

# RECORD TIMES

September  
2016

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



## The Plan is in place

Office's 2017 - 2019 Strategic Plan is now available

Clerk of the Court Michael Jeanes recently released the Office's newly created **Strategic Plan for 2017 - 2019**. The plan is designed to provide the strategic direction for the Office's future and outline the significant goals to support its mission. It identifies the issues facing the organization and the specific measures that will be taken to address those issues. The top three priorities listed in the Strategic Plan are **customer satisfaction, employee development, and financial management**. The complete Strategic Plan is now available on the Office's website under [Strategic Plan](#).

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## National awards presented to Office

This Summer, the Office was notified it received two achievement awards from the National Association of Counties for developing innovative programs that enhanced county service – the **Cross-Training Program** and the **IVR Phone System**. Last month, the Maricopa County Board of Supervisors presented the actual awards to the Office. Below are photos from the special award presentation.



**Cross-Training Program Award** - The Clerk staff pictured amongst the County Board of Supervisors and County Manager are (in front, from left): Administrator Debora Wells-Guevara, Deputy Director Nancy Rodriguez, Chief Deputy Chris Kelly, and Administrator Vonda Culp.



**IVR Phone System Program Award** - The Clerk staff pictured amongst the County Board of Supervisors and County Manager are (in front, from left): Court Operations Specialist Shantelle Bagnall, Deputy Director Becky Steele, and Chief Deputy Chris Kelly.



# Michael's Marks



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

by Michael K. Jeanes  
Clerk of the Superior Court



✓ **15-Year Anniversary** - Our Customer Service Center (CSC) recently had its 15-year anniversary. We opened the **113,060 square-foot CSC**, located at 601 W. Jackson in Phoenix, in 2001 to meet the growing storage needs in keeping court records. The building allowed our office to centralize storage for the more than 1.4 million court records. Today, the building houses our Marriage License and Passport Office, Public Records Counter, File Room (without as many hard copy court records as there were in 2001 due to the ECR), Information Technology Group, and several other units and departments.

✓ **Customer Service Tip** - To better understand and serve customers, Shep Hyken, author of "Only the Best Customer Service" recommends trying to think as the customer does. "The key to understanding your customer is to ask the right questions," he says. "Don't assume anything. Ask questions and repeat their answers, if needed so that you don't make mistakes."



✓ **Health Center, Pharmacy and Online Scheduler available for staff** - If you were not aware, the County offers a Health Center and Pharmacy located on the 2nd Floor of the County Administration Building, 301 W. Jefferson in Phoenix. The Center is open from 7:30 a.m. to 4 p.m. Monday - Friday. The Health Center's contact number is 480-347-4791. To fill a prescription, the number is 602-283-9925.

In addition, the county has provided an online scheduler on the EBC that is available to view by clicking [here](#) to schedule an appointment at the Health Care Center. There is limited free parking available to employees visiting the Center/Pharmacy. The six parking spaces are located on the northwest corner of 4th Avenue and Madison Street and are designated with blue signs that indicate "Maricopa County Administration Building Health Center Parking 6:00 a.m. - 6:00 p.m. Monday - Friday."

- ✓ **Upcoming Munches** - Following are five upcoming Munches I have scheduled:
- **October 18** Durango Juvenile - Noon - 1 p.m. / Conference Room
  - **October 21** Northeast - Noon - 1 p.m. / Multi-Purpose Room
  - **October 28** Downtown - Noon - 1 p.m. / ECB Tang Conference Rm, 3rd Fl
  - **November 7** Southeast Juvenile - Noon - 1 p.m. / Cactus Room, 1st Fl.
  - **November 15** Northwest - Noon - 1 p.m. / Jury Room 124



# 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:** **Chris Driscoll**

**From:** **Michelle Figueroa**

"I would like to thank **Chris Driscoll** for all of his help during both of our transitions. Chris' extensive knowledge, expertise and guidance is very well appreciated. He never hesitates to assist us when needed. Chris is an incredible resource with tremendous insight from many areas within the Clerk's Office. I have enjoyed working with Chris, as I have learned a great deal from him over the past 2½ years."

**About:** **Courtroom Services Management Team**

**From:** **Debora Wells-Guevara**

"I want to thank the Courtroom Services Management Team for your kindness and hard work while I was out and recovering. You took great care and made sure that everything was continuing along, despite my absence. This made it better for me and for that I am grateful. I have been able to return and get back up to speed. You make me so proud to be a part of such a great team."

**About:** **Chelsea Gray**

**From:** **David Gunn**

"I wanted to commend my co-worker in eFile, **Chelsea Gray**, who helped me solve a problem for an upset and afraid customer. Chelsea stayed later than she had to and risked missing her bus home on a Friday to help me troubleshoot and devise a solution that put the customer at ease. I appreciate all of her assistance. Our

department is very lucky to have a team player like Chelsea."

**About:** **EDM-QC Team**

**From:** **Bryan Romero**

"I would like to welcome my new team, EDM-QC - **Beverly Macdonald, Eileen Fenner, Kim Dollins, and Michelle Wolf**. A huge thank you to **Chris Cerrato** for assisting the team in keeping everything running smoothly."



**About:** **Darlene Lopez**

**From:** **Leslie Groeneveld**

"I would like to thank **Darlene Lopez** at the Northeast facility. She is always making sure we have all of our supplies. She stays on top of ordering to ensure we have everything we need. She definitely helps keep our team running smoothly."

## CUSTOMER COMPLIMENTS

**About:** **CSC Public Records Team**

A customer sent an email to the Office to express his gratitude for the assistance the **Public Records Counter staff** at the Customer Service Center provided to him. He wrote, "I had to

...continued on next page.



# ...*Timely Service* *continued*

obtain some records. I really dreaded the task as I thought I would be waiting forever. However, I was pleasantly surprised! Your team was prompt and professional. I wish I would have got the names of the team who helped me to give them specific kudos, but everyone I dealt with was great. Please pass on my appreciation to your team."

#### **About: Kim Dollins**

NW Courtroom Clerk Diane Berkland sent an email recently to **Kim Dollins** from EDM-QC letting her know how much she appreciated her assistance with a document. A judge had ordered that a page be inserted in a divorce decree. Kim was able to get it inserted within minutes so the parties involved were able to get the complete copies they needed without making an extra trip. Diane said, "Thank you all so much for working on this so quickly! I know the parties involved were VERY appreciative and asked that I thank you for expediting this for them."

#### **About: Debra Richardson**

Billing and Deferral Supervisor Bryan Romero recently had a voice mail from a customer who wanted to let him know that **Debra Richardson**

provided outstanding customer service. She also wanted to give Debra kudos for helping set up a payment plan for her filing fees.

#### **About: Harriette Bills**

A customer called the Office and spoke to CFO Manager Oni Boston to say how helpful **Harriette Bills** was to her. She said her customer service was second to none. She was so impressed that Harriette took time and demonstrated patience while assisting her. She said she was able to help her find a lost check and she thought Harriette should be commended for her wonderful customer service.

#### **About: Doris Anthony**

A customer shared this month a very nice compliment with CFO Manager Oni Boston about her staff member, Doris Anthony. She told Oni that Doris was absolutely wonderful, professional, and kind. She appreciated Doris's assurance that her issue would be handled correctly. The customer asked that Doris receive a great big kudos for handling all of her concerns, as she really appreciates the great job that everyone does at the Clerk's Office."

## Three long-serving Clerk staff members to be honored

On Oct. 12, the Maricopa County Board of Supervisors will be honoring three Clerk of the Court staff for their more than 30 years of service to the county at a special ceremony. The honorees are **Mark Jensen (35 years), Bill Cruz (30 years), and Mary Rogers (30 years)**. These Clerk of the Court employees will be among many other County employees with 30 or more years of service who will be honored at the event.





# CLERK CONNECTION

## Now serving at Window 17...Juvenile subsequent filings



Beginning this month, parties and their attorneys who have a juvenile case hearing at the Old Courthouse (OCH) can file their subsequent (non-case-initiating) documents at the Central Court Building (CCB) Filing Counter. The **juvenile case subsequent filings** are being accepted at Window 17 at the CCB Filing Counter for the first time.

The new change to implement a Juvenile filing window at the CCB Filing Counter improves the handling of approximately 2,400 juvenile documents filed each month, most of which relate to an average of 800 hearings held monthly at the OCH. The Office plans to monitor and track the volume and successes of this change and make any adjustments in staffing and resources as needed over time.

The new service does not include Juvenile dependency petitions. They will not be accepted at Window 17. All Juvenile cases, including dependencies, will continue to only be initiated at either the Durango Juvenile facility or the Southeast Juvenile facility. The current service of allowing documents to be accepted for filing in the OCH courtrooms will continue. If a judicial officer at OCH signs an Order of Adoption, the parties or their attorney can purchase a certified copy of that order from the OCH File Counter while they are still on site. They do not need to go to the CCB or another location for this service.

## Costumes will have Office aBUZZ on Oct. 31

On Monday, Oct. 31, the staff could be *buzzing* about all of the different costumes that have appeared within the Office that day. The reason *bee-ing* is that the Office will be conducting its annual costume event where employees are invited to dress up in costume for a chance to *fly* away with winning an award for the best costume outfit.

In addition, employees will have another chance of winning a different type of costume contest. The following week, the Office will conduct its annual contest that allows staff to submit photos of their pets in costume. More details about both of the contests will be forthcoming via email.







# Extra Miles

## Newsletter extras

### Election year “Do’s” and “Don’ts”

**W**ith the **Nov. 8 General Election** approaching, below is a list that provides a reminder of the proper and improper political activity for county employees. The Arizona Code of Conduct for Judicial Employees, effective Feb. 1, 2010 changed some prior limitations. New code of Conduct Rule 4.2 states that courtroom clerks, judges’ personal staff and high-level court managers may not hold any elective office because their actions and comments might be attributed to the judge, due to their close association with the judge.

#### **EMPLOYEES MAY**

- Cast a vote.
- Express personal opinions about candidates and issues. Note that your opinions may be attributed to the courts or county if you can be identified as a court or county employee at the time you state your opinion.
- Attend meetings to acquire information concerning the candidates for public office and the political issues.
- Campaign for or against ballot issues, referendum questions, constitutional amendments, municipal ordinances.
- Circulate candidate nomination petitions or recall petitions.
- Campaign for themselves and hold unpaid, non-partisan, public office without taking a leave of absence if the elected office is consistent with judicial employment, the employee receives permission from the Clerk, and the employee is not a courtroom clerk.
- Sign nomination or recall petitions.
- Make contributions to candidates, political parties, or campaign committees contributing to candidates or advocating the election or defeat of candidates.
- Engage in activities to advocate the election or defeat of any candidates or campaign committee contributing to candidates or advocating the election or defeat of candidates.

#### **EMPLOYEES MAY NOT**

- Make political endorsements in which they identify themselves as court or county employees.
- Use any official authority to affect the vote or the political action of any person or for any consideration.
- Be a member of any national, state, or local committee of a political party, or an officer or chairman of a committee of a partisan political club.
- Engage in any political activity or display literature, badges, stickers, signs or other political advertisements on behalf of any party, political committee, agency, candidate or ballot measure while on duty, while in uniform, or at public expense.
- Maricopa County Ethics Policy, which applies to Clerk’s Office employees, prohibits public employees from being a candidate for nomination or election to any public office which is either paid or partisan. A letter of resignation is required if filing nomination papers or making a formal public declaration of candidacy.





# College Colors Day in the Office

## September 2, 2016

On Friday, September 2, the Office had a "College Colors Casual Day" where employees were allowed to wear the college apparel of their choice. Below are photos of some of the staff who participated in the day.



Michael Jeanes



Ryan Harris and Rick Hutton



Kim Whitson, Joe Sims, and Dawn Vandenberg



Aaron Nash, Sheila Bullock, and Lois Rees



Bill Cruz



Dominique Moreno, Maria Amaro, and Deborah Johnson



Jenela Fierro and Anna Valenzuela



Matt Martin and Steve Lauer



Ken Lindler



# The County Chronicle

News items from Maricopa County

## Camp one night, get another night free at county parks



Beginning October 1, Maricopa County's Parks and Recreation Department will bring 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 Monday through Friday between 8 a.m. and 4 p.m. The promotion will be applied to stays booked between October

1 and November 10, 2016. 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.

To learn more about this offer or a County park, you may call (602) 506-2930.

## Career Planning Program being offered

The County is offering a Career Planning Program for employees that meets on Thursday mornings starting Oct. 27 from 8:30 a.m. - 12:30 p.m. There are four, four-hour sessions that will be held in the County Administration Building, 2nd Floor. For more information and/or to enroll, [click here](#).

## Feedback on County's website sought

Maricopa County is asking for feedback on their public website. The information gathered will be used for future updates to the website, which is accessible at [www.maricopa.gov](http://www.maricopa.gov). To take the survey, you may [click here](#).





# The Inside Track

## on Employee News

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### MARRIAGES

- Congratulations to **Michelle Paigen** in FC/CV eFile, who got married on September 17. Her husband's name is Kevin Cain. They plan to go on a cruise in the Spring to celebrate.
- Congratulations to Downtown Courtroom Clerk **Sara Smith**, who got married on Aug. 20 to Kyle Harrington. They went to Yosemite Valley and Mammoth Lakes in California to celebrate.



### OFFICE ANNIVERSARIES

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

#### 30 YEARS

**Mary Rogers**

#### 25 YEARS

**Kathy Whittiker**

#### 15 YEARS

**Patti O'Dell and Joseph Sims**

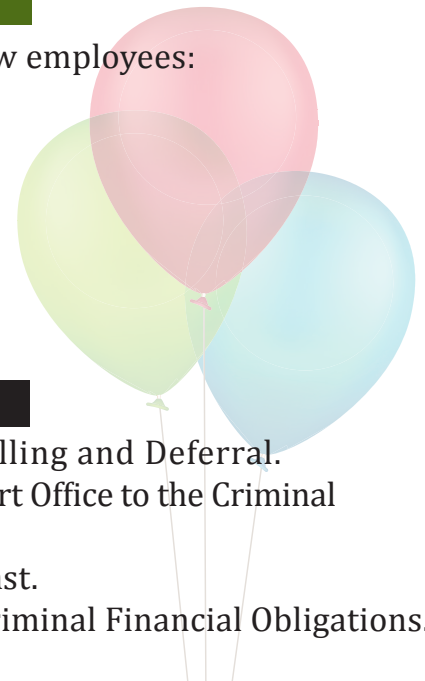
#### 10 YEARS

**Kathleen Apodaca, Anisa Ashburn, and Christina Cady**

### NEW EMPLOYEES

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

- **CSC Marriage Licenses and Passports - Delia Ramirez**
- **CSC Public Records Counter - Evalia Guillen**
- **Family Support Services - Susan Quitugua**
- **ITG - Drew Billups**



### EMPLOYEE MOVES

- **Maria Amaro** transferred from Family Support Services to Billing and Deferral.
- **Maria King** transferred from the CSC Marriage License and Passport Office to the Criminal Financial Obligations Unit.
- **Lisa Cooper** transferred from CSC Support Services to Northeast.
- **Robert Gonzales** transferred from Billing and Deferral to the Criminal Financial Obligations.

# Special Features

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



### Newsletter's location is cliff hanger

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, the newsletter was spotted in the Redwoods in California. This month it is found along the White Cliffs in another country.

Pictured to the left is Courtroom Clerk **Terri Pavia** who was in Dover, England at the White Cliffs. The White Cliffs form part of the English

coastline facing the Strait of Dover and France.

**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.

## Take



This month's list of five is ... **the top five fastest growing counties in the US - 2010 - 2015**

- 5) Wasatch County, UT - 24%
- 4) St. Bernard Parish, LA - 26.5%
- 3) Sumter County, FL - 27.3%
- 2) Stark County, ND - 32.9%
- 1) Williams County, ND - 57.6%

Source: National Association of Counties



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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 - **Alyssa Vittuci**



**Department:** Durango Juvenile Courtroom Services / **Title:** Courtroom Clerk / **Years with Office:** 5 years with the Clerk's Office. I was a bailiff for 1.5 years. / **Something You Enjoy About Your Job:** The courtroom clerks at Durango are a great team. We all assist each other as needed without hesitation. We also have the best supervisors! / **Hometown:** Phoenix, AZ / **Your First Job:** Restaurant hostess / **Something Memorable:** Gave birth. Nothing else compares. / **Hobby/Special Collection:** I collect crosses. I try and find a cross from places that I travel to that represents that particular place. / **Best Vacation Spot:** Maui / **Favorite Meal:** Tamales and my mom's eggplant parmesan / **Favorite Place to Eat Out:** Cheesecake Factory / **Favorite Sport Team:** Love my hometown Cardinals, but the team in my heart is the Minnesota Vikings. / **Who Is Someone You Would Like To Meet:** Blake Shelton. He is funny and I love his music. / **Favorite TV Show or Movie:** *Cry Baby!* / **Something You are Proud of:** Buying a home as a single mother. / **What is an ability you wish you had:** Public speaking. / **Do you Have Any Hidden Talents:** I am not sure. They must be really good at hiding. / **What Is Your Dream Car:** Lamborghini... vroooooom! / **Best Advice Someone Has Given You:** Don't take life too seriously, you won't get out alive. / **Something on Your Bucket List:** To vacation in Italy. / **Nobody would believe it if they knew...** I am shy around people.