

RECORD TIMES

The eMagazine

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

The Answer Squad



From left:
Senior Specialist
Michelle "Charli" Bouise,
Supervisor Michelle Figueroa, Lead
Mark Savin, and Manager Chris Driscoll

Answering the call to help
customers/employees with questions

No question about who are the super heroes of answers

The Office's Customer Experience Team daily comes to the rescue of those who have questions

If a character name were created for the Office's **Customer Experience Team** this Halloween season, an appropriate one for them just might be, "**The Answer Squad.**" And their super power would be the ability to answer and reply with the correct answers to any question that comes their way. While they may not have the costumes ready for this new super group, they do already seem to have the super power, as they answer and oversee the answers of thousands upon thousands of questions a year on behalf of the Office.

The Customer Experience (CE) Team (comprised of a manager, supervisor, lead, and specialists) is the group of employees who are responsible for overseeing the Office's Cleo and Yoda programs, the Office's Email Inbox, phone calls, and other inquiries, all of which deal with answering questions from customers and employees.

Cleo and Yoda are the external and internal online tools that are available 24/7 and 365 days a year that interact with customers and employees through website chat, text messages, and voice first technologies. On average, Cleo has **3,700 conversations/chats** per month and the CE Team handles the questions that Cleo itself was not able to address. They also handle about **350 website emails** per month, and average being on the phone four hours or more a day answering questions. The eventual goal is to expand the Team to assist more areas with their calls in order to relieve the burden on the operational areas.

So, whether it is Halloween or any other time of the year, there is no QUESTION about who is ANSWER to having the great power to help customers in need for the Office...it is the **Customer Experience Team** ... aka ... "The Answer Squad." They may not fly, but they do know how to be the super heroes of "Reply."

Halloween news to nibble on



Employees will have two different Office contests this Fall season to chew on – **The Employee Costume Contest** and the **Paws-tume Contest**. To learn more about these annual contests, see the articles on [page 10](#). The contests provide a chance to see who will *Hi-Ho-Hi-Ho be off to work to go* and win the best costume for 2022.

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CLERK CONNECTION

It is time for the return of "Merry-copa"



Each year after Halloween is over, the opportunity for a temporary name change is merited for Maricopa County due to the generosity of Clerk of the Court employees. The name of "Merry-copa" becomes more reflective of the organization as a result of the Clerk employees efforts during its **Annual Holiday Drive**, which is held to make the holidays merrier for those in need. Like previous years, this year's Holiday Drive includes the following activities:

- ▶ **Socks Drive**, which will be held Nov. 7 - Dec. 5.
- ▶ **Toys for Tots Drive**, which will be held Nov. 14 - Dec. 12.

Donation boxes will be set up at each Office location for employees to drop off their donated items for the Socks and Toys for Tots Drives. Last year, Clerk's staff donated **314 pairs of new socks** and thousands of toiletry items for the Socks Drive, and **130 new toys** for the Toys for Tots Drive. More details will be coming.

Office approaching \$100 thousand mark in giving to CCC



More than \$91,000... that is the amount Clerk of the Court employees have donated to the **County's Charitable Campaign (CCC)** since it began in 2001. The 2022 CCC just finished and Clerk employees showed their generosity once again to this effort by donating **\$3,930**, which is the highest total amount for the Office in the past six years. It surpasses last year's donation by \$409.

Maricopa County has conducted the CCC for more than 20 years as a way to provide employees an opportunity to give back to the community they serve. This year, **68 non-profit organizations** throughout the Valley were eligible for county employees to donate to their cause. Many of these non-profit organizations align and work alongside County departments in addressing homelessness, hunger, early childhood education, veteran services, and re-entry programs for justice-involved individuals.

Maricopa County's overall donation amount for the 2022 CCC was **\$219,796**, which was about \$9,000 less than last year. The County Office that had the highest donation amount this year was the County Attorney's Office, whose employees donated \$23,104, followed by the Flood Control District, whose staff donated \$19,457, and in third was the Sheriff's Office, whose staff donated \$19,201.

The Clerk of the Court's highest donation amount to the CCC for a year occurred in 2003, when staff donated **\$9,129**.



CLERK CONNECTION

To "Summit" all up - succession and sustainability discussed



At the end of September, Clerk of the Court **Jeff Fine** and his Executive Team held a Leadership Summit to bring together the Office's directors, administrators, and managers to focus on the Office's succession planning and sustainability measures for the future. Besides sessions led by Jeff Fine, the Summit

also included special guest presentations by County Supervisors' Chariman Bill Gates, Family Court Presiding Judge Bruce Cohen, Superior Court Presiding Judge Joseph Welty, and Arizona Office of the Courts Director Dave Byers. The group discussed ways to maintain a successful organizational trajectory and a continued positive office culture. They engaged in future ways to keep the Office cohesive, and how to provide training and information-sharing with staff who come into new responsibilities when other staff members leave the Office for various reasons and/or to retire.



A few Office statistic treats at Halloween

- The Clerk of the Court's Office processes an average of **13,606 documents daily**.
- An average of **36,899 pieces of paper** are filed with the Office each day.
- The Office's Call Center averages **11,936 calls per month**.



WANTED - Your photos with the Record Times



If you are planning a get-away for one day or a week within Arizona or outside of Arizona, don't forget to take a copy of the front page of this *Record Times* with you and then take a photo with the page somewhere interesting on your trip. You can then email your photo to Communications Officer Len Keso, who will publish it in an upcoming issue of the *Record Times*.

When sending the photo, include your name, department, and a description of the photo, along with any other interesting details of the photo/vacation. Anyone who submits a photo will receive a Clerk of the Court specialty pin (pictured here).



Clerk Work

News/articles about the work of the Clerk

A few customer service tips within the name of "CLERK"



The observance of "National Customer Service Week" was held this month (Oct. 3 -7). The week is intended to emphasize the significance of quality customer service and recognize those who are providing excellent service.

For many years, the Clerk of the Court's Office has been known for the excellent, consistent, high level of service it provides. It is something in the organization that is regularly emphasized. Every month in this *Record Times* magazine there are pages dedicated to stories about how Clerk's staff have gone above and beyond to assist another employee or customer (see Timely Service...[page 8](#)). However, besides having a heart to serve, the Office and its staff are continually looking for ways to improve service and be open to do an even better job.

With that in mind, here is an acronym using the word "**CLERK**" that provides some quick tips to think about when serving our customers.

Caring - Demonstrate the ability to sense what the other person is feeling and going through and what their needs are.

Listen - It is important to understand what the customer wants to accomplish while visiting our Office.

Enthusiastic - Be positive and show an eagerness to help. Tell them what you can do and not what you are unable to do.

Reliable - Keep your word. Be willing to follow through to completion. Make the extra effort if able. Anticipate their needs.

Kind - Simple kindness and a warm smile go a long way to making a customer feel important.

"Customer service is not a department; it's everyone's job." – Harvey Mackay



EMPLOYEES of the Quarter

The Honorees For July - September 2022

Jenela Fierro / Downtown File Counter/ Order of Protection Desk

Nomination: Jenela may be the most vital link the entire Judicial Branch has in binding together the public with the Clerks and with what the Bench orders filed into the record. As someone who literally every day retrieves Order of Protection filings and other Urgent Protective documents, Jenela canvases the entire Central Court Complex as a runner and then becomes an iCIS wizard while Docketing the rushes the system needs. And guess what? She does it all with a hustle, positivity and even a prize-winning Halloween costume that makes the workplace fun! Jenela is irreplaceable in both the quality and spirit of her work.



Don Christoph / Software Architect, Department of Technology and Innovation



Nomination: Don has been instrumental in many major projects. This year and the past quarter have been no different. As architect, he spent considerable time and effort developing new, standard architecture that will serve as the basis for upcoming rewrites as part of technical debt remediation. He was also a key contributor working with a vendor to establish new working procedures in application development's core platform – Azure DevOps. Last, but not least, Don has been a key developer working towards the Criminal direct complaints project with MCAO. Don is always adept at working multiple things in parallel and has worked many extra hours to get items completed. Don is an extremely hard worker and often puts the needs of the department and team ahead of his own.



Jessica Encizo-Tirmizi / Courtroom Clerk

Nomination: Jessica is assigned to a Criminal Trial Court calendar. She is well known amongst her peers and management because she is kind and positive to everyone she comes into contact with. Jessica is always willing to take on new or additional tasks, assist her peers with answering questions, or provide emotional support to them during difficult times or times of celebration ... and she does so without complaining. Recently, she started training a new courtroom clerk and participated in our Buddy program, on more than one occasion. Jessica is the definition of a teamplayer and a role model.



Mariacella Diaz / Courtroom Clerk Lead

Nomination: Mariacella is the prime example of an ideal employee and teamplayer. As a new lead, she dove head first into her role and learned a new case type. Since then, she has been instrumental in creating training materials, revising procedures, and recommending solutions to streamline the processes in the case type. Yet, she still finds time to assist her co-leads, work on special projects, help with court coverage and offer support to courtroom clerks. Her dedication is carving out a positive work environment and we are incredibly fortunate to have her as part of the Courtroom Services team.



Carmen Rico / Human Resources Associate

Nomination: Carmen has really done the heavy lifting for the payroll component of the new Workday initiative. She has spent HOURS figuring out the proper way to close payroll. We were one of the first County Departments to submit payroll to the County AND we did so with no errors! Carmen stepped back into support to ensure each and every employee received their paycheck. Blood, sweat, and tears ... she really went above and beyond for us all and is very deserving of recognition for her amazing efforts.

WE GOT SPIRIT!

Photos from the recent "Pro Sports Spirit Day"



Annette Young, Flor Rivas, Andrea Rodriguez, Nallely Garcia, and Gloria Oviedo



Evette Landrum, Thelma Caraveo, Anthony Garcia, Jenela Fierro, Joe Sims, Angela Romero, Christina Brown, Nikki Swiss, Vanessa Martinez, Leticia Gutierrez, Bianca Cardona, and Ken Lindler



Tracy Henninger



Marcella Mendez, Camille Atkins, Conrad Chavez, and Alexandra Mittelstaedt-Chavez



Mona Oliva, Stella Ramirez, and Maria De La Cruz



Shannon Stulz and Tracy McMillian



Austyn Storlid, Danielle Garcia, Chris Kilgus, and Desiree Bahe

Maria De La Cruz, Thelma Caraveo, Angela Romero and Jenela Fierro



Erin Ginnis, Chuck Gobble, and Dominic Navarro

WE GOT SPIRIT!

Photos from the recent "Phoenix Suns Spirit Day"



From left: Thelma Caraveo, Angela Romero, Vanessa Martinez, Maria De La Cruz, Fernando Garza, Ken Lindler, Jenela Fierro, and Andy Rodriguez



Dominic Navarro, Frances Horst, Sushmy Ballachanda, Ulises Martinez and David Wolff

Sandy Seeley



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: [Maye Patterson](#)

From: [Angela Romero & Anna Valenzuela](#)

"Thank you for all that you do at the Counter. Your positive attitude and dedication are valued. All of your kind words to our staff are uplifting and appreciated."

CUSTOMER COMPLIMENTS

About: [Lamaar Overton](#)

A customer sent an email to the Office to commend the work of **Lamaar Overton**. The customer wrote, "The clerk was professional, yet kind and friendly. He patiently answered all of our questions and went above and beyond to make the process quick and easy. We so appreciate his kindness."

About: [Alex Middelstaedt-Chavez](#)

A customer who also works at Maricopa County recently sent an email to NE Supervisor Kelly Sleseman to let her know about the excellent service of **Alex Middelstaedt-Chavez**. He wrote, "I was having trouble setting up an appointment to renew my passport. Alex went above and beyond to help me, explain the process, give me additional paperwork, and answer my questions. I genuinely believe she exemplifies the Mission, Vision, and Values that we try to enact and instill within Maricopa County. I thought that you should be aware of all the great work your staff is doing at this location in representing the County. Thank you for your hard work and dedication to our citizens."

About: [Chuck Gobble](#)

A customer contacted Administrative Services Supervisor Frances Horst to let her know about how appreciative she was for the excellent help of

Chuck Gobble. She wrote, "I would like to inform you that Chuck is a very great man. Please raise his pay check." Chuck had assisted the customer in providing information about some documents she sent in and what actions happened with them. She was grateful for someone to acknowledge receipt of the documents and update her.



About: [Teresa Nestor-Donohue](#)

Courtroom Services Manager Linda Berger received an email from Commissioner Hoskins, who also shared a letter from Judge Bassett, regarding courtroom clerk **Teresa Nestor-Donohue**. Teresa handles all COC responsibilities on her own at the ValleyWise Behavioral Health facility in Mesa. In Judge Bassett's letter, he states "I have worked with Teresa a lot and know she is great." Additionally, Commissioner Hoskins stated, "I have been handling Mental Health cases in Mesa for almost 20 years, and never has the courtroom run better." Commissioner Hoskins added that "Teresa shares substantial credit for that praise."

About: [Cheryl Marzella](#)

Clerk of the Court Jeff Fine received a highly complimentary letter from a customer about **Cheryl Marzella**. She conveyed to Jeff her great appreciation for how Cheryl went above and beyond to help issue a license in a unique health-related situation. She greatly appreciated Cheryl's attentiveness and said she was wonderful.

Employee Spotlight

This Month: **Sulma Magana**



Job Title: Court Operation Lead, Public Records

Years with Office: Five years with the Clerk's Office and 13 years total with Maricopa County.

Something You Enjoy About Your Job: I like working with the public and receiving the feedback of when we go that extra step to help the customer. I also enjoy working with all of my co-workers and peers.

Some of Your Job Responsibilities: I am responsible for the Public Records front counter and the Government Dept. at the Customer Service Center.

Your First Job: I was a receptionist for a Truck Driving School called American Institute of Technology

Hometown: Phoenix, Arizona

Something Memorable You Have Done: I recently took a three-day weekend trip and drove my daughter to Northern Arizona University for "Move-In Day."

A Special Hobby/Collection/Activity: I collect Tinker Bell items.

Best Vacation Spot: Puerto Rico // **Where Would You Like To Travel To Next:** Cancun, Mexico

If You Could Live Anywhere in the World, Where Would You Live: Near the beach

Favorite Meal: Crab boil // **Favorite Place To Eat Out:** Texas Roadhouse

Favorite Sports Team or Sport: The Arizona Cardinals and the Phoenix Suns

Someone You Would Like To Meet: Actress Sandra Bullock

Have You Met Anyone Famous: Former Arizona Cardinals Quarterback Kurt Warner

Favorite TV Show/Movie: *The Notebook* // **Favorite TV Show When Growing Up:** *Sabado Gigante*

Something You Are Proud Of: I am proud that as a single mother, I was able to purchase my house.

Something On Your Bucket List: To travel to different cities in Mexico

Advice You Would Give To A New Employee: It is a lot to learn, but we are a team and we are here to help you in the process.

What Do You Like Most About the Office: When you make a difference in a customer's life and they appreciate the work you do.

Nobody Would Believe It If They Knew: When I was going to get the keys to my home, I came home to a surprise party with a ribbon-cutting ceremony from Kurt Warner and his wife. He teamed up with Habitat for Humanity and furnished my home right before Christmas.

A Dream Car: A Dodge Charger

Favorite Fruit And/Or Vegetable And/Or Least Favorite: My favorite fruit is strawberries and least favorite vegetable is peas.

Who Would You Like To See In Concert: Karol G

An Influential Person In Your Life And Why: Consuelo Quinones was my last supervisor and she was a big role model when I was a single mom. She helped me stay focused and motivated through a tough time.

Three Important Business Skills: Providing good customer service, being respectful, and being humble.



Fun Fall Festivities



Annual Costume Contest brings “character” to Office

Last year, an employee who was dressed up as a character from the movie “Up” was selected as the “Best Overall Winner” in the Office’s annual Costume Contest. This year, we will see who is ready to go **down** in history for winning the best costume award. To see the *ups and downs* of costumes this year, the Office is holding its **Annual Costume Contest** on **Monday, Oct. 31**.

Here are the contest details: **1)** Photos of employees who are in costume will be taken on Oct. 31; **2)** From these pictures, categories will be created for the various costumes; **3)** The categories will then be sent to employees to vote for their favorite costumes; **4)** The winners will be announced in the November *Record Times*.

The photos will be taken as follows: **Northeast** - 8:30 a.m.; **Northwest** - 9:30 a.m.; **Durango Juvenile** - 10:30 a.m.; **Downtown** - 12:15 p.m.; **South Court Tower** - 12:45; **Downtown Justice Center** - 1:30, **Customer Service Center** - 2:30 p.m.; **Southeast Adult** - 3:30 p.m.; and **Southeast Juvenile** - 4 p.m.

NOTE: Telecommuting employees may email Len Keso a photo of themselves by 1:30 p.m. on Oct. 31.

“Show and Tail” – The Annual Paws-tume Contest



“Show and Tail Days” are coming once again to the Office. Show and Tail is actually a way to describe the **Annual Paws-tume Contest** that allows employees to take photos of their pets in costume and show them off. The photos of the pets are then arranged in categories and posted in a survey that allows all staff members to vote for their favorite paws-tumes (costumes). Here are

the contest details for those who are interested in participating:

1) Take a photo of your pet(s) in costume; **2)** Submit your photo to Len Keso between **Nov. 1 through Nov. 3 only**; **3)** Include the following information with the photo: **A** - Name of pet(s)
B - Name of pet’s costume **C** - Your name **D** - Your department

A Few Guidelines:

- Photos may be of one pet or a group of pets.
- Photos need to be of the pet(s) only (no people).
- You may submit two different entries (so a total of two photos of different pets/group of pets).
- Photos cannot be professionally taken or from previous year’s contests.
- The pet(s) must belong to the employee. The winners will be announced in the November issue of *Record Times*.

⇒ **NOTE:** Please use discretion when selecting a costume and costume name for both contests mentioned above.

The Inside Track

on Employee News

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MARRIAGES

Congratulations to Courtroom Clerk **Stephanie Howlett**, who is getting married on October 31.

OFFICE ANNIVERSARIES

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

25 YEARS

Jennifer Herman

20 YEARS

Jessica Bernal and **Andi Gonzalez**

15 YEARS

Evelyn Laborin

10 YEARS

Lisa Hebert, Leslie Cook, and Aaron Sneddon

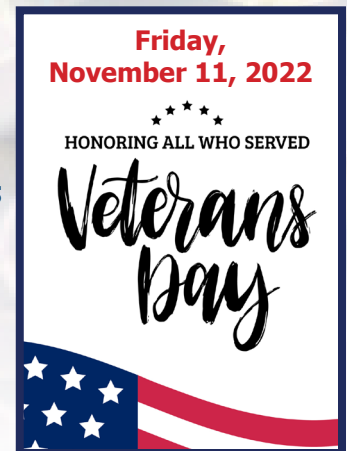
5 YEARS

Aida Plascencia

NEW EMPLOYEES

The Clerk's Office welcomes the following new employees:

- **Communications Specialist - Muska Olumi**
- **Criminal Financial Obligations - Jessica Jacobson and Brenna Wells**
- **CSC Marriage Licenses and Passports - Stephanie Arenas**
- **Downtown File Counter - Angela Campa-Tovar**
- **Public Records - Trever Formosa**
- **Southeast Marriage Licenses and Passports - Paula King**
- **Trainer/Instructional Designer - Jakaria Ross**



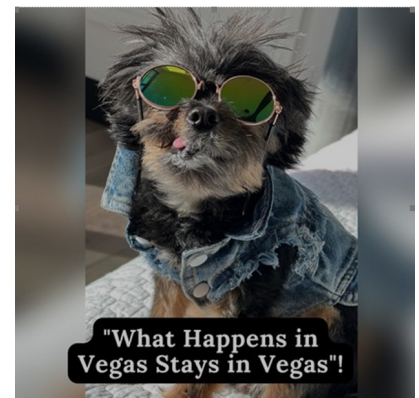
FINE JOB AWARD HONOREES

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

Christina Mai, Dawn Wood and **Marian Corriveau**

COUNTY CONTEST

- **Angela Kronz**, who recently transferred from the Clerk's Office to another County Department had her photo of her dog Buttons selected while she was a Clerk employee for the County's "Pet Caption Contest" in their "**Maricopa Currents**" newsletter. An employee from the County Attorney's Office submitted the winning caption for Angela's photo. To participate in this contest, you may visit the [site here](#).



Special Features



Where in the world has the Record Times been?



Newsletter has an Eifel good time in France

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 the country of Turkey. This month, the newsletter appears with an employee who is another foreign country at a world famous location.

Pictured to the left is Department of Technology's **Ravi Goud**, who posed with the newsletter in front of the Eiffel Tower in Paris, France. This is an older photo that had not been used yet for this feature. Ravi had taken a 10-Day European trip and took photos with the newsletter in different locations.

You may submit a photo with the *Record Times* on a vacation 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 new Clerk Specialty pin (pictured here).



Where in the world has Flat Stamp-Ley been?



Flat Stamp-Ley is rocking and rolling

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: Taylor Sachse

Where is FS: Kohler, Wisconsin

Description: The photo is taken at the Kohler Design Center, which is a showcase of different kitchen and bath

designs and products. FS is pictured in the "Jardin Du Monde" aka, "the green bathroom."



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.

A News Mix

A mix of various news items of interest

The 10 Best Pumpkin patches of 2022

A popular activity during this time of year is picking a pumpkin whether it is for carving a jack-o-lantern, making a dessert, or just to have a seasonal autumn decoration. The *USA Today's* "10 Best" recently concluded a national survey asking their readers and subscribers to vote for the best and most festive places to pick a pumpkin in the nation. An expert panel picked out the top 20 nominees for the vote. Here are the 10 Best pumpkin patches in the United States that were selected by vote:

- No. 10** Mrs. Heather's Farm, Albany Louisiana
- No. 9:** Mike's Farm - Beulaville, North Carolina
- No. 8:** Pumpkin Patch at Irvine Park Railroad - Orange, California
- No. 7:** Linvilla Orchards - Media, Pennsylvania
- No. 6:** The Pumpkin Village at the Dallas Arboretum - Dallas, Texas
- No. 5:** Kelder's Farm - Kerhonkson, New York
- No. 4:** Swans Trail Farms - Snohomish, Washington
- No. 3:** Baugher's Orchards - Westminster, Maryland
- No. 2:** Huber's Orchard and Winery - Borden, Indiana
- No. 1:** Pumpkinville at Myriad Botanical Gardens - Oklahoma City, Oklahoma



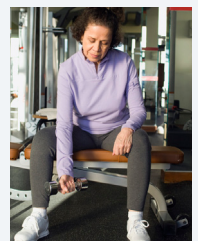
Getting down to BUSiness to save money on gas



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

Working out a workout at work

The newly renovated Fitness Center in the Lower Level of the County Administration Building (301 W. Jefferson St., Phoenix) 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](#).



Great places to see Fall Colors in Arizona and when

Here are seven spectacular places to see Fall colors in Arizona according to Territory.Com:

- 1)** Oak Creek Canyon and Sedona (early October - mid-November);
- 2)** San Francisco Peaks (late September - mid-October);
- 3)** Mogollon Rim (October);
- 4)** White Mountains (late September - mid-October);
- 5)** Grand Canyon (late September - mid-December);
- 6)** Lower Salt River (late November - early December);
- and **7)** Aravaipa Canyon (late November - early December)



The “Clerk-cle of Life”

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

Northeast Staff Members



*Pictured from left to right are:
Naomi Marruffo, Sandy Seeley,
Evelyn Gonzalez, Leslie McCarty, and
Camille Atkins*