

# RECORD TIMES

The eMagazine

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



## Andrea Williams selected as the Employee of the Year

**Andrea Williams**, a Criminal Financial Obligations Senior who works for the Criminal Financial Obligations Unit, was named the Office's "Employee of the Year" (EOY) for 2021. She was selected among 11 candidates who were an "Employee of the Quarter" honoree. She is the 6th person to be selected for the Office's highest honor.

Andrea began serving in Clerk's Office close to nine years ago in the Exhibits/Grand Jury area as a Grand Jury Clerk. She left the office after five years to pursue getting a degree from Arizona State University in Criminal Justice and Early Education. After graduating with her degree, she returned to the Office four years ago serving in Criminal Financial Obligations (CFO) where she has excelled. During this past pandemic season with staff shortages occurring, Andrea went above and beyond to help in the Accounting area, in addition to her own CFO duties. In recognition of her EoY honor, the *Record Times* conducted an interview with her.

### Q) How do you feel about winning the "Employee of the Year?"

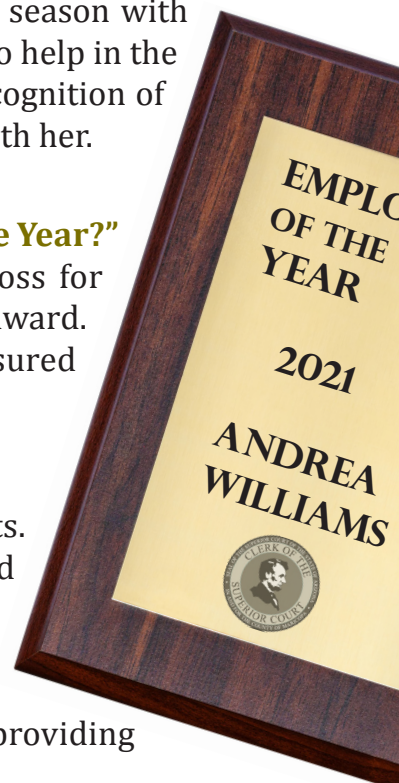
A) I was like WHOA! I am extremely proud. I am at a loss for words. It is truly an honor to have been selected for this award. This recognition will go down as one of my most treasured accomplishments.

### Q) What is one thing that you enjoy about your job?

A) I enjoy processing Restoration of Civil Rights documents. Many of the clients that apply have completed their obligations and it is a fresh start for them.

### Q) What has been a favorite work project?

A) I like testing the new procedures and providing feedback about them. ....continued on next page



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# ★ The Employee of the Year ★

## Andrea Williams



### ...continued from Page 1

**Q) What do you think makes good customer service?**

**A)** When the customer can sense that you enjoy what you are doing in your effort to help them with their particular need.

**Q) What is an important quality an employee should have?**

**A)** To believe in teamwork and practice it every chance you get.

**Q) What advice would you give a new employee?**

**A)** It should never matter who the client is you are assisting, you should always do your best to make their experience as pleasant as possible.

**Q) What did you do prior to coming to the Clerk of the Court's Office?**

**A)** I worked in the banking industry for 10 years.

**Q) Some of your interests outside of work?**

**A)** I am a huge fan of performing arts. I enjoy attending ballet and modern dance performances, especially when the Alvin Ailey Dance Company performs in Arizona. Other than that, I cherish the time spent with family.



## “ Quotes

Thank you so much for the investment you make in the important work that you do and for always going above and beyond in the service of others. The impact that you have on others, our mission and interest of justice in the community are beyond measure. Your professionalism and leadership are off the charts! It is truly an honor to recognize and serve with you. - Clerk of the Court Jeff Fine to Andrea Williams

Your exemplary character is regularly evident in your interactions with co-workers and the public. You are always found with a smile and ready for a challenge. The Office as a whole, but especially Accounting and CFO is immensely grateful for your willingness to transition between departments, providing irreplaceable foundational support! You are regarded as a considerate professional, who is dedicated to your team and consistently delivers quality service. - Deputy Director Mike Nimtz to Andrea Williams ”

### ANDREA'S ORIGINAL NOMINATION

Andrea is nominated due to her level of professionalism, agility, and teamwork. She has shown tremendous dedication and support through her ability to fill in where needed in both CFO and Accounting. It was by chance she assisted Accounting for one day, but was called back several times thereafter when a business need arose. The type of shift back and forth between separate work spaces, duties, and rhythm of work would throw most people off-track. Andrea seamlessly offered assistance between the two areas when called upon and delivered quality work, clear and professional communication, and camaraderie. Andrea has received recognition for her willingness to help and her “can do” attitude. It is fitting to expand her recognition throughout the Office so all may know what her efforts and character have really meant. Andrea crossed-trained in Accounting during the pandemic when the Village was down in staff. She stepped up to the challenge and learned the accounting specialist work in record time. She comes to assist in Accounting whenever we are in need. She is a phenomenal person to work with, as she always has a smile and good things to share. We enjoy Andrea when she visits the Accounting Village.



### PREVIOUS EMPLOYEE OF THE YEARS

2020 - Linda Berger / 2019 - Gene Yamamoto / 2018 - Barbara Navarro / 2017 - Crystal Howard / 2016 - Appachua Ballachanda

# 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:** **Ken Nelson**

**From:** **Denise Maupin**

"I would like to give a big shout out and THANK YOU to **Ken Nelson** in DTI for helping me and the rest of the HR Team with a technical issue we experienced in our HR system this week. Ken worked on the issue over two days and made every effort to resolve the issue and did! Thank you Ken for going out of your way to help us when we needed it the most! YOU ARE AWESOME!"

**About:** **Exhibits, Appeals, and Disposition and Abstract staff**

**From:** **Ruby Davison**

"I want to give a big 'Thank You' to all the staff at **Exhibits, Appeals and Disposition, and Abstract**. They always help each other and go the extra mile to get the job done. I am truly grateful for all they do."

**About:** **Ana James, Jenny Black, and Shari Jaffe**

**From:** **Mike Nimt**

"Thank you Ana, Jenny, and Sheri for your excellent collaborative effort and proud representation of the Office for the Stand Down event. I know there were plenty of meetings attended and prep work done by you to prepare for the event. Great job!"

**About:** **Lisa Smith**

**From:** **Alyssa Delgado**

"I want to recognize **Lisa Smith**, Courtroom Services Downtown Lead. I'm incredibly impressed with Lisa's warmth, personableness, and commitment to the Clerk's Office. Lisa is a true people person who loves speaking with clerks and resolving their questions and concerns. Along with providing excellent support and training tips for all clerks, Lisa has been nothing but positive and extremely

influential in encouraging all clerks. She is an amazing asset and I want to thank her for all that she does! Thank you Lisa!"



## CUSTOMER COMPLIMENTS

**About:** **Susan Loe**

An official from the Ninth Circuit Library and U.S. Courts, recently sent a highly complimentary note to the Office about Public Record's **Sue Loe**. The official wrote, "I wanted to take this opportunity to sing Susan's praises. I'm sure you get a lot of great feedback on her professionalism, competency, and impressive work ethic, but I wanted to relay how helpful she has been to the Ninth Circuit Library and the U.S. Courts Judges that we serve. Whenever our judges need a Maricopa Superior Court filing, she answers all our questions in such a cheerful manner. I know she is very busy and has to be getting the same questions over and over again, but she welcomes our questions all the while being so very efficient. Recently, we submitted a rush request and she was able to fulfill the request so that our judge could get the necessary filings from your court.

On a personal note, I want to share that I'm a county resident and I'm very pleased to get this level of service from my county court. I appreciate that she always answers her phone, often saving the day because I can visit with her about the records request and we can sort out any issues on the spot. I often wonder if she ever takes a break because she always picks up her phone!

I hope you'll pass along my sincere appreciation for Susan and the help she's provided us."

# News Files

Quick look at various news items

## Jeff Fine conducts a virtual service pin ceremony this month



Clerk of the Court **Jeff Fine** held a virtual service pin ceremony this month for the 5, 10, 15, and 20-year service pin recipients.



There were **18 staff** getting 5-year pins, **13 staff** getting 10-year pins, **22 staff** getting 15-year pins, and **18 staff** getting 20-year pins. The pins were then distributed to supervisors to present to staff.

## Office “secures” finishing number 1 in County’s Cyber Security Challenge

In March, Maricopa County’s Cyber Security Champions Cadre sponsored a Cyber Security Challenge amongst all county departments. The challenge asked employees to complete a “Spot the Threat” game to increase overall technology security awareness. The Clerk’s Office was the winner for having the most participants in the Challenge in the large department category (over 500 staff). As a result, the Office will be receiving a trophy.



## The re-opening of the Law Library Resource Center File Counter



On Monday, May 2, the Clerk of the Court’s Office will resume Monday through Friday staffing of the **Law Library Resource Center (LLRC) file counter** window located in the East Court Building. Limited to primarily remote services for over a year due the pandemic, the Superior Court resumed full-time LLRC hours of operation in April 2022. Through the LLRC, the Superior Court provides self-represented litigants, as well as attorneys, improved access to the justice system through legal information, forms, and services. By staffing the LLRC file counter window, the Clerk’s Office is furthering effective participation in court processes.

## Office received a high number of phone calls in March

The Office’s Interactive Voice Response (IVR) system, which is the system that manages all of the office’s phone calls, had its second highest number of calls in March – **40,781**. The highest month for phone calls was in March of 2021, when the office received **42,225 calls**. On average, the Office handles **35,000 calls per month**.



### QUICK NEWS PICKS

- ▶ On June 1, eFiling for **Family Court initiating documents** will become mandatory for attorneys. This new eFiling initiative was launched on March 17.
- ▶ **New COJET Training participation requirements** have been implemented. [Learn more here.](#)

# WE GOT SPIRIT!

Photos from the recent Favorite Color, Diamondbacks, and Suns Spirit Days



Favorite Color Day - Shannon Stulz and Tracy McMillian



Favorite Color Day - Pam Stockley



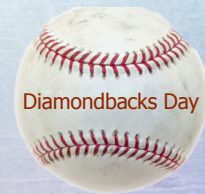
Diamondbacks Day - Maria DeLaCruz, Fernando Garza, Angela Romero, Joe Sims, Andy Rodriguez and Jenela Fierro (kneeling)



Favorite Color Day



Diamondbacks Day - Carmen Camacho and Andrea Rodriguez



Diamondbacks Day



Suns Day - Angela Allegretti, Vanessa Martinez, and Gladys Alonso



Suns Day



Suns Day - Keleigh Cabral, a random Suns fan, and Stephanie Motzer

# WE GOT SPIRIT!

## Photos from the recent Earth Day Spirit Day



Stephanie Motzer  
Elizabeth Wolf  
Keleigh Cabral



Suzanne Lambries  
(green for Earth and  
Lorne Lambries (blue for sky)



Len Keso



Eileen Fenner  
submission from a past photo session



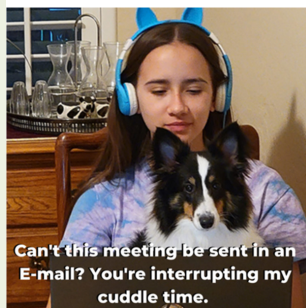
Tracy McMillian and  
Susan Morris

# EARTH DAY

APRIL

## Employee's submission was pet-icularly liked for Caption Contest

Congratulations, Amber Sykes!



Can't this meeting be sent in an E-mail? You're interrupting my cuddle time.

Congratulations to Family Support Services' **Amber Sykes** whose caption was recently selected for Maricopa County's "Pet Caption Contest" in their monthly "Currents" newsletter. See the photo and Amber's caption to the left.

This is the fourth time that a Clerk of the Court employee has had their caption submission selected for the County's newsletter pet caption photo feature.

Employees may submit captions online to this [contest here](#).



### REMEMBERING WHEN 20 YEARS AGO...

The photos to the left were taken in 2002 on the last night of the Clerk's **After-Hours Filing Window**. The After-Hours Filing Window closed permanently due to the installation of the 24-Hour Filing Depository Boxes. The Window was open at the Central Court Building for customers to file their documents from 5 - 7 p.m. Monday - Friday. **Anna Valenzuela** (in the second photo on the right) is still a current employee of the Office.

# EMPLOYEE of the QUARTER



The Honoree For January - March 2022

## Overview of the Employee of the Quarter Program

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



### Catherine Diaz / Family eFile Court Operations Specialist

**Nomination:** I have the pleasure of sitting next to Cathy and hearing the way she interacts with customers over the phone. She always answers her calls with a cheerful voice and never buckles under pressure. At times, she is confronted with difficult phone customers, which she always navigates with grace. She has superior customer service skills, which I suspect is something she has worked hard for. Cathy is able to deliver support with a smile and a great attitude, which never ceases to amaze me. I view myself as the harshest critic of excellent customer service, and she has exceeded my expectations at every turn. Cathy always

seems to take her phone care and customer support to the next level. She is great with customers on the phone and very knowledgeable. Well done Cathy! The fine art of superior customer service has not been lost on you!

Deputy Director Mike Nintz added, "The nomination speaks volumes to the positive impact you have on the Clerk's Office and those we serve. Thank you for taking such pride in the important role you play in people's lives on a daily basis. I find your steadfast commitment to providing the best possible customer experience so inspiring that I've read your nomination several times already. Way to be a leader!"



Clerk of the Court **Jeff Fine** presented Courtroom Clerks **Rebecca Miller** her 30-year service pin and **Barbara Navarro** her 25-year service pin this month. Rebecca and Barbara work in Criminal Court.

In total, **80 service pins** are being presented this year totalling **1,140 years of service**.

**In the upcoming months**, Jeff will be conducting the Annual Celebrating And Saluting Employees (CASE) Award ceremonies.

# The County Lines

News items from Maricopa County and the National Association of Counties (NACo)



**Scholarship opportunity for graduating seniors** - NACo is offering scholarships to high school seniors whose parents work for county government and are participants in the Deferred Compensation Program. The **\$2,500 scholarships** will be awarded in the fall of 2022. To submit an application: **1)** the applicant's parents, grandparents, or legal guardian must be enrolled in and have a current employee funded 457(b) Plan offered by NACo; **2)** the applicants must enroll in a full-time undergraduate course of study no later than the autumn term of 2022; the deadline is May 31. To learn more, you may visit the [scholarship site here](#).

## Working out a workout at work

The renovated **Fitness Center** in the Lower Level of the County Administration Building (301 W. Jefferson St., Phoenix) reopened this month and is available for county employees to use. If you are interested in utilizing the facility, you must submit a [Fitness Center application](#) before being able to use the new gym. For those who don't work Downtown, there are on-site Fitness Centers at other county facilities. You can find the list of those [Centers here](#).



## Free counseling sessions available

Maricopa County offers an [Employee Assistance Program](#) (EAP) that provides short-term counseling to all employees and the members of their household. Counseling services are available by phone, video conference, or in person. The benefit includes up to 12 free sessions. For more information, you may call 888-213-5125 or visit the [Magellan website](#).

## Getting down to BUSiness in saving money on gas

Maricopa County offers a free **Bus Card** to employees interested in using mass transportation for their work commute. The card allows you to board all Valley Metro transit services, including the express and rapid bus and Metro Light rail. To obtain the card, complete the [application online](#). For additional questions, email [COCHR@maricopa.gov](mailto:COCHR@maricopa.gov).



### DID YOU KNOW....

According to the National Association of Counties, there are **37,984 elected county officials** in the nation that includes County Board of Supervisors, Executives, and Row Officers (which is like our own Clerk of the Court Jeff Fine).



# Employee Spotlight

## This Month: **Ramon Flores**



**Job Title:** Customer Service Center - Marriage Licenses and Passports Lead

**How Many Years Have You Worked For The Office:** 22 years

**Something You Enjoy About Your Job:** Dealing with new customers every day and helping them get a marriage license or passport.

**What Are Some Of Your Responsibilities:** Auditing passports that go out, auditing marriage licenses from the Online service that go out, helping employees who have questions about marriage licenses/passports, ordering supplies and money that are required for our area.

**Your First Job:** I worked at Big A Auto in Phoenix delivering parts to customers. // **Hometown:** Phoenix, AZ

**A Hobby or Favorite Activity:** Collecting sports and gaming memorabilia. Watching football. // **Something On Your Bucket List:** Travel the world

**Something Memorable That You Have Done:** Help deliver food to those in need for St. Vincent De Paul.

**Best Vacation Spot:** Hawaii. // **Where Would You Like To Travel To Next:** Going to Florida (Disney World) in November. // **If You Could Live Anywhere, Where Would It Be:** Monte Carlo

**Favorite Meal:** Top Sirloin with a baked potato // **Favorite Place To Eat Out:** Black Angus

**Favorite Sports Team:** The Dallas Cowboys // **Favorite TV Show or Movie:** *Yellowstone*. I have too many favorite movies // **Favorite TV Show Growing Up:** *Friends* // **Something You Are Proud Of:** My co-workers for showing resilience when we are short-staffed and still getting the job done on time.

**Someone You Would Like To Meet:** Abraham Lincoln and Tom Hanks

**Have You Met Anyone Famous:** I met Muhammad Ali

**What Would You Like To Be For a Day:** Owner of the Dallas Cowboys

**What World Record Would You Like To Break:** The 100-Yard Dash

**Nobody Would Believe It If They Knew:** I was an altar boy in my youth.

**An Interesting Job You Have Had:** I worked at a plastic company that made Gatorade bottles, Ocean Spray bottles, and tennis ball cans.

**Advice You Would Give To A New Employee:** Do not be afraid to ask for help or questions.

**A Favorite Quote:** "The way to get started is to quit talking and begin doing." - Walt Disney // **What Do You**

**Like To Do In Your Spare Time:** Play video games // **An Ability You Wish You**

**Had:** Flying // **Dream Car:** Lamborghini // **A Favorite Animal:** Dog

**A New Skill You Would Like To Have:** Carpentry

**An Influential Person In Your Life:** My father taught me to stay with a job because you wanted to work for them. Also, he said to work hard and be the best at what you do. // **Who Would You Like To See In Concert:** Ice

Cube, Dr. Dre, Snoop Dog // **A Pet Peeve:** People driving slow in fast lane.

**Business Skills You Think Are Important:** Leadership and problem-solving

**Any Hidden Talents:** I can beat the first Mario Brothers video game in five minutes. // **Best Advice Given To You:** Never stop learning



# The Inside Track

## on Employee News

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### BIRTHS

- Congratulations to Downtown Filing Counter's **Maye Patterson** on the birth of her 7 lb. 13 oz. grandson on February 24. Her new grandchild's name is Leland Kruse.
- Congratulations to Courtroom Clerk **Melynda Cabrera** on the birth of her baby girl on April 5. Her new baby weighed 7 lbs, 3.7 oz.

### OFFICE ANNIVERSARIES

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

**20 YEARS - Jackie Ortiz**

**15 YEARS - Tiffany Nosker**

**10 YEARS - Alicia Burd**

**5 YEARS - Jannet Ortega and Mayra Salgado**

### NEW EMPLOYEES

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

- **Courtroom Services (Specialist) - Tammy To**
- **Downtown File Counter - Stephanie Myers**
- **Grand Jury/Criminal eFile Lead - Shaunna Kelbaugh**
- **Juvenile Courtroom Clerk - Andrea Wood and Valerie Gallegos Garcia**
- **Public Records - Isabel Jimenez and Lorne Lambries**
- **Support Services, Customer Service Center - Caitlynn Port**
- **Southeast Court Operations Manager - Ramona Demian**

### EMPLOYEE MOVES

- **Kelly Laird** was promoted to Lead for the Criminal Financial Obligations Unit.
- **Angelique Mendez** was promoted to Court Operations Supervisor for the Customer Service Center's Support Services section.
- **Ashley Hatch** was promoted to courtroom clerk at Durango Juvenile after serving in Adult Operations.
- **Kristin Melzer** transferred from Southeast Adult to become the new Deputy Probate Registrar.
- **Christina Mai** was promoted from Courtroom Services Lead to become a new Non-Criminal Courtroom Services Supervisor.

### FINE JOB RECIPIENTS

- **Angelique Mendez, Diana Charbagi, and Mandy Rowe** recently received the Office's "Fine Job" Award. Congratulations to them for this special recognition honor.



# Special Features



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



### Newsletter's European adventure

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 in Switzerland. This month it is seen with an employee who also is in another country.

Pictured to the left is Court Operations Manager **Sheri Jaffe**, who posed with the newsletter while porting at Grand Turk during a Caribbean Cruise.

**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?



### Skiing is believing for 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 on the snowy slopes of a ski run in **Santa Fe, New Mexico**. FS is being held by ski gloves and didn't seem to mind the cooler weather...maybe that's because a year ago at this time, he appeared in Antarctica for a 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 note about the photo.

# The “Clerk-cle of Life”

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



## Durango Juvenile Operations

Pictured from left to right are: Janneth Damian, Marta Sanchez, Monique Perez, Andrea Rodriguez, Angie Stevens (supervisor), Gloria Oviedo, Flor Rivas, Grace Cabrera, Annette Young, and Carmen Camacho. Not Pictured: Rachel Holka, Clarissa Real, Alicia Buscaglia, and Manager Rachel Robles