

RECORD TIMES

The eMagazine

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



and the Casey goes to...

The stage is being set to host the Office's annual Casey awards

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

The Oscars, Emmys, Tonys and Grammys are all famous awards, but in the Clerk's Office, it is those who receive a "Casey," who get all the admiration and attention of staff. Casey is the nickname of the award the Office presents to its employees through its annual CASE (Celebrating And Saluting Employees) Recognition Program.

Nominations opened on Feb. 2 for staff to submit their recommendations on who should receive a Casey this year. The award categories include: **Customer Service, Leadership, Teamwork, and Excellence.** The nomination process for a Casey will close on **3/3 at 3:33.**

For those who would like to submit a nomination for a co-worker and/or team of co-workers to receive a Casey, the nomination form is [available here](#). Instructions are provided on the Nomination Form.

In person and virtual ceremonies will be held to award the Casey's in the coming months. Watch for further details in upcoming emails. The nominations are reviewed by a committee and the deputy directors who select the 2022 Casey recipients.

Special pins for milestone service to be presented as well



In addition to the CASE awards, service pins will be given to employees this year recognizing their milestone anniversaries with the Clerk of the Court's Office and with Maricopa County.

An announcement on who the service pin recipients are this year will be listed in the March issue of *Record Times*. This year, **80 employees** are scheduled to receive a service pin. The recipient's service ranges from 5 years to 30 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. For the fewer amount of employees with the lengthier service of 25 and 30 years service, they will be contacted about presentation of the pins.

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CLERK CONNECTION

HR gives new recruiting method a "college try"



From left: Sig Perez, Carmen Rico, and Sarah Beery serve at the Clerk's Office Table during the Job Fair on the campus of Arizona State University.

There is an old saying that says, "Give it the ol' college try," which means making an effort even if it seems impossible. The **Human Resources Office** literally did give a "college try" this month by participating in a Job Fair at Arizona State University. Unlike the meaning of the old college saying though, it was not an impossible task, but it was something that HR has not done in being at a college in recent memory.

"We are shifting recruiting methods and seeking proactive ways to try and stand out in a tough hiring environment. We are very excited to participate in the ASU Job Fair at the Downtown Campus of Arizona State University," HR Administrator **Lori Stokes** said. "It is one of many an efforts

we will continue to pursue to educate potential candidates about our office, to communicate benefits of working here, and to hopefully bring in new employees."

Courtroom Services Supervisors **Sarah Beery** and **Sig Perez** and HR Specialist **Carmen Rico** served at the Job Fair to answer questions, provide information about the office and its jobs, and offer applications. QR codes were provided that allowed those interested in working for the Office to apply for a job on the spot.

"We had several students stop by our booth at the ASU Job Fair where and four signed our Interest Form. We learned a lot from this Job Fair, which will help us make future ones more successful and beneficial for our office," Sig Perez said.

HR Administrator **Lori Stokes**, HR Manager **Ezra Johnson**, HR Analyst **Terri Ham**, and HR Intern **Kelsey Lewis** all helped in coordinating the Office's first endeavor in being a part of a Job Fair.

Billing and Deferral among best in state for court collections



It was announced recently that the **Billing and Deferral (B&D)** staff are among the two best court collections agencies in Arizona. In 2021, B&D ranked second in collections just behind the Tucson City Court. The ranking honor is a part of the state's Tax Intercept Program (TIP) that collects monies owed to the court through intercepting the tax returns from non-compliant individuals. In 2021, the B&D, that operates in TIP, collected **\$1,781,996**. Ranking third in 2021 was the Superior Court in Pima County and in fourth was the Phoenix Municipal

Court. The staff members of the highly-ranked B&D unit are: **Bryan Romero** (supervisor), **Milan Milic**, **Richard Gonzalez**, **Stella Ramirez**, **Diana Eaton**, **Mona Oliva**, **Eva Sanchez**, and **Alice Turietta**.

CLERK CONNECTION

Hearts in love and hearts to serve converge on Valentine's Day

Throughout the year, the Marriage License and Passports Office (ML) has a heart to serve the couples who come in to purchase a marriage license. However, on Valentine's Day, their hearts to serve get bigger because of the increased amount of couples who come in wanting a marriage license on the special holiday of love. 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), the amount of couples wanting to obtain a marriage license kept the ML staff hearts beating fast as they served **145 couples**, which is the second highest amount for a Monday Valentine's Day. The record high for a Monday was 163 in 2011.



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 with an average of 163. A Monday Valentine's Day has the second highest average of 123 MLs.

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



Two other February days proved popular for marriage licenses

Besides Valentine's Day, another time when the Marriage License (ML) staff can see a surge in people coming in to get a marriage license is on unique number sequence days, like 1-11-11. This year, the month of February had two unique number sequence days: 2-2-22 and 2-22-22. Here are the ML results of these two-rific days: **2-2-22 = 109 MLs** || **2-22-22 = 173** (28 more licenses than on Valentine's Day of this year.)

CLERK CONNECTION

Fabulous February From Fine For Fantastic Feats



Clerk of the Court **Jeff Fine** held a Virtual Ceremony this month to recognize, honor and award four work project teams and one individual for their recent work completion achievements. The groups awarded were the: **Juvenile eFile Expansion Project**, the **Intelligent Capture Project**, the **Online Marriage Application Project**, the **Clerk Connect Website Project**, and a special award for General Counsel/Public Information Officer **Jessica Fotinos**, who was named the "Best Public Information Officer in Maricopa County" by the *New Times* publication late last year.

The South Court Tower turned 10 this month

The South Court Tower turned 10 years old this month. On February 14, 2012, the \$340 million, 16-story building was dedicated. Seventy-five Clerk of the Court employees moved into the new facility at that time. It was the county's single largest project in its history. Today, the SCT houses Criminal Courtroom Services, Appeals, Exhibits, Disposition & Abstracts, RCC/EDC and Criminal Operations Department (Criminal Filing Counter).

Below are "Then" and "Now" photos of the same location in 2008, where the Madison Street Parking Garage WAS located, and now in 2022, where the South Court Tower IS located.

THEN - Madison Street Parking Garage



NOW - South Court Tower



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: Michelle Monick and Valerie Stevens

From: Shannon Stulz

"I would like to recognize both NW Supervisor **Michelle Monick**, for her assistance in providing the downtown Probate divisions virtual coverage, and her courtroom clerk **Valerie Stevens**, for assisting in covering several times during the weeks of January. Valerie's assistance provided critical coverage when our clerks were out. Thank you both!"

To: Mariacella Diaz, Christina Mai, Iole Ostrander

From: Sara Dickinson

"I would like to say thank you to Non-Criminal Leads, **Mariacella Diaz** and **Christina Mai** for cross-training me in the Probate case type for the past month! Both of you have been great to work with, have been efficient in our training, and I really appreciate it! I would also like to thank **Iole Ostrander** for covering my assigned division during this time!"

To: Andy Kish

From: Ryan Harris

"I was recently having a couple of issues with my Outlook Inbox and **Andy Kish**, from DTI, was able to patiently and fully resolve the issues. I appreciate his perseverance and expertise in helping me get it fixed. Thanks, Andy!"

To: Michelle Bouise, Dan Marsh, Michelle Cain

From: Joana White

- "I submit a HUGE appreciation to **Michelle Bouise**, who assisted us with emails from the ECR (eFile Support Mailbox), which had 70+ emails from attorneys, internal employees, and the general public. Working with the leads, Michelle had it cleared out before the weekend, which provided us time to re-arrange assignments for our department. We are very thankful to her and her supervisor in assisting us to get caught up for our customers!"

- "I submit a HUGE thank you to **Dan Marsh** for

stepping away from his Auditor duties and giving us a hand for the past weeks while we had a staff shortage. He has been a huge support to eFile and we all appreciate it!"

- "**Michelle Cain** has been receiving additional assignments on top of her eFiling queues. She is reliable and has worked extra hours for the past month, all the while maintaining a high level of accuracy and production. She is dedicated to providing quality work and going above and beyond. She continues to offer any type of assistance with a positive attitude and flexible manner."



CUSTOMER COMPLIMENTS

About: Catherine Diaz

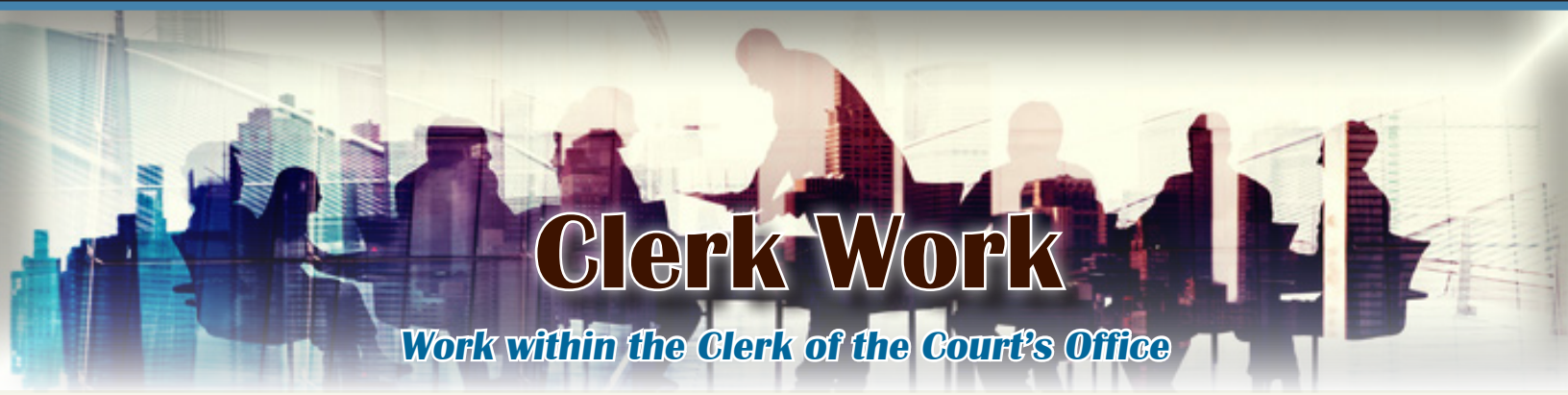
A customer recently complimented Family eFile Specialist **Catherine Diaz** for her service. He said, "Thank you for the efficient and prompt assistance. Without it, I could not have proceeded any further to get these necessary documents. It's people like you who go the extra mile for the citizens that make life possible."

About: Susan Loe

A paralegal sent an email to express how much she appreciated the service of Public Record's **Susan Loe**. She said, "I really appreciate how quick and helpful Susan has been for us. She has relieved a lot of stress. She is quick, efficient, incredibly helpful and nice."

About: Jordan Paul

Courtroom Clerk Kimmi DeSanna communicated to her supervisor that Courtroom Services Specialist **Jordan Paul** "continues to live up to her rock star status." She said, "despite never having sat in a hearing before, Jordan ran up, jumped in, marked the exhibit and manned the Clerk's chair with authority and only mild panicking!" Kimmi said, "Jordan is awesome."



Clerk Work

Work within the Clerk of the Court's Office

Making efforts to communicate with customers, partners, and stakeholders who work with the Office

February may be a short month, but it is a busy month for the Office. Here are two significant events the Office had/is having in February for its customers, partners, and stakeholders:



PRIVATE PROCESS SERVERS - On Feb. 16, Clerk of the Court **Jeff Fine** held a virtual meeting for the Private Process Servers and Document Runners in Maricopa County. The meeting was held to discuss several pertinent court topics related to process servers, provide related updates, allow the process servers to ask questions, and to bring in guest speakers to address other issues related to private process work

and the court. The guest speakers who came to the broadcast of the meeting held in the Downtown Justice Center included representatives from the Sheriff's Office, State Bar of Arizona, Administrative Office of Courts, and the Justice Courts. In addition to Jeff Fine, Deputy Director **Mike Nimitz** and General Counsel/PIO **Jessica Fotinos** from the Clerk's Office also presented at the meeting.

Since 2003, the Office has monitored the certification of private process servers in Maricopa County. The Clerk's Office role and responsibilities related to the Private Process Server program include administering the Certification Exam, processing application materials, maintaining certification records, and receiving complaints made against process servers. Last fiscal year, the Office provided **42 tests** for initial applicants and renewed **223 licenses**. Process servers act as an officer of the court, but are not an employee of the court. They are legal professionals who serve legal notices and documents to the concerned party. In most cases, the server will serve summons and subpoenas to clients and defendants.



PUBLIC WEBINAR - On Feb. 24, the **Communications & Outreach Work Group** is having a public webinar titled, "**Restitution: What you Need to Know.**" More than 60 people are registered for the Webinar to learn about the Clerk's Office role and responsibility in collecting and distributing fines and fees for restitution. Panelists from the Office who will present at the Webinar are Deputy Director **Mike Nimitz**, Criminal Financial Obligations Manager **Anna Castaneda**, and General Counsel/PIO **Jessica Fotinos**. The

webinar is doing a deep dive into providing information on who is eligible for restitution, the laws that govern the process, and the roles and responsibilities of the Clerk's Office Collection Unit.

Comparison of eFiling statistics for the month of January		Civil/Tax	Criminal	Family
This chart shows a comparison of the Office's eFiling statistics for the month of January from 2019 - 2022.	Jan. 2022	19,979	26,552	11,253
	Jan. 2021	25,032	26,300	11,977
	Jan. 2020	15,368	24,129	9,976
	Jan. 2019	16,571	48,024	12,249

The County Lines

News items from Maricopa County

You can ELECT to help this year

The Maricopa County Elections Department is recruiting poll workers for the August and November 2022 elections. Jobs range from team leaders to tech troubleshooters. If you are interested, you can sign up at [GetInvolved.Maricopa.Vote](https://www.maricopa.vote). If you do participate in the elections, you will need to arrange the time off in advance with your supervisor.



Time for Open Enrollment is closing in – What to know

Open Enrollment will be held **April 11 - May 6**. It is the time of year when employees can make changes to their health benefits. Here are some highlights below. Watch for more details to come out soon.

- This year, there will be no change to monthly employee contribution rates.
- The deduction frequency is changing from 24 to 26 pay periods.
- Enrollment will occur in Benefitssolver.
- The plan year will begin July 1 and end on December 31, 2022. There will be another mini-passive open enrollment in the fall for calendar year 2023.

Reaching out to help with the "Office Stretch"



You won't find the **County's Wellness Works Program** in the "Home Stretch" of providing ways to help employees with their wellness, but you will definitely find them in the "Office Stretch." The Office Stretch is a source of information that the program compiled that provides **20 simple "Fitness Breaks"** exercises that staff can do during their time 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](#).

Transportation offers a road to find out about closures

The Maricopa County Transportation Department has the online road for you to find out what roads are closed or have restrictions in the county. They provide a map on their website that shows the current closures/restrictions and future closures/restrictions. The map also distinguishes by color whether the closure/restrictions are a Maricopa County project or a non-Maricopa project. You may view [the map here](#).



We Got Spirit!

Photos from the recent "Football Friday"



Shannon Stulz, April Covarrubio, and Tracy McMillian



Monique Perez, Annette Young, Graciela Cabrera, Andrea Rodriguez, Janneth Damian, and Flor Rivas



Jenela Fierro, Angela Romero, and Kelly Marquez



Stephanie Motzer and Keleigh Cabral



Laura Martinez and Pamela Stockley



Front Row: Laura Martinez, Pamela Stockley, Anna Valenzuela, Maria DeLaCruz, Anthony Garcia, Fernando Garza. Back Row: Kelly Marquez, Angela Romero, Jenela Fierro, and Andy Rodriguez



Taylor Sachse



Alyssa Vitucci

We Got Spirit!

Photos from the recent "Wear Red Day" for Healthy Heart Month



Chuck Gobble, Sandra Rodriguez, Gene Yamamoto, Frances Horst, and David Wolff



April Cannon, Tracy McMillian, April Covarrubio, and Shannon Stulz



Left to Right: Megan McElroy, Jennie Mendoza, James Wood, Jennifer Lovil Taylor, Joshua Schall, Nikki Swiss, Kristin Melzer, Jessica Folts, Shannon LaSpaluto, and Gozal Atabaeva Coy



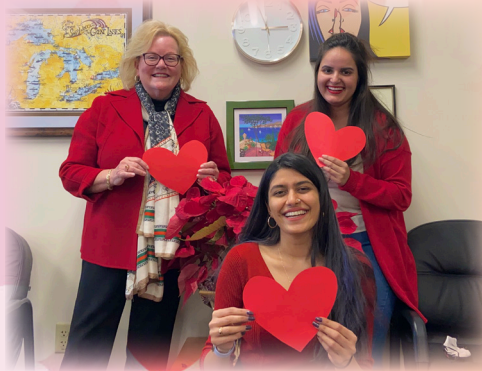
Maye Patterson



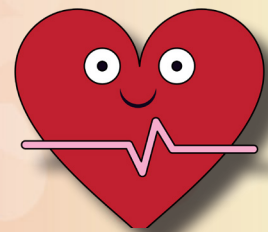
Ravi Goud



Aida Plascencia, Andy Rodriguez, Clarissa Cruz, Lia Farr, Fawn Fowler, Michael Fisher, and Ashley Hatch



Commissioner Mary Cronin, Kanak Patel (Courtroom Clerk), Marissa Jurado (Judicial Assistant)



Employee Spotlight

This Month: **Angela Romero**



Title: Just promoted to Court Operations Lead

Years with Office: 4½ years | **Hometown:** Peoria, AZ

Something You Enjoy About Your Job: I enjoy feeling accomplished when customers leave satisfied.

What Are Some of Your Job Responsibilities: This is all changing this month with the promotion I just received. Before this month, I worked the OP Desk and did family COVs and Family mail. I am learning new responsibilities as of now!

Your First Job: My first job was carry-out at Albertsons when I was 16.

Something Memorable You Have Done: When I visited Disneyland in Florida. I like Disneyland better, but you have to check out Disneyworld at least once.

A Hobby/Special Collection: Anything Disney. My guest bathroom is

all Mickey Mouse. I also have a Mickey Mouse Christmas Tree, Mickey Christmas train and too many to count of Disney gadgets, stuffed animals, and of course, apparel.

Best Vacation Spot: Disneyland California || **Where Would You Like To Travel To Next:** Disneyland in Paris, France.

If You Could Live Anywhere In The World, Where Would It Be: In the middle of the forest with my family and lots of animals.

Favorite Meal: Chili Rellano || **Favorite Place To Eat Out:** Valle Luna || **Favorite Sports Team:** Dallas Cowboys

Someone You Would Like To Meet: Actor Denzel Washington

Have You Met Someone Famous: Arizona Cardinals football player Larry Fitzgerald

Favorite TV Show/Movie: *Moana* || **Favorite TV Growing Up:** *Friends*

Something On Your Bucket List: Tour AT&T Stadium in Arlington, Texas where the Dallas Cowboys play.

Nobody Would Believe It If They Knew ... I have a "Holiday Tree" that stays up all year long! My children are grown now and so my holiday tree keeps me occupied as I change it out monthly, sometimes 2 - 3 times a month.

Advice For A New Clerk Employee: Be patient and ask questions.

What Do You Like Most About the Office: My co-workers who make each day fun-filled!

Someone You Would Like To See In Concert: I have been to many Carrie Underwood and Kane Brown concerts, but the person I would like to see most is Bruno Mars.

What Do You Like To Do In Your Spare Time: I enjoy crafts/projects on my cricut and personalizing them too! I also like being in the outdoors with my family and my two pups! We like to camp, hike, take our dogs on walks and drive to Northern Arizona.

Your Dream Car: 1987 Chevy Blazer K5 two-toned black and gray.

Your Favorite Animal: My dogs || **A Pet Peeve You Have:** A dirty house. I can't relax if my house is dirty!

What is your favorite fruit and/or vegetable and/or least favorite: I love all fruits and veggies except for brussel sprouts!

Important Business Skills to Have: Communication, professionalism, and honesty.

Best Advice Given To You: Live every day as if it is your last!



The Inside Track

on Employee News

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BIRTHS

- Congratulations to Courtroom Services Supervisor **Wendy Thompson**, on the birth of her 7 lb., 12 oz. grandson on January 25. Her new grandchild's name is Ambrose.

OFFICE ANNIVERSARIES

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

25 YEARS - Linda Ceja

15 YEARS - Kendra Tiero

10 YEARS - Milan Milic and Melinda Yelverton

5 YEARS - Corina Burgess, Brian Turner, and Josh Thill

Way to go!

NEW EMPLOYEES

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

- Courtroom Clerk - **Eric Schmitz** and **Deborah Stonebarger**
- Criminal Financial Obligations - **Schkella Haskins**
- Downtown Filing Counter - **Bianca Barrett**
- Durango Juvenile Operations - **Clarissa Real**
- Family Support Services - **Sandra Eubank**
- Juvenile Courtroom Clerks - **Michelle Nelson**
- Mail Clerk/Courier - **Andrea Ontiveros**
- Southeast Juvenile Operations - **Katra Espino**

Glad you are here!

THE FINE JOB AWARD

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

Brian Bradley, Valerie Burton, Annette Ortiz, Jennifer Patrick, and Taylor Sachse



OLYMPIC-SIZED SPIRIT

Photos that were submitted from participants of the "Olympic Spirit Day" held on Feb. 16.



Back row, left to right: Fernando Garza (Olympic flag), Chris O'Neill (Bronze), Clarissa Cruz (Gold), Michael Fisher (Silver)

Middle row, left to right: Maye Patterson (Blue), Jenela Fierro (Black), Laura Martinez (Red), Anna Valenzuela (USA)

Bottom row, left to right: Lia Farr (Yellow), Angela Romero (Green)



Tracy McMillian and Shannon Stulz

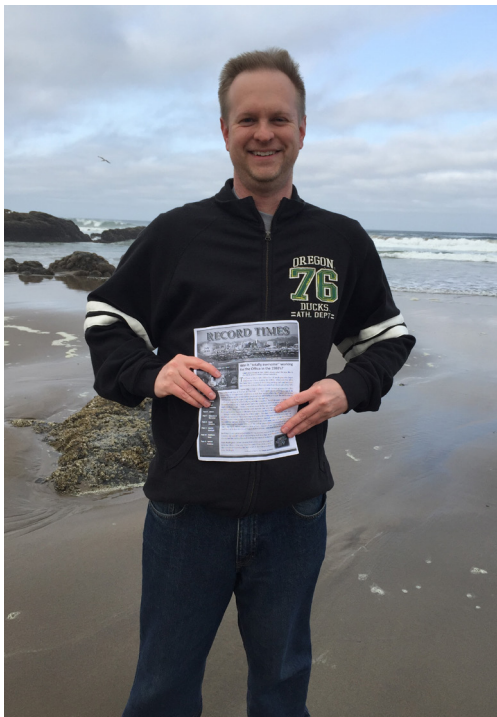


Keleigh Cabral and Stephanie Motzer

Special Features



Where in the world has the Record Times been?



Sand-tastic time 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 an actual picture of water in the Cayman Islands. This month it is seen with an employee who is actually by the water.

Pictured in this photo to the left is HR/Training Coordinator **Ryan Harris**, who is on the beach in **Lincoln City, Oregon**. Ryan took this photo a few years back, but it has not been used yet for this *Record Times* 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 makes an appearance at **Oxnard Beach** in **Oxnard, California**. From the footsteps in the sandy background, it appears as if Flat Stamp-Ley walked up on its own and posed for the photo.

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!

Support Services



located in the
Customer Service Center

Pictured from left to right are: Rebecca Shanks, Alejandra Jimenez, Marisela Martinez, Glenda Villa, Cheryl Marzella (supervisor), Angelique Mendez, Annette Ortiz, Leslie Resendis, and Maria Reyes