

RECORD TIMES

The eMagazine

JANUARY
2022

Vol. 28 / No. 1

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



Got an idea for a "Spirit Day?"

The Employee Recognition and Engagement Workgroup is set to conduct a contest for employees to submit ideas for a future Spirit Day

For the past two years, the Employee Recognition and Engagement Work Group (ERE) has brought to the Office many different, fun Spirit Days for employees to participate in. Spirit Days are the days when staff is invited to dress in line with a particular theme to provide some fun, build office camaraderie and increase employee morale. Some of the past

Office Spirit Days include: Hawaiian Shirt Day, Western Wear Day, Neon Day, Stripes/Dots Day, Twins Day, College Colors Day, and Flannel Shirt Day. Last month, Ugly or Not Sweater Day was held (see photos on page 4) and this month, Birthstone Day was held (see photos on page 5).

So what is the next Spirit Day? You tell us. The ERE Work Group is conducting a "Spirit Day Contest" during the first week of February asking employees to submit an idea for a future Spirit Day. The winning selection will receive a prize and recognition in the *Record Times*. The committee is looking for a fun, non-controversial idea that is easy to implement.

Watch for an email to come soon with details on how to submit your idea for a future Spirit Day.

A "Two-In-One" Spirit special

Speaking of Spirit Days (from the article above), Clerk employees are getting a two-in-one special in February. There will be two special Spirit activities that fall in one month on consecutive Fridays that employees may participate in.

On **Friday, Feb. 4**, the Maricopa County Wellness Program is once again sponsoring "**Wear Red Day**" in support of "Healthy Heart Month." The Office has participated/supported this event for the past several years.

On the next Friday, which is **Feb. 11**, the Office will have its "**Football Friday Spirit Day.**" In recognition of the Super Bowl being played on that Sunday (Feb. 13), employees may wear the jersey of any National Football League team on Friday, Feb. 11.



Participants in last year's "Football Friday" and "Wear Red Day." Last year, the two activities fell on the same day. This year, they are held on two February Fridays in a row.

IN THIS ISSUE:

Page 2 - Clerk Connection

Page 3 - Clerk Work

Page 4 - We Got Spirit Sweater Day

Page 5 - We Got Spirit Birthstone Day

Page 6 - Timely Service

Page 8 - Employees of the Quarter

Page 10 - Employee Spotlight

Page 11 - Employee News

Page 12 - Special Features

Page 13 - The Clerk-cle of Life

CLERK CONNECTION

Jeff Fine talks about upcoming budget with County leaders



Jeff Fine and Nancy Rodriguez at the Budget presentation to the County Supervisors on Jan. 10

January 1 and July 1...these are the two new year's days the Office observes as an agency within the Maricopa County/Arizona State governments. January 1 is, of course, the start of the calendar new year, and July 1 is the start of the new fiscal year. The fiscal year (FY) is the one-year period of time that starts on July 1 and ends on June 30 that the County government uses for accounting purposes and preparation of its financial statements.

The Office leadership and budget team (Clerk of the Court **Jeff Fine**, Chief Deputy **Nancy Rodriguez**, Deputy Director **Mike Nimtzt**, and Comptroller **Anita Avila and her staff**) work throughout the year making preparations for the July 1 fiscal new year. This month, the Office made its formal budget presentation to the Board of Supervisors as to what the Office's budget priorities are for the upcoming **2022/2023 fiscal year** that begins July 1. The Board is the entity that makes decisions on budget allocations for each county office/department.

Clerk of the Court Jeff presented the Office's budgetary needs on January 10 to the Board in the Supervisors Auditorium. His presentation included the Office's current strategic focus, the desired investments in technology, new services and innovative solutions that are planned, the emerging workforce needs, and one capital improvement request for the Southeast Regional Adult Center. A few of the specific details of these items are: to remodel the SEA Office for greater efficiency in serving the public and provide better operational flexibility for staff; upgrading OnBase; invest in tools to improve remote access; enhance and expand data backup and recovery; expanding eFiling in Juvenile; implementing Family Case Initiation; funding for new positions in support of areas in need; implementing an interactive voice assistant, and expanding intelligent capture, among several other projects/services.

Each supervisor took time to compliment Jeff's presentation and expressed their appreciation of the staff's many great successes and innovation that they have demonstrated.

"I want to thank **Anita Avila, Jannet Ortega, Salma Ramos, and Diana Hoover** for their dedicated efforts throughout this past year to prepare for the July 1 Fiscal New Year," Deputy Director Mike Nimtzt said.

The County Supervisors are expected to announce the budgets for county agencies in March. The Office's current FY annual operating budget is over **\$45 million**.

Office losing 65 years of experience with two retirements



Jan Price



Kelle Dyer

The Clerk's Office is losing a combined 65 years of experience with the retirement of two of its longest-serving employees in early February. Juvenile Account Service's **Jan Price** is retiring after 35 years of service to the Office and Civil eFile's **Kelle Dyer** is retiring after 30 years of service. Jan is currently the second longest-serving employee and Kelle is the 13th longest-serving employee. Jan wanted to share some final words to staff before she leaves. She said, "As I prepare for my next journey of life, I want to take a moment to acknowledge my co-workers and friends that I've made over the last 35 years. You will always have a special place in my heart. I can't begin to name all of the wonderful mentors that I've had over the years that have encouraged me to do my best. If there is anything that I could pass on to newer employees it is to ask questions and don't assume anything. Always remember we are dealing with people's lives, money, and futures in our jobs and we need to do our jobs with accuracy. I don't like goodbyes, and so I'll just say see you later!"



Clerk Work

The work within the Clerk of the Court's Office

Will it be an extra busy February for ML&P staff?

Traditionally, February has the busiest day of the year for the Marriage Licenses and Passport (ML&P) staff - its Valentine's Day. Couples desire to get their marriage license on this special day that celebrates love. Another time, when the ML&P staff can see a surge in people coming in to get a marriage license is on unique number sequence days, like 12-12-12. Last year, on the day of 2-1-21, the ML&P had a busy day issuing 107 licenses. This year, the month of February has two unique number sequence days: 2-2-22 and 2-22-22. We will see if indeed they are *two-rrific* days to get a marriage license or not. The results will be provided in the February issue of *Record Times*.

*As a side note of interest, last fiscal year, the Office's ML&P staff issued **24,627 marriage licenses**, which is the highest amount of licenses issued since Fiscal Year 2005-2006, when they issued 25,517 licenses.

All in a day's work at the Clerk's Office

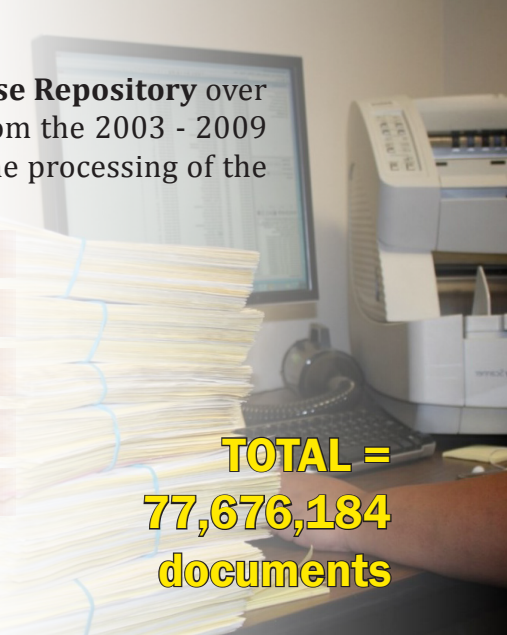
- On average, the Office processes **14,264** documents daily;
- On average, **31,774** pieces of paper are filed with the Office daily;
- The average monies, the Office processes each day is **\$563,414**;
- The average minute entries the Office distributes daily is **7,769**; and
- On average, **7,791** transactions occur daily through the Office's Cash Management System.



Touching base with OnBase

The following chart shows the document case totals added to the **OnBase Repository** over the past five years (2017 - 2021) and then in six-year increments from the 2003 - 2009 and 2010 - 2016. OnBase is the software program designed to manage the processing of the Clerk's documents.

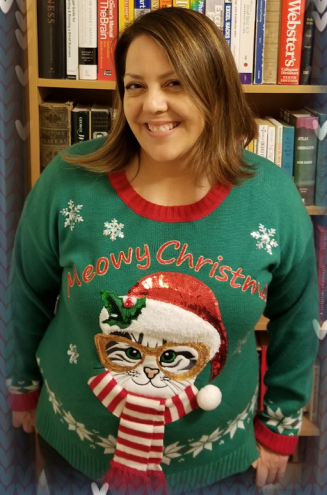
2021	3,358,113 documents Adult = 3,034,349 / Juvenile = 323,764
2020	3,267,337 documents Adult = 2,912,582 / Juvenile = 354,755
2019	3,731,644 documents Adult = 3,314,033 / Juvenile = 417,611
2018	3,855,722 documents Adult = 3,441,482 / Juvenile = 414,240
2017	4,005,806 documents Adult = 3,520,895 / Juvenile = 484,911
2010-2016	38,421,390 documents
2003 - 2009	21,036,172 documents



**TOTAL =
77,676,184
documents**

We Got Spirit!

Photos from the recent "Ugly or Not Sweater Day"



Monica Skaff



Pam Stockley, Angela Romero, Jenela Fierro, Chris O'Neill and Laura Martinez



Melissa Flanagan and Suzanne Lambries



Lori Stokes



Vanessa Martinez, Carol Perfetti, Shannon LaSpaluto, Megan Johnston, Jennifer Lovil Taylor, Sharon Szakacs, and Gozal Coy



Camille Atkins and Tawney Bland



Shannon Stulz and Tracy McMillian



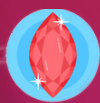
Leslie Wilkins



Maria Adame



Carmen Rico



We Got Spirit!

Photos from the recent "Birthstone Spirit Day"



Shannon Stulz and Tracy McMillian (October)



Gloria Oviedo (January); Andrea Rodriguez (May), Marta Sanchez (September) and Carmen Camacho (December)



Suzanne Lambries (October)



Keleigh Cabral and Stephanie Motzer (May)



Tracy Henninger (July) and Kris Gilmet (May)



Len Keso (January), Tiarra EarlsHaas (June), and Mike Nimtzt (June)



Maye Patterson (February)



Kristen Venable (September)

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

From: Michelle Figueroa

About: Frances Horst and Chuck Goble

"We, the Customer Experience Team, would like to say THANK YOU to **Frances Horst** for making us feel welcome in our new office location in the Customer Service Center and to **Chuck Goble** for taking time out of his day to take us all on a tour of the CSC building and the areas of interest. We appreciate it very much!"

From: Ken Shipley

About: CSC Public Records staff

"I would like to thank **Yolanda Rhoads, Debra Cooper, Maria Adame, Mayra Antelo, Hector Castaneda, and Cecilia Alfaro-Arndt** for their hard work, extreme dedication and great professionalism. During a two-week stretch, while at below minimum staffing, these dedicated individuals have performed admirably, continuing to provide outstanding customer service."

From: Tristan Aird

About: Shannon Stulz

"Courtroom Services Supervisor and Printer Rescuer **Shannon Stulz** went out of her way to find a method in which the RICOH could scan in 147 odd-shaped color photographs into Adobe, which then enabled two Family Court Clerks to yarn together PDF Exhibits prior to commencement of Hearing! This was not only a clutch save and unique knowledge, but helped get Exhibits to Remote JO before the Hearing! Thank you Shannon!"

From: Nikki Swiss

About: Human Resources Team

"I would like to submit a HUGE thank you to our **HR team!** These past few weeks we have kept them on their toes with the Covid matters, and they have been amazing! They have a ton to do, and they have been rock stars!"

From: Cecilia Alfaro-Arndt

About: Public Records/Government Desk staff

"I would like to give a huge thanks to the **CSC-Public Records and Government Desks** for continuing to give great customer service and working together as a team. Especially through these times. You are all very much appreciated."



CUSTOMER COMPLIMENTS

About: Rebecca Miller

Courtroom Services Supervisor Sarah Beery received a complimentary email from a paralegal who was grateful for the help she received from Courtroom Clerk **Rebecca Miller**. She wrote, "I wanted to let Rebecca's supervisor know that she is always on the ball and is extremely helpful. She's a great sleuth and can figure out the most complicated issues. I've worked with her for about four to five years now and it's always been a pleasure. Thank you for such a great employee."

Timely Service

Timely Service - A section of recent email messages, note cards, phone calls, and letters about Clerk employees who provided *timely service*.

About: **Kristyl Howard and Carla Deleon**

Judge LeMaire sent an email to Courtroom Services Supervisors Carrie Montoya and Sarah Beery letting them know about the great work their courtroom clerks **Kristyl Howard** and **Carla Deleon** did in helping her. The judge wrote, "I want to send you a note to tell you how absolutely amazing Kristyl and Carla were today. I had to work remotely and everything that could go wrong in my hearings did and they both got me through the morning without tears." The judge said the technology was not working, but Kristyl and Carla were able to enter everything through a tough hearing. She said, "They were gracious, professional, and went above and beyond. They both deserve the biggest gold stars you can give them."

About: **Anamae Beard, Christina Black, Maria De La Cruz, Maria Saldana, Michelle Cain, Travis Joy, and Joana White**

Administrator Vonda Culp sent some very encouraging emails in which she expressed her sincere gratitude to some of her staff for their exceptional efforts during these challenging times. She wrote each of them a special note detailing some of their personal accomplishments that included: going above and beyond during staffing shortages, being able to juggle assignments, coordinating coverage, volunteering to work overtime as needed, shifting gears and direction at a moment's notice without hesitation, being flexible, being a great team player to keep the

operations moving, and handling some tasks all on their own. She said, "Everything they did is so GREATLY appreciated!"

About: **Betty Lopez Mori and Margaret Brickman**

Judge Cohen sent an email to Courtroom Services Susan Morris to let her know of the great service two of her employees (Betty and Margaret) performed. He told Susan that over the past many years he has served, he has been assigned such incredible clerks. However, when a procedural change occurred in having an assigned clerk, he was concerned, but over the past 2½ years, he has found nothing has changed. He said, "Every one of the clerks who are on the receiving end of one of my requests for a minute entry have provided me with nothing short of stellar assistance and service. And as we come to the end of the year, I wanted to ensure that my heartfelt appreciation is expressed."



About: **Yolanda Rhoads**

A customer recently asked to speak to Public Records Supervisor Ken Shipley because he wanted him to know how pleased he was with the service of **Yolanda Rhoads**. He said Yolanda was extremely nice and attentive. He expressed how she helped relieve his stress due to her excellent customer service.

EMPLOYEES of the QUARTER

The Honorees For October - December 2021



EILEEN FENNER /

Electronic Document Management - Quality Control

Nomination: Eileen is extremely knowledgeable in all aspects of the EDM-QC Unit. She is very thorough in her work with high accuracy. Eileen always follows up on any issues that pertain to EDM scanner personnel and keeps supervisors informed of errors. Eileen is also well-versed on all EDM/eFiling programs and sends notifications to DTI when documents do not go through the proper work flows. She often goes out of her way to locate problems and immediately comes up with ways to rectify the issues. Eileen is extremely respectful with everyone. She is an absolute pleasure to have as a lead in EDM-QC.

In addition, Deputy Director Mike Nimtze said about Eileen, "I couldn't agree more with the enthusiasm for your ongoing contributions. Beyond being so knowledgeable and helpful, your personality is absolutely refreshing; never seem to let the challenges of the day wear on you."



REBECCA ELVIR CALLES /

Courtroom Clerk - Durango Juvenile

Nomination: Rebecca is always willing to assist her co-workers in and out of the office. After our Lead resigned, Rebecca successfully trained a co-worker in Title 14 ex-parte sheets. Without hesitation, she stepped in to assist with cross-training another co-worker while covering court and maintaining her own workload. Rebecca routinely assists management with office duties when she's on site, without complaint. She is a team player who supports her team on a regular basis with a positive attitude every single day. Her commitment to excellence and her contribution to our team is greatly appreciated.

In addition, Deputy Director Valerie Clark said about Rebecca, "The nomination details the many ways you have supported your team and this organization with stellar work and an outstanding attitude. Among your many contributions, you made it possible for us to continue hiring and training new clerks during an exceptionally challenging time. Because of that, we were able to meet our mandated responsibility to the court. Thank you so very much! Your effort is greatly appreciated!"

EMPLOYEES of the QUARTER

The Honorees For October - December 2021



WILLIE CUMMINGS /

Division of Technology and Innovation

Nomination: Willie has proven time and time again that he is willing to go above and beyond what is asked of him to ensure the task/project gets completed successfully and on time, if not before in most cases. If I had to guess, he alone has easily deployed over 100 machines for the DRP project, all the while still being available to assist with the day-to-day when necessary. Throughout the DRP, he has made it a priority to get as many machines deployed during the week so that he and the rest of the team didn't have to sacrifice their weekends.

Willie is a true asset to DTI. He is upbeat and positive, always has a smile on his face, and is a team player who gladly fills in for others.

I couldn't think of anyone more deserving of this nomination than he at this time!



CINDY LETT / Courtroom Clerk - Northeast

Nomination: During this quarter, Cindy has assisted in virtually every Courtroom Services area at Northeast. She is fearless!

Being assigned to a CV Judge Calendar, she's been incredibly proactive to participate in any trainings associated with her assignment; particularly jury trial coverage training and the introduction of Caselines usage. She has worked very hard on her own behind the scenes reviewing materials, taking notes, making lists and leaning into our changing environment in a productive way. She attends all trainings as an active participant - Cindy always has great questions for a group! Although her division is not currently using Caselines, Cindy's diligence in her own learning is an incredible asset as she ensures she is knowledgeable enough to assist if needed, as NE does have a division that is piloting this technology.

In addition to covering her assigned Civil division, during this Quarter, Cindy repeatedly assisted in covering multiple Family Court Judge Calendars, Family Court Commissioner Calendars and Probate Commissioner Calendars – four separate and distinct hats! She also was assigned for weeks to process probate rulings in addition to her Civil Assignment AND covered the exhibit window on multiple occasions – two more hats! Cindy is unstoppable!

Her efforts this quarter have been amazing and she deserves our Office's recognition for her hard work and dedication to success. Northeast is a shinier place to be thanks to her.

In addition, Deputy Director Valerie Clark said about Cindy, "Your many contributions have proven beneficial for your team as well as the teams at other facilities. I am especially impressed with your flexibility and willingness to tackle various new tasks in our ever-changing world. I am certain that much of our success as an organization is a direct reflection of your individual commitment and dedication."

Employee Spotlight

This Month: **Alyssa Delgado**



Title: Northeast Courtroom Clerk

Years with Office: Six years

What Is Something You Enjoy About Your Job: I really enjoy all the multi-tasking involved with my job.

Some of Your Job Responsibilities: Attend court sessions, keep record of court proceedings and minute entries. Administer the oath to witnesses, and handle exhibits (evidence).

Your First Job: Assistant teacher at Childtime Learning Center

Hometown: Phoenix, Arizona

Something Memorable You Have Done: Getting to be a mom.

Do You Have A Special Hobby/Special Collection: Reading - I

have a giant book collection.

Best Vacation Spot: Isla Mujeres, Mexico

Where Would You Like to Travel To Next: Korencia, Croatia

If You Could Live Anywhere In The World, Where Would It Be: In a cabin in the middle of the woods in Montana or Alaska.

Your Favorite Meal: Tacos or Pad Thai

Your Favorite Place To Eat Out: The White Chocolate Grill

Your Favorite Sports Team or Sport: Formula One (Red Bull Racing Team)

Who Is Someone You Would Like To Meet: Daniel Ricciardo (F1 Driver)

What Would You Like To Be For A Day: A Tattoo artist

Your Favorite Movie: *I Married a Witch*

Your Favorite TV Show: *New Girl* - it's no longer on, but thank goodness they put all the seasons on Netflix.

Your Favorite TV Show Growing Up: *Buffy the Vampire Slayer*

Something On Your Bucket List: Travel to Reykjavik, Iceland to watch the Northern Lights.

An Interesting Job You Have Had: Respiratory Therapist

A Favorite Quote: "Darling, the moon is still the moon in all of its phases." - *Isra Al-Thibeh*

What Do You Like To Do In Your Spare Time: Read, bake, travel, hang out with my family and friends.

What Is An Ability You Wish You Had: More patience.

What Is Your Dream Car: Aston Martin DBX

Do You Have a Favorite Animal: Wolves and dogs of course.

Who Would You Like To See In Concert: Carrie Underwood

A Pet Peeve: Slow drivers

Who Has Been The Most Influential Person in Your Life: My mom. She has always been such a hard-worker, a great listener, and determined. She is absolutely amazing!

Best Advice Someone Has Given You: Read (A Lot).



The Inside Track

on Employee News

1

2

3

4

OFFICE ANNIVERSARIES

The following Clerk of Court employee celebrates a milestone anniversary with the Office in January:

15 YEARS

Evette Landrum and **Teresa Stemmons**

10 YEARS

Sandra Felix, Dawn Van Hoorn, and **Sarah Beery**

5 YEARS

Diana Polanco, Valerie Burton, Claire Vigil, Christina Mai, Molly Villalobos, and **Megan Johnston**

Congratulations!

NEW EMPLOYEES

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

- **Courtroom Clerk - Marisela Loya** and **Mary Manriquez**
- **Customer Service Center Support Services - Margaret Gutierrez**
- **Durango Juvenile Scanning Team - Marta Sanchez** and **Clarissa Real**
- **Family Support Services - Amber Sykes**
- **Help Desk Coordinator - Kenneth Young Jr.**
- **Northeast Filing Counter - Debra Lugo**
- **Legislative Intern - Samuel Davis**
- **Southeast Adult File Counter - Gladys Alonso, Joshua Schall,** and **Jennie Mendoza**
- **Training/eLearning - Sonia Ramirez**

Welcome!

EMPLOYEE MOVES

- **Michelle Bouise** and **Jennifer Cardenas** recently transferred to the Customer Experience Team that is located in the Customer Service Center. The Customer Experience Team are the ones who provide online assistance to customers. Michelle transferred from the eFile Team and Jennifer transferred from the Downtown Filing Counter.

THE FINE JOB AWARD

The following Clerk of the Court employee's names were recently provided to the newsletter as receiving the "Fine Job" Award. Congratulations to each of them for this special employee recognition honor:

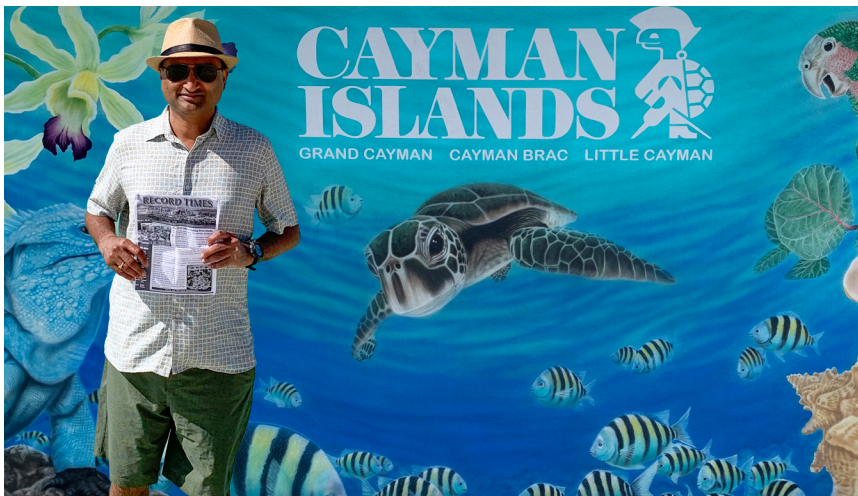
Yolanda Rhoads, Micaela Rios, Alejandra Jimenez, Tiffany Galindo, Jennifer Escarcega, Sherri Ortega, and **Patricia McKinley**



Special Features



Where in the world has the Record Times been?



A SHELLfie pic with the newsletter

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 pictured by the water (in Wyoming). This month it is seen with an employee who is next to a picture of water.

Pictured in this photo to the left is Division of Technology and Innovation's **Ravi Goud**, who is standing next to an underwater ocean scene in the Cayman

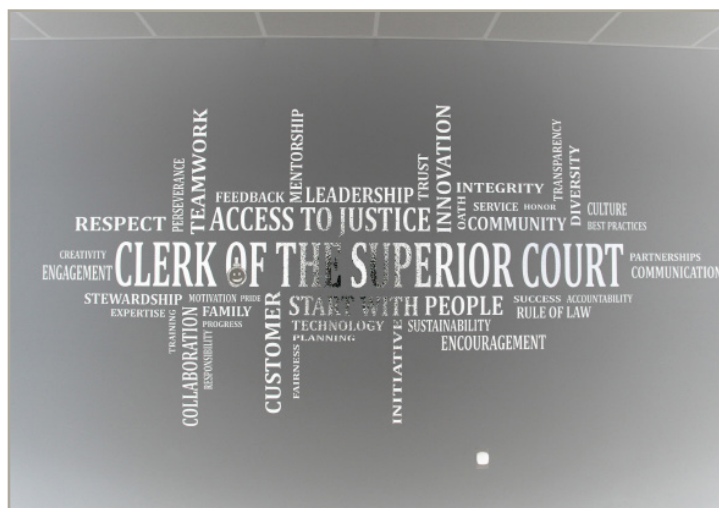
Islands. Ravi took this photo in early 2020, but it has not been used yet for this photo feature.

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 for this feature will receive a Maricopa County lapel pin (pictured here to the right).



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



Where is Flat Stamp-Ley?

In 2021, 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:

This month FS decided it wanted to emulate the "Where's Waldo" character and hide amongst the Clerk of the Superior Court word mural on the wall of the Administration Office in the Downtown Justice Center and reverse the exposure to be even a little more clever.

However, despite the efforts, FS is still not too hard to spot.

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 “Clerk-cle of Life”

Thank you for your *service* and the *special life* you bring to the *Office!*

Public Records



located in the
Customer Service Center

Pictured are: *Sulma Magana, Yolanda Rhoads, Idella Hamilton, Stella Rodriguez, Ken Shipley, Maria Adame, Susan Loe, and Cecilia Alfara-Ardnt*
Not pictured: *Hector Cartaneda, Mayra Antelo, and Debra Cooper*