

# RECORD TIMES

## The eMagazine

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



David Wolff and Dominic Navarro



Sulma Magana and Rebecca Shanks

## Who has the **HOTTEST** and **COLDEST** jobs in the Office during the Summer months

The Couriers and the Microfilm staff both work at the Customer Service Center, but they experience opposite temperature working conditions in the Summer

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For most Clerk staff, the working conditions during the Summer months are relatively the same as they work inside buildings that are well air-conditioned. However, there are two groups of employees who work at opposite ends of the temperature spectrum – the couriers and the staff who work in the Microfilm Storage Vault. Interestingly both of these groups work at the Customer Service Center.

During the hot summer months, the couriers are the employees who deal with the heat the most. They are outside more often than other staff when they make their daily delivery/pick-up runs. These runs require them to get in and out of the vans that have been parked in the 100+ degree temperature.

“The heat and humidity definitely wear you down by the end of the day from going in and out of cool buildings and into the hot county vans all day long,” Courier **David Wolff** said. “It is important to stay hydrated because you can get very hot running around all day with the high temperatures.”

On the other side of the thermometer are the CSC staff who work for periods of time in the nippy 65 degree temperature of the Microfilm Vault. The vault is kept continuously cool to preserve the film.

“During hot summer months, it feels great when working in there,” Recording Services’ **Rebecca Shanks** said. “It feels a little like Winter with the cool air. However, during the winter months when you work in the Vault, you might want to bring a sweater with you. The cool air is a little crisp.”

Court Operations Supervisor **Tina Barrett**, who used to work in the Vault many years ago said, “It feels a little like an ice skating rink in that room and even reminds you of the Holiday season.”

In the end, no matter if their working conditions are hotter or colder than other staff members, the *degree* of service for both groups are set at the same *temperature* as everyone else...*warm* service with a *cool* and calm demeanor.

# CLERK CONNECTION

## New employees are a very welcome sight



Clerk of the Court Jeff Fine welcomes the Office's newest group of employees (22 in total).

The temperatures are cooling just a bit outside of the Office, but inside the Office there is heatwave happening ... a heatwave of increased levels of new employees coming in who are bringing in much needed warm rays of sunshine to the Office. Since June, **67 new employees** have started with the Office. These employees have helped fill the over 100 vacancies the Office had as of July 1.

"These are absolutely unprecedented hiring numbers and I congratulate your amazing HR Recruiting team," Harvey Smith from the County Human Resources Office said. "I can categorically say that no other recruitment teams are coming close to this level of success, in public, non-profit or private sector!"

Clerk Administrator **Lori Stokes** attributes the recent hiring success to the HR Recruiting team who shifted gears, brainstormed, and transformed recruiting methods resulting in a huge reduction of vacancies in a short period of time. "We cut the vacancies in more than half," she said. "We are fortunate to partner with so many amazing hiring supervisors/managers who jumped in to assist. All of these teams showed an incredible amount of flexibility and diligence leading to this success. To everyone who made these recruiting successes possible, THANK YOU!"

## Office recognized for record-breaking eight NACo awards



**Nice work!** Ryan MacDonald, Cheryl Marzella, Travis Joy, Nikki Swiss, Dorothy King and Rachel Robles attended the County Awards ceremony this month and received the eight NACo awards on behalf of the Office and its teams.

On August 24, the County Board of Supervisors held a ceremony to honor all county departments who received a National Association of Counties' Achievement award this year. The Clerk's Office was the recipient of a **record eight of these special awards** for developing new and innovative programs that enhanced service for county residents. The Office's winning programs are listed in the May 2022 issue of the *Record Times* ([pages 1 - 3.](#)) The eight awards for the Clerk's Office brings to a total of **54 NACo Awards** it has received in the past 34 years. In total, Maricopa County received 43 awards this year.

## Clerk's Office finishes first in County Security Challenge



Earlier this year, Maricopa County sponsored a **Cyber Security Challenge Competition** amongst all county departments. The challenge asked employees to complete in a "Spot the Threat" game to increase overall technology security awareness. **The Clerk of the Court's Office was the winner** for having the most participants in the Challenge in the large department category (over 500 staff).

This month, a ceremony was held presenting Clerk officials with a trophy for their winning efforts. Maricopa County's medium-sized department winner was Transportation, and the small department winner was the Clerk of the Board.

Pictured above with the Security Challenge Award are (from left to right): Executive Director **Nancy Rodriguez**, Clerk of the Court **Jeff Fine**, the Cyber Security mascot fish, Director of Software Services **Ron Bitterli**, and Chief Technology and Innovation Officer **Rich McHattie**.

# CLERK CONNECTION

## The un-LEASHing of the Pet Supply Drive ends Sept. 7



The Communications and Outreach Work Group has un-LEASHed the first-ever Office **Pet Supply Drive** this summer. Donation boxes are set up throughout the Office for staff to donate pet supply items. The Drive began on August 17 and concludes Wednesday, September 7. For those employees interested in participating, you may donate supply items such as dry and wet dog and cat food, leashes, collars, harnesses, treats, food and water bowls, litter boxes, and paper towels. For pigs, items to donate include oreos, cheerios, small blankets, and water. The Drive is in coordination with the Arizona Pet Project and the Little Piggies Rescue.

## How to receive the new Clerk of Court Speciality Pin



There is a new *pin-centive* to submit a photo of yourself on vacation with the *Record Times* (RT) magazine. A new Speciality Pin has been created that will be used in various ways for the Communications Office, but one way Clerk employees can receive one is by submitting a photo of themselves with the *Record Times* while they are on vacation. This fun photo feature first began in 1998. As a result, the RT has appeared in 47 states and over 45 countries. [See page 11](#) on how to participate in this feature. **Photos are now needed for this feature.** In the future, employees

who submit a photo with the RT will receive this pin. Employees who submit a photo of the Flat Stamp-Ley cutout will also receive a special star-shaped pin.

## Are you ready for some Arizona Cardinals Spirit Days?

Coming soon will be email announcement with details on the return of the **Arizona Cardinals Spirit Days**. Also, related to football, the Office will have a **Football Friday Spirit Day** on the Friday before the Super Bowl (Feb. 10), where employees can wear the apparel of any NFL team.

## Dress for costume success on Oct. 31

The **Annual Employee Costume Contest** will be held once again. The event will occur Monday, Oct. 31. If you are interested in participating, you can start planning your individual or team costumes. More details will be forthcoming, but as in past years, photos will be taken at each office location of the participants and then the photos will be categorized and placed in a survey for voting by all staff.



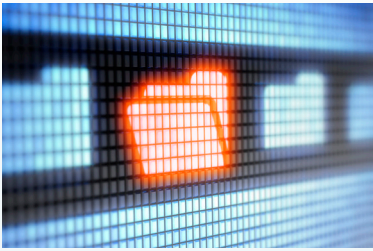
## Did you know there is free emergency taxi service?

Maricopa County offers free emergency taxi service for employees who use an alternative mode of transportation to work and encounter an unforeseen emergency or illness that requires immediate transportation. Alternative modes of transportation include carpooling, busing, light rail, bicycling and walking. For more details, you may visit the County's [Emergency Taxi Service site here](#).

# eUPDATE

## Then & Now

### Office sets new record for eFilings received in a year



**THEN:** In 2003, the Office began a pilot program allowing parties to eFile their case documents for complex civil litigation cases. Through the years, eFiling expanded to become available in Criminal (CR), Civil (CV), Family (FC), Tax (TX), and most recently in Juvenile. eFiling permits attorneys/self-represented parties to electronically file documents from their computers rather than visit the filing counters. It also enables judges, parties, and the public (where permissible) to view a case simultaneously and increases the speed and accuracy of case processing.

**NOW:** For the third consecutive year, the Office has received over a million eFilings a year. This past fiscal year set a new record as the Office received **1,229,806** efilings. Broken down by case types the eFilings were as follows: **283,920** in CV; **679,118** in CR; **160,243** in FC; **2,860** in TX, and **103,665** in Juvenile. Last year, the Office received a total of **1,116,026** eFilings.

### More than 77 million documents are in the OnBase Repository



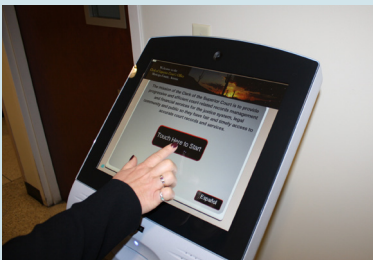
**THEN:** In 1997, the Office began scanning the paper documents it received in Probate in order to create an electronic court record. Through the years, the scanning effort expanded to all adult case types, marriage licenses, and more recently to juvenile case types.

In addition, in 2005/2006, the Office began backscanning older cases to convert them to an electronic court record. The Office continued to backscan as needed.

These electronic court record initiatives created **one of the largest court ECR's in the nation**. The electronic images are stored in a repository called OnBase.

**NOW:** In Fiscal Year 2021/2022, **3,171,285 million documents** were added to the repository, which made for a grand total of **77,638,825 million** total documents in OnBase. **Sixty-seven** government agencies have been granted access to the electronic repository.

### Qmatic sets new record for customers served



**THEN:** In 2012, the Office implemented an automated customer management system at its Downtown location that streamlined serving the customers who visited the Office. Called Qmatic, among the system's benefits are it eliminated the need for customers having to stand in line and it organized the types of requested service for better efficiency

**NOW:** Qmatic is now installed at five Office locations (Downtown, and the Offices at Northeast, Northwest, Southeast and in the Customer Service Center). This year a record **261,790** customers, who visited the Office for various court-related service needs, were served through the Qmatic system. Last year, **231,917** customers were served through Qmatic.

# 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:** Kelly Marquez, Anna Valenzuela, and Angela Romero

**From:** Maye Patterson

"To my Supervisor and Leads, Kelly Marquez, Anna Valenzuela and Angela Romero - Success starts from the top and your supervision allows me to flourish in my position. Thank you for being outstanding leaders. Your willingness to give me opportunities to prove myself and take on new challenges on a daily basis is greatly appreciated. Every team needs a captain to be successful. Your leadership has been valuable to my growth both professionally and personally. You all make everyone feel comfortable and valued. Thank you for being great Supervisor and Leads."

**About:** Elisa McGrath

**From:** Urssula Becerril

"Thank you Elisa for always having a beautiful smile. You are the backbone of the Family Support Services team and we appreciate you! I also would like to wish you a Happy Birthday!"

**About:** Durango Juvenile Operations Staff

**From:** Andrea Rodriguez

"I would like to say thank you to the Durango Juvenile Operations staff! I appreciate how much you have all been pitching in and working together to make sure that our work is completed in a timely manner."

## CUSTOMER COMPLIMENTS

**About:** Cathy Diaz

Family eFile Court Operations Specialist **Cathy Diaz** recently received a very complimentary email from an attorney she assisted. The attorney wrote, "I would like to express my gratitude for your help both today, and yesterday. Of my years practicing and dealing with the Court, I don't believe that I have ever encountered anyone as helpful and passionate about their work as you. Although I've encountered many amazing employees of the Court, you have gone above and beyond to assist me, and for that, I wouldn't want all of your hard work and dedication to go unnoticed."

In addition, the attorney passed on additional positive feedback to Cathy's supervisor Joana White saying, "From yesterday to today, Ms. Diaz has been nothing short of amazing to us at our Law Group. I can say with absolute certainty that Ms. Diaz is very capable of leadership. I was so impressed by her ability to step in and problem solve. She has a friendly and outgoing disposition as well as a professional work ethic. I look forward to seeing Ms. Diaz continue to excel in her career."

## CUSTOMER REVIEWS



# EMPLOYEE of the QUARTER



The Honoree For April - June 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.



### VERONICA CASTILLO /

**Durango Juvenile Courtroom Services Supervisor**

**Nomination:** I would like to nominate Veronica Castillo – CRS Supervisor for Juvenile Durango. Veronica really stepped it up for the office and for the staff at Durango/OCH this last quarter. Her co-supervisor was out for most of the quarter and Veronica was able to assume and handle all of the duties related to covering staff at Durango/OCH. She took over payroll, new employees and their reviews, and all of the daily duties at Durango that is normally shared by two supervisors. Veronica also willingly changed and adjusted her schedule as

needed to make sure that coverage was provided at all times. Veronica was praised by the staff for the time she was on her own. Here are two of the quotes: 1) "I would like to thank and applaud Veronica for her supervision of all Durango clerks while the supervisor was gone. She did an awesome job;" and 2) "You were on top of everything and we appreciate you!"

Veronica was able to provide stability and keep the office running smoothly with very little assistance from management. Veronica is very appreciated and her flexibility and teamwork are to be commended.

Director Valerie Clark added her own comment saying to Veronica, "We appreciate your dedication and hard work during a very difficult time. The fact that you were able to juggle your responsibilities, assist your fellow supervisor and receive such high praise from staff is a testament to the outstanding person you are both professionally and personally. Thank you for going above and beyond! Thank you for encouraging, motivating and supporting your staff. Most of all, thank you for being YOU! Because of enormous effort, such as you've demonstrated, we are able to continue to achieve and excel in spite of difficulty and setback. Your effort is greatly appreciated!"

# WE GOT SPIRIT!

Photos from the recent "Tie Dye Spirit Day"



Pam Stockley, Vanessa Martinez, Anna Valenzuela, Angela Romero, and Nikki Swiss



April Cannon, Tracy McMillian, Christina Mai, and Shannon Stulz



Keleigh Cabral and Stephanie Motzer



Monique Perez and Marta Sanchez



Anna Valenzuela, Angela Romero, and Fawn Fowler



Todd Johnson



Christine Brown

# The County Lines

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

## Wellness Series offers help in being more resilient

The Maricopa County Wellness Works Program offers many different options throughout the year to help county employees with their emotional and physical well-being. Next month, they are providing a course to help employees develop more “resilience” in life. They are encouraging employees to join their team on an interactive journey that will help build and strengthen “resiliency muscles.” During this series, employees will learn how to define resilience and make positive changes to not just survive life, but to thrive. Here are the details:

**DAYS: Tuesdays, September 15 - October 6, 2022**

**TIME: 12:00 PM - 12:45 PM**

Each week will have topics that build on each other:

- Week 1 - Resilience and Thriving
- Week 2 - The Stress Response
- Week 3 - Positive and Negative Coping Cycles
- Week 4 - Effective Coping Strategies

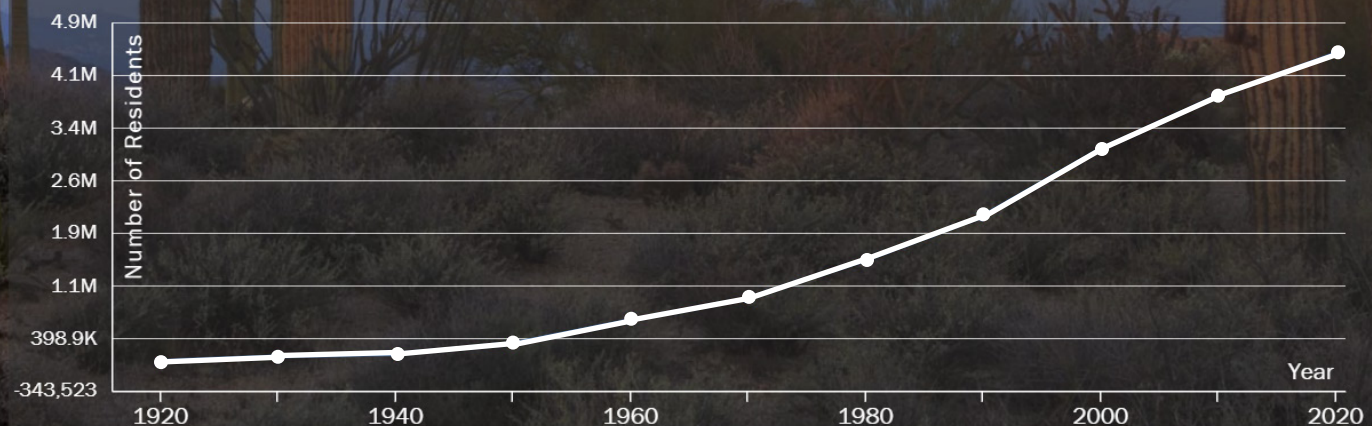


This series qualifies for a Wellness Incentive activity. If you register for the Virtual Resilience Series and attend 3 out of the 4 virtual sessions, you will receive credit for one “Your Choice” activity. For more details and to get registered, you may go to the [Resilience site here](#).

## The population of Maricopa County over the last 100 years

### HISTORICAL POPULATION

Chart: NACo (National Association of Counties)





# Employee Spotlight

This Month: **Miranda Carter**



**Title:** Southeast Juvenile Court Operations Auditor

**Years with Office:** Four years

**Something You Enjoy About Your Job:** I enjoy my co-workers the most.

**What Are Some Of Your Job Responsibilities:** I audit all eFile documents that are accepted. I docket, scan, and work the file counter when needed.

**Your First Job:** I worked at Subway.

**Hometown:** Wellington, Colorado, but I moved to Mesa, Arizona when I was in the sixth grade.

**Something Memorable You Have Done:** Adopting my daughter.

**A Hobby and/or Favorite Activity:** I love to go paddle boarding with my family.

**Best Vacation Spot:** There are two spots that I love to travel to: the beach and the mountains.

**Where Would You Like To Travel To Next:** Salem, Massachusetts in October.

**Favorite Meal:** Enchiladas

**Favorite Sports Team / or Sport:** The Denver Broncos

**Favorite TV Show/Movie:** *Raising Hope*

**Your Favorite TV Show Growing Up:** *All That*

**Something You Are Proud Of:** I am proud of my accomplishments in life. I have two Associate degrees; I am married, I have children, I own my house, etc.

**Something On Your Bucket List:** Go on a cruise ship

**Nobody Would Believe It If They Knew...**that I have a motorcycle license.

**What Do You Like Most About This Office:** The best thing about this office is how they care about their employees. We are number one and the supervisors support us.

**Do You Have A Favorite Quote:** "Plenty of people miss their share of happiness, not because they never found it, but because they didn't stop to enjoy it." - William Feather

**What Do You Like To Do In Your Spare Time:** I like to hang out with my family. We do almost everything together and I love it.

**What Is An Ability You Wish You Had:** To sing.

**What Is Your Dream Car:** Kia Carnival

**Who Would You Like To See In Concert:** Reba McEntire

**A Pet Peeve:** I have a few, but one of my biggest is lying. There is no need for it.

**Who Has Been The Most Influential Person in Your Life:** My mother, because she is the most hardworking person I know. She is kind, strong, and will help anyone if they need it.

**Business Skills You Think Are Important:** Communication and Respect

**Best Advice Someone Has Given You:** Don't ruin a new day by thinking about yesterday. Let it go.



# The Inside Track

## on Employee News

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### OFFICE ANNIVERSARIES

The following Clerk employees celebrate milestone anniversaries with the Office in August:

**35 Years - Kitty Curtner**

**25 Years - Debra Cooper**

**20 Years - Elisa McGrath**

**15 Years - Edie Friss**

**5 Years - Angela Romero, Sara Dickinson, Nancy Johnson, Gene Yamamoto, and Ana Rodriguez,**

## CONGRATULATIONS!

### NEW EMPLOYEES

- **Courtroom Clerks - Jessica Burns, Bethany Barba, and Shavonda Byrd, Breanna Carlow, Shaina Comfort, Dommeti Mythilli, Jodi Kaufman, Alyssa Kihoi, Leah Kostelny, Caralee Lockhart, Elizabeth Rosenblatt, Jessica Thompson, Briar Trujillo, Gayle Wachowiak and Marybell Zaragoza**
- **DTI Help Desk Coordinator - Rebecca Savage**
- **Durango Juvenile Courtroom Clerks - Todd Johnson, Matthew Marumoto, Stephanie Castrellon, and Samantha Barajas**
- **Family Support Services - Natalie Soto**
- **Southeast Adult File Counter - Giovanna Abella-Leon and Jose Garcia,**
- **Southeast Adult Marriage Licenses and Passports - Rosa Mejia Castaneda**

### EMPLOYEE MOVES

- **David Shuell** transferred from Family Support Services to Accounting.
- **Vanessa Martinez** was promoted to being the supervisor of the EDM/Docket Team at the Central Court Operations area.

### FINE JOB AWARD

The following are employees whose names were provided to the newsletter as recently receiving the new "Fine Job" Award:

- **Ana Meza, Desiree Bahe, Kalemma Austin, Katie Treftz, Denise Maupin, Ivette Huerta, Keliegh Cabral, Michael McCook, and Amber Hatfield**



# Special Features



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



### Blue Suede News

Each month, employees are invited to submit photos of themselves with the newsletter at different destinations. Last time, the newsletter was seen with an employee who was in Las Vegas. This month, the newsletter appears with an employee who was in another part of the country with a statue of a person who was known for performing in Las Vegas later in his life.

Pictured in this photo to the left is Communications Officer **Len Keso**. He is in Tupelo, Mississippi at the Elvis Presley Birth Home Museum. The *Record Times* is being held by a statue of the young Elvis Presley.

**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 the brand new Clerk of the Superior Court speciality pin (pictured here).**



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



### Going the extra "Nile" to get a photo of Flat Stamp-Ley

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:** Rafael Lopez

**Where is FS:** Cairo, Egypt

**Description:** The photo of FS is taken at a restaurant called Niles City on the Nile River in Cairo, Egypt.

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!

## Downtown Auditor Group



*A valuable and talented team*

Pictured from left to right are: Molichia Vallente, Dan Marsh, Joe Sims, Christina Black, Leah Lindahl, Terri Molchan, Travis Joy, and Annamae Beard