

RECORD TIMES

The eMagazine

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



Open road to open meetings
Jeff Fine takes time to meet with staff from different Downtown Offices during a recent "Road Show with Jeff"

On the road again!

After two years of no large gatherings due to the pandemic, Clerk of Court Jeff Fine begins a series of "Road Shows" to meet with staff at all office locations

The road to meeting with staff in larger gatherings wasn't well-traveled during the pandemic. But today, Clerk of Court **Jeff Fine** is starting to hit the road once again and conduct his "Road Shows" to meet with staff throughout the Office to provide updates and answer questions. To see photos from some of these Road Meetings, [go to page 5.](#)

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A great CASE is about to begin being heard

In 2020 and 2021, hearing news about "cases" was not pleasant as that meant employees were out ill during the pandemic. But in 2022, news about CASES is medicine to the heart as it means employees are being celebrated for their work performances through the CASE (Celebrating And Saluting Employees) award program.

Starting in June, 11 celebrations will be held to present the annual CASE awards to staff. The CASE Awards are given to staff members in four categories: Leadership, Excellence, Customer Service and Teamwork.

The first two ceremonies will be held at **Southeast Adult** on June 7 at 2 p.m. and **Southeast Juvenile** on June 7 at 2:30 p.m. The next two will be June 9 at **Northeast** at 10:30 a.m. and the **Customer Service Center** at 1:15 p.m.

The Office's Elite Eight of award-winning programs

The year 2022 became more like "202Yahoo!" for the Office this month. The reason being is that the Office won a **record-breaking eight national achievement awards** from the National Association of Counties (NACo). NACo, which represents the nation's county governments in Washington, D.C., presented the Office with the Achievement Awards for developing innovative programs that enhance county services.

The eight awards is the highest amount of NACo awards the Office has ever received in one year. The previous record was six NACo awards in 1992. These eight awards bring to a total of 54 NACo awards the Office has received over the past 34 years. This year's award-winning programs are listed on [page 2](#) with a brief description of each program.



CLERK CONNECTION

Overviews of the 8 award-winning programs (continued from page 1)

Following are brief descriptions of the Office's national award-winning programs:

Public Webinar Series – This is a community outreach initiative that grew out of the Communications & Outreach Workgroup. The Series is designed to educate the public about the Office's services; establish long-term relationships with stakeholders; and expand and improve access to justice. The webinar series covers a wide range of topics designed to provide an overview of the Office, its services, and answer questions. Currently, six public webinar presentations have been held, staffed by Clerk employees, in which over 500 stakeholders have been participants.



Data Center Modernization - This initiative dramatically improved the technology foundation for the Office by investing in a fully-virtualized data center with new hardware located in two separate Tier 3 data center facilities. The new data centers represent a modern, secure infrastructure, with high availability for all Office applications, along with vastly improved disaster recovery and business continuity capabilities that support all Office applications and online services. The data centers are also 'cloud ready' and able to support the growing utilization of cloud services.



DTI Support Center - Through this initiative, the Office upgraded support channels for staff to receive technical help including a support portal with self-help, increased transparency of their ticket requests, and phone call backs instead of waiting in a call queue. Employee's request tickets are routed more efficiently and issues are resolved faster with improved workflows and automation that route and assign tickets automatically, reducing agent workload and getting customers support faster. Agents have modern and intuitive tools that make their jobs easier and empower them to efficiently help customers. Management also has more transparency to see key metrics and trends to help identify where improvements can be made.



Family Court eFiling - Working with the Arizona Administrative Office of the Courts and stakeholders within the Family Court, the Office added Family Court Case Initiation functionality to its eFiling platform. Providing self-represented litigants and attorneys the ability to open new Family Court cases through the statewide eFiling portal improves access to justice by removing barriers, including the costs associated with filing documents in paper, i.e., travel and time required to initiate these cases in person at filing counters. In addition to the added convenience for filers, adding FC new cases to eFiling increases efficiency by removing the extra work associated with paper filings such as stamping, sorting, and scanning. For the court, new cases are processed more quickly with emergency filings being made available to the court much more quickly than the traditional paper processes.



Deferral Waivers - This program provides an electronic means for applying for the deferral or waiver of court fees. Formerly applications for deferral or waiver were accepted as physical copies via the filing counters and routed manually using email. With the onset of the COVID-19 pandemic, the Office set out to limit in-person contact and developed an online solution for the acceptance and processing of these applications. The new solution uses a suite of software tools already available for use with the Clerk's Electronic Document Management System including automated workflow, electronic forms, and an integrated cloud-based file sharing service to create the online application and approval process.



CLERK CONNECTION



Overviews of the 8 award-winning programs

(continued from page 2)

Court Record Intelligent Capture - The Office completely reimagined its document imaging through the implementation of an Intelligent Capture solution that automated the document and data capture of case file documents using Optical Character Recognition and Artificial Intelligence. The solution used a combination of new and existing software tools compatible with the Clerk's Electronic Document Management System.

Intelligent Capture has provided immediate and significant operational efficiencies through the elimination of manual data entry required for scanning and workflow of all paper filings. The COSC now leverages the

automatic capture of data contained in documents to streamline the review process, including acceptance and workflow routing of filings.



Online Marriage License Portal - With the onset of the COVID-19 pandemic, the Office set out to limit in-person contact and developed an Online Marriage License Portal solution for the acceptance and processing of Marriage License applications. The Online Marriage License Portal used a combination of new and existing software tools compatible with the Clerk's Electronic Document Management System including automated workflow, electronic forms, and an integrated cloud-based file sharing service to create the Online Marriage License Portal. This user-friendly solution helps ensure applications for Marriage Licenses submitted via the Portal are submitted properly and processed in a secure and consistent manner. Formerly applications for Marriage Licenses were accepted as physical copies via the Office's filing counters.



Juvenile eFiling Case Initiation - This program is an extension of eFiling in Juvenile that includes case initiating documents in four case types (Adoption Certification [AC], Adoption [JA], Dependency [JD], and Severance [JS]) and subsequent filings for two additional case types (Guardianship [JG] and Emancipation [JE]), for filings that don't require a filing fee.

In addition, enhancements were made to allow court administration staff, court/division staff, courtroom clerks, and the Office of Public Defense Services staff to electronically submit documents that are distributed by the Clerk's Office to attorneys and parties. These documents include notices of hearing, notices of appointment of counsel, signed orders, and documents received in court hearings. These documents were previously filed in paper format and scanned. eFiling is now available for seven of the 10 case types in Juvenile Court, which accounts for more than 99% of the documents filed.

The expansion of eFiling to accommodate case initiating petitions has made it possible for attorneys and parties to file important court documents from an alternative work site instead of having to travel to a court building in person, during business hours only, to file documents. In Juvenile Court, the majority of case initiating filings are submitted primarily by attorneys or agencies who work within larger organizations. Numerous governmental entities, along with private firms and parties, have benefitted from the convenience and efficiency of submitting documents to Juvenile Court electronically.

**A record-breaking
8 awards!**



CLERK CONNECTION

The Office once had its own courtroom clerk choir



The work of a courtroom clerk is not easy and people often sing songs of praise for their performance, but there was a time in the mid 2000's when a group of courtroom clerks were actually singing songs for the Office. Calling themselves "the Chamber Maids," the court clerk choir, led by Courtroom Clerk Tracy Fenton, performed their own creative songs for different Office events.

Today, only Courtroom Clerks **Sheryl Brown** and **Kendra Tierro**, who were a part of the singing group, are still with the Office.

Kendra said, "A fun memory of our group was during Christmas, we sang holiday songs, but we implemented work experiences into the song and it was REALLY fun! It was truly a memorable experience!"



Sheryl said, "I joined the group after it had been formed for a few years and we sang together for another 2-3 years until Tracy, our leader, retired. We were often requested to perform and we sang at holiday parties and special events. We tried to make the songs funny and relatable. I miss being a part of the group."

Times past



The photo to the left was taken of the Clerk of Court's Public Records Counter in the late 1980's to early 1990s. The counter was located in the lower level of the Central Court Building. The photo on the right is the Public Records Counter today. The counter is located on the lower level of the Customer Service Center.

Times now



Take a vacation, take the newsletter, and take a picture



The Summer season is approaching and for many that means a vacation. If you are planning on taking a vacation, please take a copy of the *Record Times* with you and get a photo with it anywhere along the way of your trip. The photos with the newsletter will be used in the *Record Times*' photo feature seen in the "Special Features" section. You may submit more than one photo from different places on your vacation. If you have submitted before, please feel free to do so again. **Also**, don't forget to take [Flat Stamp-Ley](#) with you for another newsletter photo feature.

For details and instructions on both photo features, [see page 12](#).

The Office Bulletin Board

A few snap shots from the "Office Road Shows with Jeff Fine" this month



Hello!



South Court Tower



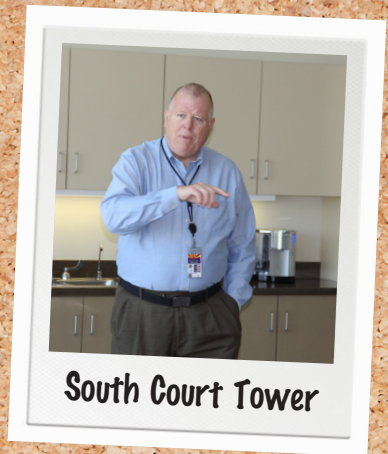
Downtown



Downtown



Northeast



South Court Tower



South Court Tower



Northeast



Northeast

Welcome!

Photos of other Road Show Meetings will appear in the June issue of Record Times



Downtown

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: Downtown File Counter

From: Maye Patterson

"I would like to thank all of my colleagues for their continued support. They are: **Kelly Marquez, Anna Valenzuela, Angela Romero, Aida Plascencia, Andy Rodriguez, Bianca Barrett, Chris O'Neill, Clarissa Cruz, Fawn Fowler, Fernando Garza, Jenela Fierro, Kim Whitson, Lia Farr, Michael Fisher, Rebecca Merino, and Stephanie Myers.** I count myself very fortunate to be able to work in our office with such caring colleagues. Thank you for being some of the most interesting people I've ever worked with. You all are the best. Thank you for all you do."

About: Northeast File Counter Team

From: Naomi Marruffo

"I would like to give a big shout out to the unique and incomparable **Northeast File Counter team!** To, Tawney, Marcella, Lamaar, Shan, Leslie, P, Debra, Camille, Duane, and Alex GREAT JOB!!! You are all essential, awesome, and amazing! Day in and day out you continue to show up and show out. I would like to point out to everyone that these fine people do it all! They are primarily at the File Counter daily filing all case types, BUT they also docket all case types, efile, sort, barcode, scan, provide public records, process marriage licenses, process passports, and they do this all while our team is short 12 members. To our small but mighty team, a sincere thank you. YOU ARE APPRECIATED!! YOU ARE FANTABULOUS!!

About: Sam Mancillas

Sam Mancillas from the Discovery and Confidential Materials section recently received a nice compliment from co-worker, Wendy Browning in Grand Jury. Wendy told her supervisor Melisa Flannigan what an amazing employee Sam is and so Melissa then passed on the compliment to Court Operations Manager Donna Hall who oversees Sam's area. Melissa wrote to Donna, "Wendy was thoroughly impressed with Sam's kindness, and willingness to assist her with accessing the box (including placing it down low enough for her to go through it). His courteousness did not go unnoticed." Donna then replied, "He really is amazing, but it is nice to hear from others."

Clerk of the Court employees are AWESOME!



CUSTOMER COMPLIMENTS

About: Miranda Carter

A customer recently sent an email to the Office about the service she received from Southeast Juvenile's **Miranda Carter.** The customer wrote, "Miranda has helped me multiple times when I filed documents. I want you to know that every single time she's been exceptional in her interaction and she has brightened my day. She is a true asset to the county and I hope she is recognized for her great interaction with the public. I can't imagine a nicer and more knowledgeable person interacting with the public. I felt it was important to highlight her excellent help and how appreciated it is."

WE GOT SPIRIT!

Photos from the recent Armed Forces and High School Colors Spirit Days



Armed Forces Day - Naomi Marruffo, Alex Middelstaedt-Chavez, May Kamal Al Deen, Kelly Sleseman, Sandy Seeley, and Pierretha Kavanagh



Armed Forces Day - April Cannon (Air Force and Navy) and Shannon Stulz (Army)



Armed Forces Day - Andy Rodriguez (Marines), Maye Patterson (Air Force), Angela Romero (Army), Lia Farr (Air Force) and Trever Formosa- (Air Force)

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



Armed Forces Day - Maye Patterson (Air Force)



High School Day - Christina Mai (Oblong HS, IL), Leslie Wilkins (Mesa HS, AZ), Tracy McMillian (College Park HS, CA)



High School Day - Jenela Fierro (Trevor Browne HS, AZ)



High School Day - The New Mexico Duo Len Keso (Valley HS), Alice Munoz Turietta (Silver City HS)



HONORS

Photos of employees who recently recieved a "Fine Job Award"



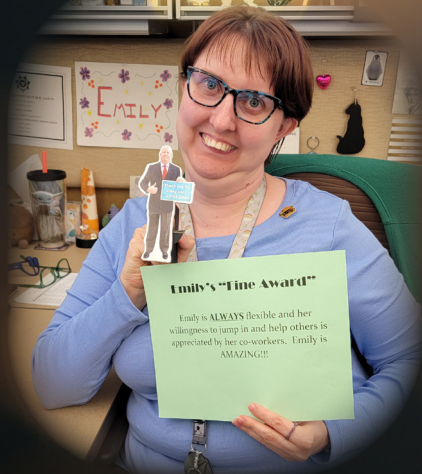
Ivette Huerta



Daisy Tapia

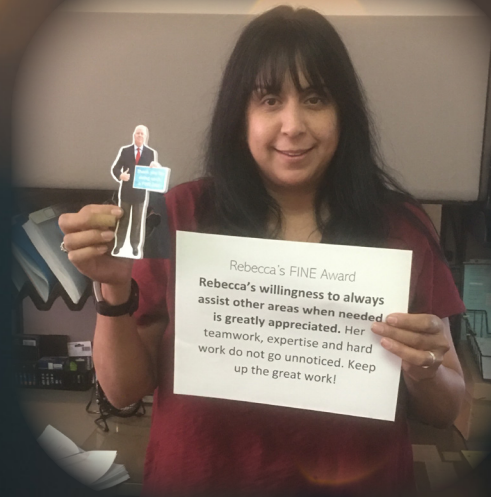


Nancy Brandenburg



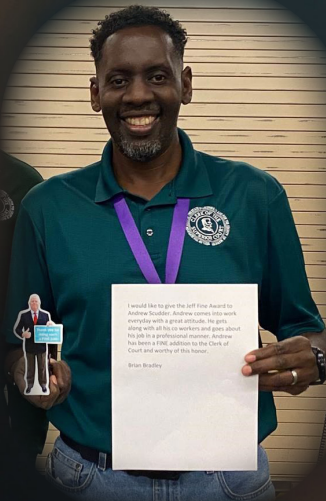
Emily Morris

Emily's "Fine Award"
Emily is ALWAYS flexible and her willingness to jump in and help others is appreciated by her co-workers. Emily is AMAZING!!!



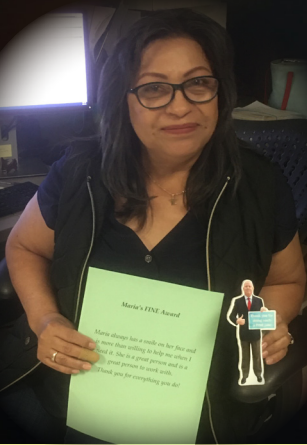
Rebecca Shanks

Rebecca's FINE Award
Rebecca's willingness to always assist other areas when needed is greatly appreciated. Her teamwork, expertise and hard work do not go unnoticed. Keep up the great work!



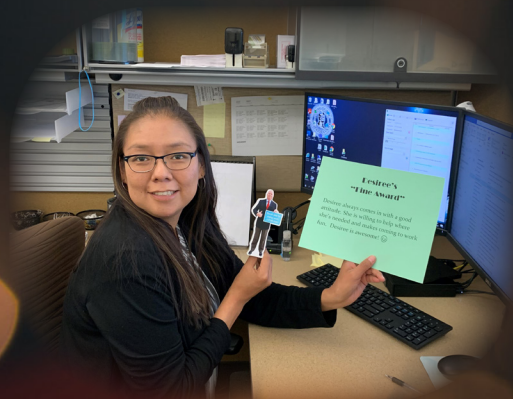
Andrew Scudder

I would like to give the Jeff Fine Award to Andrew Scudder. Andrew comes to work everyday with a great attitude. He gets along with all his coworkers and gets good at his job in a professional manner. Andrew has been a FINE addition to the Clerk of Court and worthy of this honor.
Brian Bradley



Maria Reyes

Maria's FINE Award
Maria always has a smile on her face and never hesitates to help me out. I can't think of a more person and so a great person to work with.
Thank you for everything you do!



Desiree Bahe

Desiree's "FINE Award"
Desiree always comes to work with a great attitude. She is willing to help others out. Thank you for everything you do!
Thank you to everyone!

The County Lines

News items from Maricopa County

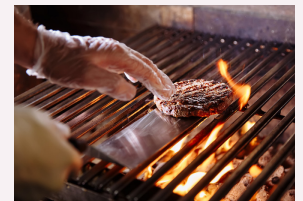
A read-warding summer county program



Maricopa County is once again offering an online Summer Reading Program called “**Maricopa Reads.**” The program runs June 1 through August 1 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. Prize 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.

You go Grill!

The Durango Grill, located on the Maricopa County Durango Campus, has reopened for business. The Grill is open for employees who work in that area on Tuesdays, Wednesdays, and Thursdays from 11 a.m. - 2 p.m. Lunch options include deli sandwiches, burgers, quesadillas, and similar fare.



Seeking safety submissions



The Maricopa County Risk Management Department is asking county employees to share photos of their co-workers doing a great job working safely. “We would love to highlight those demonstrating Maricopa County’s culture of safety,” they said in their newsletter.

The photos of county employees working safely in the field/office will be featured in the Risk Management newsletter.

In addition, the Risk Management Office also is asking employees to share any safety suggestions they may have.

To send a photo of work safety in action and/or to provide a safety suggestion, you may use the following Risk Management email: safety@maricopa.gov

Eyes on the wellness prize through 20-20-20 effort

As part of a Workplace Eye Wellness effort, Maricopa County is encouraging employees who are regularly in front of a computer to follow the 20-20-20 rule, which is every 20 minutes, take a break for 20 seconds, and look an object that is 20 feet away. Computer Vision Syndrome is one of the most common stress injuries in the workplace, which is caused by staring at a computer monitor for too long.



Employee Spotlight

This Month: **Rebecca Miller**



Job Title: Courtroom Clerk / Courtroom Services

Years Have You Worked For The Office: Thirty years

Something You Enjoy About Your Job: After 30 years, I am still learning something new almost every day - keeps the job interesting. Also, knowing that doing my job well can positively impact clients (victims and defendants both, especially).

Your First Job: Dog-sitter (first childhood job).

Hometown: Phoenix...only the area I was born wasn't in Phoenix at the time. Mail was delivered addressed to North Town or Sunnyslope.

Something Memorable You Have Done: Worked as an Evidence Technician for the Phoenix Police Department, where everyday was, "I've never seen anything like that before."

A Hobby/Special Collection or Favorite Activity: I collect mice called

"Wee Forest Folk." Other than that, I enjoy hiking and spending time with hubby and cat.

Best Vacation Spot: Home, on back patio with a warm cup of tea, a good book, and a warm cat in my lap.

Where Would You Like To Travel To Next: I have always been interested in New Zealand, Australia, and Tasmania.

If You Could Live Anywhere, Where Would It Be: Rural part of Arizona desert/high desert.

Favorite Place to Eat Out: Anywhere that I'm not responsible for cooking! // **Favorite Meal:** Indian or Greek food

Someone You Would Like to Meet: Tecumseh, Teddy Roosevelt, and John G. Smith and Lucinda Yargee, who were my great-great grandparents who were forcibly removed to Indian Territory on the Trail of Tears.

Favorite TV Show or Movie: TV - *Lucifer*; Movie - *To Kill a Mockingbird* // **Favorite Show Growing Up:** *Wallace and Ladmo* // **Something You Are Proud Of:** Paying my way through college, no loans (bologna with the green parts trimmed off, anyone?) // **What Would You Like To Be For A Day:** A park ranger

What World Record Would You Like To Break: I enjoyed the U.S. Bicentennial so much, that at that point, I thought it would be neat to live to see the Tricentennial. I would be 118.

Advice To A New Employee: Be ready to roll with the flow - if you can, you will find the job endlessly new.

What Do You Like About this Office: In particular over the last couple of years, how flexible and rapidly adaptable the office has been. Other than that, the great emphasis the office has always had on customer service.

A Favorite Quote: "Keep on swimming, just keep swimming, just keep swimming, swimming, swimming. What do we do? We swim." // **An Ability That You Wish You Had:** To float in the air. // **Dream Car:** A custom bicycle

An Influential Person In Your Life And Why: My mother - She pushed me to be very independent and stand up for myself, starting from before I was even in school.

Professional Skill You Would Like To Learn: How to operate a stenograph machine. // **Three**

Important Business Skills: Acknowledging when you don't have an answer, but taking the steps to find same; fixing problems when you come across them; and determining what the customer needs and pointing them in the right direction. // **Pet Peeve:** Letting mistakes "ride" instead of taking action to fix them.

Best Advice Someone Has Given You: Not in particular phrase, but to be independent, learn to find answers and solutions on your own because there won't always be help available.

Nobody Would Believe It If They Knew: My car is 15 years old and at this moment it only has 20,572 miles on it. (Rebecca has bicycle that she daily uses for her work commute).



The Inside Track

on Employee News

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BIRTHS

- Congratulations to Courtroom Clerk **Margie Stacy** on the birth of her 6 lb., 21 in. baby boy on May 7. Her new son's name is Leo. He is her third child.
- Congratulations to Technology Innovation Strategist **Aaron Judy** on the birth of his 5 lb. 14 oz. baby girl on April 21. His new daughter's name is Mavis Paige.

OFFICE ANNIVERSARIES

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

10 Years - Angela Sotelo

5 Years - Cynthia Avena, Angela Walker, and Sandra Felix

NEW EMPLOYEES

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

- Courtroom Clerk - **Monica Barabe** and **Julie Ovelar**
- Courtroom Services Specialist - **Margaret Brickman**
- Criminal Financial Obligations - **Sandra Rivera**
- Criminal Operations RCC/EDC - **Alexandra Triana**
- eFile - **Licxie Flores Sanchez**
- Mailroom - **Rafael Lopez** and **Michael McCook**
- Northeast - **Marwah Kamal Al Deen**
- Public Records - **Billie Speece**

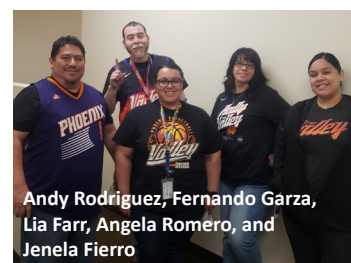
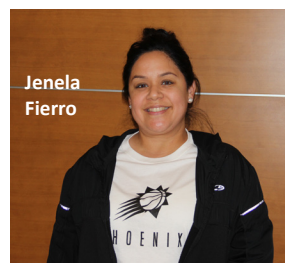
FINE JOB RECIPIENTS

• **Rebecca Shanks, Andrew Scudder, Daisy Tapia, Desiree Bahe, Ivette Huerta, Emily Morris, Maria Reyes, and Nancy Brandenburg** recently received the Office's "Fine Job" Award. Congratulations to them for this special recognition honor. This is an award that employees pass on to their co-workers. See photos on [page 8](#).



SUNS-ATIONAL SPIRIT

Employees show their support of the Phoenix Suns on the "Suns Spirit Days" during the team's playoff run.



Special Features



Where in the world has the Record Times been?



Newsletter goes on an outdoor 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 on a cruise enjoying life on the sea. This month, it is spotted with an employee enjoying the great outdoors.

Pictured in this photo is Court Operations Lead **Kathryn Folk**, who is in Kanab, Utah. She vacationed there as part of an off-roading ATV Jamboree. In the photo, she is in a place called "Warriors Walk" where the rocks line a short trail that no one knows why or how they got there.

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?



Flat Stamp-Ley WAVES to the camera

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:

Photo Submitted By: Sheri Jaffe

Where is FS: Caribbean Sea near Grand Turk

Description: The photo of FS is taken on a ship during Caribbean Cruise that Sheri went on last month.

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!



Northwest
Operations

Pictured from left to right are: Jackie Ortiz, Josh Thill, Evelyn Laborin, Aurora Avina, Michelle Monick (supervisor), and Veronica Otero Not Pictured: Jessical Bernal