

# RECORD TIMES

## The eMagazine

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

## Jennifer Myers selected as the Employee of the Year

**Jennifer Myers**, a Business Analyst, was named the Office's "Employee of the Year" (EOY) for 2023. She was selected among 10 candidates who were an "Employee of the Quarter" honoree. She is the 8th person to be selected for the Office's highest honor.

Jennifer began serving in the Office 23 years ago in Courtroom Services as a Criminal Courtroom Clerk. During her tenure with the Office, she has also served as Courtroom Services Supervisor for Criminal and Non-Criminal, and as a Courtroom Services Training Supervisor. For the past six years, she has served in the Department of Technology and Innovation as a Business Analyst. She is known for her dedication, professionalism, knowledge, and problem-solving abilities. She plays a key role in many of the Office projects. In recognition of her EoY honor, the *Record Times* conducted an interview with her.

**Q) How do you feel about winning the "Employee of the Year?"**

**A) I feel honored and very thankful. I work with many amazing people every day, and that inspires me and the way I personally do my job.**

**Q) What are some of your job responsibilities?**

**A) The role of the business analyst is at its core a liaison between the technical and innovation teams and the business teams when there are projects going on. In addition to that, we assist the Department of Technology and Innovation with Help Desk tickets for some of the applications that the businesses use, collaborate with multiple external agencies on projects, and advocate for change and process improvements.**

**What do you enjoy about your job?**

**A) There are many aspects I enjoy. Of course, the people I work with would be at the top of the list. I also enjoy learning things about the different areas of the Office that I'm not familiar with. I get great fulfillment from helping people. ....continued on next page**



### IN THIS ISSUE:

Page 2 - Employee of the Year continued

Page 3 - Timely Service

Page 4 - Clerk Connection

Page 5 - Office Bulletin Board

Page 6 - We Got Spirit

Page 9 - Employees of the Quarter

Page 10 - Employee Spotlight

Page 11 - Employee News

Page 12 - Special Features

Page 13 - Oh Snap!

Page 14 - County Lines



# ★ The Employee of the Year ★



## Jennifer Myers

...continued from Page 1

**Q) What is an important quality you think an employee should have?**

**A)** There are many, but being adaptable is probably a good one for our ever-changing work world.

**Q) What do you think makes good customer service?**

**A)** Good communication and listening skills and building good working relationships.

**Q) What advice do you have for a new employee working here?**

**A)** Take any opportunity to learn about the different areas of the Office. Knowing the “big picture” of the Office helps give you a better perspective to the direct work you do.

**Q) What has been a favorite work project?**

**A)** I have enjoyed working on all of the projects that we have achieved, but I think one of my favorites was the first big project I worked on when initially becoming a BA. The project lasted over a year and involved working with the Criminal Court Administration, the Criminal Bench and the Court’s Technology Department (CTS) for criminal electronic sentencing orders and electronic disposition orders. Prior to 2017, the criminal clerks issued well over 100 sentencing and disposition hearing minute entries a day. With the programming that CTS completed, the orders are now produced through iCISng and the clerks no longer have to issue minute entries. So, not only was it an impact to the Criminal Clerks, it also impacted Operations staff because the minute entries had to be manually docketed, so it was a positive impact for our staff.

**Q) What are some of your interests outside of work?**

**A)** Two favorite things of mine are traveling around the state and photography.



Clerk of the Court Jeff Fine presents Jennifer Myers her Employee of the Year Award.

### “Quote

The impacts of your work can be seen in virtually all that the Clerk family does in every minute of everyday for the benefit of hundreds of thousands of people each year. Your role is critical, and your performance is simply masterful. I do not know what we would do without you. - Clerk of the Court Jeff Fine to Jennifer Myers ”

#### JENNIFER’S ORIGINAL EMPLOYEE OF THE QUARTER NOMINATION

“Courtroom Services has the pleasure of working with Business Analyst Jennifer Myers. There is not a day that we cannot get through without needing some kind of assistance from her. Her profound knowledge assists us to identify and fix problems, efficiently improve our processes, and answer our never-ending questions. Her problem-solving skills are top notch because she is able to quickly offer practical solutions and sometimes takes the lead on solving our issues. Recently, one of the most beneficial contributions Jennifer has made (and she has made many), is with Case Center. She learned the program inside and out before demonstrating it to us. Thanks to her ingenuity we were able to streamline the implementation, provide training around it and create procedures for this system that seems to be continuously evolving. Her endless contributions help keep us running smoothly and successfully. She has proven herself to be a valuable asset!”



#### THE PAST FIVE “EMPLOYEES OF THE YEAR”

2022 - Cathy Diaz / 2021 - Andrea Williams / 2020 - Linda Berger / 2019 - Gene Yamamoto / 2018 - Barbara Navarro

# 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:** Gene Yamamoto and  
Ulises Martinez

**From:** Ken Shipley

"I would like to thank the COC Facilities crew (Gene Yamamoto and Ulises Martinez) for their hard work and all that they do. No matter what they have going on, when I have a question or concern, they respond with a great attitude and easy-going manner. I greatly appreciate all they are doing."

**About:** Ken Nelson

**From:** Donald Marovich

"A shoutout to Ken Nelson for always providing amazing support. Whenever we have an issue or need help with something, Ken is on it immediately. He doesn't complain and does the work with great integrity and with a smile. I can't imagine our DTI team without him."

**About:** Josie Lizardi

**From:** Angie Walker

Recently Courtroom Clerk Angie Walker provided a compliment to co-worker Josie Lizardi through an email to her supervisor Shannon Stulz. Angie said in the email, "While I was out, Josie updated the standard language to reflect updated information in my primary division. I really appreciate her doing that for me and I wanted to let you know that she went above and beyond to update that language."

**About:** Tracy Henninger, Kris Gilmet,  
and their team

**From:** Susan Morris

"A big thank you again to SEA Supervisors Tracy Henninger and Kris Gilmet, and their team of fantastic clerks for stepping in and helping out Downtown Courtroom Services on a regular basis. Because of their assistance, we are able to cover all necessary courts seamlessly. They are so appreciated!"



## CUSTOMER COMPLIMENTS

**About:** Stella Ramirez

Billing and Deferral Unit Supervisor Bryan Romero recently received a voicemail from a customer who wanted to give a huge thank you to his staff member Stella Ramirez. The customer said even though the call wasn't for Billing and Deferral, Stella went out of her way to find the correct place as he was transferred several times to wrong departments.

# CLERK CONNECTION

## A Drive to pet-icipate in this Spring



There is a well-known expression “April showers brings May flowers,” but the **Employee Communications and Outreach (ECO) Work Group** is hoping that the month of May (and not April) is the month that will see it rain and specifically rain like “cats and dogs” ... cat and dog supplies that is. The reason why is the ECO is coordinating a **Spring Summer Pet Supply Drive** during the month of May.

Donation boxes will be set up in Breakrooms throughout the Office in May for employees to donate pet supplies for cats, dogs, and pigs. Among the items to donate are: dog and cat food, leashes, collars, treats, toys, bowls, small blankets, paper towels, oreos, cheerios, and water.

The ECO held the first-ever Officewide Pet Supply Drive in 2022 with very successful results that included **689** cans of dog/cat food, **96** leashes, **33** blankets, **40** toys, and **54** bags of dog/cat treats, among many other needed items.

Watch for more details about the Pet Supply Drive and for the Donation Boxes coming soon.

The donated items will assist both the Arizona Pet Project and the Better Piggies Rescue.

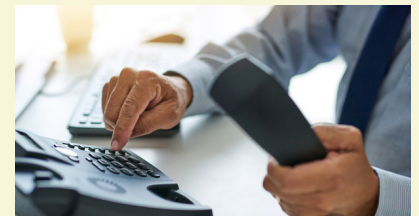
## Unique number sequence days and marriage licenses

Each year, the calendar usually presents a few unique number sequence days, like 2-22-22, and on those days the Marriage License and Passports Office can see an increase in customers coming in to obtain a marriage license with that date. Some recent examples are: on the day of 2-22-22, there were a **173** MLs issued, which is a very high amount above an average business day; on 2-3-23, **136** MLs were issued, and on 2-1-21, **107** MLs were issued, which are high numbers.

The year 2024 offers two unique number days of **4-2-24** and **4-22-24** that occur on work days. The day of **2-4-24** was on a weekend when the ML&P Office was closed. So, did these two days in April draw interest in obtaining a ML like others? Well, here are the results - **4-2-24 = 106** MLs / **4-22-24 = 127** MLs.

## Not as much march to call the Office in March this year

For the past three years, the month of March has been very popular to call the Office. Last year (**March 2023**), the Office’s Interactive Voice Response (IVR) system, which is the system that manages all of the Office’s phone calls, had a **16% increase** in phone calls at **39,563**. In **March 2022**, the IVR had its second highest number of calls – **40,781**, and in **March 2021**, it had its highest month for phone calls when the Office received **42,225 calls**. On average, the Office handles **35,000 calls per month**. However, this past March (2024), the march to call went down to **26,683**.



# The Office Bulletin Board

## Write a thank you



Send someone in the Office a special thank you and have

it appear in the Record Times. Send your "thank you" through this [email here](#).

## CASE Awards Update

Thank you to everyone who submitted a nomination for the CASE Award Program. We received a record **106 nominations**, which was **20** higher than the previous record. The nominations are being reviewed by a committee and the Executive Directors. Once finalized, the awards will be ordered and ceremonies will be set up to present to the winners.

You 😊 can do it!

## May will have Spirit!

In May, the Employee Recognition and Engagement Work Group will bring back two Spirit Days that have been held before and present a surprise new one. The two known Spirit Days are:

- Armed Forces Day - May 7
- High School Colors - May 21

On average, the Office distributes **8,545** minute entries a day



Jeff Fine presents service pins to Downtown Justice Center staff - Yesenia Houghton, Ryan Harris, Diana Hoover



Ten years ago this month, the Office introduced its new easy-to-remember main phone number (602) 37-CLERK

## Members of the April New Employee Orientation Class

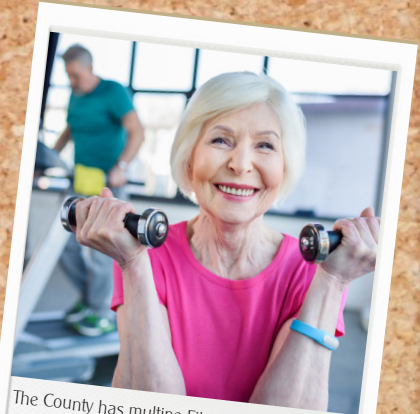
If you see one of these people in the Office, be sure to welcome them!

See [page 13](#) for this month's Pet Caption Contest

**Punny you should say....**  
Where do hamburgers go to dance....a MeatBall



This is a photo of the Office's Wage Assignment Unit in the 1980s that was located on the 2nd Fl. of the Central Court Bldg. Today, this function is a part of the Family Support Services Department, which is located on the first floor of the West Court Bldg.



The County has multiple Fitness Centers that are available for free to county employees. Visit their [site here](#) for more information.

# WE GOT SPIRIT!

Photos from the recent "Total Solar Eclipse Spirit Day"



Mackenzie Jones, Tawney Bland, Anni Vogelpohl, and Alexandra Mittelstaedt Chavez



Jesus Marquez and Madison Cichon



Kalemma Austin



Maye Patterson

Hannah MacAllister, Priscilla Romero, Shelby Millspaugh, Susan Morris, Julissa Rascon, Bethany Barba, and Nikolai Matuzak



Charlotte Concholar, Rene Smyth, Kristina Anies, Maria Flores, and Mireya Lujan



Susan Morris and Emily Morris



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

# WE GOT SPIRIT!

Photos from the recent "Shoes-day Tuesday" Spirit Day



Joseph Sims, Christine Brown, Emily Luetke, Madison Owens, and Licxie Flores Sanches



Marcus Robinson  
Charity Zapata  
Mariacella Diaz  
Alyssa Vitucci  
Shelby Millsbaugh  
Lisa Smith  
Christy Hall  
Kenia Montes  
Betty Lopez-Mori  
Shannon Stulz



Anni Vogelpohl, Tawney Bland, and Sarah Williams



Angela Romero, Vivian Diaz, Genevieve Farler, Maye Patterson, Alicia Johnson, and Teresa Varela



Ana Namauleg and Jennifer de Laix



Rebecca Elvir Calles



Kim Whitson



from  
Becky DeLong

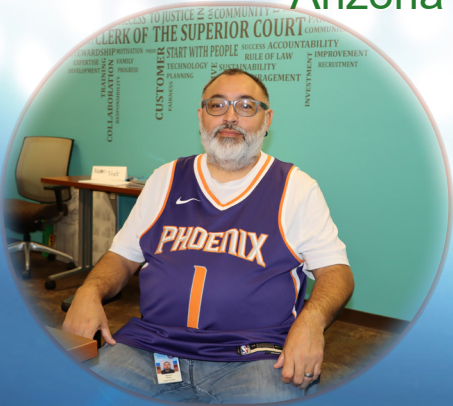


Charlotte Concholar



# WE GOT SPIRIT!

Photos from the recent Arizona Diamondbacks, Arizona Coyotes, and Phoenix Suns Spirit Days



Ramon Flores



Thelma Caraveo, Daisy Araujo, Anna Valenzuela, Jenela Fierro



Kristin Venable



Tracy McMillian and Shannon Stulz



Vanessa Martinez, Nikki Swiss, and Ken Lindley



Alicia Burd and Gloria Oviedo



Angela Romero and Jenela Fierro



# EMPLOYEES of the QUARTER

The Honorees For January - March 2024



## **Christina Black / Civil and Probate Docket Auditor/Trainer**

**Nomination 1:** “In my opinion, Christina has one of the busiest schedules in all of COC. The days she is in office, the questions start coming in the minute she walks through the door and they continue until she walks out the door; I know because I’m usually the one still picking her brain as she is leaving her desk and making her way out the door. Her level of quality, approach to training, timeliness, and overall knowledge are incredibly helpful and benefits us, the courts, and our customers in providing accurate and prompt information.”

**Nomination 2:** Christina is one of the most valuable employees in the COC team. She she is readily available, quick to respond and extremely helpful to those she is training. The minute/second she is spotted someone from either the EDM / Docket / e-File / Front Counter / Supervisor or any other individual that happens to walk by is reaching out for assistance and she

manages to help everyone with enthusiasm and superb clarity and understanding; she really takes the time to explain the process. She takes pride in her work by the way she teaches others and the attention to detail. I was fortunate enough to participate in a Saturday docket event and have her as my trainer. She was attentive, thorough, funny and energetic, which made the Saturday event a success and made for some successful employee learning and development with new team members capable of docketing.”



## **Jesus Marquez / Criminal Courtroom Services Specialist**

**Nomination:** “Jesus demonstrates amazing customer service, ingenuity, and flexibility on a daily basis. He is frequently called upon by CR Courtroom Clerks, Leads, and Supervisors for assistance. Jesus assists with new clerk preparation, supply tracking, storage room organization, keeping courtrooms stocked for clerks, and frequent pickups/deliveries to and from CR divisions in SCT and CCB – just to name a few. In the 1st Quarter, he has issued 4,472 warrants and is on track to surpass his 2023 total of over 14,000 warrants. Criminal supervisors frequently receive ‘kudos’ emails from others expressing their appreciation

and gratitude for Jesus’s actions. He is proactive, forward-thinking, always pleasant in his interactions, and is well-deserving of being selected as Employee of the Quarter.”

# Employee Spotlight

## This Month: **Terri Ham**



**Job Title:** Human Resources Analyst

**How Many Years Have You Worked For The Office:** Four years

**Something You Enjoy About Your Job:** I work with the most amazing team!

**Your First Job:** I worked at a grocery store in the Butcher's Department where I was tasked with the clean up.

**Hometown:** Vancouver, Washington

**A Hobby or Favorite Activity:** I love, love, love pink flamingos!

**Best Vacation Spot:** The Superstition Mountains right here in AZ.

**Where Would You Like To Travel To Next:** Galapagos Islands  
**If You Could Live Anywhere In The World, Where Would It Be:** Show Low, Arizona. I love it!

**Favorite Meal:** Spam and SpaghettiOs

**Favorite Place To Eat Out:** For a casual place, Taco Bell, and for

more formal restaurant, The Golden Corral.

**Favorite Sports Team or Sport:** The Seattle Seahawks

**Someone You Would Like To Meet:** Actor Carroll O'Connor

**Have You Met Anyone Famous:** I used to be a huge wrestling fan and I ran into Buddy Rose at Kmart one time ... I almost had a heart attack.

**Favorite TV Show/Movie:** *The Real Housewives of Everywhere*

**Favorite TV Show Growing Up:** *Gilligan's Island*

**Nobody Would Believe It If They Knew:** I have a twin sister who's worse than me!

**An Interesting/Unusual Job That You Have Had:** I used to work part-time cleaning the restrooms in a business building.

**Advice You Would Give To A New Employee:** Take the time and enjoy the ride - you won't regret it!

**What Do You Like Most About This Office:** The staff/employees are incredible.

**A Favorite Quote:** "You're killing me Smalls." (from the movie *The Sandlot*).

**An Ability You Wish You Had:** The ability to time travel.

**Your Dream Car:** McLaren

**A Favorite Animal:** Cats

**Your Favorite Fruit And/Or Vegetable And/Or Your Least Favorites:** My least favorite vegetable is Brussel Sprouts. They are so gross! My mom would put just one on my plate and I would sit there for hours staring at that nasty thing refusing to eat it.

**Who Would You Like To See In Concert:** Snoop Dog

**Most Influential Person In Your Life And Why:** My great grandmother. She was one tough cookie. She lived through war, travels, and The Great Depression. She wore all of her clothes at the same time because she was afraid she would need to flee at a moment's notice. Once when she was cooking, her apron caught on fire and she didn't realize it at first because she had so many clothes on.

**Any Hidden Talents:** I can make some awesome sounds with my hands.

**Best Advice Given To You:** A narrow focus brings big results. Focus on how far you have come.

# The Inside Track

## on Employee News

1

2

3

4

### BIRTHS

- Congratulations to Civil and Probate Docket Auditor/Trainer **Christina Black**, on the birth of her grandchild on April 15. Her new granddaughter's name is Frances Teddy and she weighed 6 lb. 11 oz. Frances is Christina's sixth grandchild.

### OFFICE ANNIVERSARIES

The following Clerk of Court employees celebrate a milestone anniversary with the Office in the month of April:

- 5 YEARS -** **Therese Garrett, James Waslo, Samantha Punzalan, Uday Shetty, and Lamaar Overton**

# Congratulations!

### NEW EMPLOYEES

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

- **Criminal eFile - Isabel Osuna**
- **Courtroom Clerk - Jennifer Bailey, Brittney Crawford, Dominic Elliott, Darcy Kulla, Chloe Tolliver, and Julie Vu**
- **Customer Service Center Public Records - Cassandra Fernandez**
- **Desktop Support Specialist - John David**
- **Downtown Filing Counter - Alicia Johnson**
- **DTI, Applications Programmer Analyst - Laura Freer**
- **Mailroom - Sandra Rodriguez**
- **Non-Criminal Auditor/Trainer Team - Irma Rivera**
- **Southeast Juvenile Operations - Antonia Mathis**

# Welcome!

### EMPLOYEE MOVES

- **Mariacella Diaz** was promoted to Courtroom Services Supervisor from Lead for the DT Non-Criminal Court.
- **Jennifer Lovil Taylor** was promoted to Court Operations Supervisor at Southeast Adult after serving as Lead. She will serve as co-supervisor along with Shannon LaSpaluto.
- **Devin Ingall** was promoted to Courtroom Clerk Lead.

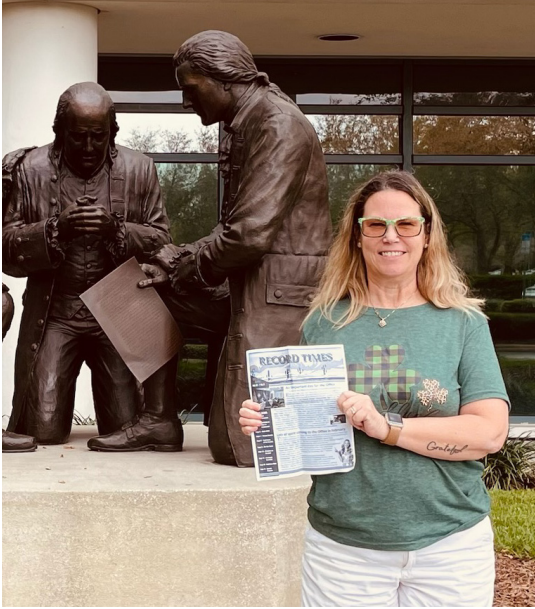
### EMPLOYEE PARTICIPATION

At the last **Maricopa County Blood Drive** held earlier this month at the Downtown Justice Center, **eight** Clerk of the Court employees donated blood and helped reach 80 percent of the campaign's donor goal for that Drive.

# Special Features



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



### Record Times and the Declaration of Independence

Each month, employees are invited to submit photos of themselves with the *Record Times* (RT) newsletter at different destinations. Last month, the RT was seen with an employee who was on the Pacific Coast in Oregon. This month it is seen with an employee who was on the other side of the country along the Atlantic Coast.

Pictured to the left is Family eFile Team's **Christine Brown** who took time to pose with the newsletter in Clearwater, Florida in front of a statue of the some Founding Fathers and the Declaration of Independence.

**You may submit a photo** with the *RT* for this feature at any time. To submit a photo:

- 1) Print the newsletter front page;
- 2) Take a photo(s) with the page during your outing;
- 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 for this feature will receive a Clerk of Court Specialty (pictured here to the right).**



## Where in the world is Flat Stamp-Ley?



### Flat Stamp-Ley relaxes in historic Library

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:** **Taylor Sachse**, Courtroom Clerk

**Description:** This photo was taken a while back, but has not been used. Taylor was at the American Club, located in Kohler, Wisconsin. She placed FS in the Library, which is across the street from the Kohler Factory and was in operation in 1918. Kohler is best known for its plumbing products.

### 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.

# Oh Snap!

## The Employee snapshot and caption contest

### The Paws-itively Fun Contest

In February, the Employee Recognition and Engagement (ERE) Work Group launched a fun, new contest for employees called "**Paws-itively Fun.**" The contest provided employees the opportunity to send in humorous photos of their pets. Many photos were received from staff and the ERE Team is now selecting one photo per month to be printed in the *Record Times*. Clerk staff are then asked to send in a humorous or creative caption that goes along with the selected photo. The ERE Team then votes on their favorite captions to determine a winner each month. Below is the winning caption and honorable mentions for the March pet photo.

#### March's Pet Photo



#### Winning Caption -

"Making eye contact with your friend over the cubicle wall at 4:59 p.m. on Friday!" (Submitted by Jamie Eaton, Courtroom Services)

#### Second Place -

"Bothering your bestie over the cubicle wall for the 18th time today." (Submitted by Madison Cichon)

#### Honorable Mentions

"Howdy neighbor!" (Submitted by Sheri Ortega)

"Are your parents gone yet?" (Submitted by Alice Turietta)

"I've been trying to reach you about your car's extended warranty!" (Submitted by Terra Owen)

*Special thanks to Kelly Laird who submitted this photo of her dog Girl Scout.*

### This month's pet photo to caption

#### Directions

- 1) Send in one caption only for this photo at the link below
- 2) Title the email "Pet Caption" and include your name/dept.
- 3) The deadline for caption submissions for this photo is **May 7**.

#### What's Next

- 1) The ERE Work Group will review the captions and select a winner
- 2) The person with the winning caption will receive a small prize
- 3) This photo and the winning caption and honorable mentions will be featured in the April *Record Times*, along with the person who submitted the pet photo.

Send in your [caption here](#) for this photo.



**Got a caption for us?**

# The County Lines

News from Maricopa County's Deferred Compensation Program



## Nationwide Guest Speaker Webinars

There are a lot of moving pieces when it comes to preparing for retirement. Whether you're early in your career or approaching retirement, our webinars and resources are designed to address your needs by providing tools and support as you prepare today for tomorrow's opportunities.



Join our upcoming Guest Speaker Webinars!



Looking to learn more about the Smart Savings Plan or need a refresh?

**Back to Basics - Understanding Your Smart Savings Plan**  
1st Wednesday of every month 10:00 am - 10:30 am

**PSPRS - Your Pension Overview**  
Wednesday, May 15th 12 pm - 1:30 pm

**ASRS - Route 3: Destination in Sight**  
Wednesday, May 22nd 12 pm - 1:30 pm

**529 College Savings Plan**  
Monday, June 10th 12 pm - 1 pm

**Smart Savings Plan Online Planning Tools**  
Wednesday, June 26th 12 pm - 1 pm

This material is not a recommendation to buy or sell a financial product or to adopt an investment strategy. Investors should discuss their specific situation with their financial professional.



To register for a webinar, please scan this code.

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