

RECORD TIMES

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

The 2021 CASE is coming!



The CASE steps over to a new year of employee recognition

The annual employee recognition program allows staff to nominate co-workers for special awards

This year, the Office's CASE Award program provides the opportunity to turn the year twenty twenty-one (2021) into twenty twenty-won (202won) for several Clerk of the Court employees who will win an award through the annual employee recognition program.

To make this happen, the Office is once again offering staff the opportunity to nominate their co-workers for some special recognition and win an award. CASE, which stands for **Celebrating And Saluting Employees**, provides four different awards that staff can win. The awards are: Customer Service, Leadership, Teamwork, and Excellence.

The CASE program will kick-off on **March 3 at 3 p.m. (3/3 at 3)**. An email will be sent out from the Communications Office at that time announcing the details and it will include the form to nominate co-workers for the special awards. The deadline to submit a nomination(s) for a CASE Award is **3:23 on 3-23 (March 23)**.

This is a once-a-year opportunity to honor your co-workers with the recognition for their efforts over the past year.

And there are service pins to present as well

In addition to the CASE awards, service pins will also be given to employees this year recognizing their milestone anniversaries with the Office and County. An announcement on who the service pin recipients are this year will be listed in the March issue of the *Record Times*. This year, **96 employees** are scheduled to receive a service pin. The recipient's service ranges from 5 years to 35 years.

A remote ceremony will be held for service pin recipients for 5, 10, 15, and 20 years of service. The day and time will be announced for those ceremonies. The actual service pins will then be provided to supervisors to distribute. For the fewer amount of employees with the lengthier service of 25, 30, and 35 years service, they will be contacted about presentation of the pins.

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CLERK CONNECTION

Connecting with collecting



The **Billing and Deferral (B&D)** staff knows how to collect...collect monies owed to the court and collect awards for their outstanding work. For the 5th year in a row, the staff finished first in Arizona in court collections. The honor is a part of the state's Tax Intercept Program that collects monies owed to the court through intercepting the tax returns from non-compliant individuals. In 2020, the B&D, that operates in TIP, collected **\$2,222,425**, which was the highest amount for the year among the various participating Arizona courts. The monies they collected exceeds last year's amount by over \$44,000. The Unit's efforts also far exceeded that of the other courts in the state. Ranking second in 2020 was the Tucson City Court, which collected \$1,495,349. The staff members of the award-winning unit are: **Bryan Romero** (supervisor), **Milan Milic**, **Richard Gonzalez**, **Linda Blair**, **Stella Ramirez**, **Eva Sanchez**, **Mona Oliva**, **Alice Turietta**, and **Diana Eaton**.

Some February Office history



February 2002 - The Office fully-implemented the **Minute Entry Electronic Distribution System** that automated the entire minute-entry process. The automation included sorting and distributing the minute entries from the court division to the parties, court docket, web-site, and to law firms.

February 2002 - The **Southeast Juvenile Office** moved into a new area of the 1810 S. Lewis facility. The new Office space offered twice the space, three public windows to serve customers, a lobby, conference room and small kitchen area.

February 2012 - The **Dedication Ceremony** for the new \$340 million, 16-story, **South Court Tower** was held. Seventy-five Clerk of the Court employees moved into the new facility.

February 2017 - The completion of **scanning** more than **15.6 million pages** of documents in all case types with a file date of older than 2002 was completed. It was a 4½-year project.

Comparison of eFiling statistics for the month of January

This chart shows a comparison of the Office's eFiling statistics for the month of January in spans from 2007 - 2021

| | Civil/TX | Criminal | FC/FN/DR |
|-------------|---------------|---------------|---------------|
| 2021 | 25,032 | 26,300 | 11,977 |
| 2017 | 16,773 | 37,721 | 12,200 |
| 2011 | 12,578 | 9,842 | 125 |
| 2007 | 1,473 | 6,121 | 0 |

CLERK CONNECTION

Did COVID stop Cupid this Valentine's Day?

Each business day of the year, the staff of the Marriage License and Passports Office (ML) have a big heart to serve those couples who are in love and want to purchase a marriage license. However, when Valentine's Day comes around, their hearts get even bigger due to the great increase in couples wanting a marriage license for the special holiday. Traditionally, Valentine's Day or the Friday before Valentine's Day (if the holiday falls on a Saturday or Sunday), is the busiest day of the year for the ML staff. This year, (even with a pandemic and Valentine's Day falling on a Sunday), the amount of couples wanting to obtain a marriage license on Friday, February 12 kept the ML staff hearts beating fast as they served **127 couples**...making Cupid happy. Over the past four Valentine's Days/Valentine's Day weekends, this is the second highest amount of marriage licenses issued by staff.



The Office's all-time record for issuing marriage licenses on Valentine's Day is 221, which occurred on Friday, February 14, 2014. An actual Friday Valentine's Day is the busiest of the five work days. A Monday Valentine's Day has the second highest average.

In recognition of Valentine's Day being on the 14th, the following are 14 years of the total amount of licenses ML staff issued on Valentine's Day or the Friday before when the holiday fell on a weekend.

Marriage licenses issued on Valentine's Day and the Friday nearest to Valentine's Day



CLERK CONNECTION

There were two Spirit days on Feb. 5

On Feb. 5, it was double the fun for Spirit Day in the Office with it being **Wear Red Day** and **Football Friday**. Wear Red Day was sponsored by the county in support of "Healthy Heart Month." Employees were encouraged to wear the color red as part of a countywide effort. Football Friday was sponsored by the Office's Employee and Recognition Work Group. Employees were provided the opportunity to wear the attire of their favorite professional football team in recognition of the Super Bowl. Below are photos of those in the Office who participated in these activities. In some cases, staff participated in both:



FOR WEAR RED DAY -

1) Northeast (from left) - Christine Jacobsen, Gabriela Roa, Sonja Olmos, Jen Ford, Vanessa D. Garcia, and Amber Sutton **2) CSC Support Services/Distribution** (from left) - Dean Kaar, Nina Parmar, Chuck Gobble, Sarah Dignard, Brian Bradley, Regina Ratcliff, Dominic Navarro, Gracie Arcelo, and David Wolff.

3) Maye Patterson **4) Southeast Adult** - (from left) Nikki Swiss, Leticia Gutierrez, Jessica Folts, Michelle Messmer, Shannon LaSpaluto, Gozal Atabaeva Coy, Vanessa Martinez, Sara Barba, and Jennifer Lovil Taylor. **5) Courtroom Services** (Top row, from left) - Patty Noell, Shannon Stulz.

(lower row, from left) Tracy McMillian, Sheryl Brown, and Susan Morris. **6) Francis Horst and Gene Yamamoto.**

FOR FOOTBALL FRIDAY -

7) Southeast Adult (from left) - Nikki Swiss, Vanessa Martinez, Araseli Marquez, Courtney Smith, Joana White, and Sara Barba.

8) Shannon Stulz and Tracy McMillian

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

To: Traci DelPonte and Kelly Robinson

From: Mayumi Romero

"I really can't thank **Traci** enough for her willingness to be so helpful and kind! She never hesitates to take the extra step. I appreciate her patience and most importantly her friendliness, as well as her professionalism. Thank you Traci for your never-ending assistance! You are appreciated.

Kelly, thank you for always being available and helping me with my complicated situations that I always seem to come across! You go above and beyond as well as do more than I expect and I really am thankful that I have you as my lead. Your efforts in doing your best to help definitely doesn't go unnoticed and I only hope to be as knowledgeable and great at my position as you. You've really helped me grow in learning new things within CFO and I really appreciate that!"

About: Eileen Fenner and Dora Sandoval

Supervisor Bryan Romero recently received a complimentary email about two of his staff members from another supervisor. **Eileen Fenner** and **Dora Sandoval** were the subjects of the positive email that complimented them for their excellent service. The supervisor said, "Dora was very knowledgeable and always helpful." She said Eileen provided significant help and that she is great asset to the team.

About: Margie Stacy

Courtroom Clerk **Margie Stacy** was recognized for her extra efforts to assist a distressed customer who was at the entryway of the court. He didn't know where he was supposed to go to obtain his desired service. Margie calmly and politely approached the gentleman and asked what he needed. He told her and she was able to quickly assist him with the right information and he quietly and gratefully walked away and went to the correct place. Court-

room Clerk Tristan Aird witnessed the event and said how impressed he was in how Margie was able to de-escalate the situation and help the customer. "It was something to behold," he said.



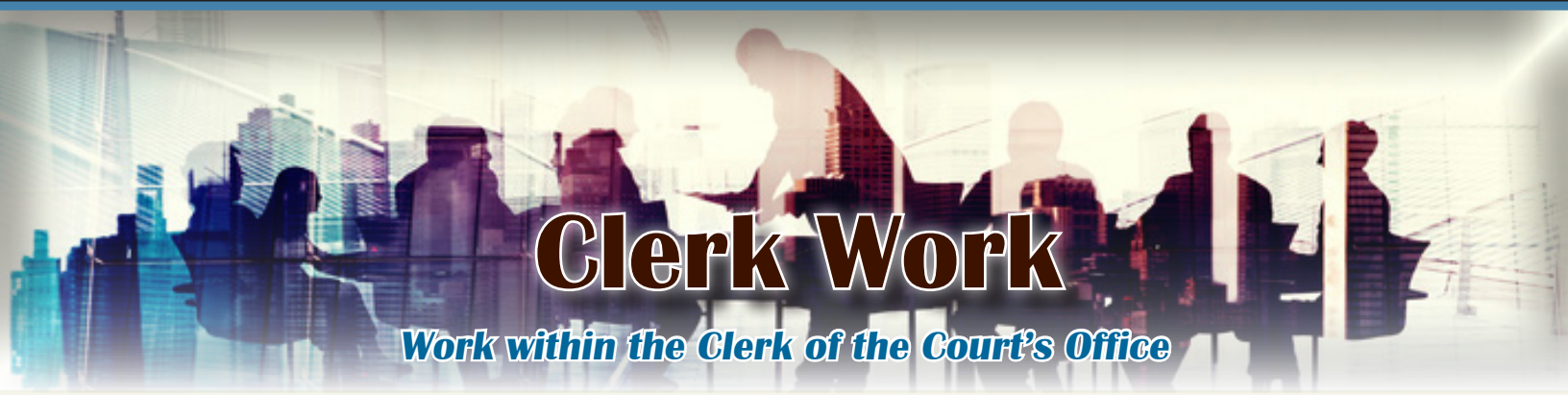
CUSTOMER COMPLIMENTS

About: Stephanie Motzer

Commissioner Russel gave Court Clerk **Stephanie Motzer** a compliment on the record during a proceeding. The Commissioner said, "Our clerk is particularly good, really the best. The speediest of any clerk I have ever had in getting the minute entries out."

About: Tristan Aird

Courtroom Services Supervisor Susan Morris received a kind email from a judicial assistant regarding the service of **Tristan Aird**. The Commissioner wrote, "I want to express what an absolute pleasure it has been working with Tristan. If I ever have a question or need help with anything, Tristan is always willing to share whatever knowledge he can. As a division, we have thoroughly enjoyed working with him. He is the picture of professionalism and one of the kindest people I've ever had the chance of working with. Tristan has been such a tremendous help to our division. He is thorough and always goes out of his way to communicate throughout the day so there is never any confusion about exhibits, orders, or what he needs from us. He is wonderful to work with and we look forward to it every time because we know it's going to be a great day when we have Tristan with us. I am a firm believer that hard work should never go unnoticed, so I just wanted inform you what an excellent job Tristan was has been doing!"



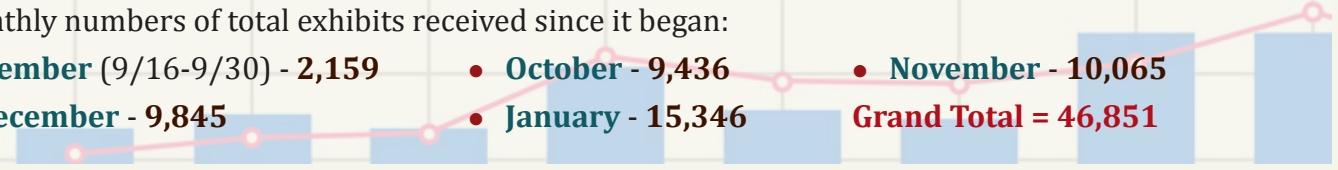
Clerk Work

Work within the Clerk of the Court's Office

New online portal is "exhibiting" growth

Last September, the Office launched its new **Online Exhibits Portal**. The portal is a streamlined electronic exhibits process that provides the capability to submit exhibits online. Electronic exhibits are the items the Office receives in hard copy format (like court reports and statements). Here are the monthly numbers of total exhibits received since it began:

- September** (9/16-9/30) - 2,159
- October** - 9,436
- November** - 10,065
- December** - 9,845
- January** - 15,346
- Grand Total** = 46,851



The Office's budget proposal is presented to the County



Pictured to the left - In a remote meeting held early this month, Clerk of the Court **Jeff Fine** presented the Office's 2021 - 2022 Budget Proposal to the Maricopa County Board of Supervisors. Participating in the meeting from the Downtown Justice Center were Deputy Director **Mike Nimtz** and Comptroller **Anita Avila**. Participating remote was Chief Deputy **Nancy Rodriguez**. The Board is the entity that makes decisions on budget allocations for each county office/department. They are expected to announce the budgets for county agencies in March. The Office's current FY annual operating budget is over **\$45 million**.

"Then" and "Now" photos of the Downtown Filing Counter

The photos below show the Office's **Downtown Filing Counter** more than 14 years ago and what it looks like today. The photo from the past is the Civil File Counter as the Office had separate file counters for Civil and Family Court. Today, the Filing Counters are now combined in one location (in the same space where the Civil File Counter once was) inside of the West Court Building. The Downtown File Counter consists of **16 employees** who handle Family, Civil, Probate, Criminal and Mental Health filings. On average, they serve approximately **5,000 customers per month**.

File Counter (Civil) 14 Years Ago



In the West Court Building

Downtown File Counter Today



This is only one side of the File Counter in the West Court Building

The County Lines

News items from Maricopa County

County is 150 years old this month

Maricopa County celebrated its **Sesquicentennial Anniversary (150th)** this month on Valentine's Day, Feb. 14. To celebrate this significant milestone, the County Communications Office created a special webpage that looks back at the county's history, celebrates its present, and provides a view of what the county's future could look like. You may view the county's Sesquicentennial [video here](#).



Open Enrollment is coming soon

Open Enrollment will be held **April 12 - May 7**. It is the time of year when employees can make changes to their health benefits. To prepare for this event, make sure your mailing address is current in ADP so that you will receive any benefits information that is mailed. To verify your address, select the "Personal Information" tab at the top of the page and then "Addresses." Save the changes if you make any updates.

How to take a Fitness Break

The County's Wellness Works Program has provided **20 simple "Fitness Breaks"** exercises that staff can do during the work day in their office. No equipment is needed for the examples they provide. Each exercise only takes a minute or two to perform.

Fitness breaks can provide many benefits including allowing the brain to rest and helping a person refocus. Short exercises can also improve job performance and productivity and allow an employee to perform at an optimum level. To see the exercises, you may view the [site here](#).



An artwork contest for children of employees

The National Association of Counties is sponsoring artwork competition for school students 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.*"



Employee Spotlight

This Month: **Ruben Trejo**



Title: Senior Systems Administrator || **Years with Office:** 27 years and five months

Something You Enjoy About Your Job: The best part of my job is continually learning. Throughout my years at the Office, we have made many changes that make the job interesting.

What Are Some of Your Job Responsibilities: I am responsible for server/workstation maintenance, but most of my time is on the OnBase System Administration, as well as scanning application Ascent Kofax. The best part is getting to know a lot of people when they need support; you get to meet a lot of people that way.

Your First Job: My first job was at an amusement park called Western Playland in El Paso, TX. I was a rides operator. It was a lot of fun! ||

Hometown: El Paso, TX || **Something Memorable You Have Done:** When I was a young kid, we traveled to a small town outside of Chihuahua, Mexico. It gets super dark at night and you can see all the stars clearly. A meteor flew above us and lit up the whole sky like it was daylight. We were awe struck. I'll remember that forever.

A Hobby/Special Collection: It's kind of geeky, but I like working on computers and you will find me a lot of times fixing computers for friends and family. What can I say, I love my job/hobby.

Best Vacation Spot: My wife and I really liked Florida. We were supposed to go there this year, but...COVID happened. || **Where Would You Like To Travel To Next:** Spain has always caught my attention.

Favorite Meal: Mexican food - Enchiladas are my favorite || **Favorite Place To Eat Out:** Texas Roadhouse/Red Lobster || **Favorite Sports Team:** The Arizona Cardinals || **Favorite TV Show/Movie:** *Stargate*, both the movie and *Stargate SG1* spin-off, *Stargate Atlantis*, *Stargate Universe* || **Favorite TV Growing Up:** *Gilligan's Island* || **Something On Your Bucket List:** Skydive...maybe

Nobody Would Believe It If They Knew... I ate cow brain tacos...they were actually pretty good.

Advice For A New Clerk Employee: Take advantage of the Nationwide Retirement Solution as soon as possible, you will thank yourself. || **What Do You Like Most About the Office:** Everyone that I have worked with and worked for. Getting to know people is not just a job, it is a privilege.

Favorite Quote: "You have brains in your head. You have feet in your shoes. You can steer yourself any direction you choose." - Dr. Seuss

What Do You Like To Do In Your Spare Time: Take walks with my dog, it's the most exercise I get on some days.

Dream Car: I love the new Toyota Tundra trucks. || **Favorite Animal:** Buddy my dog. He's always happy to see me.

Pet Peeve: Someone saying they don't like to eat/drink something before they have even tried it. You have to try it at least once. || **An Influential Person In Your Life:** Gene Miller, a good friend of mine from a few years back. He always had great life stories that you could learn from. || **Important Business Skills to Have:** True and sincere customer service goes a long way. Also, make time to build relationships with your peers. Don't just work with them, be part of them by getting to know them.

Any Hidden Talents: My grandkids are always impressed when I juggle three tennis balls. || **Best Advice Given To You:** Stop talking and start listening.



The Inside Track

on Employee News

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BIRTHS

- Congratulations to Courtroom Clerk **Ana Namauleg**, who gave birth to a 8 lb. 10 oz. baby boy on January 24. Her new son's name is Phoenix Brecklyn.

OFFICE ANNIVERSARIES

The following Clerk employees celebrate a milestone anniversary with the Office in February:

15 YEARS - Yvonne King

10 YEARS - Esmeralda Canez

5 YEARS - Alyssa Delgado and Elizabeth Romero

Congrats!

NEW EMPLOYEES

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

- **Courtroom Clerks - Molly Villalobos, Valerie Bullock, Courtney Tucker, Nadeen Granado, and Stephanie Cervantes**
- **Downtown File Counter - Michael Fisher**
- **Grand Jury/CR eFile Docket Supervisor - Melissa Flanagan**
- **RCC/EDC & CR Court Operations - Lisa Logghe**
- **SEA File Counter - Jennifer Lovil-Taylor and Alfredo Navarro Albor**

Welcome!

EMPLOYEE MOVES

- **Josh Thill** was promoted to Court Operations Specialist at the Northeast Office working at the File Counter/Public Records/Marriage Licenses. He was serving as a court operations representative at the Public Records Counter at the Customer Service Center.
- **Shantel Tavares** transferred to the Northeast File Counter/Public Records/Marriage Licenses from the Central Countr Building.
- **Carla Barraza** was promoted from Juvenile Operations Specialist to Juvenile Courtroom Clerk.
- **Danielle Rivera** in Management Resources was promoted to Accountant.



IN THE PICTURE

Donna VanNostern, who serves in Exhibits Department, sent in a photo of herself wearing a shirt for the Office's very first "Geography Day" that was held on January 27. On this day, staff was allowed to wear a t-shirt from a destination they have visited. Donna is wearing a shirt from Colossal Cave, which is just outside of Tucson, Arizona.

Special Features



Where in the world has the Record Times been?



Cruise with the news

Each month, employees are invited to submit photos of themselves with the newsletter at different destinations. Last month, the newsletter was seen at the Eiffel Tower in France. This month, it is found outside of the USA again.

Pictured to the left is a photo taken in 2019 that had not been published before of Criminal Financial Obligations' **Cyndie Rego**. She posed with the newsletter while she was in Costa Maya, Mexico during a cruise she took at the end of that year.

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?



Last month, the *Record Times* introduced a new character called **Flat Stamp-Ley (FS)** that 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. This month, FS makes its first appearance in the newsletter. Here's the details:

Employee: Maridel Soileau, Probate

Where is FS: Sulfar, Louisiana

With Whom is FS: Maridel's daughters

Description: FS is pictured with a crab who appears to be pinching the page. The photo of FS was taken at a crab and crawfish boil.

Note: A colorful tie-dye was added to FS's appearance.

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.

Where is one of your favorite places in Maricopa County?

In recognition of Maricopa County's 150th Anniversary this month, employees share some of their favorite places in the county

Deborah Johnson - "My favorite places in Maricopa County are Estrella Mountain Regional Maricopa County Park and White Tanks Regional Maricopa County Park as I have special cherished memories spending time with my parents at both."

Shantel Jessen - "I love the Hole in the Rock. It is so peaceful, has a nice view, and isn't difficult to get to your destination."

Amber Hatfield - "I love mountain biking at McDowell Regional Mountain Park especially in the spring time when all the wildflowers are in bloom."



Carmen Villasenor

Carmen Villasenor - "My passion is outdoor hiking on the weekends. I enjoy watching the sunset and seeing the amazing beautiful views!"

Susan Morris - "Sahuaro Ranch Park in Glendale (otherwise known as "Peacock Park"). The park connects to the Public Library and peacocks roam both the park and the library grounds and I love seeing the peacocks and maybe finding a beautiful feather on the ground that has been shed."

Andrea Rodriguez - "One of my favorite places is Dobbins Lookout at South Mountain. There is a nice view of the city and a good place to have lunch with the family or even to just to sit with your thoughts."



Ravi Goud - "One of my favorite attractions in Maricopa County is Air Show at Luke Air Force Base. I love photographing Thunderbirds, Blue Angels and Snowbirds when they are zooming around 600 miles per sec. I have always had a fascination with these carriers and enjoy the Aerial acrobats that they perform in the air to precision. I love it also because of the challenge in capturing the perfect shot when you have split second to compose it. I start to hone in on my photography skills with shows like these because there is a small window of opportunity to take the pictures."

Angela Romero - "I would say in Maricopa County (with nice weather), that my family and I like to hike Thunderbird Conservation Park!"