

RECORD TIMES

The eMagazine

September
2023

Vol. 29 / No. 9

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



The new Job Shadow Program is an illuminating experience

Employees are enjoying becoming a shadow and others becoming the shadowed to bring light to Office jobs

After about six months after its implementation in the Office, there is no shadow of doubt that the new **Job Shadow Program** has shined bright. In total, about **48 employees** have been participants in the program, which pairs one employee to another employee in a different

work position so that they may observe their daily tasks and responsibilities, gain new skills, learn more about the organization, ask questions, and see if they have an interest in working in that area. The shadowing is a two to four hour experience.

Courtroom Clerk **Lisa Nevenhoven**, who is a Shadowee Volunteer (the person being observed) said, "I had an awesome experience with someone from the Filing Counter. He shadowed me all morning, asked questions, and then applied to become a courtroom clerk. He is now in training. I love sharing what we do ... it keeps me excited about my job."

Alicia Buscaglia, who was a Job Shadower (the person observing) said, "The program really helped me understand the Court Clerk role. I had a great time with my host and the experience was well worth it. I highly recommend it!"

To learn more about the program, or to sign up, you may visit the Job Shadow Program [site here](#). For any questions about being a Shadower or a Shadowee, you may send an email to: COCHR@maricopa.gov.

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How to put your "two cents" in for the "Quarter"

Nominations will soon open for the **Employee of the Quarter** for the months of July - September 2023. An email with instructions on how to nominate the person of your choice will be distributed on **Wednesday, September 27**. **Be thinking now** of the person you would like to be recognized for this honor and watch for the upcoming email. You only need to write four to five sentences on why they should be selected.



CLERK CONNECTION

County recognizes Office for its national awards



GREAT WORK! (from left) Travis Joy, Joana Whilte, Nikki Swiss, Clerk of the Court Jeff Fine, Executive Chief Nancy Rodriguez, Ana Namaleg, Kristin Venable and James Waslo all attended the County Awards ceremony to represent the Office and its national award-winning programs.

On August 30, the Maricopa 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 of Court's Office was the recipient of two of these special awards for developing new and innovative programs that enhanced service in 2022. The Office's winning programs were: **Clerk 360 Business Intelligence** and the **eFiling of Direct Complaints**. More information about these programs are listed in the June 2023 issue of the [Record Times on page 4](#).

The two awards for the Clerk's Office brings to a total of **56 NACo Awards** it has received in the past 35 years. In total, all Maricopa County departments/offices received 59 awards this year

marco ... POLO!

How to find your official office shirt

If you haven't ordered a Clerk of the Court official polo shirt yet, how about making an **aPOLOGY** now and order one, two or even three of them if you like. The polos come in five colors, are lightweight, breathable, and have the Office's seal on them in white stitching.



You don't need to go through any office procedure to order your own official branded, performance Clerk of Court polo shirts. You can order them year-around on our own through the vendor directly at the links below. The cost of the polos start at \$22. The vendor will provide you the invoice for the order. The polos are created by Port Authority. Here are the order form links the vendor provides: [Men's Polo Shirt Order Form](#) | [Women's Polo Shirt Order Form](#)

Sum Office figures from Fiscal Year 22/23

- ▶ **\$53,148,519** - The Office's operating budget
- ▶ **\$518,931** - The daily average of monies the Office processed
- ▶ **7,257** - Daily average transactions through the Office's Cash Management System

CLERK CONNECTION

Do you have an Oz-some costume planned?



“Dress for success” takes on a new meaning in the Office on **Tuesday, Oct. 31**. On that day, the Office will conduct its **Annual Costume Contest** that allows employees to dress up in costume for the chance to see if they are successful in winning in one of the different costume categories.

In addition to this contest, employees will be able to submit photos of their pets in the **Paws-tume Contest** the following week for yet another chance of experiencing being dressed for success of a different kind. More details and the guidelines for this year's contests will be forthcoming via email.

After the HalloWIN contest, then Merry-copa arrives



As mentioned above, the Office is conducting a contest at Halloween to see who will HalloWIN for having the best costumes. But after the HalloWIN activities, then it will be time to start the **Merry-copa Holiday Drive**. The Merry-copa Drive consists of two activities. The **Socks Drive** where employees can donate socks and sundries to help the homeless in the community and the **Toys for Tots Drive**, where employees can donate new toys to children in need in the community. The two activities will be held in the November 7 - December 14 time period. 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. More details to come.

Upcoming Spirit Days in the month of October

The month of October will be filled with Spirit Day treats for Clerk of the Court staff ... five of them in fact. Here they are:

- **Arizona Cardinals Day** - Fri., Oct. 6 (Cardinals attire may be worn)
- **Pro Sports Day** - Tue., Oct. 18 - (the attire of any professional sports team may be worn)
- **Arizona Coyotes Day** - Fri., Oct. 20 - (Coyotes attire may be worn)
- **Phoenix Suns Day** - Thu., Oct. 26 - (Suns attire may be worn)
- **Arizona Cardinals Day** - Fri., Oct. 27 - (Cardinals attire may be worn)

More details to come on the "Pro Sports," "Coyotes," and "Suns" Days. The Cardinals' Days information was announced in a September 12 officewide email. Cardinals' Days occur throughout the NFL season during the week before their home games.

We got Spirit, yes we do!

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: **Lisa Bonilla and Whitney Manas**

From: **Muhammad Azam**

Azam, Family Support Services Supervisor, recently sent a complimentary email to two of his staff members (**Lisa Bonilla** and **Whitney Manas**) thanking them for their exemplary work. He wrote, "I would like to take an opportunity to thank you both for your extraordinary customer service. You went above and beyond to help a customer on his 1998 case. It is a pleasure to have you both on the FSS team!"

About: **Tristan Aird and Sheri Ortega**

From: **Ana Meza**

"I commend and thank my fellow Courtroom Clerks, **Tristan Aird** and **Sherri Ortega**. When I received a request for approximately 120 minute entries in one day, they were an immense help to me as they each took on a big portion of that work. They were timely and efficient in completing those minute entries, in addition to their own work. They showed great teamwork by being willing and eager to assist me with such voluminous work when I needed it. I want them to know how appreciative I am."

About: **Michelle "Charli" Bouise and Mark Savin**

From: **Michelle Figueroa**

"I want to recognize **Michelle "Charli"** and **Mark** - You both did an exceptional job with imperative training and helping prepare our teams for phones for additional skill sets these last few months. Your flexibility and positivity is truly appreciated. From set up of equipment, training, and jumping on phones as needed, your teamwork is superb!"

About: **Downtown File Counter staff**

From: **Maye Patterson**

To **Angela Romero, Anna Valenzuela, Aida Plascencia, Clarissa Cruz, Fawn Fowler, Genevieve Farler, Jenela Fierro, Kiara Valdes,**

Kim Whitson, Mickey Reyna, Teresa Varela, Thelma Caraveo - Thank you for being colleagues who always lend a helping hand. Thank you for being a true, fun and upbeat team in all you do.

To Leads **Angela Romero** and **Anna Valenzuela** - Thank you for the efforts you undertake, which make a difference to all of us. You are an inspiration to everyone around you. Thank you for being an incredible source of motivation and support.

To Supervisor **Tim O'Pry** - Thank you for being a complete teamplayer. I want to express my gratitude for your guidance and support. I'm grateful for the opportunity to learn from you."



CUSTOMER COMPLIMENTS

About: **Diana O Polanco**

A couple recently came into the Customer Service Center's Marriage License and Passport Office to apply for their passports. They said they were immediately impressed with the efficiency of their system and were quickly helped by **Diana**. They told her supervisor **Cheryl Marzella**, who also was very pleasant and helpful, that Diana was efficient, very knowledgeable, professional, precise, and pleasant. They were both very grateful to be helped by Diana and said she did a great job and represents the Office well.

About: **Stella Rodriguez**

A customer recently called the Office to express his gratitude to **Stella Rodriguez** for her outstanding customer service. He said Stella helped solve his problem quickly and she is a good role model for others.

Timely Service

Timely Service - A section of recent email messages, note cards, phone calls, and letters about Clerk employees who provided *timely service*.

About: Tamara Hight

Southeast Juvenile's **Tamara Hight** was complimented by a Court employee, who used the words of a well known song to describe her assistance with an issue. He was impressed by her remarkable drive to resolve issues and said the Alicia Key's song "*This girl is on fire*" happens to come to mind with her hard work and results.

About: Kate Folk

A customer recently left a message with Court Operations Manager Donna Hall telling her how exceptional **Kate Folk** was in assisting her when she was at the Customer Service Center. She said Kate went above and beyond and she wanted to give her a 'shout out' for doing a great job! Donna added that Kate's willingness to go the extra mile for customers, even when the situation is a little challenging, is greatly appreciated.

About: Rebecca Miller

Courtroom Clerk **Rebecca Miller** was highly appreciated by the Court for her flexibility, patience, and professionalism with a difficult situation between the two parties of a case.

About: Nancy Perez

A customer took time to send an email to Support Services Supervisor Angelique Mendez to express his gratefulness for the help **Nancy Perez** provided him. He said, "I want to share the wonderful experience I had with Nancy, who really made a positive impact on my day. For me, excellent customer service is essential, and Nancy exceeded my expectations. I was in a bit of a jam, trying to sort out a complex issue related to my case, and it was causing me a lot of stress. Nancy stepped in and made a world of difference. Her approach was incredibly professional and friendly. She took the time to understand my situation, answered all my questions patiently, and provided me with clear

guidance. Her help made a significant difference in resolving my problem quickly and efficiently. I genuinely believe that without Nancy's assistance, I would have been stuck in a much more complicated and time-consuming process. Her dedication and commitment to helping customers like me really shines through.

Nancy's outstanding service not only brightened my day, but also significantly reduced my stress. She is an asset to your team. Please extend my heartfelt thanks and appreciation to Nancy for her fantastic support. It's employees like her who make Maricopa County stand out."



About: Jenna Ashe

Call Center's **Jenna Ashe** recently helped a customer who was going through a tough time, as he had just lost his wife the previous month. He was overwhelmed trying to request a copy of his marriage license online and became frustrated just before reaching Jenna. He was experiencing computer difficulty and could not successfully complete the submission form. He was so relieved with Jenna's assistance, as he was ready to give up. She was patient and helped him through the steps for his request. Jenna was kind and wonderful and he could not say praises high enough about her. He said she deserves a raise and she would be a wonderful trainer. He was so thankful for her help.

About: Kasie Wyckoff

A customer called the Office and wanted to share a wonderful experience she had with **Kasie** on the Customer Experience Team. She stated that Kasie was patient, professional, and explained things very clearly. She wanted to let her supervisors know what an exceptional experience she had.



Bringing up the past

A historical look at the people who have served as the Clerk of the Court in Maricopa County, AZ

The fifth Clerk of the Superior Court - Robert E. Miller

In 2011, in recognition of the approaching 100th Anniversary of Arizona's statehood in February 2012, the Communications Office completed research about the people who have served as the Clerk of the Superior Court in Maricopa County starting in 1912 when the state of Arizona was first created.

The *Record Times* is re-printing that information in a series of articles over the next year. Last month, Walter S. Wilson, the fourth Clerk of the Court was featured. This month, Robert E. Miller, the fifth Clerk of the Court, is highlighted. He served in the Office of Clerk from 1962 - 1966.



Robert E. Miller

Robert Miller was a native of Marion County, Indiana. He moved from Indiana to Arizona in 1928 as a pharmacist and opened pharmacies in Casa Grande, Gila Bend, and Phoenix. Miller ran for Office in 1938 and 1950 unsuccessfully against U.S. Senator Carl Hayden. He organized the Progressive Party in 1948.

In 1962, he was elected as Clerk of the Superior Court. It was not discovered in the research conducted about him if he decided to leave the Clerk of the Court's Office after one-term or if he was defeated in re-election efforts. In 1975, he lost in his bid for mayor of Phoenix.

In the 1970's, he owned and operated Aquarium Health Foods. He passed away in 1983 at the age of 75. He also was an Army veteran.



Speaking of the past...



2008



2023

The two photos above are taken in the exact same Clerk of Court Office space, but 15 years apart from one another (2008 and today). The space is in the Central Court Building and in 2008, it was the office area behind Family and Criminal Court Filing Counter. Today, that same space is the Courtroom Services Supervisor's offices and the Courtroom Clerk Floater area.

Record Times' Anniversary and Casual Day history

September is the anniversary month of the very first issue of the *Record Times*, which began in September 1995. Judith Allen was the Clerk of the Court and in that issue she wrote an article about the introduction of "Dress Down Days" (Casual Days) for staff. As a result, on Fridays, staff could now wear jeans, shirts without collars, and ties did not need to be worn. Casual Fridays remained up until the pandemic in 2020 when it was decided to open up all days for more casual dress.



We Got Spirit!



Photos from the recent College Colors Spirit Day



Ken Lindler, Emily Luetke, Jenela Fierro, Joseph Sims, Nikesha Brown, Edgar Beltran



Ivette Valenzuela and Tawney Bland

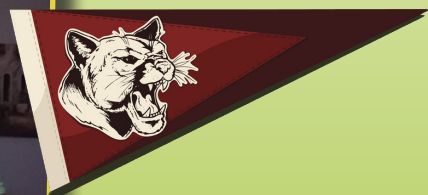
Go Team!



Charlotte Concholar



Ryan Harris



Shannon Stulz and Tracy McMillian



Kasie Wyckoff



Sarah Stevens

We Got Spirit!

Photos from the recent "Three-of-a-Kind" Spirit Day

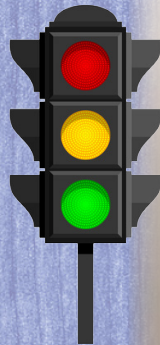


Tristain Aird (sun), Tracy McMillian (sky) and Shannon Stulz (clouds)



Anna Valenzuela, Jenela Fierro, and Angela Romero (Amazon)

1, 2, 3



Maye Patterson (traffic light)



Edgar Beltran (secondary colors)



Isabel Jimenez, Susan Loe, Lorne Lambries, Maria D. Pedregon, Sulma Magana, Alejandra Marrufo, Yolanda Rhoads, Mia Delgado, Hector Castaneda, and Maria Adame (the American Flag)



Employee Spotlight

This Month: **Jordan Villarreal-Paul**



Job Title: Courtroom Services Specialist

Years with Office: 2 years

Something You Enjoy About Your Job: I am able to interact with everyone in my department!

Your First Job: I worked at Dunkin' Donuts when I was 16.

Hometown: Mukilteo, Washington

Something Memorable You Have Done: I performed in Gammage Theater back in college.

Favorite Hobby/Activity: I make perfume in my spare time.

Best Vacation Spot: Anywhere! But I have a soft spot for Whidbey Island and Seattle.

Something On Your Bucket List: To write a novel.

Who Would You Like To See in Concert? The Indie band AJR

Favorite Place To Eat Out: Cornish Pasty // **Favorite Meal:** Vietnamese Pho soup

Advice For A New Clerk Employee: Get to know all your co-workers, even if you don't regularly work with them. It's great having lots of people to talk to!

What Do You Like To Do In Your Spare Time: Reading and junk journaling

What Do You Like Most About the Office: How friendly and appreciative everyone is of each other.

Who Is Someone That You Would Like To Meet: The singers of Pentatonix! I have been following their music for a long time.

Your Favorite TV Show/Movie: *Howl's Moving Castle*

Favorite Sports Team or Sport: I don't follow sports now, but I went to a lot of hockey games as a kid.

Your Favorite/Least Favorite Fruit: I love almost all fruit, it's impossible to pick a favorite! But my least favorite is definitely coconut.

What World Record Would You Like To Break: I would love to break the record (if there is one) for most types of cuisine tried!

The Best Advice That Has Been Given To You: Doing anything poorly is better than not trying it at all.

If Given A Chance, What Would You Like To Be For A Day: I would like to be a stunt person. They get to do so many cool things!

An Ability You Wish You Had: To fall asleep as soon as my head hits the pillow. I am not a morning person.

Nobody Would Believe It If They Knew... I am fluent in two types of martial arts; karate and aikido.

An Unusual Or Interesting Job You Have Had: I spent a year interning at the Attorney General's Office.

Favorite Animal: My sweet dog Millie

Any Hidden Talents: I am an intermediate skier.

What Are Some Business Skills You Think That Are Important: Time management and communication are going to be some of the most important skills across the any job title.



The County Lines

News and interest items from Maricopa County and the National Association of Counties

Camp one night, get next night free at county parks



Beginning Oct. 1, Maricopa County's Parks and Recreation Department is bringing back the "**Buy One, Get One**" campaign. The campaign allows park visitors, who pay the camping fee for one night or more at a desert mountain county park, to receive one night of equal or lesser value for free at any of the County's desert parks during that same stay. To receive the free night, park visitors must contact the Parks Call Center at (602) 506-2930 Mon. through Fri. between 8 a.m. and 4 p.m. or book your reservation online at maricopacountyparks.org. The promotion will be applied to stays

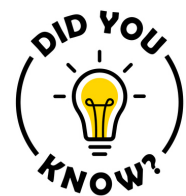
booked through October 31. The participating county parks are:

- 1) **Cave Creek** - Located north of Phoenix, the campground has 38 individual campsites.
- 2) **McDowell Mountain** - Nestled in the lower Verde River basin, this park has 76 campsites.
- 3) **Usery Mountain** - Located on the Valley's east side. The park offers 74 individual campsites.
- 4) **White Tank Mountain** - At nearly 30,000 acres, this is the largest regional park in Maricopa County. Most of the park is made up of the rugged and beautiful White Tank Mountains on the Valley's west side. The park offers 40 individual campsites.

Facts about county government

The following are statistics about the nation's county governments according to the National Association of Counties:

- There are **3,069** county governments in our nation;
- There are more than **3.6 million** county employees in the nation;
- Annually Counties invest over **\$600 billion** into the nation's communities.
- There are **18,500** independently elected officers in the nation;
- There are more than **19,350** county elected executives and board members in the nation;
- Counties are one of America's original forms of government, dating back to 1634 when the first county governments (shires) were established in Virginia; and



Facts about Maricopa County

According to information provided on Maricopa County's website, Maricopa County is the nation's **4th largest county** in terms of population; has a population of more than **4.5 million people**, and is the fastest-growing county in the United States, with more than **56,000 people** added between July 2021-2022. It is the **15th largest county** in the nation geographically at **9,224 square miles**.



The Inside Track

on Employee News

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BIRTHS

- Congratulations to eFile's **Christine Brown**, who became a grandmother for the first time on September 15. Her new grandson's name is Elijah.

OFFICE ANNIVERSARIES

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

30 Years - Ruben Trejo **25 Years - Angela Orrala** **10 Years - Kelly Robinson**
5 Years - Gozal Atabaeva Coy and Maye Patterson

NEW EMPLOYEES

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

- Appeals - **Ariadna Cardenas**
- Auditor/Trainer Team - **Kelsey Norton**
- Courtroom Clerk Juvenile - **Daniel Lee, Matthew Marumoto, and Anthony Conte**
- Courtroom Clerk Adult - **Bailey Casselman, Dee McHardy, Sarah Stevens, and Lucas Stuebe**
- Criminal Filing Counter - **Seanne Mitchell**
- Criminal Financial Obligations - **Melissa Soto**
- Department of Technology - **Ana Boca**
- Distribution - **Sarah Dignard**
- EDM/Docket - **Kari McCarthy**
- eFile Team - **Anthony Mariscal and Chris McWhorter**
- Exhibits - **Ashley Snyder**
- Public Records - **Maria Pedregon**
- Southeast Adult Docket/EDM - **Rachel House**
- Southeast Adult Filing Counter - **Christopher Rico**
- Support Services, Customer Service Center - **Viviana Ramirez Solis**

Welcome!

TOP LONGEST-SERVING EMPLOYEES

- With the recent retirement of Andy Rodriguez, who was the longest-serving employee at 38 years of service, here now are the top five longest-serving Clerk of the Court employees:

1st - Aurora Avina - 36 years **2nd - Richard Gonzalez** - 36 years
3rd - Oscar Garcia - 35 years **4th - Susan Morris** - 34 years
5th - Valla Wrona - 34 years

FINE JOB AWARD HONOREES

- Congratulations to **Kathy Apodaca, Janice Calkins, and Jordan Villarreal-Paul** on being recent recipients of the Office's "Fine Job Award." The Fine Job Award is a way that employees can recognize a staff member of their choosing for doing a great job by presenting them the cutout (shown here) of Jeff Fine. This person who receives the award, then must pass it on to another employee within two weeks.



Special Features



Where in the world has the Record Times been?



Newsletter crosses one famous bridge

Each month, employees are invited to submit photos of themselves with the newsletter at different destinations. Last month, the newsletter was seen with two employees on the Atlantic Coast. This month, it is seen with an employee on the Pacific Coast.

Pictured to the left is Courtroom Clerk Supervisor **Shannon Stulz** and her son, who posed with the newsletter in San Francisco, California with the world famous Golden Gate Bridge in the background.

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 crosses another famous bridge

In 2021, the *Record Times* introduced a new photo feature called **Flat Stamp-Ley (FS)**. FS is a character print-out for employees to either send to a family member/friend to take a photo of it somewhere interesting, or for the employee to take a photo of it somewhere interesting. Here's the details of this month's Flat Stamp-Ley appearance:

Photo Submitted By: Shannon Stulz

Where is FS: Rio Grande Gorge, New Mexico

Description: Shannon sent FS to her Godfather who took the photo of it at a famous New Mexico site while he was traveling from California to New Mexico.



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!

Call Center



Pictured from left to right are: Jenna Ashe
Supervisor Michelle Figueroa, Fernando Garza,
Francire Molina, and Ana Rodriguez