

RECORD TIMES

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



Anthony Garcia
starring as the
"Incredible Bulk"

The Incredible Bulk

What you might call a scanner and their work if transformed into a character for Halloween

If the staff members who perform scanning duties throughout the Office were to coordinate dressing up as a character for the Halloween season based upon their work, an appropriate character could be **"The Incredible Bulk."**

The reason why is due to the bulks of paper they handle and scan each day. On average, about **5,000 documents a day** are scanned at the Downtown location alone. From January through September of this year, **more than 5.1**

million pages of all case types were scanned by Downtown staff members. Currently, the Office has 55 staff members in 12 different locations who perform scanning duties.

The process of scanning begins when documents are picked up from the various Office locations. The documents either come from the file counters or divisions via the courtroom clerks. The documents are then sorted into batches

*Continued on Page 4... See **Incredible Bulk***

Two opportunities to vote are coming soon



Employees will have two chances to not only participate, but also vote in Office contests this fall season.

First, employees are invited to dress up on Oct. 30 and participate in the annual **Employee Costume Contest** and then the following week, they may enter photos of their pets in costume for the **Paws-tume Contest**. Photos from both contests will be posted in surveys that allow staff to vote on their favorite costumes. More details on both contests are provided on [page 5](#).

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Michael's Message

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



Singing your praises

Thomas Edison lived to be 84, and during his lifetime he patented 1,093 inventions. Yet, while the popular image of Edison as the lone genius still exists, the truth is quite different.

Like many successful people, Edison knew that having other brilliant minds around would keep him razor sharp and help bring his ideas to life. His laboratory was an "invention factory" where a team of artists, experts, and scientists collaborated day and night to change Edison's futuristic visions into real-world technology. Here are some of the unsung heroes behind Edison's patents:

- Charles Batchelor, the chief mechanical assistant from England;
- Ludwig Boehm, a glassblower from Germany;
- John Kruesi, a Swiss clockmaker;
- Francis Upton, a mathematician;
- Samuel Mott, a draftsman who made drawings for patent offices;
- Gorsvenor Lowery, a lawyer who also raised funds to keep the laboratory operational; and
- A whole host of carpenters, machinists, and general laboratory helpers.



Over the years, our Office has accomplished so many innovative projects. In my role as the Clerk of the Court, it places me in situations where I hear compliments from the public, customers, and court and county offices about our service and innovation. I share with those people that it is because of the talented, skilled, professional, knowledgeable, wonderful staff that I am fortunate to have working for me. Let me tell you that **you are not "unsung heroes,"** because I **HAVE BEEN SINGING** your well-deserved praises for many years now. Thank you for all you do to make us ALL look so good!

Munch With Michael Update

October 27
Northeast
Noon - 1 p.m.
Multi-Purpose Rm.

November 4
SE Juvenile
Noon to 1 p.m.
Cactus Rm., 1st Fl.

November 10
Downtown
Noon - 1:00 p.m.
TANG Conf. Rm.
ECB, 3rd Fl.

November 12
Northwest
Noon - 1:00 p.m.
Jury Room 124



→ Michael's
→ Quote
→ of the
→ Month

"We should remember that good fortune often happens when opportunity meets with preparation."

– Thomas Edison

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: **Korena Rodriguez**

From: **Tiffany Galindo**

"I would like to thank **Tiffany Galindo** for all the hard work she does as a Courtroom Clerk and Courtroom Clerk Trainer. She was my first trainer and even though I have been a Courtroom Clerk for a year, she still assists me with anything I have questions on. She is always very helpful and does not just give me the answers...she taught me how to find them on my own. She is a wonderful clerk and does such a great job and everyone should know!"

About: **Jan Price**

From: **Tracee Bauer**

"I want to thank **Jan Price**. I am a new and Jan is my trainer. Jan is doing the work of three people - one transfer, one FMLA, plus training me! Additionally, Jan moved from her 28-year home at Durango Juvenile to Downtown just a month ago. I am grateful for her dedication and caring, and for making me part of the family."

CUSTOMER COMPLIMENTS

About: **Valerie Gokey**

A customer spoke to CFO Supervisor Angela Smith to let her know how pleased he was with the service he received from **Valerie Gokey**. He said Valerie went above and beyond for him and solved a lot of research issues with his case. He really appreciated that she took time to listen to him and help with what needed done.

About: **Customer Service Center Marriage License and Passport staff**

A couple came to get a marriage license at the Customer Service Center and told Supervisor Cheryl Marzella afterwards that they were extremely

pleased with the service they received. They said everyone was pleasant and helpful.

About: **Customer Service Center Support Services Staff**

Several staff from the CSC Support Services recently received compliments from various customers. Below are the positive remarks received:

Diana Eaton - "Excellent service. Thank you for all that you do."

Cecilia Alfaro-Arndt - "We appreciate the professionalism and speed with which this request was handled."

Karen Knowlton - "Very happy with service. Very helpful."

Catrina Ybarra -

Customer 1 - "Made it easy."

Customer 2 - "Thank you very much for your help. You have provided me with superior clerk of court experience."

Customer 3 - "I was very pleased with the service Catrina provided. She was polite, courteous and very professional."

Lisa Cooper -

Customer 1 - "Lisa provided me with superior customer service."

Customer 2 - "Excellent customer service. I received my documents in a timely manner."





EXTRA MILES

Office Extras

...Incredible Bulk continued from page 1

according to case type (FC, CV, PB, etc) and document type (Orders, Motions, etc). Once sorted, they are given a barcode sheet (one for each document) that tells OnBase which case the document belongs to. The document is then prepared for scanning by removing the staples and ensuring each document is uniform in size. The documents are then placed on the scanner, each page is reviewed by the person scanning for accuracy, and then again by the EDM/QC department for final quality assurance before it is approved to become part of the official court record.



Delilah Chilcoat, who has scanned since the Office implemented the process in all case types in 2002, said, "You have to be very alert when you scan and learn the many different documents we receive. It is not as easy as you may think." She also said they have to be sure the documents are correctly prepared before scanning. In addition, she said there are times when you have to deal with a scanning machine that has decided to have an attitude and not function properly.

"I jokingly tell the new staff members that I train that as a result of scanning, you could almost become an attorney from all of the legal words you see on the documents," Delilah said with a smile.

Prior to 2002, Delilah worked in the Microfilm Department from 1989 - 2001 before scanning was implemented. She said scanning is a major advancement. She is right...scanning is an advancement, and it does create a BULK of paperwork for the scanners. They do not mind it though, and they do an INCREDIBLE job...which lightheartedly, but with admiration merits them the name, "The Incredible Bulks" this season.



The doors will open this Saturday for service at CSC

People who are planning to purchase a marriage license or apply for a passport in the near future are getting an early Halloween Treat. The Clerk's Office is opening its doors for business this **Saturday, October 24** for four hours to accommodate any customers who may have difficulty obtaining the service during the traditional work week. The Customer Service Center will be open from 9 a.m. to 1 p.m. for the public to obtain a marriage license or apply for a passport. This is the first time the Office has opened a location on Saturday for this service. Depending on results, the Office may periodically offer Saturday hours again and consider having it at other locations.

Traditionally, October is a busier month for the Marriage License and Passport Office. Last October (2014), the Office issued **2,620 marriage licenses** for an average of 114 per day and accepted **2,339 passport applications** for an average of 102 per day.

Fun Fall Festivities



On Oct. 30, costumes could include lions and tigers and bears, oh my

Last year, a group of employees dressed up as Wizard of Oz characters were selected as winners in the Office's annual Costume Contest. This year, there could be some other employees who have the *courage, heart, and brain* to come up with an idea for an *Oz-some* costume that *goes over the rainbow* and lands in *Much-Win Land*. To see whose costume will be the *king of the forest* this year, the Office is holding its **Annual Costume eVent** on **Friday, Oct. 30**.

Following are the details of the contest. Photos of employees who are in costume will be taken on Oct. 30. 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 provides for Show and Tail Days



"Show and Tail Days" are coming to the Office for a fourth 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:

How to enter:

- 1) Take a digital photo of your pet(s) in costume
- 2) Submit your photo to Len Keso between Nov. 2 through Nov. 5 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 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 too dark or out-of-focus, 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 4 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.

A different type of "Order in the Court"

With the recent opening of the new Frullati Cafe in the South Court Tower, 175 W. Madison, it brings new meaning to the phrase "Order in the Court." Located on the first floor of the court, employees have quite a menu to order from in the new cafeteria including a salad bar, sandwiches, fresh baked pizzas, different types of drinks, and more. It is open for breakfast and lunch for court staff, jurors, and downtown county employees.

2015 Combined Charitable Campaign results

Maricopa County completed its annual Combined Charitable Campaign this month. In total, county employees donated **\$352,251** to the campaign. There were **2,606** employees who logged into the campaign's site. In total, 141 agencies were designated for the donations – \$91,144 of the donations were designated for the County's EASE Program. EASE (Employees Assisting and Supporting Employees) is a contingency fund established to assist Maricopa County employees who cannot meet expenses arising from medical and human-services related emergencies. The fund is designed to offer an alternative to eligible participants if other known sources of financial aid are unavailable.

Commuter of the Month winner

Lesa Schaubek from Management Resources was a recent winner in the Maricopa County Alternative Mode Transportation Program's monthly drawing. Lesa received a \$25 Einstein Brothers gift card. She has been using alternative transportation for the past 2½ years.

"Whether coming or going, I see traffic at an almost dead stop on the I-17 and I am grateful that I have the opportunity to ride the Rapid," Lesa said.



The Inside Track

on Employee News

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MARRIAGES

- SEA Courtroom Clerk **Korena Rodriguez** got married on Oct. 17 to Richard Templeton in Dana Point, California.

OFFICE ANNIVERSARIES

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

25 YEARS

Roselle Smith

20 YEARS

Rebecca Shanks

15 YEARS

**Mary Scott, Ken Troxel,
and Sue Baldwin**

10 YEARS

Sandra Seeley

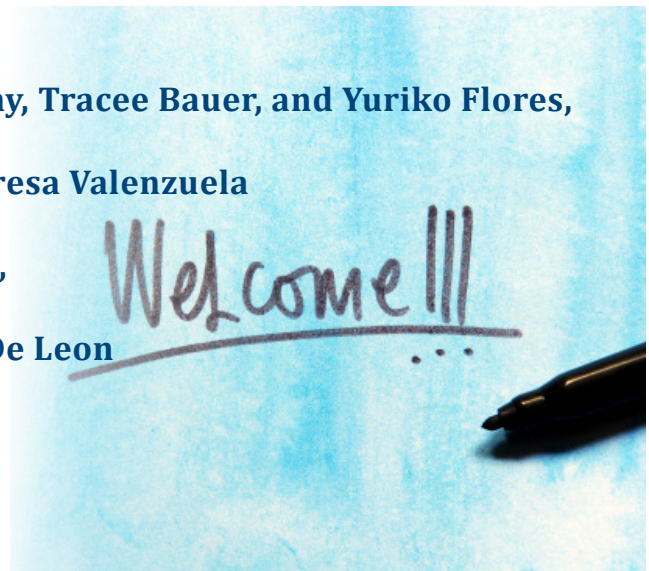
5 YEARS

Rocio Mendivil

NEW EMPLOYEES

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

- Accounting - **Carol Risano**
- Courtroom Clerk - **Amber Arnold**
- Criminal Financial Obligations - **Doris Anthony, Tracee Bauer, and Yuriko Flores, Nicolasa Jones, and Elizabeth Valencia**
- CSC Support Services - **Susan Lucero and Theresa Valenzuela**
- Disposition/Abstracts - **Suleika Hernandez**
- Downtown Filing Counter - **Antonio Canisales, Christina Flores, and Malia Acosta**
- Durango Juvenile Courtroom Clerk - **Patrick De Leon and Cindy Rock**
- EDC/RCC - **Dianne Cerkenik**
- Grand Jury - **Allison Metoyer-Lott**
- Management Resources - **Shiloh Giles**
- SEA Filing Counter/ML&P - **Jesse Roman**



EMPLOYEE MOVES

- Tanya Miller** was recently promoted from the Probate Filing Counter to become a Courtroom Clerk.
- Margarita Yanes** was promoted at CSC Support Services to become the new Process Server Coordinator.
- Angelique Rodriguez** transferred from the CSC Marriage License and Passports Office to the County Attorney Desk in CSC Support Services.



Special Features

Where in the world has the Record Times been?



“Stumped” on the location to take a photo with newsletter

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 at a historic castle in Ireland. This month it can be found back in America at a forest.

Pictured above is Criminal Financial Obligation’s **Becky DeLong**, who posed with the newsletter at Confussion Hill in Piercy, California. Becky said the location is at the beginning of the Giant Redwood Forest. She enjoyed a road trip that took her along the Pacific Coast of California and Oregon through the Olympic Peninsula of Washington and then back home traveling through Reno, Nevada.

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; **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 five best Autumn drives in America.**

- 5) Olympic Peninsula Loop Drive - Washington
- 4) Hocking Hills Scenic Byway - Ohio
- 3) Kancamagus Scenic Byway - New Hampshire
- 2) Upper Delaware Scenic Byway - New York
- 1) M-22 - Michigan

Source: USA Today’s 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 - **Sandra Seeley**



Department: NE Court Operations

Title: Court Operations Lead

Years with Office: 10

Something You Enjoy About Your Job:

Assisting external and internal customers.

One Task of Your Job Is: Problem-solving

Your First Job: Working at the Target Restaurant and Snack Bar.

Hometown: Bloomington, Minnesota

Something Memorable: Participated at half-time in the NFL Vikings vs. Bears football game in the Honor Guard.

Hobby/Special Collection: I enjoy hiking. One of my favorite places is Sabino Canyon in Tucson.

Best Vacation Spot: Mackinac Island, MI

Favorite Meal: Turkey, mashed potatoes, gravy, and stuffing

Favorite Place to Eat Out: Any great restaurant!

Your Favorite Sport Team: AZ Cardinals!

Who Is Someone You Would Like To Meet: My Great Great Grandfather Jessie Seeley, who was the Sheriff for Medina County, Ohio.

Favorite TV Show or Movie: *The Bishop’s Wife* with Cary Grant, David Niven, and Loretta Young

Something You are Proud of: Moving and establishing myself in Arizona, on my own, at the age of 25.

If Given a Chance, What Would You Like To Be For A Day: A Broadway Costume Designer

Something On Your Bucket List: Skydiving
Nobody would believe it if they knew ... that I love toy trains.