

RECORD TIMES

The eMagazine

June
2022

Vol. 28 / No. 6

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

South Court Tower Power

Recent CASE Award Winners from Courtroom Services
in the South Court Tower



Jeff
Fine

Yvonne
Zych

Andrew
Schmidt

Donna
Courtemanche

Barbara
Navarro

Mandy
Rowe

Monica
Mogel

Best CASE scenerios for staff

More than 50 employees honored so far with CASE Awards

“Winning a case” means one thing in Court to a party, but to a court employee, “winning a CASE” means something completely different and it is reason for a party. The explanation for this is that CASE, which stands for Celebrating And Saluting Employees, is a recognition program that is held once a year to honor the outstanding efforts of staff. Employees who win a CASE award are given special recognition and a

trophy at the yearly Office events.

The CASE Awards are presented at the various office locations. Thus far, CASE Events have been held at Southeast Adult, Southeast Juvenile, Northeast, the Customer Service Center, and the South Court Tower. More events are scheduled at other locations.

Photos of the recent CASE winners are on [pages 4 - 5](#).

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Our first Job Fair was a success!

by Terri Ham, HR Analyst

Our first ever on-site **Job Fair** was held on June 6 at the Downtown Justice Center from 8:30 a.m. – 3:00 p.m. We received **112 applicants** through the NEOGOV hiring system and approximately **20 walk-ins**, conducting job interviews throughout the day. With nine supervisors actively recruiting at the event, this event saw one of the largest applicant pools in a long time. Each interview focused on hiring Court Operations Specialists. We have more than **20 candidates who start on June 27**.

The feedback on the Job Fair from attendees and volunteers was excellent. In fact, Harvey Smith, Business Service Representative of the Maricopa County Human Services Department said, “Amazing numbers! Your team is the talk of the recruiting world today and we all want to know how you did it!”

This event would not be possible if not for the small army of volunteers who helped to ensure that everything ran smoothly – we couldn't have pulled it off without you! Many thanks to Maricopa County Human Resources, DTI, the Communications Division, **Fernando Castillo**, and Security!

We will be hosting another **Career Fair on July 18, 2022**, for Court Operations Specialists and Courtroom Clerks – spread the word!



Top Photo) HR's Kelsey Lewis greets candidates at the Job Fair.
Bottom Photo) Supervisors Kelly Marquez, Muhammad Azam, and Melissa Flanagan interview a candidate for a position in the office at the Job Fair.

CLERK CONNECTION

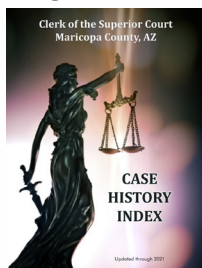
The Office Annual Report gets a big “W”



In the sports world, getting the “W” means your team won. Here in the Clerk’s Office, it got one of those big “W’s” this month. The Office’s latest Annual Report, titled, “Our Spirit of Innovation” received news it won a **national communication award** from the Academy of Interactive and Visual Arts. They presented the report the “Award of Distinction” in its Communicator Awards program. The Annual Communicator Awards program had several thousand entries received from across the US and around the world. The Communicator Awards is the largest and most competitive awards program honoring creative excellence for communications professionals. The award-winning [Annual Report](#) is available on both the Clerk’s internal and external websites.



Updated “Case History Index” available online



Each year, certain staff at the Customer Service Center update the Office’s **Case History Index (CHI)**. The CHI is a publication that provides statistical and historical information about the court cases the Office has handled since 1871. One particular fact that is reported in the publication is the total actions filed with the Office from the creation of the Office in 1871 through the end of 2021 (excluding juvenile cases, the Water case, and marriage licenses). As of Dec. 31, 2021, the total number of actions is **5,616,167**. The CHI is available online to view on the Office’s website [here](#).

Clerk Connect website turns one-year old this month

by Tiarra EarlsHaas, Communications Supervisor

This month marks the one-year anniversary of the launching of the new **Clerk Connect** internal website for the Office. After one year, [Clerk Connect](#) has become the office hub for news, important updates, video recordings and office resources. The Communications team works hard to make sure that all pages and links are current and engaging, with updates usually taking place once or twice per week. A big part of keeping the site engaging is the homepage slideshow, which often features images of employees who have received recognition in the *Record Times*, upcoming events or Spirit Days, and important news. Tracking data shows that staff are mostly visiting three places: the courtroom services division page, the HR Forms section and the Search page. Over the next year, the Communications Team plans to provide additional resources to help people find the content they need more quickly, without having to resort to “Search.”



Next Record Times will be a combined Summer Edition

Like in 2021, the July and August issues of *Record Times* this year will be combined into one special “Summer Edition” that will be distributed at the end of August.

CLERK CONNECTION

Two significant anniversaries this summer at Northwest

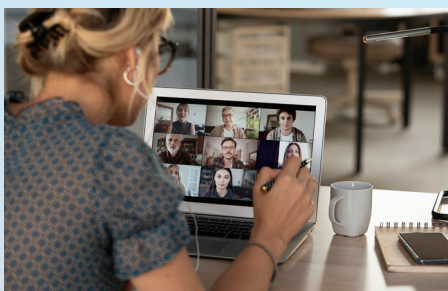


Aurora Avina, who has been with the Office for 35 years this month, stands in front of the Northwest Office, which has its 20th anniversary in July.

The Northwest Office in Surprise has two significant anniversaries this summer. First, on June 8, **Aurora Avina**, who works in Operations at NW reached her **35th anniversary** with the Office. Aurora is currently the second longest-serving employee in the Clerk of the Court's Office. The second noteworthy summer anniversary is on July 22, it will be the **20th Anniversary of the Northwest Office** itself. Interestingly, Aurora was an employee who worked on that very first day of operation at NW.

Aurora said about that first day at Northwest, "it was very exciting to start in a new place, but we were a little nervous as well because we wondered how things would function." She said, "I have enjoyed working at NW. It is only seven minutes from my house and I have especially enjoyed the three wonderful ladies who I have worked together with for 12 straight years (Jackie, Evelyn, and Jessica). In reflecting on her 35 years with the Office, Aurora said, "I am very proud of it. It is quite an accomplishment. When I started, I didn't think I would be here this long, but I have enjoyed working for this office. There have been many changes, but I have learned a lot, enjoyed the people I have worked with, and it has been satisfying being able to help so many people."

Conference's courses create Court Clerks COJET credit



For the **198 Courtroom Clerks** in the Office, they know it is not easy to take time off to view/attend the required COJET classes due to their demanding jobs. In an effort to provide these hardworking clerks in the Office an opportunity to meet their professional development requirement, each year during the Summer judicial recess, the **Training Department** offers what is called the "**Clerk's Conference**." The Conference is three days long and offers the court clerks many class options. This year, the Conference was held June 22 - 24 during which **11 webinars and one facilitated class were offered**.

"At times it is a challenge for clerks to meet the COJET requirements due to the need to cover court each day, particularly right now with staffing shortages," Courtroom Services Administrator **Leslie Wilkins** said. "The COJET Conference is held during the Judicial Conference when Judges are at training and many calendars are dark. This frees up time for clerks to attend more classes. The training opportunities also help courtroom clerks develop their skills in many areas, which supports the Learning and Development goals of the Office. An added bonus is the rest of the Clerk's Office can also participate in many of these courses."

Congratulations to the **Training Department** for putting on a very successful Conference.

AND THE AWARD GOES TO...

Photos of recent C.A.S.E Award winners
with the Clerk of the Court Jeff Fine



CUSTOMER
SERVICE AWARD

Jordan Paul



CUSTOMER
SERVICE AWARD

Lamaar Overton



CUSTOMER
SERVICE AWARD

Delia Garcia



CUSTOMER
SERVICE AWARD

Camille Atkins

LEADERSHIP
AWARD

Alex
Mittelstaedt-Chavez



EXCELLENCE
AWARD

Leslie McCarty



EXCELLENCE
AWARD

P Kavanaugh



LEADERSHIP
AWARD

Naomi Maruffo

CUSTOMER
SERVICE AWARD

Mandy Rowe



CUSTOMER
SERVICE AWARD

Sara Mendonca

More awards on next page

AND THE AWARD GOES TO...

Photos of recent C.A.S.E Award winners
with the Clerk of the Court Jeff Fine



TEAMWORK AWARD

NE Docketing Team -
Naomi Maruffo and Alex
Mittelstaedt-Chavez.
Not pictured: Debra Lugo,
Kathryn Molina,
and Duane Bicoy



TEAMWORK- AWARD

**Discovery & Confidential
Materials Team -**
Ron Lopez and Kathryn Folk.
Not pictured:
Samuel Mancillas

EXCELLENCE AWARD

Cheryl Marzella and
Ramon Flores



EXCELLENCE AWARD Yvonne Zych



EXCELLENCE AWARD

Barbara Navarro



TEAMWORK AWARD

**Courtroom Services
Management Team -**
Andrew Schmidt, Monica Mogel,
Donna Courtemanche. Not pictured:
Sarah Beery, Carrie Montoya, and
Veronica Gonzales



TEAMWORK AWARD

**Administrative
Services Team**

- Andrew Scudder, Brian
Bradley, Frances Horst, Debbie
Gutierrez, Chuck Gobble, David
Wolff. Not pictured: Robert
Abril, Desiree Macias, Sushmy
Ballachanda, Dominic Navarro,
Nina Parmar, Ulises Martinez,
Gene Yamamoto, Erin Ginnis



OTHER AWARD WINNERS NOT PICTURED: EXCELLENCE AWARD

Duane Bicoy
Jennifer Patrick
Rebecca Miller

LEADERSHIP AWARD Veronica Gonzales

TEAMWORK AWARD

Exhibits Team
Ruby Davison, Tina Barrett,
Gracie Arcelo, Janet Baldon,
Chris Kilgus. Not Pictured:
Akin Matthews and
Donna Van Nostran



More awards will be presented throughout the summer

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: Eileen Fenner

"DTI - I just wanted to say I am so glad we have such an awesome employee in **Ken Nelson**. Ken is always super helpful and he always responds to calls in a very timely manner. He executes his skills and knowledge by helping to resolve and understand issues with passwords or any other questions pertaining to our computers. Ken is always very friendly, and he has an outstanding positive attitude. Thank you Ken for your excellent customer service!"

About: Connie Pitts, Veronica Castillo, and Jenn Brown

From: Alicia Burd

"I want to send a huge thank you to **Connie Pitts, Veronica Castillo, and Jenn Brown** for the many sacrifices they each made the last few months covering my workload while I was out on leave. Their dedication and support is to be commended and is much appreciated."

About: Human Resources & Courtroom Services staff

From: Leslie Wilkins

"A BIG thank you to our **HR department! Lisa Kellar** and others in HR are managing non-stop, overlapping recruitments and I appreciate all of your hard work with this extremely important process. I would also like to thank **Terri Ham** for helping the CRS Leadership team with several brainstorming sessions and follow-up assignments. Her input and assistance has been incredible! And finally, thanks to **Lori Stokes** for her leadership and for all others on the HR team that do so many

things behind the scenes that benefit all of us. Your efforts are greatly appreciated!

A special thank you to **Sig Perez, Linda Berger, April Cannon, Mariacella Diaz, Sheryl Brown** and others who contributed to organizing a Probate Retreat and Training for Courtroom Clerks, held on a Saturday in June. Everyone in attendance enjoyed the day and were very engaged in the training and team-building activities. Well done!"

About: Susan Morris, Tracy McMillian, Christina Mai, Shannon Stulz, and Sig Perez

From: Tristan Aird

"As litigants returned to In-Person Hearings at the same time as staffing crunches, DT CRS Supervisors **Susan, Tracy, Christina, Shannon** and **Sig** all stepped up to canvas both CCB & OCH, scooping up Rulings like vacuums while covering Court all along with their normal responsibilities! Like a Suns alley-oop dunk, this was not only a big assist, but appreciated by us all!"



About: Donna Van Nostran and Ruby Davison

A paralegal recently sent a complimentary email to the Exhibits Office to thank employees **Donna Van Nostran** and **Ruby Davison** for their excellent service. She said, "I want to thank you for being so kind and accommodating while I reviewed the exhibits last week. Donna, I am especially thankful for your time and assistance throughout the picture taking."

An Office Picture Display

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



Customer Service Center



Southeast Adult



Virtual



Southeast Juvenile



WE GOT SPIRIT!

Photos from the recent Hawaiian Shirt/Dress Spirit Day

Staff says "Aloha" to Hawaiian Spirit Day on June 15



Left to right - Duane Bicoy, Camille Atkins, Sandy Seeley, Sheri Jaffe, Kelly Sleseman, Naomi Marruffo, Tawney Bland, Shantel Tavares, and Alex Middelstaedt-Chavez



David Wolff and Desiree Macias



Ryan Harris



Shannon Stulz and Tracy McMillian



Tiarra EarlsHaas



Maria Saldana, Leticia Gutierrez, Nikki Swiss, and Christine Brown



Maye Patterson



Christine Brown



Back - Nikki Swiss, Angela Romero, and Kelly Marquez
Front - Thelma Caraveo, Maye Patterson, and Lia Farr

Employee Spotlight

This Month: **Tawney Bland**



Title: Court Operations Specialist / Northeast

Years with Office: In my first year.

Something You Enjoy About Your Job: My co-workers

What Are Some Of Your Job Responsibilities: I perform filing, marriage licenses, and public records tasks at Northeast.

Your First Job: I worked at Barnes and Nobles Bookstore.

Hometown: Phoenix, AZ

Something Memorable You Have Done: Flew a Huey Helicopter. My Dad was a helicopter pilot for Phoenix PD and so I was able to go on rides and loved flying. One day his partner taught me how to fly in his Huey. It was a fantastic experience.

A Hobby/Favorite Activity: Painting. I love to paint beach scenes, especially from vacations spots like Hawaii.

Best Vacation Spot: Italy. The food and people were fabulous...not to mention the history of the cities was beautiful.

Where Would You Like To Travel To Next: The New England area states and Scotland

If You Could Live Anywhere In The World, Where Would You Want To Live: Vancouver, Canada because Canadians are so nice! Plus, it is so much cooler in the summer.

Favorite Meal: Mexican Food // **Favorite Place To Eat Out:** Valle Luna

Who Is Someone You Would Like To Meet: The Rock

Have You Met Anyone Famous? I met Garth Brooks, Taylor Swift, Luke Bryan, Blake Shelton...my husband works in country radio at KMLE.

Favorite TV Show or Movie: *Back To The Future* // **Favorite TV Show Growing Up:** *Duck Tales*

Favorite Sports Team / or Sport / or Game: I don't like sports, but I love sports movies.

What Would You Like To Be For A Day: A Fighter Jet Pilot like Top Gun. I want to go fast and feel the G-force.

Something On Your Bucket List: Cage Diving with the Great White Sharks. I want to be up close to see all of the those teeth.

Nobody Would Believe It If They Knew: I have a twin sister who is three minutes older than me.

An Unusual or Interesting Job You Have Had: A Jury Clerk – some of the excuses you hear are humorous. One juror came dressed as Elvis.

Advice For A New Clerk Employee: Breathe, each day gets better.

Favorite Quote: "Tomorrow is another day."

What Do You Like To Do In Your Spare Time: Read murder thrillers or true crime books

An Ability You Wish You Had: To sing

Favorite Animal: Great White Shark. Ever since I saw the movie *Jaws* I have been fascinated with sharks.

A Pet Peeve: When waiting in a long line at Starbucks and people still don't know what to order!

What Do You Think Are Three Important Business Skills To Have: Empathy, patience, and compassion.



The County Lines

News items from Maricopa County and the National Association of Counties

County dishes out second employee cookbook



The Maricopa County Wellness Works Program has just the right recipe for employees to eat healthier...they actually have 26 recipes to be specific. The Wellness Program recently released its second cookbook filled with recipes for items such as Breakfast, Main Dishes, and Soups and Salads.

The recipes come from county employees themselves who work in the various departments throughout the Valley. One of the recipes is from Clerk of the Court employee **Carmen Rico**, who works in Human Resources.

The recipes come with how many servings it provides, how long it takes to make, the ingredients, easy to follow instructions, and a photo of the completed food item. You may view the new Volume 2 [cookbook here](#) and the Volume 1 [cookbook here](#).

How to avoid a mosquito's love at first bite



The Maricopa County Environment Department is buzzing about its "Fight the Bite" Mosquito Campaign. They have created a website to educate county residents on how to avoid mosquitos and keep the mosquito population down. Mosquitoes can cause serious illnesses that sometimes turn fatal. You may view the [site here](#).

Cat-tistics for Adopt-A-Cat Month

The National Association of Counties reported in its June publication of *County News* that it is "Adopt-A-Cat-Month" and provided the following related statistics:

- **1.6 million** cats are adopted annually;
- **87 percent** of cats are spayed or neutered;
- **43 percent** of cats are adopted from shelters; and
- The average number of cats per household is two.



A hearing of another kind for Superior Court

The Maricopa County Superior Court recently conducted its biannual customer survey. Key findings included that **90%** of the **471** respondents felt they were treated with courtesy and respect; **90%** felt safe in the courthouse; **87%** felt court staff paid attention to their needs; **85%** felt they were able to get business done in a reasonable time; and **78%** felt their case was handled fairly.

The Inside Track

on Employee News

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MARRIAGES

Congratulations to Criminal Courtroom Clerk **Jessica Encizo**, who got married on June 5.

OFFICE ANNIVERSARIES

The following Clerk of Court employees celebrate milestone Office anniversaries in May/June:

30 YEARS

Jolie Matlack

25 YEARS

Vonda Culp

5 YEARS

Lucia Avena, Cynthia Lett, Robert Miranda, Asha Parmar, and Susan Loe

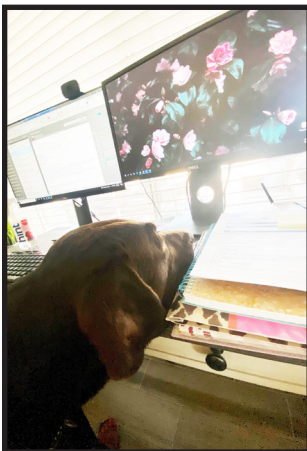
NEW EMPLOYEES

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

- Courtroom Clerks - **Renee Orona** and **Maria Arriola**
- CSC Marriage Licenses & Passport - **Kalemma Austin** and **Cassandra Rogers**
- Criminal Financial Obligations - **Sandra Rivera, Tamara Mitchell** and **Derron Chandler**
- Downtown Filing Counter - **Thelma Caraveo**
- eFile Team - **Angel Garcia**
- Exhibits - **Austyn Lucero-Storlid**
- Northeast Operations - **Smantha McMurrich**
- SEA File Counter - **Kenneth Reilly** and **Tonya Spratt**
- SEA Marriage Licenses/Passports - **Brian Winsett**

EMPLOYEE MOVES

- Congratulations to **Jenelle Gooder**, who was promoted to Courtroom Services Lead.
- Congratulations to **Robert Miranda**, who was promoted to Court Operations Specialist Senior.



VERY PET-ICULAR

Document Services Manager **Nikki Swiss** submitted this photo of her dog Sarge laying his head on her work desk at home. She said, "He clearly thinks he is helping me answer my emails. But from the looks of it, he must think it is exhausting."



SEND IN A HUMOROUS/INTERESTING PHOTO OF YOUR PET AND A CAPTION

Nikki's photo has spurred two ideas:

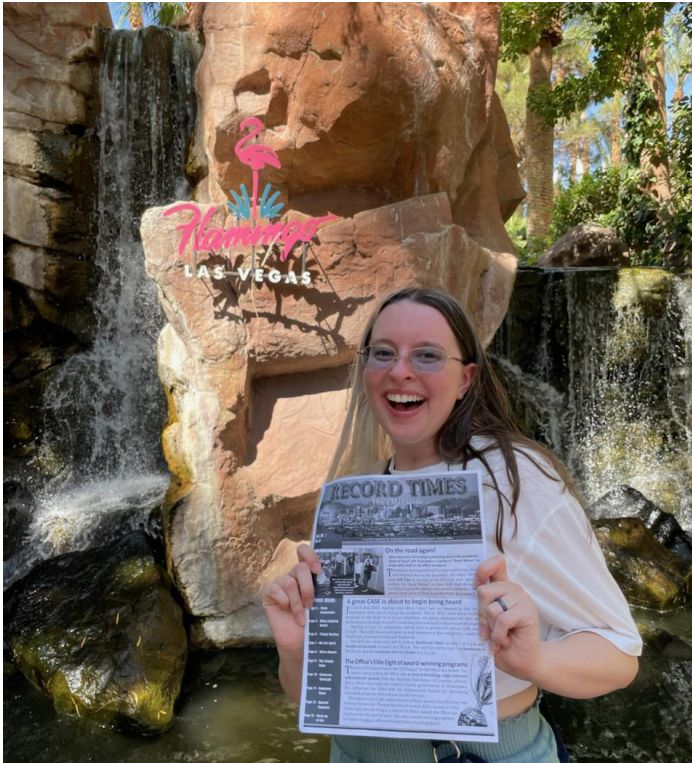
- 1) Invite employees to send in humorous photos of their pets for the *Record Times*.
- 2) Starting with this photo, invite employees to send in their creative captions for the photos. The selected caption will receive a small prize.

Please email your photos/captions to Communications Officer Len Keso.

Special Features



Where in the world has the Record Times been?



The Record Times appears in Vegas

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 enjoying the great outdoors in Utah. This month, the newsletter appears with an employee who is enjoying the resort life.

Pictured in this photo to the left is Courtroom Services **Jordan Paul**, who works at Southeast Adult. She is pictured with the *Record Times* in Las Vegas, Nevada at the Flamingo Resort.

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 special star lapel pin (pictured here).**



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



Flat Stamp-Ley shows up at historic site

Last year, 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: **Shannon Stulz**

Where is FS: Palo Alto Battlefield in Brownsville, Texas

Description: The photo of FS is taken by a young friend of Courtroom Services Supervisor Shannon Stulz. He took the photo of FS at this historic site and sent it to Shannon. This is FS's first appearance in Texas.

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 background features a stylized American flag with red, white, and blue stripes and white stars on a blue field. The bottom half of the image is filled with a dark blue background featuring bright, white, starburst-like fireworks or light trails radiating from the bottom center.

Have a safe
and enjoyable
Independence Day
holiday weekend!

From:

Jeff Fine, Clerk of the Court

Nancy Rodriguez, Executive Director

Valerie Clark and Mike Nimitz, Directors

Rich McHattie, Chief Innovation and Technology Officer

Monday, July 4