

RECORD TIMES

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



Open hearts and open doors on Valentine's Day weekend

Traditionally, when Valentine's Day occurs on a weekend day (Saturday or Sunday), that Friday becomes a very busy day for the Marriage License & Passport (MLP) staff in issuing marriage licenses. This year, Valentine's Day is on Sunday, and so one might expect that Friday (Feb. 12) will be one of the busier days of the year for MLP. However, this year it may turn out that Saturday (Feb. 13) is actually the busiest work day of the year instead. The reason why is the Office is opening its doors from 9 a.m. to 4 p.m. on that Saturday for couples interested in purchasing a marriage license before

Valentine's Day (on Sunday) and for those simply interested in applying for a passport as well. The Saturday service will only be available at the Customer Service Center. This will be the second time the Office has opened on a Saturday for marriage license and passport service. The first time was a few months ago on Saturday, October 24, 2015.

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The next new year that is coming this year

The new year may have just started, but there is another new year coming up in the next several months in which Clerk of the Court **Michael Jeanes** and Chief Deputy **Chris Kelly** are already making preparations for. In fact, they met with the Maricopa County Board of Supervisors on Jan. 13 to present their plan for that new year...**the fiscal new year that is**, which begins July 1. Michael and Chris, along with other county officials, made formal presentations to the Board regarding the Office's upcoming Fiscal Year (FY) budget. The Board is the entity that makes decisions on budget allocations for each county office and department. Michael highlighted recent Office accomplishments and discussed the upcoming challenges and needs of the Office. At the end of the presentation, Supervisor Andy Kunasek stated they did a "great job" and Supervisor Denny Barney said, "they had a beautiful presentation."

The Board of Supervisors is expected to announce the budgets for county agencies in March. The Office's current FY operating budget is \$40 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



There is Munch time planned in 2016

Another new year has started and I anticipate it to be a good year for our Office filled with many achievements. I hope that it will be a pleasant year for you. One small achievement that has already been made is my schedule of munches for 2016.

For those of you who are new to the Office, throughout the year, I schedule what is called "Munch with Michael" meetings. The munches are a time during the lunch hour that I am available for you to come and ask any questions, for me to provide any news updates within the Office or county, for us to discuss any issues, and/or simply to get to know one another a little better. The munches are held at all of our Office locations so there is an opportunity for everyone to attend.

In addition, since the munches are during the lunch hour, you are welcome to come and go as you need. They are informal. You can come for five minutes or the entire hour if you like. Feel free to bring your lunch as well.

For those of you who have attended a munch before, please come again. It would be great to see you again. For those of you who are new, I am glad you are here and I invite you to attend a munch. I would enjoy meeting you and answer any questions that you may have. Through the years, I have found the munches to be truly rewarding. I hope that they have 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.

Munch With Michael Update

February 5

Downtown

Noon - 1:30 p.m.

TANG Conference Rm.
 ECB, Law Library, 3rd Fl.

February 12

Southeast Juvenile

Noon - 1:00 p.m.

Cactus Room, 1st Fl.

March 2

Northwest

Noon to 1 p.m.

Cactus Room, 1st Fl.

March 8

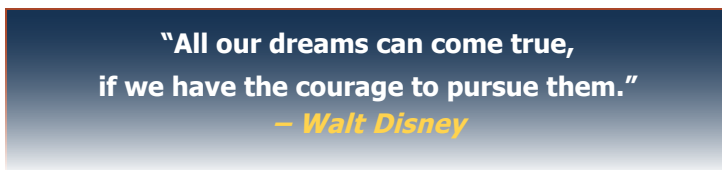
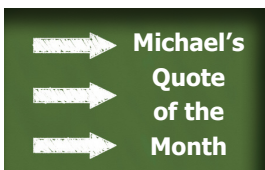
Southeast Adult

Noon - 1 p.m.

Conference Room



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*.

CUSTOMER COMPLIMENTS

About: Tonya Blachut, April Cannon, Theresa Hanson and Jennifer Roberts

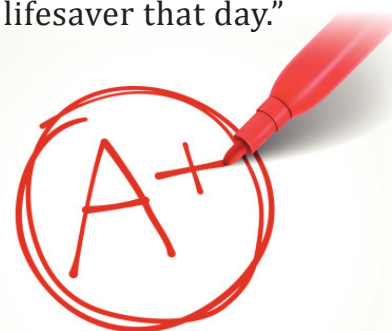
Courtroom Services Manager Leslie Wilkins was recently at a meeting where members of the Attorney General's Office expressed their thanks to the Clerk of the Court's Office and said how impressed they were with the timely and efficient actions of several courtroom clerks. Earlier Courtroom Services Linda Berger had been contacted by Family Court Administration requesting the help of courtroom clerks to send out a large number of minute entries to ensure litigants were provided accurate information for a special project. Linda asked for volunteers and **Tonya Blachut, April Cannon, Theresa Hanson** and **Jennifer Roberts** volunteered and issued over 150 minute entries in less than two business days! Leslie also complimented the courtroom clerks for their willingness and excellent work saying "Great job ladies!"

CUSTOMER COMPLIMENTS

About: Eva Carranza

A customer sent an email to Court Operations Supervisor Cheryl Marzella to express his appreciation for the service of **Eva Carranza**. He wrote, "I would like to say thank you to Ms. Carranza for the excellent service she rendered to me. Ms. Carranza was very professional. For the life of me, I couldn't find my divorce decree in my personal files. I became very stressful and once I spoke with

Ms. Carranza and explained my situation, she handled me and my stressful state with the utmost professionalism. She was able to find my records (and they were from 1990) and assured me she would email them to me in a short time-frame. I received the email shortly after talking with her. Ms. Carranza is truly an asset to your organization, and I hope this thank you gets to her. Thank you Ms. Carranza, you were my lifesaver that day."



About: Lisa Cooper

CSC Support Services **Lisa Cooper** received two separate compliments from customers for her excellent service.

Customer 1 - "Lisa was so helpful and got the documents to me in less than a day. Honestly, I cannot thank her enough!"

Customer 2 - A couple came in to get a marriage license. They expressed how happy they were about Lisa's service, her attentiveness to their requests, and that they greatly appreciated her.

About: Catrina Ybarra

A customer sent an email to the Office last month to say how grateful he was for CSC Support Service's **Catrina Ybarra**, who assisted him. He stated that Catrina provided excellent service.



CLERK CONNECTION

Generous spirit displayed by Clerk/County employees

Clerk of the Court employees donated **\$2,844** to the recent County Combined Charitable Campaign. This is a four percent increase over last year. The total donated amount from all Maricopa County employees who participated in the campaign was **\$357,905**.

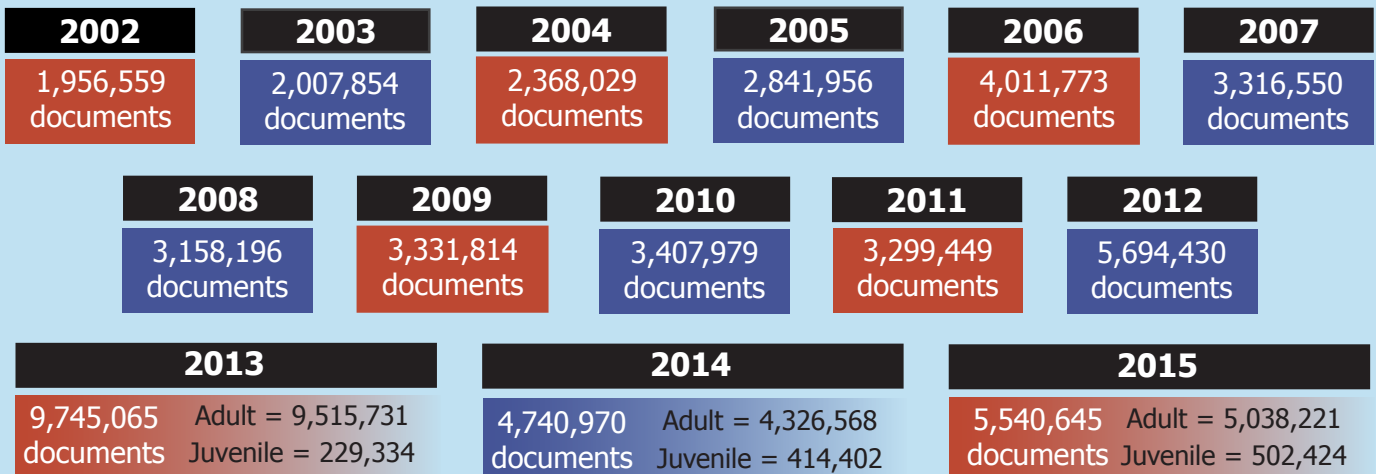
Staff stands up to assist with Stand Down event

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, January 28 - Saturday, January 30 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 page and document adult case totals (2002 - 2012) and adult and juvenile case totals (2013 - 2015) 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 & 2015 is adult and juveniles cases, plus backscanning performed by the Clerk’s Office.



2016

New Year News

Newest Annual Report is now available

The Office's **2014-2015 Annual Report** is now available to view on the Clerk of Court's website in the [Announcements](#) section.

The report provides an overview of the Clerk of the Court's Office, highlights many of its' accomplishments during the past fiscal year, and contains some interesting statistics from various sections.



Latest court publication provides interesting stats

According to the *Fiscal Year 2015 Superior and Justice Courts, Adult and Juvenile Probation Annual Report in FY 15*:

- 77 different languages were interpreted for court customers;
- The Southeast Adult Court had **396,147** visitors;
- The Northwest Court had **174,452** visitors;
- The Northeast Court had **274,694** visitors;
- An average of **2,902** hearings were set daily;
- **48,3435** forms were distributed by the Self Serve Center; and
- **653,154** jurors were summoned



County breaks ground for a SW Justice Regional Center



The County Board of Supervisors held a groundbreaking event this month for a new **\$30.6 million Southwest Regional Justice Center** at 10420 W. Van Buren Street in Avondale. Initially, the 75,757 square-foot facility will house 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 could include expansion for the Superior Court, Clerk of the Court, and other justice agencies to fill the building.

New Board of Supervisors' chairman selected to lead County in 2016

Supervisor Clint Hickman was **elected as chairman** of the Maricopa County Board of Supervisors for 2016. Chairman Hickman plans to continue focusing on economic development in the region, including making it easier for small businesses to work with the County and he also plans to work with the State to reduce cost-shifts.

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:

20 YEARS - Cynthia Ferriegel

15 YEARS - Rachel Robles and Edith Witherspoon

10 YEARS - Michael Mejia, Jenela Fierro, Angelica Mejia, and Lisa Nevenhoven

NEW EMPLOYEES

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

- **Courtroom Clerk - Ryan Ahasteen, Daisy Arrieta, Lorraine Brown, James Enright, Natalie Graham, Annabelle Henderson, Cheryl Machado, Maria Patrick, and Andrea Wood**
- **Courtroom Services Specialist - Jenela Gooder**
- **Criminal Financial Obligations - Adilene Arias and Kelly Brewer**
- **Downtown Filing Counter - Jessica Castro, Nancy Cardenas, and Yessenia Barraza**
- **ITG - Tawheed Phoplunkar and Gary Pratt**
- **Juvenile Courtroom Clerk - Cristal James**
- **Juvenile Exhibits - Anna-Lisa Kirshner**
- **NE Filing Counter, Marriage Licenses and Passports - Nicole Butzbach**
- **SEA Filing Counter - Martha Rios-Aranda**
- **SEA Marriage Licenses, Passports, and Public Records - Denise Hill**

EMPLOYEE MOVES

- ITG's **Adrian Roberts** was promoted to the position of Senior PC/LAN Technician.
- **Jenny Black, Leslie Wilkins, and Sig Perez** were selected to fill the newly created Courtroom Services Managers positions.

IN THE PICTURE



The staff of the **STAR Call Center** recently took time to pose for a group photo. They are: (Back row, left to right) Stephanie Lyons, Francise Molina, Cynthia Palmer, Josette Serrano, and Ana Rodriguez. (Front row, left to right) Diane Cumings, Jenna Ashe, and Roselyn Thompson. In Fiscal Year 2014/2015, the Star Call Center received more than **269,300 phone calls** from Clerk of the Court customers. The Star Call Center helps answer and route calls for the Office.

Special Spotlight

on the Executive Team members

This Month: **NANCY RODRIGUEZ**



Title: Deputy Director / **Years with Office:** 2

Something You Enjoy About Your Job: Everyday I learn something new.

What Areas Do You Oversee: Most of Adult Operations, Filing Counters, eFile/Docket, EDM, Distribution, Regional facilities, Marriage License/Passports, Recording Services, Public Records, QC-3, Disposition & Abstracts, Discovery and Confidential, Pre-02 Imaging, Appeals, and Exhibits

Your First Job: A waitress

Hometown: Butte, Montana

Something Memorable You Have Done: I took a three-week, three-country vacation in Europe - Paris, France; Geneva, Switzerland; Milan, Venice, Florence, and Rome, Italy. It was the trip of a lifetime and worth every penny (that I am still paying off)!

Best Vacation Spot: Ferney-Voltaire, France - a small village outside of Geneva, at the base of the Swiss Alps. It's so green and beautiful - in the summer, of course - I don't love the snow or cold. :)

Favorite Place to Eat Out: Casa Reynoso in Tempe

Favorite Sport Team / or Sport: College Football/Basketball

Who Is Someone You Would Like To Meet: My grandmothers who both died before I was born.

Your Favorite TV Shows and Movies: TV: *Breaking Bad* (I haven't found a new favorite since it ended); Movie: *Pulp Fiction*

Your Favorite TV Show Growing Up: *Hawaii 5-0* - "book 'em, Danno!"

Something You Are Proud Of: The fact that I got my Bachelor's, Master's, and ICM Fellowship as a single parent, while working full-time.

Do You Have a Favorite Animal: I love dogs and cats.

Who Would You Like To See In Concert: ... Led Zeppelin.

What Is An Ability You Wish You Had: I wish I could be more creative.

Something On Your Bucket List: I would love to see the fall change of the season on the East coast.

Before Working Here, What Was The Most Unusual Or Interesting Job You've Had: When I was younger, I was a model in hair shows for my hair stylist.

What Advice Do You Have For A New Clerk Employee: Hang in there and this will be the toughest job you'll ever love!

A Favorite Quote: "The most courageous act is still to think for yourself. Aloud." - *Coco Chanel*

Favorite Fruit Or Vegetable/Least Favorite: Favorite is Mango - yum; Least favorite is coconut -eww!

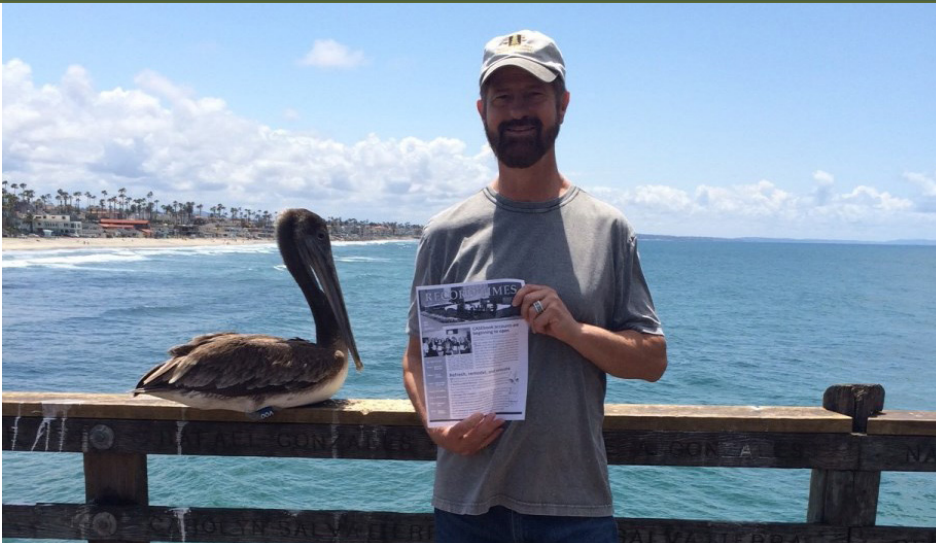
What do you like to do in your spare time: Hike, read and hang out on the couch watching movies.

What is your dream car: Tesla

Best Advice Someone Has Given You: Respect isn't given; it's earned, no matter who you are, through your words and your actions.

Special Features

Where in the world has the Record Times been?



Newsletter makes an apPIERance with pelican

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 standing by a small lake in the neighboring state of New Mexico. This month, it is found with an employee standing by the ocean in a differing neighboring state.

Pictured above is Information Technology Director **Ron Bitterli**, who posed with the newsletter on the Oceanside Pier in California. It seems as if Ron wasn't the only wanted interested in reading the newsletter as a pelican joined him for the photo opportunity.

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
5

This month's list of five is ... the top five best places to travel in the U.S. on a budget.

- 5) Houston, Texas
- 4) St. Louis, Missouri
- 3) Baltimore, Maryland
- 2) Colorado Springs, Colorado
- 1) Savannah, Georgia



Source: 10Best Readers's Choice Awards

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

Cardinals casual

Many Clerk of the Court employees have not only enjoyed the Arizona Cardinals winning season (including making the playoffs), but they also have enjoyed the opportunity to wear their Cardinals apparel this past season for special casual days. Following are staff members who wore their Cardinals apparel this month.



Teresa Stemmons, Cheryl Hirsch, and Kathryn Kruse



Gail Raines and Antonio Canisales



Andy Rodriguez



Cecilia Alfaro-Armdt and Karen Knowlton



Christina Cady



QUICK QUESTION

What place is your favorite winter destination?

Deborah Johnson - At 'home' wherever the extended family may gather for the Holidays. Also, here in Arizona during the Bowl games as I am a very active volunteer for the Fiesta Bowl DBA Arizona Sports Committee.

Katie Sullivan - Any tropical island...and it doesn't have to be at winter time. I would love being there any time of the year.

Michael Jeanes - Kauai - I don't like cold weather!

Ariel Driver - In bed with my memory-foam mattress, down pillows, micro-fleece sheets, thick abundant novels, three cats, and cold-toed husband. (ha!) Don't I sound ambitious?

Becky DeLong - I have been to Niagara Falls covered in snow and ice where the normal roar of the falls is quieted with the muffled sounds of winter snow. It is beautiful for sure. I have seen winter storms roll in off the Pacific Ocean with waves that are brutal enough to literally sink ships. My favorite winter destination, however, is here....HOME...where I can go outside without a coat, go for a bike ride in the sun and enjoy each and every day doing whatever it is I love to do without "Mr. Winter" getting in the way.

Pam Crawford - I love going to Flagstaff. I love the snow. The drive there is so calming, I can do it in my sleep (but won't lol). The smell of the pine trees and the view of the mountains and valleys of the Sunset View area are wonderful. The only place to get a better sunset than Flagstaff is Sedona.

Sheila Bullock - My practical answer to my favorite winter destination is a cabin located in the Verde Glen area north of Payson. My dream answer is Lambeau Field in Green Bay, Wisconsin watching my favorite team, the Packers play and win.

Len Keso - I love being in Albuquerque, New Mexico. The crisp winter air, snow-capped mountains, the opportunity to snow ski, the migrating winter birds, the hot air balloons in the sky, the large leafless cottonwood trees, the unique holiday decorations, and the best Mexican food around are all an excellent combination to warm the soul while providing a wintry feel.