

RECORD TIMES

The eMagazine

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

TOYS



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A sock-cessful and toy-rific effort

Staff displays record generosity in the Annual Holiday Drive

The "Record" portion of the name *Record Times* has extra meaning this month thanks to the generosity of Clerk employees in this year's Holiday Drive. The *Record Times* is pleased to report that there are some record-setting results for the **Annual Office Holiday Drive**, which was held Nov. 5 - Dec. 12. The Holiday Drive consists of two efforts: **1)** to collect socks/toiletries for the homeless and **2)** to collect new, unwrapped toys for children. This year, some all-time records were set in donated items and some records were set in the time frame of the past few years. **Here are the final 2022 Office Holiday Drive results:**



TOYS FOR TOTS - In its 19th year, for this effort, employees donated **128** new, unwrapped toys, which is the second-highest amount in the last five years. Through the Marines, the toys get distributed to various agencies/organizations for children in the community who would not have otherwise had a toy for the holiday season.



SOCKS - In its 22nd year, for this effort employees donated **339** pairs of socks (**highest in last 10 years**), **198** bars of soap (**all-time record**), **225** tubes of toothpaste (**all-time record**), **235** toothbrushes (**all-time record**), **149** bottles of shampoo/conditioner (**all-time record**), and **279** razors (**all-time record**), plus many more needed items. All of the donated items are used to help the homeless in the community through the Shoebox organization.

Over the past 22 years, Clerk of Court staff have donated a total of **6,799 pairs of socks** and **4,449 toys** during the Holiday Drive.



SOCKS

THANK YOU FOR YOUR GENEROSITY!

CLERK CONNECTION

Some important dates to know in 2023

The following two lists provide the paid holidays and the pay days for County employees in 2023:

PAY DATES -

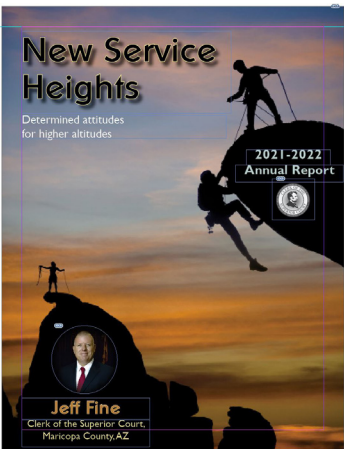
JAN.	FEB.	MAR.	APR.	MAY	JUNE	JULY	AUG.	SEP.	OCT.	NOV.	DEC.
4	1	1	12	10	7	5	2	13	11	8	6
18	15	15	26	24	21	19	16	27	25	22	20
		29					30				

OFFICIAL HOLIDAYS -



- **New Year's Day - Mon., Jan. 2**
- **Martin Luther King Jr. Day - Mon., Jan. 16**
- **President's Day - Mon., Feb. 20**
- **Memorial Day - Mon., May 29**
- **Independence Day - Tues., July 4**
- **Labor Day - Mon., Sept. 4**
- **Veterans Day - Fri., Nov. 10**
- **Thanksgiving Day - Thurs., Nov. 23**
- **Day After Thanksgiving - Fri., Nov. 24**
- **Christmas Day - Mon., Dec. 25**

The Annual Report summarizes Office's climb of past year



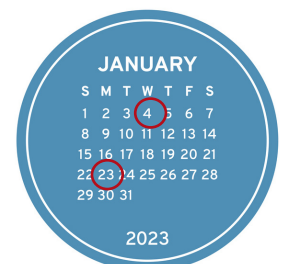
The Office's 2021-2022 Annual Report was recently completed and is available to view in the Clerk Connect's "[Communications](#)" section. Titled "**New Services Heights - Determined Attitudes for Higher Altitudes**" the report provides an overview of the Clerk of the Court's Office using a mountain-climbing theme to reflect the new heights of service the Office has reached over the past few years.

The annual report also highlights many of the Office's accomplishments during the past fiscal year, contains some interesting yearly statistics, shows the organizational structure and leadership of the Office, features a few 2021 Employees of the Quarter recipients as "Office mountain climbers," and takes a look at the big news from milestone years of the past and a few news items that are planned for the future.

A jump on January news

On January 4 - Clerk of the Court Jeff Fine will be sworn into Office as the Clerk of the Superior Court for a second term after being elected to the position by the voters of Maricopa County in the November General Election. The ceremony will be held at 2 p.m. in the County Administration Bldg. Conf. Rm. on the 2nd Floor.

On January 23 - Clerk of the Court **Jeff Fine** will present the Office's budgetary needs for the upcoming '23/'24 Fiscal Year to the Maricopa County Board of Supervisors. It is a highly important meeting for the Office, as the Board is the entity that determines the funding for the Office.



CLERK CONNECTION

Connecting two departments for better customer service

by Mike Nimitz, Director

The Call Center and Customer Experience (CXE) Teams, two amazingly talented and valuable Clerk's Office departments, combined forces in November. This expansion of the CXE Team, featured in October's *Record Times*, is a big step towards the Office's goal of building a consolidated customer contact program.

Even within an organization where high volume is commonplace, the number of customer interactions collectively addressed by the CXE and Call Center Teams is staggering. The CXE team, through the Office's virtual agent, Cleo, handled over **44,000 conversations** during the past year, while the Call Center fields over **130,000 phone calls** annually! Overseen by Customer Experience Supervisor **Michelle Figueroa**, the CXE Team is now 10 people strong, with additional positions being recruited for during the coming months. As the CXE Team's capacity grows, more and more calls will be directed away from operational areas, allowing departments to better concentrate on their respective core functions.

In tandem with the CXE Team's expansion, the Office is working towards **replacing the current Interactive Voice Response (IVR) system** with an Interactive Voice Assistant (IVA) system. Rather than phone customers listening to a series of menus and pressing numbered options, they will simply be able to say the reason for their call. For example, pressing call menu options #7, #1, #1, #2; would be replaced with, "I need copies of court records." These initiatives combined will deliver a better experience for our customers resulting in improved access to justice while creating greater efficiency for the office.

As the CXE Team's capacity grows, more and more calls will be directed away from operational areas, allowing departments to better concentrate on their respective core functions.

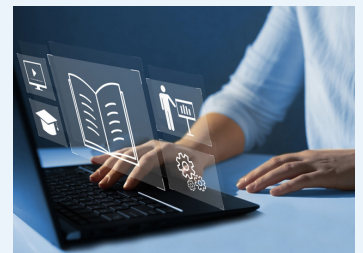


Important message from Learning & Development for January

by Zane Varnum, Learning & Development Supervisor

The Learning & Development Team would like to let you know that there will be **no HUB training or training registration available in January 2023**. This delay is due to a systems conversion between HUB portals. The Office will continue to use the Hub on the front-end as our learning management tool for 2023, but will be transferring to a platform created specifically for the Courts, which is NOT linked to Workday, on the back-end.

Because of this transition Clerk's Office **employees will not have access to training or registration through the HUB during the month of January**. Once the transfer of learning information and data is complete, there will be little to no further disruption for employees when utilizing the HUB. It will return to business as usual for HUB access and registration. The L&D Team is planning to release their 2023 Training Calendar by mid-January, along with 2023 COJET guidelines for the year. Keep your eye out for that information in January! In the meantime, have a safe and happy holiday season!



CLERK CONNECTION

Adding a little color to the Breakrooms

by **Kimmi DeSanna**, Employee Recognition and Engagement Work Group Member



The Employment Recognition and Engagement group understands that sometimes employees just need a minute to decompress, relax and do something creative to recharge for the rest of the day in order to provide the amazing customer service we are known for. To accomplish this, we are sending large coloring posters, crayons, and markers to the different office breakrooms for just those times. Please stop by and utilize the coloring tools when you need them. When the posters have been colored, we can hang them in the breakrooms to display what was created together.

Send in a nomination for the Employee of the Quarter

If you have someone in the Office you would like to nominate for the Employee of the Quarter for October – December 2022, please send your recommendation by **Thurs., Dec. 29**. To send in your nomination:

1) In an email, provide the person's name; department; and four to five sentences on why you feel the person should be selected; **2)** Send your email to the following person overseeing the area your nominee works for:

- Deputy Director **Michael Nimt**z (for Financial-Accounting Services / Family Support / Administrative Services / Customer Service Center / Document Services / the Regional Facilities)
- Deputy Director **Valerie Clark** (for Adult & Juvenile Courtroom Services and Juvenile Court Operations)
- Chief Technology and Innovation Officer **Rich McHattie** (for ITG & Business Analysts)

Shadow program provides light on job positions

The Office has a new **Job Shadow Program** that allows staff the opportunity to discover other positions in the Office. This provides employees an opportunity to walk through a partial or full workday to witness firsthand a job they may be interested in. More details about the program are [provided here](#).



Job Shadowing

HooRay for HR

The Clerk's **Human Resources Office** was the recent recipient of a "Summit Award" from the Arizona Association of Counties (AACo) for its "Recruitment Fairs" program. AACo represents the state's 15 countys and bestows the Summit Awards to counties for the best new programs in Arizona county government of the past year.



Every picture tells a story...here's how to tell yours

Photos are an important part of the *Record Times* and you have two fun opportunities to have your own photos published in the monthly publication. Your photos are needed for two ongoing features. They are: **1)** photos with the newsletter itself while traveling; **2)** photos with the new cutout character Flat Stamp-Ley. [See page 14](#) for more details.



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 Non-Criminal Team

From: April Cannon

"I want to thank the entire **DT Non-Criminal Team** for the fantastic job they have done all year. We have faced some challenges and growing pains throughout this year and the entire team rallied together to still get the job done in the spirit of excellence that has come to be expected of CRS. I want to thank the Leadership team **Susan Morris, Tracy McMillian, Christina Mai, Shannon Stulz** and **Sig Perez** who guided the team towards a victorious 2022. Each one of them played a vital role in successfully navigating our team this year. Co-manager, **Linda Berger** and Administrator **Leslie Wilkins** also greatly helped as well. Here's to Happy Holidays and a Prosperous New Year!"

About: Downtown Court Clerks, Leads, Supervisors

From: Elizabeth Wolf

"One last shout-out before the New Year to the **Downtown Courtroom Clerks**. When I was cross-training, no matter the clerk (civil, probate, family, seasoned, or newly-hired), they assisted me, shined, and ensured the work was processed and things ran smooth. Special recognition to **Tristan Aird, Toni DeRaddo, Jennifer Holguin, Caralee Lockhart, Ana Meza, Patricia McKinley, and Sherri Ortega** - without them, my inbox would have probably imploded. A special thank you to Supervisors **Christina Mai** and **Shannon Stulz**, for being all-star schedulers. Thank you **Mariacella Diaz, Julie Garcia, Stephanie Howlett, Roselle Smith, and Pat Valenzuela** for your patience as I cross-trained. Thank you **Marian Corriveau** for your kind words. Finally, thank you **Sheryl Brown** for always being there when I needed someone to talk to."

About: Kelly Marquez, Anna Valenzuela, Angela Romero, Downtown File Counter staff 

From: Maye Patterson


"**Kelly Marquez** - Thank you for caring and supporting me to make me the best I can be. I appreciate your time and everything that you've done. Thank you for making the workplace a fun place. **Anna** and **Angela**: I am proud to work with you. You are full of ambition and deliver excellence. I have learned a lot from you. Your guidance and encouragement helped get me to where I am today.

My Colleague's - (**Aida Plascencia, Andy Rodriguez, Angela Tovar, Clarissa Cruz, Debbie Olivera, Fawn**

Fowler, Fernando Garza, Jenela Fierro, Kim Whitson, Michael Fisher, Mickey Reyna, Stephanie Myers, Teresa Varela, Thelma Caraveo). I couldn't have achieved as much success without your support and help. Thank you for influencing my life and helping me become a better and more skilled employee. You all are the best. I am lucky to work with such caring people."

About: Jamie Eaton 

From: Shannon Stulz

"I would like to give a shout out to **Jamie Eaton** who successfully handled a lengthy and difficult trial. There were many challenges she conquered including reading all 42 verdicts effortlessly. Way to go Jamie!" 


About: Mike Kay

Courtroom Clerk **Kimmi DeSanna** sent an email to her supervisor complimenting the work of fellow employee **Mike Kay**. She said, "Mike is awesome! He is always so nice and informative, encouraging, and willing to answer my questions. He also is willing to jump in and help when needed. I really appreciate him."

AWESOME! 

CUSTOMER COMPLIMENTS

About: The Exhibits Staff

The **Exhibits staff** recently were the subject of an excellent report of their work. In an inventory of the security exhibits vault at the South Court Tower that included **7,973 exhibits**, it was reported that there were no errors found. Everything was accounted for and absolutely correct. Their phenomenally precise work was commended by Director Mike Nimtz. 

About: CSC Marriage Licenses & Passports staff

A county employee from another department visited the CSC Marriage License & Passport Office to process his passport application. He sent an email to the Office after his visit and said, "I had a great experience. Excellent work. I was in and out rather quick."

We Got Spirit!

Photos from the recent "Candy Cane Spirit Day"



Monica Barabe and Niki Pallas



In front: Samuel Mancillas and Hector Castaneda
In the Back: Lorne Lambries, Maria Adame
In the Middle: Ronald Lopez, Susan Loe, Isabel Jimenez, Yolanda Rhoads, Karlie Ker, Sulma Magana, Mayra Antelo, and Gracie Arcelo



Richard Gonzalez, Mona Oliva, Stella Munoz, and Diana Eaton



Ron Lopez, Kathryn Folk, Gracie Arcelo, and Samuel Mancillas



Susan Loe, Maria Adame, Sulma Magana, and Mayra Antelo



Vanessa Martinez, Christine Brown, Nikki Swiss, Maye Patterson, Angela Romero, and Leticia Gutierrez



Maye Patterson



Jennifer Lovil Taylor and Pam Stockley



Sheri Jaffe, Camille Atkins, and Pierretha Kavanagh



Donna Van Nostran



From left: Leslie Wilkins, Christina Mai, Lisa Smith, Tristan Aird, Shannon Stulz, Tracy McMillian, April Cannon and Gayle Wachowiak.



Joshua Schall, Sharon Szakacs, Ramona Demian, Kerry DeBelle, and Jennifer Lovil Taylor

We Got Spirit!

Photos from the recent "Ugly or Not Sweater Spirit Day"



Aida Plascencia, Angela Romero, and Jenela Fierro



Monica Barabe, Elizabeth Flores, and Niki Pallas



Cecilia Vargas, Jessica Folts, Nicolasa Renteria, and Giovanna Abella-Leon



Suzanne Lambries



Back row, from left - Fernando Castillo, Mike Nimt, Nancy Rodriguez, Muska Olumni, Joshua Bontrager, Zane Varnun, Jan-net Ortega, Ryan MacDonald, Salma Ramos, Diana Hoover, Rich McHattie, Tiarra Haas, Anita Avila, and Yesenia Houghton. Kneeling - Carmen Rico, Jessica Fotinos, and Lori Stokes.



Yesenia Houghton, Jennifer de Laix, Carmen Rico, Esmeralda Canez, Lisa Kellar, Lori Stokes, and Terri Ham



Pam Stockley



Kalemma Austin



Bean Loya



Lori Demski



Angela Romero, Maria Saldana, Aida Plascencia, Christina Brown, Chastity De Guzman and Jenela Fierro.



Camille Atkins, Virginia Saturnino, Evelyn Gonzalez, Tiffani Chism, Christopher Smart, Tawney Bland, and Kelly Slesseman



Kristyl Howard



Jessica Encizo-Tirmizi

Ugly or Not Sweaters!



Monica Barabe, Sarah Beery, Elizabeth Flores, Niki Pallas, Kristyl Howard, and Alana Callahan



HOLIDAY QUESTIONS

What is your favorite Holiday main dish, side dish and/or treat?

ANGELA SOTELO: DISH - Not only is menudo my favorite holiday dish, it is also my favorite food! I could eat it year-round! It's just so delicious... all the flavors. Yum!



ROCIO VENEGAS: TREAT - Favorite Holiday treat pre-COVID was Chocoflan, a delicious mixture of moist chocolate cake and flan. But my taste buds were altered after COVID and I now hate chocolate, and so it has to be Churro Cheesecake.

PAULA KING: TREAT - My parents are 81 & 82 and still make peanut brittle together to pass out at Christmas! Yum!!



SUSAN MORRIS: TREAT - Peanut Butter Pie: A concoction of chocolate pudding, peanut butter, confectioner's sugar and cool whip that was started by my mom, but is now made each holiday by my daughter Emily.

DISH - Mashed potatoes

JULIE OVELAR PASTRANA: TREAT - I have two favorite Holiday treats my mom and grandma used to make every Holiday: persimmon pudding (topped with whipped crème) and chocolate-dipped maple and black walnut balls.

DISH - Little smokies in grape jelly and cocktail sauce.

AARON JUDY: TREAT - Pumpkin Pie Cake - My Mom was the only person I knew that made it. It makes me think of home.

ANNA CASTANEDA: TREAT - No Bake Chocolate Snowballs – my mom used to make them and I love these!

DISH - Main dish is fruit cocktail salad with coconut and cool whip with those candied cherries!

BOBBI CALERO: TREAT - Peanut brittle and almond roca (brittle). My mom used to make peanut brittle when I was little ... soooo good and such good memories.

NICHOLE GREEN: TREAT - Christmas-shaped cookies. **DISH** - Ham



LORI STOKES: DISH - My favorite dish at Christmas is Swedish Meatballs. My mom has been making them for 30+ years, and this is the only time of year she makes them; so it's a very special treat.



BECKY DeLONG: TREAT - My mom used to make peanut butter balls every year for Christmas. She died in 2001 and I have NEVER been able to make a good batch no matter how meticulously I followed her handwritten recipe. The reason it's my favorite is because knowing this, my favorite relatives will make them every Christmas and mail me a big batch, keeping me supplied with special memories of my Mom and love from the special people who love me. Isn't that what Christmas giving is all about?

ELIZABETH WOLF: DISH - The dish I look forward to every Holiday season is, funny enough, my Aunt's green bean casserole. She makes it every year, and it is always the first thing to disappear at the table. She really did get the family to eat their vegetables.



CARALEE LOCKHART: TREAT - Christmas SUGAR COOKIES!!!! The kind with the colored frosting on top. WHY? My mother used to bake sugar cookies when we were little. We had those old Christmas cookie cutters in shapes of a star, a bell, a candy cane, and a snowman. She would then make the frosting out of powdered sugar and water I think...and she would put food coloring in it, and we would frost those warm cookies and eat about half of them while we frosted them. We would put sprinkley things on them too!

DISH - Sweet potatoes. I could just eat those and nothing else. I never had them growing up.





HOLIDAY QUESTIONS

What is your favorite Holiday main dish, side dish and/or treat?

AMBER HATFIELD: TREAT - My favorite holiday treat is my Grandma's Boiled Raisin Cake recipe with cream cheese frosting. My dad makes it every Christmas. It is yummy without being overly sweet.

SUZANNE LAMBRIES: TREAT - My favorite treat is sharing the love, laughter, and happiness with family and friends. Making the memories now, lets us share the memories later. So everyone make lots of memories.



ANDY DISH: TREAT - My favorite Holiday treat is Hungarian Beigli (Christmas Poppy Seed and Walnut Roll). Its been a tradition in my family for as long as I can remember. I was taught as a child to make it from my grandmother (it's a long process) from scratch. I try to make four to six rolls around Christmas time (each one is rolled out to about two feet and sliced when ready to serve.) It doesn't seem like Christmas without it!

JENELA FIERRO: DISH - My favorite Holiday main dish is definitely tamales. The ladies in my family come together to make them from scratch to enjoy them with our family on Christmas Eve.



MAYE PATTERSON: TREAT - Egg rolls (Shanghai Lumpia). They are a one-of-a-kind finger food and of course, pretty tasty as well. Once you eat one, you can't stop!

DISH - -- Rice Stick Noodles (Pancit Bihon), a Filipino dish. It's a great dish to eat by itself. It's our traditional meal to have on all birthdays and for all holidays. One of our sayings is "Noodles is for a long life!"

MIKE NIMTZ: TREAT - Gingerbread Man Cookies: I like to pretend they are running across the table to escape being eaten.



ANA MEZA: TREAT - Biscochitos are a shortbread cookie flavored with anise, cinnamon and sometimes other spices. **DISH** - My favorite holiday main dish is posole. Posole is a Mexican stew made with hominy (AKA corn), meat (usually pork), chile, and various fresh toppings such as onion and avocado.



These are my favorite Holiday foods because they are both delicious with unique and flavorful spices. I also feel nostalgic when I eat them because I am reminded of happy Holiday memories from my childhood and I feel more connected to my family and my Hispanic heritage.

SHARI JAFFE: TREAT - My favorite Holiday treat would be Oreo Bombs! I love that they are easy to make, easy to share, and they are delicious!

DISH - One of my favorite Holiday main dishes would be homemade lasagna. It is easy to make a day ahead and then you can enjoy your Holiday just spending time with family instead of all day in the kitchen!

TAYLOR SASCHE: DISH - My sister makes the BEST twice-baked potatoes that I look forward to every year! Potatoes have always been her favorite food to cook with!

BRENNA WELLS: TREAT - My favorite holiday treat is definitely homemade apple pie! I've always used my grandma's recipe as I was lucky enough to have her teach me. Nothing beats apple pie with ice-cream for a delicious Holiday treat!

DISH - Mac-n-Cheese is my favorite side dish since you can use a variety of cheeses and pasta...for me, it never gets old.



A touch of seasonal trivia

❄️ The **largest snowflake** known was reported on January 28, 1887 at Fort Keogh, Montana, by ranch owner Matt Coleman, who measured it being 15 inches wide.

❄️ **"Jingle Bells"** was written in the 1850s by Bostonian James Pierpont. It alluded to the annual sleigh races on the mile-long stretch between the squares in Medford and Malden, towns near Boston. The song was published in 1857. Some music historians say that Pierpont originally wrote it as a Thanksgiving song for a children's program. In 1902, the Hayden Quartet, a barbershop group, recorded it and helped spread its popularity.



❄️ **Poinsettia Day** is December 12. It is in honor of Joel Roberts Poinsett, who died on Dec. 12, 1851. Poinsett was the first Ambassador to Mexico who brought the plant back to the U.S. He grew the plants in Greenville, South Carolina and gave them out as gifts.



❄️ Physicists worked out some of the logistics of **Santa's gift delivery system**. To give toys to say 500 million children in more than 150 million homes, his sleigh would have to hold one billion pounds of cargo and travel at 1,000 miles per second. This gives Santa 31 hours to finish all deliveries (crossing time zones), meaning he must visit almost 1,400 homes per second.

❄️ The first known recipe for **gingerbread** dates back to ancient Rome. By the end of the 11th century, gingerbread had spread throughout western Europe and was considered a special treat at village fairs. Germany has the oldest tradition of making flat gingerbread in a range of shapes - people, animals, hearts, or flowers.



❄️ When a research firm polled 1,000 adults about what they did with **fruitcake**, **38%** said they gave it away; **28%** actually ate it; **13%** used it as a doorstop; **9%** scattered it for the birds; **4%** threw it out; and **8%** couldn't remember.



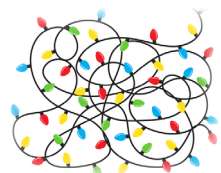
❄️ The **coldest day recorded in Arizona** was Jan. 7, 1971 when it was -40 degrees at Hawley Lake.

❄️ **Holiday retail sales** are likely to increase between **4%** and **6%** in 2022, according to Deloitte's annual holiday retail forecast.

❄️ According to a *USA Today* survey, the following are **approaches to unwrapping gifts**: Rip paper carelessly (**43%**); Shake box and guess what's inside (**31%**); Save paper, bows to use box again (**30%**); and Feel inadequate with the gorgeous presentation (**20%**).



❄️ According to a *USA Today* survey, the following is **how long people keep up their holiday decorations** after Dec. 25: Five or more weeks (**39%**); One or two weeks (**36%**); Less than one week (**15%**); and Three to four weeks (**10%**).



Employee Spotlight

This Month: **Mariacella Diaz**



Job Title/Department: Courtroom Clerk Lead

Years with Office: Three years

Something You Enjoy About Your Job: Being in the courtroom and learning new case types.

What Are Some Of Your Responsibilities: Training new courtroom clerks, cross-training clerks, covering hearings.

Your First Job: Working at the Arizona State University Bookstore in Downtown Phoenix // **Hometown:** Phoenix, AZ

A Hobby/Favorite Activity: Paint by the numbers.

Something Memorable That You Have Done: Skydiving! I went skydiving for my 28th birthday in Buckeye. It was the most fun and scariest thing I have ever done. I would love to do it again somewhere tropical.

Best Vacation Spot: Silverton, Colorado. It is such a small and cute town. They have the best firework show I have ever seen. You can literally just lay on the town hill and they fall right over you.

Favorite Meal: I am more of an appetizer person, so french fries or chips and salsa // **Favorite Place to Eat**

Out: Manuel's // **Favorite Sport and/or Sports Team:** NASCAR, Arizona Cardinals, and the Phoenix Suns

Someone You Would Like to Meet: Luke Bryan, country singer

Have You Met Anyone Famous: I met Racecar Driver Tony Stewart when I was about 15 at the Bass Pro Shop. I was so nervous to meet him that I could barely say "hi" to him.

Favorite TV Show/Movie: *The Lion King*. It makes me laugh and brings tears every time I watch it.

Favorite Show Growing Up: *7th Heaven*

Something You Are Proud Of: Graduating from college. I got my bachelors degree in Criminology from ASU. Forks up! // **If Given A Chance, What Would You Like To Be For A Day:** A police detective

Something On Your Bucket List: To see the pyramids in Egypt.

Before Working Here, What Was An Interesting Job You Had: I had an internship with the Phoenix Police Department, Crimes Against Children Unit. One of the best things I have been a part of. It was such a privilege being able to help those children.

What Advice Do You Have For A New Clerk Employee: Give yourself time to learn the job.

Who Do You Like Most About the Office: My amazing co-workers!

Do You Have A Favorite Quote: "It is what it is."

What Do You Like To Do In Your Spare Time: Spend time with my family.

Your Dream Car: 1970 Chevy Camaro

Who Would You Like To See In Concert: Cher

Some Business Skills You Think Are Important: Communicating professionally and being adaptable to change.

Who Has Been An Influential Person In Your Life And Why - My sister. She has always been such a role model to me with all that she has done with her life.



The County Lines

News and interest items from Maricopa County

The “Benefit” of knowing the new plan year

County benefits officially transition to a calendar Plan Year on January 1, 2023 from the previous fiscal year schedule/plan (which was July 1 - June 30). As a result, deductibles, out-of-pocket maximums, visit limits, and allowances will reset on the first of the year.

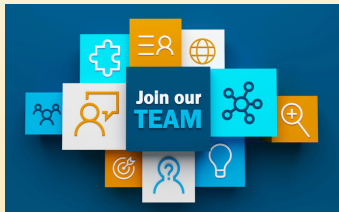
Any changes made to an employee’s benefit contribution amounts will be reflected on the first paycheck of the year: January 4, 2023. Contributions will remain the same if no plan or tier changes to the employee’s benefits were made. Employer contributions to HSAs will start on January 18, 2023.

New ID cards coming for United Health plans

UnitedHealthcare HDHP and PPO medical plans have a new group number: 928525. New ID cards will be issued to ALL UHC members. Please present them to your health-care provider and/or pharmacy when obtaining services in the new year.



Maricopa County hosting a big job fair in February

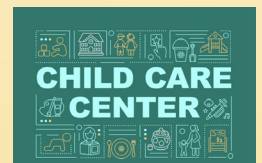


Maricopa County is holding a **county-wide job fair** from 11 a.m. - 7 p.m. on Feb. 15 at Chase Field in Downtown Phoenix. The Career Fair and Community Expo is free and open to all employees, their families, and the public. **The Clerk’s Office will be participating in the event.** The participating departments will have a hiring manager present. They’ll be available to answer questions, and conduct walk-in job interviews - with potential to make on-the-spot

job offers. Some featured activities include: Dog Adoptions on site (through Animal Control); Vaccinations onsite (through Public Health); and the performing of weddings in Chase Field (through the Justice Courts).

New childcare benefit to be offered

This month, the County Board of Supervisors approved funding for the initial phases of a project designed to provide an affordable childcare option to County employees. To learn more, see the latest update about the future program from County Manager Joy Rich [here](#).



Recreational New Year’s activities offered by the County Parks Department

Maricopa County is offering the following New Year activities. Registration is required. Click on the links for more info. on each.

- **New Year’s Eve Hike** at the White Tank Mountain Regional Park on Dec. 31. [More information here.](#)
- **New Year’s Eve Hike** at Estrella Mountain Regional Park on Dec. 31. [More information here.](#)
- **New Year’s Eve Family Stargazing** event at Lake Pleasant Park on Dec. 31. [More information here.](#)
- **New Year’s Day Hike** at the Hassayampa River Preserve on January 1. [More information here.](#)

The Inside Track

on Employee News

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BIRTHS

- Congratulations to Courtroom Services Manager **April Cannon** on the birth of her 4 lb. 13 oz. granddaughter on Dec. 9. Her new grandchild's name is Daenerys Renee. She is April's very first grandchild.

OFFICE ANNIVERSARIES

Congratulations!

The following employees celebrate milestone anniversaries with the Clerk of the Court's Office in December:

10 YEARS - Andrew Schmidt

5 YEARS - Renee Lundgren, Lindsey Skelton, and Clint Yonce

NEW EMPLOYEES

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

- Courtroom Clerk - **Nathaniel Burkett**
- Criminal Operations/Trainer - **Aaron Williams**
- CSC Support Services - **Sophia Briceno**
- Grand Jury - **Ana Higuera**
- Public Records Counter - **Nichole Green**
- SEA Marriage Licenses and Passports - **Kerry DeBelle**

Welcome!
Glad you are
here!

EMPLOYEE MOVES

- **Andy Rodriguez** was promoted to the Customer Experience Team as a Customer Experience Engineer Senior after serving at the Central Court Filing Information Desk for many years.

THE FINE JOB AWARD

The following Clerk of the Court employee's names were recently provided to the newsletter as receiving the "Fine Job" Award. Congratulations to each of them for this special employee recognition honor: **Shannon Stulz, Tracy McMillian, Susan Morris, Beverly Powell,** and **Christina Mai**



Special Features



Where in the world has the Record Times been?



A ZOOper idea for a photo with the newsletter

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 on the East Coast of the US in New York City. This month, the newsletter appears with an employee who was on the West Coast of the US.

Pictured in this photo is RCC/EDC Court Operations Specialist-Senior **Robert Miranda**, who took a photo in October 2021 while vacationing in **Sacramento, California**. Robert took the photo at the Sacramento Zoo with a dinosaur exhibit in the background.

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 Clerk of Court special lapel pin (pictured here).



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

Flat Stamp-Ley rides along with employee on a windy bike tour

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 are the details of this month's Flat Stamp-Ley appearance:



Photo Submitted By: Samantha Punzalan, Courtroom Clerk
Where is FS: Austin, Texas

Description: The photo of FS is at a stop Samantha made on her 65-mile bicycle tour in Texas. Samantha said the ride was tough due to it being very windy. FS was just glad he didn't get blown away by the strong wind during the photo. To submit a photo of Flat Stamp-Ley:

- 1)** Print it ([available here](#));
- 2)** Then either **a)** send FS to a family member/friend to take a photo of it somewhere in the world; or **b)** take a photo yourself of FS somewhere interesting;
- 3)** Send the photo to Len Keso with your name, department, who FS is with, where FS is located, and any other interesting note about the photo.

Happy Holidays!

From your Executive Team

from left: Executive Director Nancy Rodriguez, Director Mike Nimitz, Clerk of the Court Jeff Fine, Director Valerie Clark, and Chief Technology and Innovation Officer Rich McHattie

