

Record Times



A monthly newsletter for Clerk of the Superior Court employees

October 2010

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A world of costumes expected to appear on Oct. 29



At last year's Costume eVent, a group of employees who were dressed as "It's A Small World" were voted on by employees as having the "Best Overall Costume." This year, there could be some employees who may not think they will win the best overall costume award, but they hope to at least win *a small award after all*.

To offer a *world for the wise* in costume this year, the Office will hold its fifth annual Costume eVent on Friday, Oct. 29.

The eVent provides the opportunity for Clerk of the Court employees to vote on their favorite Halloween costumes in various categories. Among last year's costume categories were: Funniest, Scariest, Cutest, Best Decades, and Most Spook-tacular. This year, the categories will be determined based on the various costumes of employees.

The way in which the Costume eVent will work is as follows: photos of employees who are in costume and want to participate in the contest will be taken on Oct. 29. From these pictures, categories will be created for the various costumes. The categories will then be sent out to employees (approximately five days later) to vote for their favorite costumes in each category. The votes will be tallied and the winner's will be announced in the November *Record Times*.



There were quite a few interesting characters who showed up at last year's Office Costume eVent. Who will it be this year?

The return of Merry-copa County is almost here

Each year after Halloween is over, the opportunity for a temporary name change is merited for Maricopa County due to the generosity of Clerk of the Court employees. The name of "Merry-copa County" becomes more reflective of the organization as a result of the employees efforts during the Office's Annual Holiday Drive, which is held to make the holidays merrier for those in need. Like previous years, this year's Holiday Drive includes the following officewide activities:

- **Socks Drive**, which will be held Nov. 5 - Dec. 3.
- **Toys for Tots Drive**, which will be held Nov. 12 - Dec. 10.



Donation boxes will be set up at each Office location for employees to drop off their donated items for the Socks and Toys for Tots Drives. Last year, Clerk's staff donated **681** pairs of new socks and thousands of toiletry items for the Socks Drive, and an office record **369** new toys for the Toys for Tots Drive. More details will be coming.



A special salute to veterans is planned for Nov. 10

Maricopa County officials are sponsoring a special Veteran's Day Celebration from 9 to 10 a.m. on Nov. 10 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.





Michael K. Jeanes
Clerk of the Court

A Minute with Michael



A few things happening in the Office

This month, I wanted to report on the expansion of a successful pilot program that we started in August 2009. At that time, we collaborated with the Court of Appeals, Division One in the pilot program called Court-2-Court (C2C) that was designed to electronically transmit a designated portion of appeals. Due to the positive results of the pilot, the program has now been expanded from transmitting the appeals of the post-2002 case types of Probate, Family Court with Children, and Family Court with No Children to now also include Civil case types.

On average, about 19 appeals were transmitted monthly in the pilot's initial phase. With the addition of the post-2002 Civil cases to the pilot program, an estimated 53 cases per month will be electronically transmitted, which is an increase of 17 percent of total appeal processing volume to as much as 45 percent.

This C2C application was developed by the Administrative Office of the Courts. It replaces a process where the documents were manually gathered, copied, and then delivered by courier to the Appellate Court. The new program saves a considerable amount in time for staff in producing the record on appeal and further helps reduce operational costs. Congratulations to all of our staff who are a part of this program's great success and who have contributed to making it ready to expand.

In other news, I would like encourage you to attend one of the upcoming **Annual Investor Checkup** workshops that have been scheduled for our Office. I attended the one held at the Downtown Justice Center this month. Following are the dates and times of the remaining workshops.

- **Northwest** - Noon - 1 p.m. / Tuesday, November 2 / Jury Assembly Room
- **Southeast** - Noon - 1 p.m. / Thursday, November 4 / Cactus Room in Southeast Juvenile Facility
- **Northeast** - Noon - 1 p.m. / Monday, November 8 / Multi-Purpose Room #300
- **Downtown** - Noon - 1 p.m. / Monday, November 15 / Testing Room, County Administration Bldg., 2nd Fl.
- **Durango Juvenile** - Noon - 1 p.m. / Tuesday, November 16 / Conference Room #1164
- **Downtown** - Noon - 1 p.m. / Thursday, November 18 / Cordova Room, East Court Building, 3rd Fl.

You can sign up for the workshop through the Student Online Learning Center.

New program has great worth to victims of crime

Through a new program called Victim-Locate, the Clerk of the Court partnered with the County Attorney to find victims of crime who were not receiving their court-ordered restitution. As a result, the Clerk's Office recently distributed more than \$384,000 in restitution funds to these victims. Approximately \$74,000 per month is not mailed to victims because of invalid addresses on file with the Clerk's Office. The program, which began earlier this year, was created to address more than \$3 million in pending restitution funds that the Clerk's Office could not release.

Clerk of the Court Michael Jeanes contacted the County Attorney's office to ask for help locating more than 4,000 victims who are owed restitution, leveraging the County Attorney's internal investigative resources and additional databases to locate current addresses. In the first week of their collaborative efforts, the program located 76 victims who had funds on hold with the Clerk's Office.

In addition to the Victim-Locate program, the Clerk's Office has a link on its website called "Finding Funds" that allows individuals and businesses to enter their name or the name of their business to search for court-ordered restitution monies or assets owing to them. If funds exist, forms can be printed and completed and either faxed or mailed to the Clerk's Criminal Financial Obligations Unit. To find funds online, use the Clerk's Unclaimed Property Search at http://www.clerkofcourt.maricopa.gov/Unclaimed/default_new.asp.





The Extra Mile



(Listed below are recent letters, email messages, note cards, and phone calls about Clerk of the Court employees who went the extra mile to provide excellent service.)

CUSTOMER CARD COMPLIMENTS

Northwest Marriage Licenses and Passports

- **Duffy Watson** - “Duffy was excellent. He helped me so much.”

Northwest Filing Counter

- **Jessica Bernal** - “Jessica was very helpful, friendly, and efficient.”
- **Jackie Ortiz** - “Jackie was extremely helpful. She’s awesome.”

Customer Service Center Marriage Licenses and Passports

- **Araceli Rodriguez** - “Excellent service and professional appearance.”
- “Staff were efficient and business-like when I applied for a passport.”
- “Staff did a great job. Helpful and courteous.”



Service that is golden!

Northeast Filing Counter

- **Martha Wanke** - “Martha was the most helpful, courteous clerk that I have encountered. She was very thorough and helped me every step of the way.”
- **Kelle Dyer** - “Very helpful and friendly. Made this process a lot easier.”
- **Sandy Seeley** - “Very, very helpful. An asset to your system. Two thumbs up for Sandy.”
- **Maria Ledesma** - “Great customer service and was very helpful with the information that was provided.”

CO-WORKER COMPLIMENTS

“I would like to thank everyone at the Clerk’s Office for the years that I have been here. I want to thank specifically my mentor and supervisor, **Susan Morris** for helping me through challenging times.” – **Robin Peck**

“I want to send props to **Edith Witherspoon**. I just want to say that she has always answered my inquiries and questions in a timely manner. She is professional and is an asset to her department. Thank you Edith!” – **Dora Sandoval**

“I want to thank **Sheri Jaffe** and her great staff at Northeast, especially **Hector, Jean, Kyle, Janeene,** and **Nancy** for making me feel like a part of their work family the three months that I worked with them. It was a great experience.” – **Ken Daniels**

“I would like thank ITG’s **Candy Cole-Terry** and **Timothy Potratz**. I am well aware how busy they are with their responsibilities, and yet, when I really needed their assistance, they took the time and effort to assist me with pulling a report from the Exhibits Tracking System and from an old data base. They addressed my needs expeditiously and professionally. I am greatly appreciative of their efforts, and I am happy to point out that both Candy and Timothy are great examples of colleagues who are teamplayers.” – **Sue Littrell**





... more extra miles

CO-WORKER COMPLIMENTS

“I would like to thank **Sharayah Dunst** for training the RCC/EDC team on the disposition process. Sharayah’s patience, knowledge and continued guidance during this transition has been extremely helpful and appreciated.”
– *Franci Diaz-Smock*

CUSTOMER COMPLIMENTS

A customer called the Office’s **eFiling Team** to say that he works with many other courts and he has not found the high level of service he receives from them in any other court. He said that he is very impressed and wanted to take time to express his appreciation for their excellent work.

Jon Reeves received a letter in the mail from a customer thanking him for the assistance he provided to him. The customer said his service was greatly appreciated.



Snip-Snap

(A section of snippets and snapshots)

Newsletter is still California dreamin’

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was seen with an employee in a California forest. This month, the employee publication is seen with an employee at a California Beach.

Pictured below is Courier **David Wolff**, who posed with the newsletter while he was vacationing at Pismo Beach in California.

You may submit photos of yourself reading the *Record Times* while on vacation at any time for this monthly newsletter feature.

To submit a photo: 1) Print the front-cover newsletter page;

2) Take your photo(s) with the page during your vacation;

3) Email the digital photo or interoffice mail the print photo to Public Affairs Office’s Len Keso (mail code DJC/PA) with your name, department, and a description of the photo.



Trick or Treat Trivia

The term “trick or treat” was first seen in print in Alberta, Canada in 1927. Trick-or-treating became an established fixture of American popular culture in the 1950s, when Walt Disney produced a cartoon called “Trick or Treat” and an episode of the popular TV show *Ozzie and Harriet* showed children overwhelming the TV family in search of candy.

Halloween survey

According to an American Express survey, 64 percent of adults rank Halloween as a popular holiday and celebrate it in various ways including attending a party or watching a scary movie. Forty-seven percent said the holiday is not just for kids. More than a quarter of adults dress in costumes.





The Employee Track

(A special newsletter section devoted to news about employees of the Clerk of the Superior Court's Office.)

MARRIAGES

- Congratulations to Courtroom Services Manager **Shannon Ward**, who got married on Oct. 2 to Michael Lincoln. The couple went to Hawaii for their honeymoon.

BIRTHS

- Congratulations to Facilities Management's **Freddie Rubalcaba** and Courtroom Clerk Linda Rubalcaba on the birth of their first grandchild on Oct. 1. Their new granddaughter's name is Kayla Gabrielle. She weighed 6 lbs. 10 oz.
- Congratulations to Courtroom Clerk **Colleen Harrington** on the birth of her grandchild on Oct. 13. Her new grandson's name is Carson Anthony and he weighed 7 lbs. 15 oz. and was 19 in. long.
- Congratulations to SE Juvenile Courtroom Clerk **Sonia Canez**, who became the proud mother to a baby girl on Sept. 18. Her new daughter's name is Sienna Feliz. She weighed 7 lbs. 1 oz. and was 21 in. long.

OFFICE ANNIVERSARIES

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

5 YEARS

Veronica Becerra, Laura Dagna, Brandy Lambert, and Sandra Seeley



10 YEARS

Susan Baldwin, Mary Scott, and Merriel Trombley

15 YEARS

Betty Finney and Rebecca Shanks

25 YEARS

John Walker

NEW EMPLOYEES

- Civil Filing Counter – **Carrie Allen**
- Juvenile Courtroom Clerk – **Roscio Mendivil**
- ITG - **Ken Troxel**
- Family Court Filing Counter - **Veronica Quijada**



OTHER EMPLOYEE NEWS

- Congratulations to Juvenile Services Accountant **Terri Ernster** who recently received her Bachelor of Science degree in Accounting from Western Governors University.
- **Tysia Nelson** transferred from Juvenile Court to Adult Courtroom Services.





...The Employee Track *continued*

EMPLOYEE SPOTLIGHT



Name: Vanessa Martinez
Department: SEA Filing Counter
Hometown: Phoenix, AZ
Birthday: August 22
Family: Jay (my husband) and Crush (my baby turtle)
Years With The Office: About 12 years
What is One Thing That You Enjoy About

Your Job: My co-workers

Favorite Activity: Making puzzles

Least Favorite Activity: Yardwork

The Most Adventurous Thing That You've Done: It is the time when I climbed to the top of the Teotihuacan and Chechen Itza Pyramids in Mexico.

Do You Have a Hobby or Special Collection: I have a Mickey Mouse collection

Where is Your Favorite Place to Eat Out: My mom's kitchen

Favorite Meal: Green chili beef

Pet Peeve: Disrespectful people

Favorite Movie or TV Show: **TV Show** - *Criminal Minds*

What is Something You Are Proud Of: The Mickey Mouse collection that I have.

A Dream I Have Is To: Visit Paris Disneyland

What Has Been Your Favorite Vacation Destination: Disneyland

What Place Would You Like to Travel To Next: Disneyland

Two People With Whom You Would Like to Have Dinner: My grandmother and father (both deceased)

What Was Your First Job: I was a receptionist at Westside Social Services.

Nobody would believe it if they knew ... that I went parasailing.

Scan-tastic job

Each month the employees who are responsible for scanning documents are audited on their work. Each quarter, the scanners who have achieved a high quality on their images for that quarter receive a special certificate. The following employees received certificates for their outstanding rating:

100% - Rosemarie Scott

99.90 - 99.99 - Anamae Beard, Margaret Brickman, Shannon Bowdoin, Sheila Bullock, Delilah Chilcoat, Kenna Cumbley, and Rebecca Shanks

99.80 - 99.89 - Scott Buckman, Jackie Francisco, and Rubi Rojas

99.60 - 99.69 - Anthony Garcia and Helen Rodriguez



Office Snapshot - This month (from left) Jennifer Escarcega, Kenna Cumbley, and Reta Sneddon were spotted enjoying the opportunity to have lunch in the rain.



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For past issues of the *Record Times*, you may visit: <http://cocweb.coc.maricopa.gov/oldcontent/news/recordtimes/default.asp>

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