jacques Porter**



**Department:** Courtroom Services / **Job Title:** Courtroom Clerk / **Years With the Office:** 10½ years / **Something You Enjoy About Your Job:** The long-lasting relationships I continue to develop with all my fellow co-workers all over the county. / **What Was Your First Job:** Clerk at a Burger King in Japan. / **Hometown:** I'm a military brat, but home is Louisiana / **Any Hobby/Special Collection:** Any activity that involves my 2-year old and being a mother. / **Favorite Vacation Destination:** Jamaica / **Favorite Meal:** Anything Southern-made / **Favorite Place to Eat Out:** Barro's Pizza / **Favorite Sport or Team:** Basketball / **Someone You Would Like To Meet:** Robert Deniro / **Favorite TV Show & Movie:** *First 48/Jackie Brown*. / **Something You are Proud of:** The chance to experience the life of being in a military family that allowed me to travel, gain knowledge, and appreciate different cultures. / **Something Memorable You Have Done:** After my first daughter passed, I donated her organs to the Phoenix Children's Hospital. / **If Given A Chance, What Would You Like To Be For A Day:** Red Sonja / **What Is An Ability You Wish You Had:** To beam myself to the parking garage everyday. / **Do You Have Any Hidden Talents:** I can still speak/write some Japanese from attending high school in Japan. / **What Is Your Dream Car:** Bentley / **Something on Your Bucket List:** To buy my own home. / **Best Advice Someone Has Given You:** "Pleasure in the job, puts perfection in the work."