

RECORD TIMES

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



Linda Berger selected as the Employee of the Year

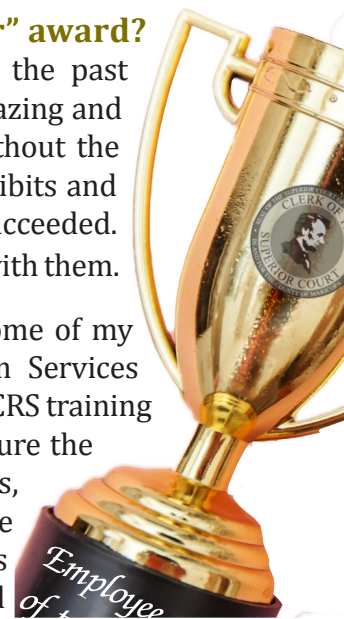
Linda Berger, a Courtroom Services Manager, was named as the “Employee of the Year” (EOY) for 2020. She was selected among 16 candidates who were an “Employee of the Quarter” honoree. She is the 5th person to be selected for the Office’s highest honor.

Linda began serving in Clerk’s Office in 2010 as a courtroom clerk. Three years later, she moved up to Courtroom Services Supervisor, and then moved up again to Courtroom Services Manager. During the past year, she has done an outstanding job supporting the clerks, working with the Bench, leading her team, keeping updated with technology, and being a positive force during difficult times. Her excellent performance has touched many areas of the Office/Court. In recognition of her EoY honor, the *Record Times* conducted an interview with her.

How do you feel about winning the “Employee of the Year” award?

I’m shocked and speechless. The achievements made throughout the past year have really been a group effort. The CRS team is absolutely amazing and we couldn’t have accomplished several of our projects this year without the outstanding collaboration with our great business analysts, DTI, Exhibits and Court Ops. It is through our collective ideas and efforts that we have succeeded. I am so honored to be a part of this group and I share this recognition with them.

What are a few things that you do in your position? Some of my responsibilities include: 1) managing and coordinating Courtroom Services functions for the Northeast and Southeast facilities and Non-Criminal CRS training by guiding and collaborating extensively with the supervisors to ensure the Office is meeting its mandated obligations pursuant to various statutes, court rules and procedures; 2) ensuring our employees have the training, tools and resources necessary to accomplish our objectives while mentoring and developing them to achieve their professional endeavors; 3) assisting in the development of projects/initiatives with the Bench and various stakeholders; and 4) serve as a point of contact for matters related to warrants, exhibits, and courtroom proceedings, and for concerns from the Superior Court, employee recruitments, and personnel issues.



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★ The Employee of the Year ★

Linda Berger

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What do you enjoy about your job? I really enjoy getting to know everyone at all of the facilities. We have such fun, diverse employees!

What has been your favorite work project? Despite how hectic this past year was, I really enjoyed being at the forefront of our new electronic processes – harnessing technology to better facilitate our work load, increase employee development and skills, and being able to serve the people of Maricopa County more expeditiously has been extremely rewarding.

What do you think makes good customer service? Good customer service is really strong positive relationship building and has multiple skill sets. A person must know their product/service so they can answer questions, think on the spot, and develop solutions to any issue. They must relate to the customer, remain courteous and professional, and put themselves in the other person's position. They need to actively listen to their needs and clearly communicate each step in order to assist them. They should be patient and flexible and not just react to situations, but take a moment to truly listen, think critically, and clearly communicate ideas – that's where creativity and innovation are born and ultimately result in great customer service.



What are important qualities an employee should have? Communication. Having the ability to communicate clearly, concisely, and tactfully is imperative. Being well-rounded in communication is equally important. Share information, ask questions, solicit ideas, listen attentively, respond appropriately, and seek clarification if there is something that isn't understood. Effective communication can inspire, energize, and empower others. It's one of the most powerful tools we have.

What advice would you give a new employee? Be agile and be self-aware. The court environment has a lot of gray area so practice the ability to know what to do when you don't know what to do. In the words of our great HR Department – your action should “depend” on each individual situation. With that, take time to understand yourself. Know your own strengths and weaknesses, reflect on your experiences, understand how your actions are perceived, and find ways to compensate appropriately will make you more effective and respected.

What did you do prior to coming here? I worked as an Equipment Control Manager for a Kuwait-based company in the Middle East. I worked closely with US and British military forces to contract heavy hauling equipment in and out of Iraq during our Armed Services efforts in that region. I was in Kuwait and surrounding Middle Eastern/North African countries from 2004 through 2010.

Some of your interests outside of work? I greatly enjoy traveling to new places, experiencing new cultures and learning about ancient history and civilizations. I can't wait until I can attend a live music concert again...and I love to eat baked goods while doing all of that!



Linda in Greece in 2005

“Quote

This is a well-deserved honor for Linda. Last year was an extraordinary year of challenges. Linda's focus and dedication remained steadfast despite the many adversities. Her work-ethic, professionalism, and amazing personality were both impactful and inspirational for her team and those she worked with. Thank you for a job well done! - Deputy Director Valerie Clark ”

CLERK CONNECTION

The Technology Division has WINnovation



The Office's Division of Technology and Innovation was recently named an **honoree of a 2021 FutureEdge 50 Award**. This is a prestigious honor that was bestowed upon the Office for pushing the edge with new technologies to advance their services for the future.

"We are certainly honored to be recognized for our innovation and humbled to be among such impressive companies," Chief Innovation and Technology **Rich McHattie** said. "Our commitment to innovation is central to our vision."

Over the last year, the Office has launched several technological innovations including eFiling capability, online exhibits submission, a virtual assistant (Cleo), and Intelligent Capture.

What's happening with our social media

Thanks to the efforts of Communications Supervisor **Tiarra Earls Haas**, the Office's social media efforts have been greatly enhanced over the past two years. Following are a few social media stats from Jan. - Mar. 2021:

- ▷ 44 Facebook posts / 21 Linked In posts / 45 tweets
- ▷ The top Facebook post measured by reactions was update on Clerk of the Court's Jeff Fine's health.
- ▷ The top Facebook post that had the largest reach (380 individuals) was a post showing the Office's Filing Counter from 14 years ago and what it looks like today.
- ▷ The items the LinkedIn audience wants most of are "Job Postings."
- ▷ The top job functions of the LinkedIn audience is the Legal profession and Information Technology.
- ▷ The Top Twitter post measured by reaction was a statement in how the Office prides itself in being a beacon of service for the community.



Great interest shown in Office's third webinar

More than **95 people** registered for the Office's third public webinar presentation, which was called "**Media Academy: Public Records & Requests**" that was held on April 8. The presentation included an in-depth discussion on how members of the news media can go about obtaining public records. The panelists from the Office conducting the webinar were **Jessica Fotinos**, Legal Counsel/Public Information Officer and **Ken Shipley**, Court Operations Supervisor. The Communications Office plans a Part 2 of this Media Series in the future.

Some April Office history



April 2006 - The Office launched a completely **redesigned website** that the following year was selected as one of the Top 10 Court websites in the World.

April 2014 - The Office implemented **one telephone number** (602)-37-CLERK that allowed the public to contact most areas of the Office by using the one new number. Previously, each department had its own number for the public to reach the area of need. It helped prevent misdirected calls and transfers and provided better call management.

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: **Angela Romero, Anna Valenzuela, Jennifer Cardenas, and Kelly Marquez**

From: **Maye Patterson**

"I want to thank **Angela Romero** for taking the time to teach/train on the Family Change of Venue. She is very detailed when it comes to training her co-workers and because of that I learned within a day or two the process. I appreciate her.

- Thank you to both of my Lead - **Anna Valenzuela** and **Jennifer Cardenas** for always being there for all of us at the Downtown File Counter, for answering our questions quickly, and for support with the various customers. You lead by example and your daily encouragement is appreciated.

- **Kelly Marquez**, I want to say I appreciate you and express how glad I am to work under your leadership. Thank you for all the support and encouragement at work and in our lives."

About: **Jessica Folts**

From: **Megan Johnston**

"If you have a chance to highlight someone I think **Jessica Folts** deserves recognition for all of her hard work the past couple of months. She has taken on extra duties while other leads and supervisors are out for various reasons. She is helpful, knowledgeable, kind, and incredibly hard working

About: **Carmen Villasenor & Denise Maupin**

From: **Len Keso**

"I want to thank **Carmen** and **Denise** in Human Resources for all their wonderful help to me in a variety of ways. They are so good at what they do. They are very knowledgeable, detail-oriented, friendly, communicate to keep you updated, and are reliable. I appreciate them both very much.

thank you



Dorothy King and **Lisa Kellar** are celebrating achieving 25 years and 30 years of service with the Office. They are among 11 other employees in these two categories, who will be presented service pins in the next several weeks. The Office also has one employee who has 35 years of service - Andy Rodriguez.



Clerk of the Court **Jeff Fine** held a virtual service pin ceremony for the 5, 10, 15, and 20-year service pin recipients. There are **35 staff** getting 5-year pins, **six staff** getting 10-year pins, **17 staff** getting 15-year pins, and **18 staff** getting 20-year pins this month. The 5 & 10 pins equal **235 years** and the 15 and 20 pins equal **615 years**.



The HR BUZZ

News from the Clerk of the Court's Office Human Resources Team

New required policy reviews for staff

Beginning in 2021, we will require all employees to acknowledge a few policies on an annual basis. These policies will be assigned to all employees in The Hub (due in 30 days) and will appear in the lower right portion of the transcript log-in screen. We have also included a link to policies below.

Quick reference for completion -

1. Click link to policy and log into The Hub if required.
2. Click "Launch." This will open the policy. Please read. You will be acknowledging that you agree to comply with the policy.
3. After reading the entire policy, return to your transcript and click on the "Mark Complete" button.
4. Click the "Acknowledge" button to certify that you agree and will comply with the policy.
5. The policy will then be finalized and automatically move to your Completed transcript. Please continue to do so for the other materials.

If you have questions about policies, please seek guidance from your immediate Supervisor or reach out via email to COCHumanresources@maricopa.gov.

POLICY AND LINK

[HR1002COC - Prohibition against Harassment, Discrimination and Retaliation](#)

[HR1003COC - Employee Discipline](#)

[HR1008COC - Reporting Conflicts of Interest](#)

[HR2436COC - Alcohol and Drug-Free Workplace and Testing](#)

[POL1003COC - Internal Security Measures & Access to Clerk of Court Work Areas](#)

[POL1004COC - Reporting Incidents & Workplace Concerns](#)

[POL1016COC - Code of Conduct](#)



Watch for an announcement on **April 28** about an updated dress code policy that provides some exciting new changes!



WE GOT SPIRIT!

Photos from the recent Western Wear Day and Diamondbacks Day

Saying howdy to Western Wear and pitching Dbax Day

This month, the Office had two special occasions for employees to have some fun in what they wore to work – the **Arizona Diamondbacks Day** on April 9 and the **Western Wear/Rodeo Day** on April 13. The Diamondbacks Day was in recognition of the baseball team’s season home-opener game and the Western Wear Day was another new Spirit Day created by the Employee Recognition and Engagement Work Group. Below are photos of some of those in the Office who participated in these activities. Thank you to EVERYONE who participated!

Shannon Stulz and Tracy McMillian



Chris O'Neill, Maye Patterson and Angela Romero



Courtney Smith, Leticia Gutierrez, Renee Lundgren, Araseli Marquez, and Gozal Atabaeva-Coy



Mona Oliva and Richard Gonzalez



Vanessa Garcia and Sandy Seeley



Cynthia Ramirez



Lower Row - Mike Nimtzt and Lori Fiscus



Jasmine Tossing and Cynthia Ramirez



The Next Spirit Day
The Office will have an **Arbor Day/Nature Day** on Friday, **April 30**. Employees may wear attire with nature, florals, trees, and/or botanical designs.

EMPLOYEES of the QUARTER

The Honorees For January - March 2021

Overview of the Employee of the Quarter Program

The Office provides an **Employee of the Quarter Program** (EOQ) to recognize employees who perform above and beyond their normal duties and/or for those who provide a boost and make a positive impact to their team's work environment. The EOQ allows employees to nominate any co-worker who demonstrates these attributes to honor their efforts and enhance the overall Office operation.



TRISTAN AIRD / Family Court Courtroom Clerk

Nomination: Tristan started with the Office on April 27, 2020 and has been spreading goodwill throughout the Office ever since. In February 2021, I heard from Comm. Ash's judicial assistant saying how wonderful Tristan is in both doing excellent work and being so pleasant. Today, a COC employee who works at the filing counter said the following in supervisor April Cannon's hearing: She said what a positive person Tristan was and he is a pleasure to work with. She said his pleasant attitude was a reminder to her that things aren't that bad and to keep smiling and because of that she wanted to give him a little token of her appreciation for him (a

personalized Starbucks cup.) Now that is extraordinary—that an employee who works in another department has noticed Tristan's positive attitude. In addition to the above, Tristan never hesitates to let others know when they have done a good job and that he appreciates them. He has gone out of his way several times to let the management know when he has seen someone else do something good and to express his appreciation of the management team...not to mention, Tristan's work product is very good. Tristan is exactly the kind of employee who should be recognized.



SAMANTHA PUNZALAN / Criminal Courtroom Clerk

Nomination: Samantha is assigned to the EDC team and she is a true example of dedication and a team player. Samantha is one of 10 clerks assigned to this team. Samantha completed 1,968 minute entries during this quarter, which is the highest minute entry count of any courtroom clerk assigned to the EDC team and the highest minute entry count of all Criminal Courtroom Clerks. Samantha is always willing to help her peers and management when called upon. She covers court five days a week and assists with completing rulings for EDC judicial officers. She always has a positive, friendly attitude

and she deserves recognition for her achievements.

EMPLOYEES of the QUARTER



The Honorees For January - March 2021



Milan Milic / Billing and Deferral

Nomination: Milan is known in Billing & Deferral for his expert knowledge, ability to wear multiple hats and willingness to help others. Consistently, Milan will help process work queues when other B&D team members are out of the office. His involvement with TIP processing helped ensure Billing & Deferral was number one in Arizona for

tax interceptions last year. Milan's contributions to team training were recently acknowledged by his peers, who highlighted how patient and responsive he is. While taking the utmost ownership for his responsibilities, he also makes the time to share information with his co-workers and ensure they are familiar with the details of what they are doing. He is an absolute pleasure to work with and gives it his all!



TERRA OWEN / Court Operations Supervisor - RCC/ EDC & Criminal Operations Department

Nomination: During this past quarter, Terra has been responsible for recruiting, hiring, and training four new court operations specialists. This generally wouldn't have been a large undertaking for a supervisor or Terra's caliber, but I would note that Terra completed this hiring process without the support or assistance of a Lead. One of Terra's strongest characteristics is her work ethic. She would rather do the work herself rather than hire someone that may not be a good fit or represent the Office in excellence. Terra makes supervising look easy. She truly wants her staff to excel and do their best; she is their biggest cheerleader and wants them to grow professionally. In addition, all of her work with the stakeholders, process improvements, and implementation

of innovative ideas, does not go unnoticed. Hiring and training the appropriate staff is only one area that Terra excelled in over the last quarter. At the end of January, Terra covered the manager position as well as continued covering her own areas of responsibility. Terra's decision-making skills, professionalism, and ability to pivot quickly was of great assistance. Terra did an excellent job. Overall, Terra continues to do an outstanding job as a mentor for the new supervisor and she truly exemplifies the Office's vision and mission. Terra's goal is to always represent not only her own department, but our entire Office in the valuable work we do and the services we provide.

The County Lines

News items from the National Association of Counties (NACo)

Artwork competition for school children - NACo is sponsoring artwork competition for school students of county government employees called "Counties Matter." To participate, students must complete the sentence, **"I love my county because..."** with an accompanying creative work of art depicting an aspect of what counties accomplish in their community. Winning artwork (18 entries in all), will be selected and featured in a glossy 18-month NACo calendar, which will be distributed nationwide. Winners will also be announced in *NACo News* and have their artwork featured at NACo events. The contest is for students in grades 1 - 12. The deadline to submit is **May 31, 2021**. For more details about the artwork contest, you may visit's [NACo's site here](#) and scroll down to the article titled *"I love my county because... Art Contest."*



Scholarship opportunity for graduating seniors - NACo is offering four scholarships to high school seniors whose parents work for county government and are participants in the Deferred Compensation Program. The **\$2,500 scholarships** will be awarded in the fall of 2021. To submit an application: 1) the applicant's parents, grandparents, or legal guardian must be enrolled in and have a current employee funded 457(b) Plan offered by NACo; 2) the applicants must enroll in a full-time undergraduate course of study no later than the autumn term of 2021; the deadline is May 31. To learn more, you may visit the [scholarship site here](#).

The Stat Box

The "Woodiest" states

In recognition of Arbor Day that occurs on April 30, these are the "woodiest" states in the nation according to NACo:

- | | |
|---------------------------|---------------------------|
| 1) Maine 89.46% of forest | 2) New Hampshire - 84.32% |
| 3) West Virginia - 79.01% | 4) Vermont - 77.82% |
| 5) Alabama - 70.57% | |



States people are flocking to -

#1 Tennessee #2 Texas #3 Florida #4 Ohio **#5 Arizona**



Employee Spotlight

This Month: Carmen Villasenor

Job Title: Human Resources Specialist

How Many Years Have You Worked For The Office: 5 years with the Clerk of the Court and 14 years total with Maricopa County.

Something You Enjoy About Your Job: It's never boring and always challenging and I love the challenge!

What Are Some Of Your Responsibilities: Prepare and process new employee paperwork and orientation, including personnel action forms as well as provide information and customer service to employees and supervisors regarding policies, procedures, benefits, leave plans, trip reduction, etc.

Your First Job: I was a carhop at Sonic Drive-In with skates and all.

Hometown: Hermosillo, Sonora, Mexico

A Hobby or Favorite Activity: Boot camp workouts, hiking, and cooking.

Something Memorable That You Have Done: Becoming a US citizen

Best Vacation Spot: Disneyland has been our family vacation spot for years, and we are always looking forward to go back. // **Where Would You Like To Travel To Next:** Hawaii and Italy

Favorite Meal: Tacos and Chicken wings // **Favorite Place To Eat Out:** In-N-Out Burger

Favorite Sport: I love baseball // **Favorite TV Show or Movie:** ER, 911, The Walking Death and all Disney movies // **Favorite TV Show Growing Up:** Tom and Jerry // **Something You Are Proud Of:** Very proud to be bilingual. I enjoy translating and helping people to communicate.

Something On Your Bucket List: Traveling to find amazing sceneries.

What Do You Like Most About This Office: The people that I work with are like my second family.

A Favorite Quote: "“La accion es la clave fundamental para todo exito” - Pablo Picasso “Action is the foundational key to all success.” // **What Do You Like To Do In Your Spare Time:** I enjoy working out. I do boot camp classes 3-4 times during the weekdays and go hiking on the weekends either at Estrella Mountain or Skyline Park. I love to cook for my family...always trying new healthy recipes to minimize my sugars and carb intake. I also like spending time with my girls watching a good movie.

Your Dream Car: Just a car big enough to fit all of my family in when they visit from Mexico.

Have You Ever Won Anything: I participated on a runway for Mother's Day at a mall once and won a \$500 gift card at the end. I used it to take my mami and sister shopping that day.



Favorite Fruit/Vegetable and/or Least Favorite: Love apples, dislike brussel sprouts. // **Who Would You Like To See In Concert:** Michael Jackson, if was still alive.

A Favorite Animal: I have a Shih Tzu dog and I love her.

A Pet Peeve: Loud chewing - eek!

Three Business Skills You Think Are Important: Communication, customer service, and attention to details.

Any Hidden Talents: I was a baton twirler dancer back in my high school days.

Best Advice Given To You: The sky is the limit.

The Inside Track

on Employee News

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MARRIAGE

- Congratulations to Courtroom Services Supervisor **Andrew Schmidt**, who got married on March 27.

BIRTHS

- Congratulations to Criminal Courtroom Clerk **Kelsey Johnson** on the birth of her 6 lb. 12 oz. baby girl on April 1. Her new daughter's name is Audrey Blaike.
- Congratulations to Courtroom Clerk **Andi Gonzalez** on the birth of her 7 lb. 11. oz. grandson on April 4. Her new grandchild's name is Mickey Jonah.
- Congratulations to Durango Juvenile's **Andrea Rodriguez** on the birth of her 8 lb. 6 oz. granddaughter on March 20. Her new grandchild's name is Elena Aungelique.



OFFICE ANNIVERSARIES

The following Clerk of Court employees celebrate a milestone anniversary with the Office in April:

30 YEARS - Kelle Dyer

25 YEARS - Barbara Navarro

15 YEARS - Sharon Szakacs and Donna Courtemanche

10 YEARS - Penny Dalton

NEW EMPLOYEES

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

- **Accounting - Nicole Paxton**
- **Courtroom Clerk - Alecia Francies, Taylor Sachse, Carla De Leon, and Ana Meza**
- **Desktop Support - Donald Marovich**
- **Distribution - Deborah Gutierrez**
- **Durango Juvenile/Scanning - Blanca Diaz**
- **eFile Team - Angel Kronz**
- **Management Resources - Salma Ramos Gutierrez**
- **Public Records, Customer Service Center - Yolanda Rhoads**

EMPLOYEE MOVES

- **April Cannon** was promoted to Downtown Non-Criminal Courtroom Services Manager.
- **Heline Johnson** transferred from the Downtown Filing Counter to the Electronic Document Management Quality Control Unit.
- **Flor Rivas** transferred to Durango Juvenile from the Appeals Unit.

Special Features



Where in the world has the Record Times been?



Newsletter adds a new state to its list

Each month, employees are invited to submit photos of themselves with the newsletter at different destinations. Last month, the newsletter was seen with an employee who posed with the newsletter in the Philippines. This month, the newsletter returns to the USA and it seen in a state it has never appeared in before.

Pictured to the left is Communications Officer **Len Keso**, who is standing in the state of Mississippi at the Welcome Sign. This is the newsletter's first-ever appearance in Mississippi. It has now been to 46 states. The remaining states it has not appeared in are Delaware, Rhode Island, New Hampshire, and Vermont.

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 outing (in the community, state, or out-of-state); **3)** Email the photo to Len Keso with your name, department, and a photo description, along with any other interesting details of the photo/vacation. Anyone who submits a photo will receive a Maricopa County lapel pin (pictured here).



Where in the world has the Record Times' Flat Stamp-Ley been?



Antarctica

In January, the *Record Times* introduced a new photo feature called **Flat Stamp-Ley (FS)**. FS is a character print-out for employees to either send to a family member/friend to take a photo of it somewhere interesting, or for the employee to take a photo of it somewhere interesting. Here's the details of this month's Flat Stamp-Ley appearance:

Photo Submitted By: Laurie Hurley

Where is FS: Antarctica, McMurdo Station

Description: Laurie has a friend who has worked as an IT contractor in Antarctica for many years. He is one of the very few that works throughout the very harsh winters. She asked him if he would print out FS and get some photos of it in Antarctica. He did, but it wasn't easy as it took several attempts over different days because of the high wind and

little sunlight. He added a special touch to FS by writing Laurie's name on it.

To submit a photo of Flat Stamp-Ley, **1)** print it ([available here](#)); **2)** Then either **a)** send FS to a family member/friend to take a photo of it somewhere in the world or **b)** take a photo yourself of FS somewhere interesting; **3)** send the photo to Len Keso with your name, department, who FS is with, where FS is located, and any other interesting note.

The Statistic Cupboard



A Dish of Trivia

The Criminal Filings the Office received in:

1971 - **4,563**

1981 - **7,107**

1991 - *unavailable*

2001 - **27,516**

2011 - **49,297**

Last Year - **58,071**

1971 & 1981 are calendar year / 1991 - 2020 are fiscal year



A Cup of News

The office of the Clerk can be traced back to the year 1272 AD in the History of Corporation of Old London. In the 1500's in England there was not only the Towne Clarcke, but also the Clerc Comptroller of the King's Honorable Household. In 1603, there was a Clarke general of the Armie. King Henry VIII had a Clarke of the Spicery. When the early colonists came to America, they set up forms of local government and the Office of the Clerk was one of the first established. The colony at Plymouth appointed a person to act as the recorder...reprinted from the IACREOT NEWS, March 1998



A Scoop of Information

*The Office has a daily average of **8,132** transactions through its Cash Management System.*