

# RECORD TIMES

The eMagazine

May  
2021

Vol. 27 /  
No. 5

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

## She has great FORTY-tude in serving the Office



**Darlene Pierson celebrates her 40th anniversary with the Clerk of the Court's Office this month**

**T**he Clerk's Office has an employee who entered a very special category this month that no one else is in right now, and it is a category that only a very few Clerk employees have ever been in before in the history of the Office. The category is **40 years of service!**

On May 1, Family Support Specialist **Darlene Pierson** reached the amazing 40-year category with the Office and she feels great about reaching this special achievement. She is also proud of being the current longest-serving employee in the Office.

Darlene began working for the Office in May 1981.

Don Palmer was the Clerk of the Court at that time. She started in the Family Support Department and that is where five Clerks of Courts and 40 years later, she works today... although it is now called Family Support Services. In this capacity, she assists customers on the phone who have questions about support payments and she creates and sends out support orders to employees. She says helping resolve issues for customers has been her favorite aspect of her job. She said what she has enjoyed most about her long career is the people she has met and worked with. She also has liked working on special projects/assignments that have arisen over the years. During a three-year period she served as the Process Server Coordinator.

Darlene said when she first started with the Office she never thought she would work here as long as she has. "I never really looked anywhere else. I have a lot of great memories and there have been many things I have loved."

She has been content in her role and with the Office, but her contentment is changing as she says she's thinking after 40 years, it is time to consider retirement later this year.

## Record Times wins a national communication award

**I**t was announced this month that the Clerk of Court's *Record Times* publication is the recipient of a **national communication award**. It was selected for print excellence by the Academy of Interactive and Visual Arts for the "Award of Distinction" in its Communicator Awards program. The Annual Communicator Awards program had **over 6,000 entries** received from across the US and around the world. The Communicator Awards is the largest and most competitive awards program honoring creative excellence for communications professionals.



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# CLERK CONNECTION

## Appointments for passports quickly fill after the Office reopens this service



Since early last year, passport service has been more like “past-port” for the Office as it has not provided this service due to COVID safety measures. However, this month, the Office re-opened passport service to customers at the Customer Service Center. Currently, the service is only available by appointment and it quickly **booked solid for the first 60 days**. Plans are to re-open the passport service at the regional locations on July 1 by appointment only.

## Teambuilding activity rocks CFO Unit



To stay connected during this time of increased teleworking in which staff does not see each other as frequently, the Criminal Financial Obligations Unit conducted a virtual rock group painting as a team-building initiative. Different staff members painted rocks for this activity. Photos were taken of the rocks and then a photo collage was made by Supervisor **Anna Castaneda** that says, “CFO Rocks.”

“I never knew we had so many talented artists working right alongside us,” Anna said.

## Getting a clear picture



These photos show the contrast of the Customer Service Center File Room in the early 2000’s and what it looks like today.



A new Breakroom is being built at Durango Juvenile using the old room that was once used to house the hard copy case files. It is expected to be completed at the end of this month. Previously, this

office area did not have a dedicated breakroom and the kitchenette was positioned in a hallway.

## Some Office history for the month of May



**May 1999** - The Office just launched a second phase of a **new file tracking system** that allowed it to have immediate access to information about the hard copy case files, including the location, availability status, if the file had exhibits, and if it had been filmed.

**May 2002** - The Office permanently closed its **After-Hours Filing Counter Window** that allowed customers to file documents at the CCB from 5 - 7 p.m., Monday - Friday. A 24-hour Filing Depository Box was opened as the replacement to the window.

**May 2010** - The Office partnered with the County Attorney’s Office to create a **Victim Locate Program** to help find the victims of crime who were owed restitution, but had lost contact with the office. To date, more than **10,000 checks** have been issued to victims through this program.

# 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: **Veronica Lama**

Exhibits Chris Kilgus recently took time to write a complimentary email about ITG's **Veronica Lama**. He sent the email to his supervisor Tina Barrett. He wrote, "I just wanted to take a minute to share my appreciation for ITG's Veronica Lama. Veronica is knowledgeable, friendly, and always goes above and beyond. We had a serious situation arise at CSC-Exhibits when our scanner stopped working, preventing us from completing necessary assignments and putting us in danger of not reaching our timeline requirements. That's when Veronica saved the day! She showed up shortly after we put in the request with tools in hand and ready to solve our scanner challenges. Not only did Veronica fix the scanner, she also showed us what went wrong and taught us how to prevent future challenges by implementing proper maintenance for the machine. Veronica is always patient answering any questions or concerns and always waits to make sure the problem is fixed before she leaves the area. Her hard work and dedication is immeasurable!"

### About: **Juvenile Courtroom Clerk Supervisors Alicia Burd, Veronica Castillo, and Jenn Brown**

#### From: **Connie Pitts**

"Juvenile Courtroom Clerk Supervisors **Alicia Burd, Veronica Castillo, and Jenn Brown**, consistently step up to make sure that our offices are covered at all times. They work extremely well together and provide the best

customer service possible to the court. They are there for each other and for their staff. I can always count on them to handle the many different situations that arise on a daily basis with professionalism and thoughtfulness. They are my rock."

**Clerk of the Court  
employees are  
AWESOME!**



### About: **Brian Bradley**

#### From: **Francis Horst**

"I would like to thank **Brian Bradley** for his continuous outstanding work performed on a daily basis. Brian has been with the office for a little over 10 years. He has become the expert in the Mailroom and is very familiar with being a backup Mail Courier. He understands the Mailroom functions from A-Z. We joke that he could perform the mail job duties with his eyes closed. I want to thank him for always treating others in a professional manner."

### About: **Melanie Fay, Cheryl Marzella, and Ken Shipley**

#### From: **Cecilia Alfaro-Ardnt**

"I would like to send a special thank you to **Melanie Fay, Cheryl Marzella, and Ken Shipley** for everything they have taught me throughout the years that I have worked here. They are greatly appreciated."



# WE GOT SPIRIT!

Photos from the recent Arbor/Nature Day Spirit Day

## Arbor/Nature Day grows on some staff

Recently, the Office had two special occasions for employees to have some fun in what they wore to work – the **Arbor/Nature Spirit Day** on April 30 and the **Armed Forces Spirit Day** on May 13. For the Arbor/Nature Day employees were able to wear attire with botanical designs (see photos below). For the Armed Forces Day, employees were able to wear solid colors for the military branches (blue for Air Force, green for Army, white for Navy, red for Marines, and orange for Coast Guard - see photos on next page). These Spirit Days were created by the **Employee Recognition and Engagement Work Group**. Thank you to EVERYONE who participated!



Tracy McMillian and Shannon Stulz



Robert Miranda



Rebecca Miller



Regina Ratcliff and Charlotte Concholar



Front row, from right - Megan Johnston, Gladys Alonso, Araseli Marquez, and Gozal Atabaeva-Coy. Back row, from right - Vanessa Martinez, Nikki Swiss, Kristin Melzer, Shannan LaSpaluto, Leticia Gutierrez, and Alfredo Navarro-Albor



Cecilia Alfaro-Arndt, Maria Adame, Melanie Fay, and Yolanda Rhoads



Flor Rivas, Monique Perez, Blanca Diaz, Andrea Rodriguez, Annette Young, Carmen Camacho, and Janneth Damian



# WE GOT SPIRIT!

Photos from the recent Armed Forces Spirit Day

## Staff gives special salute to the Armed Forces on May 13



From left to right - Chris O'Neill, Andy Rodriguez, Aida Plascencia, Michael Fisher, Fawn Fowler, Jennifer Cardenas, Anna Valenzuela, Bianca Barrett, Clarissa Cruz, Rebecca Merino, Ashley Hatch, and Angela Romero.



Shannon Stulz and Tracy McMillian

- ✓ **Green for Army**
- ✓ **White for Navy**
- ✓ **Red for Marines**
- ✓ **Blue for Air Force**
- ✓ **Orange for Coast Guard**



Maria Adame, Dulce Carrizoza, Melanie Fay, Yolanda Rhoads, Stella Rodriguez, Sulma Magana, Andrea Robles, Cecilia Alfaro-Arndt



Araseli Marquez, Shannon LaSpalutto, Kerry DeBelle, Leticia Gutierrez, Renee Lundgren, and Sharon Szakacs. Not pictured, but participated was Sena Allen





# HONORS

Photos of employees who recieved special honors this month



**Theresa Sandoval and Alyson Moore**  
**25 Years of Service**



**Employee of the Year Presentation -**  
**Administrator Leslie Wilkins, Employee of the Year Linda Berger, Clerk of the Court Jeff Fine, and Deputy Director Valerie Clark**



**Tina Barrett, Rebecca Shanks, & Ruby Davison**  
**25 Years of Service**



**Lisa Bonilla**  
**25 Years of Service**



**Roselle Smith**  
**30 Years of Service**



**Andy Rodriguez**  
**35 Years of Service**

The CASE Awards will be presented June - August!



# Pet-icularly Special

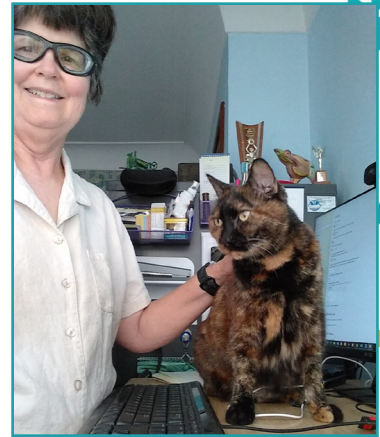
Employees take time to share photos of the special creatures who are "pet-icularly" special to them as part of the new "Bring Your Pet Work" opportunity for staff who are teleworking



Melanie Fay and Mishka



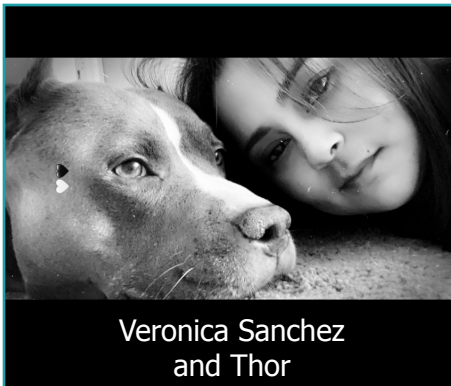
Kristin Venable and Jax



Rebecca Miller and Mooch



Anna Castaneda and Baby Bunny Franklin



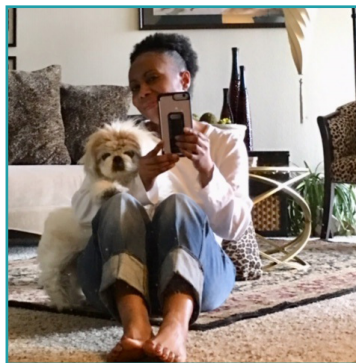
Veronica Sanchez and Thor



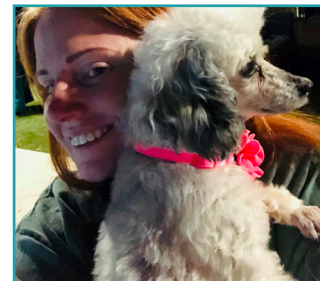
Kat Faso and Hinky



Tracy Henninger and Sweet Pea



Charlotte Concholar and Maxwell



Anna Castaneda and Lilly



# The County Lines

News items from Maricopa County

## A summer reading program with rewards



Maricopa County is once again offering an online Summer Reading Program called “**Maricopa Reads.**” The program runs June through August and it is for participants of all ages. The program is designed so that participants can log their reading time online, read various stories, complete challenges, and earn digital badges. When the program begins on June 1, a secret code can be entered to unlock a special badge and bonus points will be received. Prizes drawings will be held throughout the summer reading program. To register for the program, you may visit the [program site](#). **Note:** All county employees qualify for a free library card.

## Pleasant paddling at the lake

The County Parks and Recreation Department is holding a **Paddlecraft Event** at Lake Pleasant on Thurs., June 10 from 9 a.m. to 1 p.m. Participants may bring their kayak, canoe, paddleboard, etc. to be a part of the event to cruise Waddell Dam and explore coves on the eastern shore. The paddle will be about six to eight miles and will last around four hours. Participants should bring their own lunch and plenty of water. Registration is required for the event. More information is available by viewing the [event site](#).



## Hike and splash will be a Pleasant experience

The County Parks and Recreation Department is holding a **Family Fun Hike and Splash** event at Lake Pleasant on Sat., June 19 from 9 - 11 a.m. The event is a two-mile hike along the shoreline with a park ranger that includes stops to float around the water and cool off. Participants should bring water and wear clothes and shoes that can get wet and hike in as well. Registration is required. More information is available on the [event site](#).



## County Supervisors approve tentative FY 2022 budget

**BUDGET** This month, the County Board of Supervisors approved a tentative budget of **\$3.4 billion** for fiscal year 2022. The budget includes significant health and human services spending, a property tax rate cut, and according to County Compensation Manager Erin Erskine, **it may also include a performance pay for employees.** A few other highlights include: funding new Public Health positions; \$5 million toward long-term solutions to homelessness; and funding a new Emergency Management command center. The budget also earmarks \$349 million for capital investments including a new East Valley Animal Care and Control Facility; 10 regional park improvements; transportation projects; new security; and new MCSO substations. The tentative budget contains approximately \$439 million in federal funding for continued pandemic response and recovery, which was part of the American Rescue Act passed by Congress.



# Employee Spotlight

This Month: **Rebecca Elvir Calles**



**Job Title:** Juvenile Courtroom Clerk at Durango

**Years Have You Worked For The Office:** Four years

**Something You Enjoy About Your Job:** I enjoy being in the courtroom and dressing up.

**Some Of Your Responsibilities:** Taking notes, giving out court dates, typing minute entries, processing exhibits, and setting court hearings.

**Your First Job:** I worked at Chick Fil-A.

**Hometown:** I was born and raised in Flagstaff, Arizona

**Something Memorable That You Have Done:** I visited the Mall of America in Minnesota. It is the largest mall in America. I loved the Amusement Park, the Aquarium, and just how big it is.

**A Hobby/Special Collection or Favorite Activity:** I love to collect Scooby-Doo items. I have watches, toothbrushes, clocks, shirts, wallet backpack, lunchbox, puzzles, and even more. I also have an entire gang of Scooby-Doo tattoo and my dog is named Scooby.

**Best Vacation Spot:** So far, it is Rocky Point, Mexico.

**Where Would You Like To Travel To Next:** I would like to go to Hawaii and to Paris, France.

**Favorite Place to Eat Out:** Yogi's Grill // **Favorite Meal:** Filet Mignon

**A Favorite Sports Team or Sport:** I enjoy soccer. I played for seven years.

**Something You Are Proud Of:** Being the first one of my generation in my family to go to college.

**Someone You Would Like to Meet:** Jennifer Lopez or the actor Charles Hunnam

**Your Favorite TV Show or Movie:** *That 70's Show* // **Favorite Show Growing Up:** *Scooby-Doo*, of course

**What Would You Like To Be For A Day:** I would love to be a heart surgeon.

**Nobody Would Believe It If They Knew:** I met LL Cool J.

**An Interesting Job You Have Had:** I worked the graveyard shift at a truck stop. I saw some crazy things.

**A Favorite Quote:** "Happiness is not by chance, but by choice."

**What Do You Like About this Office:** I like the people and it's also nice that it is not far from where I live.

**What Advice Would You Give To A New Employee:** Be patient and trust the process. Also, ask lots of questions.

**What Do You Like To Do In Your Spare Time:** I weight train three times a week and can deadlift 245 pounds.

**Who Would You Like To See In Concert:** I would have loved to see Selena perform before she passed in 2006.

**Favorite Fruit/Vegetable and/or Least Favorite:** I love pineapples and I dislike yellow squash.

**A Favorite Animal:** Doberman and White Tiger // **Your Dream Car:** Mercedes G Wagon

**An Ability That You Wish You Had:** To have super strength.

**A Pet Peeve:** Tardiness

**An Influential Person In Your Life And Why:** I would say it is my aunt who passed away in 2006. She was the only one to graduate and get her master's degree out of my entire family. She is the reason I went to college.



# The Inside Track

## on Employee News

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### BIRTHS

- Congratulations to **Jan Price** from Account Services Juvenile on the birth of her 8 lb. 6 oz. great granddaughter on May 8. Her new great grandchild's name is Evangelina.

### MARRIAGES

- Congratulations to Criminal Financial Obligations's **Anthony (AJ) Bach**, who got married on May 22.

### OFFICE ANNIVERSARIES

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

**40 Years - Darlene Pierson**

**25 Years - Cheryl Marzella**

**15 Years - Jennifer Bailey, Hector Castaneda, and Lisa Popovic**

**10 Years - Gaile Raines, Kelly Johnson, and Elsa Johnson**

**5 Years - Yvette Anchondo and Tawny Sherwin**

### NEW EMPLOYEES

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

- **Appeals - Heather Kish**
- **Courtroom Clerk - Jordan Paul**
- **Downtown Filing Counter - Mabel Oliverio and Ta'Sheiko Stephens-Robinson**
- **Facilities Coordinator - Ulises Martinez**
- **Mailroom - Desiree Macias and Jennifer Smith**
- **Northeast File Counter/Marriage Licenses/Passports - James Carroccio**

### EMPLOYEE MOVES

- **Gracie Arcelo** transferred from Mailroom Services to Exhibits.

### NEXT UPCOMING HOLIDAY

Have a safe and enjoyable Memorial Day  
on Monday, May 31



# Special Features



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



### Presidential place for publication's picture

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 was at the Welcome Sign in Mississippi. This month, the newsletter appears at the actual house of a famous US president in history.

Pictured in this photo that was taken a while back but has not been published in the *Record Times* yet is Courtroom Clerk Lead **Jennifer Escarcega**. She is standing in front of the home of US President Abraham Lincoln in Springfield, Illinois.

**You may submit a photo** 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?



### All shook up at Elvis Presley birth home

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:** Len Keso

**Where is FS:** Tupelo, Mississippi

**Description:** The photo of FS is taken at the birth home of Elvis Presley in Tupelo, Mississippi. FS is sitting on the front porch swing of the two-room home that Elvis was born and raised in.

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 about the photo.

# The Statistic Cupboard



## A Dish of Trivia

*The marriage licenses the Clerk's Office issued in:*

1971 - **16,134**

1981 - **17,156**

1991 - *unavailable*

2001 - **22,392**

2011 - **19,529**

Last Year - **25,012**

1971 & 1981 are calendar year / 2001 - 2020 are fiscal year



## A Cup of News

*In its history, the Office of Clerk of the Superior Court has had 11 individuals who have served in the role as the Clerk of the Superior Court. The first person was W.E. Thomas in 1912. The longest-serving Clerk was Walter Wilson who was in Office from 1926 - 1962 (36 years). The second longest-serving Clerk was Michael Jeanes who was in Office from 1997 - 2018 (21 years).*



*The Office distributes a daily average of **8,040** minute entries.*

## A Scoop of Information