

RECORD TIMES

October
2016

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



Stella Rodriguez and Ken Shipley

Where to host a Halloween event in the Office?

The Film Alcove at the CSC is kept darkest year around

If there was an area that would serve as a place to have a Halloween party within the Office, perhaps the **Film Alcove** at the Customer Service Center (CSC) would be selected. The reason being is that the work area is kept the darkest. The dark lighting is due to the fact that it is the room where the microfilm rolls of past court records are viewed on film reader machines and the dim lighting provides for better

viewing of the film. It decreases the glare on the screens and makes it easier to read the records. The Office received 6,955 film requests just last year from customers who wanted copies of records that are on microfilm. Staff fulfill the requests using the microfilm and reader machines in the Alcove. Currently, there are 28,511 rolls of microfilm dating from 1871 to 2012 in the Film Alcove.

"It's not scary working in the dark," Ken Shipley said with a smile, "but when someone turns on the light, you do sometimes want to scream as it hurts your eyes a little at first."

The ones *billed* as leading the way in AZ

The Clerk of the Court's **Billing & Deferral** team was recently notified they are tracking to be number one in Arizona for collections through the state's Tax Intercept Program. Thus far in 2016, the unit has collected \$1.7 million.

"This prestigious position has historically been held by the City of Phoenix since we began participating in the program in 1996," Deputy Director **Becky Steele** said. "Our office has remained a very respectable close second since that time and our collection results have grown, as we have increased monies collected from \$198K in 2005 to \$1.6M in 2015." Becky said the team is very excited to see how the year ends, and hopeful that they remain in the lead as those monies flow through. She added, "Thank you to the Billing team for their efforts and diligence in managing the collection accounts so effectively."

Here are the current Top 5 Debt Set Off Participants in Arizona:

- 1) Superior Court in Maricopa County - \$1,728,970
- 2) Tucson City Court - \$1,510,643
- 3) Phoenix Municipal Court - \$1,493,373
- 4) Mesa Municipal Court - \$859,629
- 5) Superior Court in Pima County - \$843,763

IN THIS ISSUE:

- Page 2 - Michael's Message
- Page 3 - Clerk Connection
- Page 4 - Employee of the Quarter
- Page 5 - Timely Service
- Page 7 - Fun Fall Festivities
- Page 8 - Other News and Notes
- Page 9 - Employee News
- Page 10 - Special Features

Michael's Message

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



Plant your garden

With the fall season upon us and the thought that this is the time of year that some crops and gardens are being harvested in areas of our country and in other areas are being planted, it has brought to mind a column of mine that appeared in this newsletter almost 10 years ago. The column is fun and still very meaningful to our own work environment today. It is called "Plant Your Garden Today."

PLANT YOUR GARDEN —

First plant three rows of Peas (P's):

- **P**atience
- **P**romptness
- **P**rofessionalism

Next plant three rows of Squash:

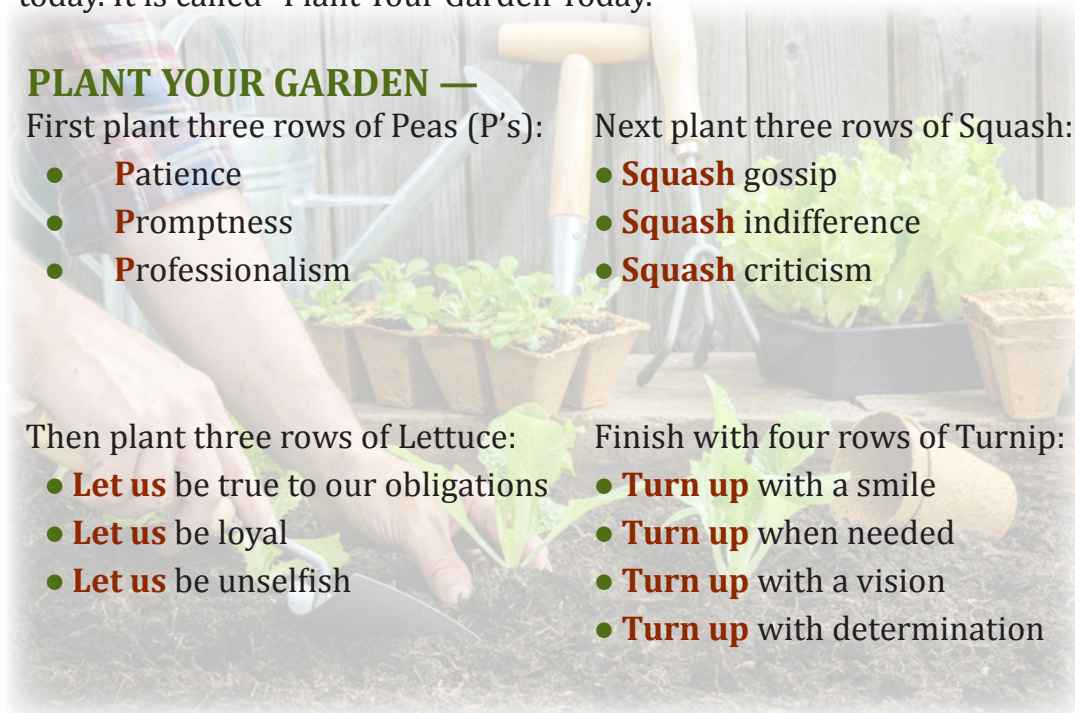
- **S**quash gossip
- **S**quash indifference
- **S**quash criticism

Then plant three rows of Lettuce:

- **L**et us be true to our obligations
- **L**et us be loyal
- **L**et us be unselfish

Finish with four rows of Turnip:

- **T**urn up with a smile
- **T**urn up when needed
- **T**urn up with a vision
- **T**urn up with determination



Munch With Michael Update

November 7
SE Juvenile
Noon to 1 p.m.
Cactus Rm., 1st Fl.

November 15
Northwest
Noon - 1:00 p.m.
Jury Room 124

November 29
Southeast Adult
Noon - 1:00 p.m.
Conference Room

December 12
Downtown
Noon - 1:00 p.m.
TANG Conf. Rm.
ECB, 3rd Fl.



**"It is like the seed put in the soil - the more one sows, the greater the harvest."
— Orison Swett Marden**



CLERK CONNECTION

Exercise your right to vote on costumes



Employees will have a chance to work out and exercise this fall season through two different costume contests. First, employees can **work out** what costume they would like to wear for themselves by participating in the annual **Employee Costume Contest** on Oct. 31, and then again the following days by working out what costume their pets should wear for the annual **Paws-tume Contest**.

Following the work outs, employees can then exercise ... **exercise** their right to vote on what costumes from both

contests are their favorites through a survey. Photos from both contests will be posted in surveys that allow staff to vote. More details on both contests are provided on [page 7](#).

Long-serving employee to retire after 28 years of service



On November 1, Billing and Deferral's **Linda Castleberry** is retiring after 28 years of service. She is among the 20 longest-serving employees on staff at number 19. Linda said she has enjoyed getting to know her fellow co-workers during her long tenure with the Office. "There have been a lot of people come and go over the years," she said. "Hopefully, some of the friendships I have made will continue beyond my employment." Linda, who has worked for Docket, the Mailroom and the Billing and Deferral departments,

said she is particularly proud of having worked for 28 years with the Office. She has been a recipient of several team and office awards and received many compliments from customers for her service. Among of the biggest changes she has seen during her career are paperless filing, imaging, and more advanced computer systems. Linda said what she will miss the most is seeing the people she has met over the years. As far as her future plans, she says she plans to do some home improvement projects, ride her horses, and hopefully take a trip to see Sequoia and Yellowstone National Parks.

Who is the Halloween employee?

If there was a title for "Halloween Employee," Courtroom Services Supervisor Deralyn Pico could earn the title as she started working for the Office on Halloween day five years ago. Deralyn is the featured employee spotlight this month on [page 10](#).



EMPLOYEES of the QUARTER

The Honorees For July - September 2016

SHERYL BROWN / Courtroom Clerk Lead

Nomination - Sheryl has successfully cross trained herself on Probate in a very short period of time. She learned both Probate Judge and Commissioner calendars while also training a brand new clerk. Probate calendars are one of the most complex case types to learn, which made her accomplishment even more extraordinary. She is also continuing to support civil judge clerks with quality and processing questions, checking in on others, and helping wherever she can. Sheryl is exceptionally diligent in her work and has never backed down from a challenge in her position as a Lead, despite the constant evolution in training strategies and supportive needs in Civil and Probate. Sheryl's dedication to a job well done is a large contributor to why non-criminal cross training projects have been so successful. She is a huge value to our team!



SHARON ROCHFORD / Appeals

Combined Two Nominations - Sharon always works hard and takes a lot of pride in her job, and she always goes out of her way to help the rest of us, without hesitation. She can answer any work-related issue question and help with computer problems. Recently, our lead has been out on medical leave and we have been short-staffed, but Sharon, with a wonderful attitude, has picked up the slack and continued to be a source of morale and support for the rest of us. She is very knowledgeable. She is willing to help out with anything and everything when you approach her. She will drop whatever she's doing to help you with a positive attitude. Sometimes I feel like she holds our whole department together. I can say she set's a good example of what it means to look up to a co-worker and be a valuable team player!

County honors three Clerk employees for their service



On October 12, 27 county employees, three of whom work for the Clerk of the Court's Office, were recognized for their 30 or more years of service to the county by the Board of Supervisors at special ceremony. Pictured to the left are: Chief Deputy **Chris Kelly**, Clerk of Court (COC) Service Honoree **Mark Jensen** (35 years of service), COC Service Honoree **Mary Rogers** (30 years of service), COC Service Honoree **Bill Cruz** (30 years of service), and Clerk of the Court **Michael Jeanes**. The ceremony was held in the Security Building Ballroom in downtown Phoenix. Mark, (who serves in Electronic Document Management) works at the Downtown Justice Center and Mary (who serves in QC3) and Bill (who serves at the Public Records Counter) both work at the Customer Service Center.

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

About: DT Non-Criminal CRS Supervisors

From: Leslie Wilkins

"I want to thank the **DT Non-Criminal CRS Supervisors** for their efforts to cross train each other on assigning courtroom clerk coverage each day. Wendy Thompson, Shannon Stulz, Linda Berger and Michele Martinez have demonstrated excellent teamwork throughout the process. Each supervisor is now assigned to schedule court one week per month for all DT FC, CV, PB calendars in addition to providing coverage assistance to DT Criminal. This is a complicated process every day and they are doing a great job!"

About: Felicia Hutchinson, Donna Hall, Chris Cerrato, Dorothy King, Chris Kelly, and Michael Jeanes

From: Franci Smock

"A probation officer came in requesting to complete a MVD form the same day as it was needed urgently. The process was unfamiliar to me and the designated staff who normally process were not available. **Felicia** recognized the form and reached out to the probation officer to seek clarification. She was able to resolve the issue and complete the process. Thank you for going the extra mile. It was greatly appreciated.

Juvenile has been diving into the inactive backscan process. There have been a few system hiccups that caused some necessary corrections. **Chris** and **Donna** have taken the time to answer questions and monitor the workflow. We now have a better understanding of the process and fewer

issues thanks to Donna and Chris.

Juvenile Court has been diligently working on identifying old adoption records for both locations. **Dorothy** has taken the time and energy to gather the information that is stored at three locations. She created a worksheet that lists this information and shared it with the juvenile location. This will assist greatly when request for older records are received.

Thank you **Chris Kelly** and **Michael Jeanes** for extending the casual days. It was well received and appreciated by all."



About: The Clerk's Office

From: Andi Gonzalez

"Thank you to the Clerk's Office for 15 amazing and wonderful years! Fifteen years of learning and reading and being a part of a truly exceptional office doing exceptional, award-winning work with heart and skill and always an eye on the future!"

About: Sheri Ramos and Tammy Schnurr

NW Courtroom Clerk Diane Berkland recently sent an email to NE Courtroom Services Manager Susan Morris complimenting the work of **Sheri Ramos** and **Tammy Schnurr**. She said, "Just a HUGE shout out to Sheri and Tammy the past few days for helping out so much with my exPartes and exhibits! I really appreciated their help!"

...Timely Service continued



CO-WORKER COMPLIMENTS

About: Cecilia Alfaro, Edith Witherspoon and Karen Knowlton

Court Operation Supervisor Cheryl Marzella received a phone call from the librarian at the City of Scottsdale who wanted to let her know about the high degree of service she received from her staff. She said the staff jumped right in to help with her request and she got what she needed immediately. She was greatly appreciative of the excellent service.

CUSTOMER COMPLIMENTS

About: Flor Rivas

A court employee sent an email to Court Operations Supervisor Tina Barrett to let her know how much she appreciated the service of **Flor Rivas** in Appeals. She said, "I wanted to let you know how much I appreciate Flor. I have had many opportunities to interact with her over the years and she has always been so professional and pleasant. This past Friday, my co-worker Krystle and I spent about 20 minutes trying to locate a document in the electronic record for one of our Justices. I called Flor because she has always been helpful in the past and she was the first person I thought of who could help us. Most people cringe when they receive a phone call like

mine close to 5 p.m. on a Friday, but she didn't hesitate to help."

The court staff member said Flor found the document she needed and "it was a huge relief" for all involved.

About: Susana Hernandez and Karen Knowlton

A deputy county attorney from Montana sent an email to the office's Customer Service email inbox to express her appreciation for the service she received from **Susana Hernandez** and **Karen Knowlton** in the CSC Support Services Unit. She wrote, "In preparation for a trial, we obtained certified records from his extradition proceedings in Maricopa County. I would like to commend your office for great customer service, particularly the two women in the Records section who helped get the records we needed: Susana and Karen."

"I faxed a request on October 5, received a response on October 10 and was able to arrange receipt of the records the same day. I was very impressed with the promptness of Susana's response to my initial request. When I called on October 10 to pay for the records by credit card, Karen patiently located the original request and processed the credit card payment. Susana and Karen were extremely helpful and I want to express appreciation for their public service."

Then and Now - The County and the Clerk

Following is a look at some County/Clerk's Office statistical comparisons from Fiscal Years 1996-1997, 2006-2007, and 2016-2017

| | | | |
|-----------------------------------|---------------------------|---------------------------|---------------------------|
| County Population - | '96 - '97 = approx. 2M | '06 - '07 = approx. 3.7M | '16 - '17 = approx. 4.2M |
| Clerk of the Court Staff - | '96 - '97 = 598 positions | '06 - '07 = 769 positions | '16 - '17 = 706 positions |
| Clerk's Office Budget - | '96 - '97 = 19.7M | '06 - '07 = 41.7M | '16 - '17 = 41.9M |

Fun Fall Festivities



On Oct. 31, some rootin,' tootin,' costumes may appear in the Office

Last year, a group of employees dressed as an Old Wild West gang were selected as winners in the Office's annual Costume Contest. This year, there could be

some other employees who *rustle up* an idea for a costume with some *giddy up* that *rounds up* being the winner. To see whose costume will *head 'em up and move 'em out* with the prize this year, the Office is holding its **Annual Costume eVent** on **Monday, Oct. 31**.

Following are the details of the contest. Photos of employees who are in costume will be taken on Oct. 31. From these pictures, categories will be created for the various costumes. The categories will then be sent to employees (approximately three to five days later) to vote for their favorite costumes. The winners will be announced in the November *Record Times*.

The photos will be taken at each location as follows: 8:30 a.m. at **Northeast**; 9:30 a.m. at **Northwest**; 10:30 a.m. at **Durango Juvenile**; 12:15 p.m. at **Downtown**; 2 p.m. at the **Customer Service Center**; 3:30 p.m. at **Southeast Adult**; and 4 p.m. at **Southeast Juvenile**.

Paws-tume contest creates days for "Show and Tail"



"Show and Tail Days" are coming to the Office for a fifth year. Show and Tail is actually a part of the annual Paws-tume Contest that allows employees to take photos of their pets in costume and show them off. The photos of the pets are then arranged in categories and posted in a survey that allows all staff members to vote for their favorite paws-tumes (costumes). Here are the contest details for those who are interested in participating:

- 1) Take a digital photo of your pet(s) in costume
 - 2) Submit your photo to Len Keso between Nov. 2 through Nov. 4 only
 - 3) Include the following information with the photo
- A - Name of pet(s) B - Name of pet's costume C - Your name D - Your department

A Few Guidelines:

- Photos may be of one pet or a group of pets.
- Photos need to be of the pet(s) only (no people).
- You may submit two different entries (so a total of two photos of different pets/group of pets).
- Photos cannot be professionally taken or from previous year's contests.
- The pet(s) must belong to the employee.
- If the photo is of poor quality, it may not be used.

The winners will be announced in the November *Record Times*.

⇒ **NOTE:** Please use discretion when selecting a costume and costume name for both contests mentioned above.

Other News and Notes



A special salute to veterans to be held

Maricopa County officials are sponsoring a special **Veteran's Day Celebration** from 9:00 to 10:00 a.m. on November 9 to honor the county employees who have served in the U.S. Armed Services. The event will be held in the Board of Supervisors' Auditorium. The event includes a guest speaker and other activities to honor those who have served in the military.

Walk N' Wag program begins



The Dogs Days of Summer are over, but the Cool Canine Days of Fall have just begun thanks to the Maricopa County Animal Care and Control (AC&C). Beginning this month, the AC&C started its award-winning "Wag N' Walk Adoption Hike Program" where people can walk dogs from their shelters at the Utery Mountain Regional Park in Mesa. The program features dogs that would make great active companions and allows the hikers the chance to meet the dogs and see them outside of the shelter. The hikers and dogs take an easy one-mile walk in the park. The dogs come to the hikes with adoption paperwork ready to go in case of the desire for on-site adoption by the hiker. If the dog is not adopted, it still provides the animals an opportunity to get out of their kennels for exercise. Hikers meet at the trail on the first Saturday of the month through April at 8:45 a.m. More information about the program is available by contacting the AC&C at 602 506-PETS(7387) or by email at generalemail2@mail.maricopa.gov

County opens new Discovery Center at Lake Pleasant

Maricopa County opened a Discovery Center at Lake Pleasant Regional Park this month. The new 4,321 square-foot facility includes informative displays and wildlife exhibits, a fish tank, an amphitheater for outdoor presentations, and a desert tortoise habitat. A hiking trail is also located near the Discovery Center. More than 750,000 people visit Lake Pleasant each year.

County Combined Charitable Campaign first half results

Maricopa County completed the first half of its annual Combined Charitable Campaign in September. In total, county employees donated more than **\$205,000** to the campaign.

The Inside Track

on Employee News

1

2

3

4

BIRTHS

- Congratulations to RCC/EDC's **Justin Spelgatti**, who became a father to a 7.7 lb., 21 in. baby boy on Oct. 11. His new son's name is Rocco Anthony.
- Congratulations to CSC Support Services **Nikia Kaphan** on the birth of her first grandchild on Oct. 1. Her new granddaughter is named Brooklyn Raquel and she weighed 6 lbs. and 14 oz.



OFFICE ANNIVERSARIES

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

15 YEARS

Andi Gonzalez, Marian Corriveau, and Carmen Diaz

5 YEARS

Gloria Oviedo, Kristi Gilmet, and Deralyn Pico

NEW EMPLOYEES

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

- CSC Marriage Licenses & Passports - **Sierra Bañuelos**
- CSC QC - **Gleter Felix Mendoza and Darjana Jakobasic**
- CSC Support Services - **Susana Hernandez**
- Durango Juvenile Operations @ CCB Window 17 - **Alejandrina Rodriguez**
- Downtown Filing Counter - **Melquisedec Araiza**
- Family Support Services - **Ana Reyes and David Shuell**
- Juvenile Courtroom Clerk Specialist - **Jodi Bohi**
- NE Docket/EDM - **Elisha Shelsta**
- NE Marriage License & Passports, Public Records - **Farah Azadeh**

EMPLOYEE HONORS

- Congratulations to Family Courtroom Clerk **Kimberly Hewes** for being published in the inaugural issue of *Therapeutic Jurisprudence Law Review Journal*, published by the Arizona Summit Law School in Phoenix.

EMPLOYEE MOVES

- **Michelle Wolf** was recently promoted to Court Operations Supervisor for QC3, the Pre-02 Backscanning Project, and the Expedited QC2002-2006 Project. She was serving as an EDM QC Trainer/Lead.

Special Features

Where in the world has the Record Times been?



Having fun in the warm California sun

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 enjoying an outdoor park in England. This month, it can be found with an employee who is enjoying a different kind of park in America.

Pictured above is Southeast Adult Courtroom Clerk **Janice Calkins**, who posed with the newsletter at Universal Studios theme park in California.

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 preferred); **3)** Email the photo(s) to Len Keso with your name, department, and a description of the photo, along with any other interesting details of the photo/vacation.

Clerk Work

Picturing staff who work for the Clerk
This month - **Deralyn Pico**



Department: Courtroom Services || **Title:** Courtroom Services Supervisor || **Years with Office:** 5 || **Something You Enjoy About Your Job:** Interacting with the courtroom clerks. I'm always surrounded by the best people! || **Your First Job:** Receptionist/Greeter at Service Merchandise when I was 16. || **Hometown:** Mesa, AZ || **Something Memorable You Have Done:** Spent the night in Cinderella's Castle at Disney World. For a Disney fanatic, that was the ultimate dream come true! || **Hobby/Special Collection:** I collect mugs from different places around the world. My favorite one came from Egypt. || **Best Vacation Spot:** Anywhere associated with Disney. || **Favorite Meal:** My mother-in-law's tacos. || **Favorite Place to Eat Out:** Someburros || **Someone You Would Like To Meet:** Eleanor Roosevelt || **Favorite TV Show/Movie:** I love the Harry Potter series, but *Prisoner of Azkabahn* is definitely my favorite. Stuff starts getting real in the book/movie. || **Something You are Proud of:** My younger sister and I both beat cancer. (We were both diagnosed with two different types of cancer at the age of 35. || **What Would You Like To Be For A Day:** A small bookstore owner. Reading is my favorite pastime. || **Something On Your Bucket List:** Climbing Mount Kilimangaro || **An Ability You Wish You Had:** A better singing voice. || **Your Dream Car:** I am driving it...a red convertible Mustang || **Best Advice:** "You must do the thing you think you cannot do." - Eleanor Roosevelt. || **Nobody would believe it if they knew ...** that my husband and I plan to move to the Mexican Caribbean at some point and run a tour business with my sister.

Take



This month's list of five is ... **the five best harvest festivals in America.**

- 5) Wine and Chile Festival - Santa Fe, NM
- 4) Wellfleet Oyster Fest - Wellfleet, MA
- 3) German Village Oktober Fest - Columbus, OH
- 2) Harvest on the Harbor - Portland, ME
- 1) National Apple Harvest Festival - Arendtsville, PA



Source: Travel Channel

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