

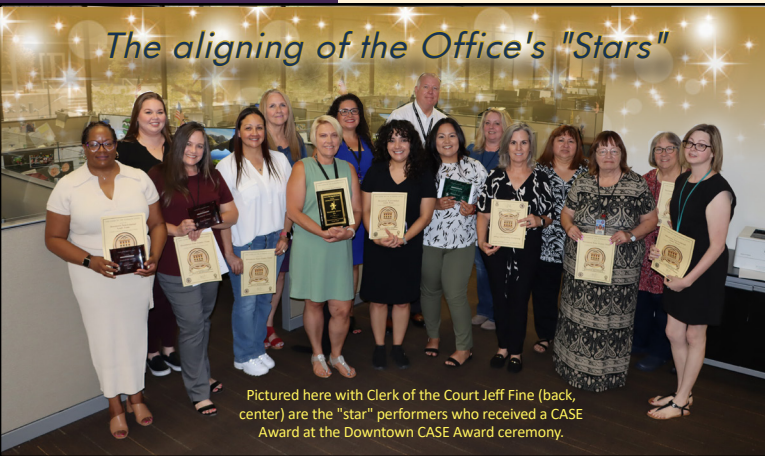
# RECORD TIMES

Extended  
Summer Edition  
July/August 2024

## The eMagazine

Vol. 30 / No. 7/8

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



Pictured here with Clerk of the Court Jeff Fine (back, center) are the "star" performers who received a CASE Award at the Downtown CASE Award ceremony.

## The temperature and Office both sizzle this Summer

The "hot" topic for the Office is **AWARDS!**

The temperature isn't the only thing that is rising this summer, so are the awards for the Clerk of Court's Office. Over the past few weeks, the Office has really sizzled with honors and recognition that includes:

1) **Four national achievement awards** from the National Association of Counties for its innovative programs;

2) **Two Awards of Excellence** in "Print" for the *Record Times* itself and the **Annual Report** from the National Association of County Information Officers;

3) More than **60 Clerk employees** have received **C.A.S.E. (Celebrating And Saluting Employees) Awards** for their outstanding performance in July/August;

4) And finally in the next few weeks the Office will be hosting a large award ceremony to honor further C.A.S.E. Award winners, as well as participants in special projects.

▶ See [pages 2 - 4](#) for the recent C.A.S.E. Award winners.

▶ See [page 5](#) for highlights of the NACo and NACIO awards.

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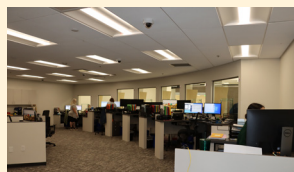
Page 18 - Pet Caption Contest

## New SE Counter gets stamp of approval

Stamping dates at the **Southeast Adult File Counter** is a common action, but it is pretty rare when the Counter gets its own date stamped...the date to open up a newly-constructed look and design for the File Counter and Office space to be exact. August 12 was the day it got the official stamp of approval to open to the public its new design. The area has been under construction for the past several months to update, modernize, and better accommodate the public and the staff.



Scenes from the newly-remodeled Phase I of the SE Adult Office. Phase II, that includes the Courtroom Services area, is next for remodeling.



# AND THE AWARD GOES TO...

Photos of recent C.A.S.E Award winners  
with the Clerk of the Court Jeff Fine

EXCELLENCE  
AWARD

Mayumi Romero



EXCELLENCE  
AWARD

Jocelyn Randall



EXCELLENCE  
AWARD

Kimmi  
DeSanna



EXCELLENCE  
AWARD

Jordan Villarreal-Paul

EXCELLENCE  
AWARD

Penny Dalton



EXCELLENCE  
AWARD

Denise Hill



EXCELLENCE  
AWARD

Giovanna  
Abella-Leon



EXCELLENCE  
AWARD

Jenn Brown



CUSTOMER  
SERVICE AWARD

Felicia Petersen



LEADERSHIP  
AWARD

Tracy  
McMillian

More awards on  
next page

# AND THE AWARD GOES TO...

Photos of recent C.A.S.E Award winners  
with the Clerk of the Court Jeff Fine



**EXCELLENCE  
AWARD**  
Leslie Wilkins



**LEADERSHIP  
AWARD**  
April Cannon  
Sig Perez



**35-YEAR  
SERVICE AWARD**  
Susan Morris



**LEADERSHIP  
AWARD**  
Christina Mai



**TEAMWORK  
AWARD**

**DT Case Center Team**

Pictured: (left to right)  
Christy Hall, Sherrí Ortega, Susan  
Morris, Anisa Ashburn, Beverly  
Powell, Margaret Brickman, Betty  
Lopez-Mori, Reina Stannard,  
Tracy McMillian, and Jennifer  
Escarcega. Not Pictured:  
Elizabeth Wolf, Christina Mai,  
Shannon Stulz, Nancy Johnson,  
and Jennifer Holguin



**TEAMWORK  
AWARD**  
**Downtown Non-  
Criminal Leads Team**

- Mariacella Diaz, Lisa Smith,  
and Christy Hall.  
Not pictured: Elizabeth Wolf



**TEAMWORK  
AWARD**

**Southeast Juvenile  
Management Team**

Sharayah Dunst, Connie Pitts,  
and Jenn Brown. Not pictured:  
Rachel Robles



More awards on next page

# AND THE AWARD GOES TO...

Photos of recent C.A.S.E Award winners  
with the Clerk of the Court Jeff Fine

## TEAMWORK AWARD

### SE Juvenile Court- room Services Team

Pictured: Sonia Hernandez,  
Felicia Petersen, and Penny  
Dalton. Not Pictured: Michelle  
Brady, Pam Bryant, Anthony  
Conte, Leslie Cook, Carrie  
Gerhardt, Jaden Greene, Cheryl  
Hancey, Taushia Knight, Amanda  
Knudsen, Tammie Martin, Mercy  
Moncada, Michele Nelson,  
and Kevin Shupe



## TEAMWORK AWARD

### SE Case Center Team

Kimmi DeSanna, Jordan  
Villarreal-Paul, Tiffany Galindo,  
and Celina Lopez.  
Not Pictured: Tennille Burns



## TEAMWORK AWARD

### SE Juvenile Operations Team

Miranda Engle, Carol Miller,  
Sharayah Dunst, Andria Sheely,  
Tamara Hight, and Katra Espino.  
Not Pictured: Melissa Menard



## SERVICE AWARDS

### 1) 30 YEARS

Sonia Hernandez

### 2) 20 YEARS

Sharon Szakacs  
Shannon LaSpaluto

### 3) 15 YEARS

Felicia Petersen



## OTHER AWARD WINNERS NOT PICTURED:

### LEADERSHIP AWARD

Angie Smith and Heidi Bell

### EXCELLENCE AWARD

Ana Meza



# CLERK CONNECTION

## SIXcessful programs that received national honors

Following are brief descriptions of the Office's six recent national award-winning programs.

### ★ JOB SHADOW PROGRAM

**AWARD:** Achievement Award  
**FROM:** National Association of Counties (NACo)  
**DESCRIPTION:** The **Job Shadow Program** provides staff the opportunity to shadow an employee in another work unit to gain a better understanding of the of the organization and learn new skills. The program was recognized in a national county government contest that honors innovative programs.



### BUDDY PROGRAM ★

**AWARD:** Achievement Award  
**FROM:** NACo  
**DESCRIPTION:** The **Buddy Program** was implemented where current employees volunteer to team up with a new hire as they adjust to the work environment. The program was recognized in a national county government contest that honors innovative programs.



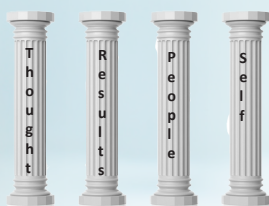
### RECORD TIMES ★

**AWARD:** Award of Excellence  
**FROM:** National Association of County Information Officers (NACIO)  
**DESCRIPTION:** The **Record Times (RT)** is a monthly e-publication for Clerk employees that includes news, features, photos, and employee contributions, among other topics. The RT received the award in an annual competition among the nation's county governments for communication projects.



### ★ FACTORS OF SUCCESS

**AWARD:** Achievement Award  
**FROM:** NACo  
**DESCRIPTION:** The **Factors of Success (FOS)** Program was implemented by the HR Office and it consists of four foundational pillars (**Thought, Results, People, and Self**) FOS is designed to set the standard for every stage of an employee's journey with the Office. Each pillar has three competencies that are integral to performance evaluations, training programs, promoting organizational goals, core values, and the mission of delivering critical justice-related services to the community.



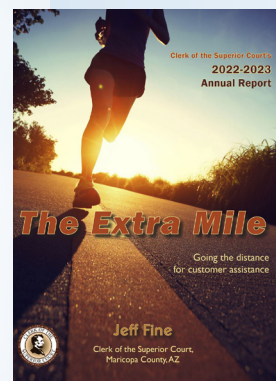
### ★ DIGITAL WORKFORCE PILOT PROGRAM

**AWARD:** Achievement Award  
**FROM:** NACo  
**DESCRIPTION:** The **Digital Workforce Pilot Program** is a dynamic data-driven method to automate the capture and docketing process for Court documents. It eliminates manual document review and automatically extracts structured data through artificial intelligence from court filings. The data is then automatically entered into the case management for docketing using Robotic Process Automation botflow enabling integration with a system that was previously not possible.



### ★ ANNUAL REPORT - THE EXTRA MILE

**AWARD:** Award of Excellence  
**FROM:** NACIO  
**DESCRIPTION:** The **Annual Report**, is an annual publication that provides an overview of the Office, its structure, highlights, statistics, events, among other topics. The Annual Report received the award in an annual competition among the nation's county government for



communication projects. The theme of this year's report was called "The Extra Mile."



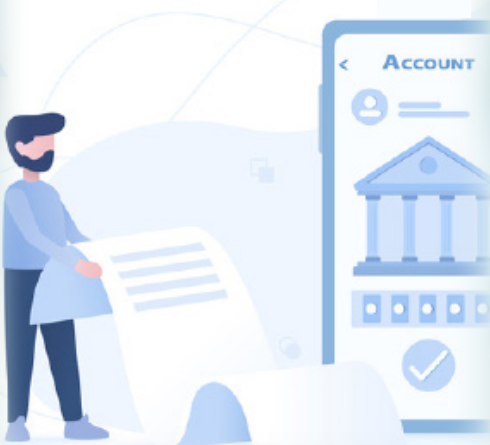
# CLERK CONNECTION

## History "receipts" itself once again in the Office

Next month, the Office's current receipting system will reach its 15-year anniversary of existence. When it was implemented, it provided many new features and had vast improvements over the previous system...one of which was to more easily acquire statistical information. With that in mind, following are some interesting statistics from this past fiscal year (FY), which was July 1, 2023 - June 30, 2024:

- ▶ **508,416** receipts were created in the system, which is 22,246 more than last FY;
- ▶ **\$118,890,400.50** is total amount of these receipts, which is \$234,391 less than last FY;
- ▶ The average receipt amount was **\$233.84**...down \$15.53 from last FY.
- ▶ **\$1,865,143,969.04** is the grand total amount of receipts processed through the Receipting System since it went live in 2009.
- ▶ In 2020, the Office provided the ability for customers to pay online and this FY, **144,567** receipts totaling **\$27.842,793.89** were from Online Payments, which is \$2.67 million more than last year.

*\*The Clerk's Office issues receipts at all filing counters, public counters, as well as marriage license and passport office.*



## A webinar that *exhibited* high interest

On July 11, the **Communications and Outreach Work Group** held a webinar called "**Case Center and Exhibits**," that had the second highest amount of registrants for any of their previous webinars. Nearly **230 people** registered for the event. The all-time webinar record was 271 registrants in 2023.

The webinar presentation gave a general overview of Case Center and explained its purpose as well as discussed the process of Exhibits. The goal was to help those watching better navigate the court process, provide guidance in these two areas, answer questions, and offer some helpful tips.

The session was led by the Office's own **Leslie Wilkins, Linda Berger, Stephanie Motzer, Kristin Venable, Nikki Swiss, and Brad Ottley.**



## What it looked like then and what it is now



The two photos seen here are the exact same Clerk of Court Office space taken 16 years apart in the Central Court Building. They show the space in 2008 and today. In 2008, it was a hallway where the Court Operations Supervisor Offices were located. Today, that same space is the Breakroom for staff.



# 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: DTI Desktop Team**

**From: Dave Rosenthal**

"I want to extend my heartfelt thanks to the **DTI Desktop Team** for their dedication working over multiple weekends on the Southeast Adult and Juvenile construction project. Their commitment to ensure that everything was first broken down and relocated to the temporary space, and then set-up and configured in the new space for our customers come Monday morning, does not go unnoticed!

I think we all can agree that working on the weekend is not ideal, but their willingness to go above and beyond demonstrates their exceptional commitment to the COC. Please accept my sincere appreciation for all your hard work! It's your collective effort that truly makes a difference and sets us apart. I am incredibly proud to work alongside such a talented and dedicated team!"

**About: Joseph Sims, Tracy Henninger, Kris Kezler, and Michelle Monick**

**From: Downtown Family Court Courtroom Services Supervisors**

"We want to thank...

1) **Joseph Sims**, Downtown (DT) Family Court Auditor/Trainer, is amazing. He frequently monitors the Family Court (FC) Docket Issues Mailbox and is very responsive and makes the magic happen!

2) Southeast (SE) Supervisors **Tracy Henninger** and **Kris Keszler** have been amazing at providing assistance to DT FC Courtroom Services on numerous occasions during the last month, not to mention the Southeast courtroom clerks themselves, who are just as amazing! Thank you SE Courtroom Services' Team!

3) A big thank you to Northwest Supervisor **Michelle Monick** and Northeast Supervisors **Wendy Thompson** and **Vennecia Lopez**, who also provided assistance to DT Family Court by making members of their awesome Team available"

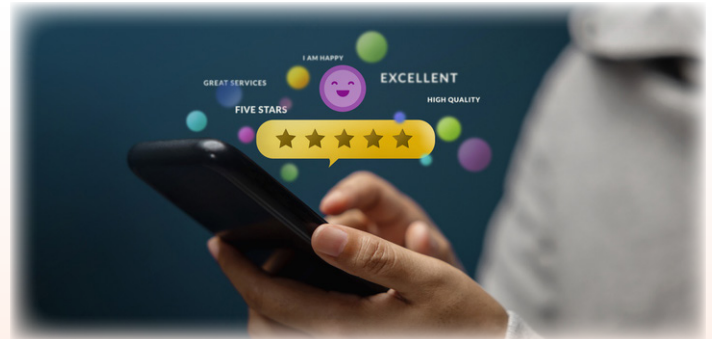
**About: Downtown File Counter staff, leads, and supervisor**

**From: Maye Patterson**

- "To my co-workers **Aida, Alicia, Clarissa, Daisy, Genevieve, Jenela, Kim, Mickey, Teresa, Thelma, Victoria, Vivian, and Lionel**: I am so lucky to have such amazing co-workers. You all make our filing counter brighter and a whole lot more fun.

- To my Leads **Angela Romero** and **Anna Valenzuela**: You really know how to bring out the best in us. Thanks for always listening to our concerns and for all your support on a daily basis. I cannot thank you enough for the impact you two have had on my professional growth.

- To my supervisor **Tim Opry**: I want to express my appreciation for your guidance and support, which has been incredibly helpful to me in developing my skills. I'm grateful for all your time and everything you've done. Thank you for being such an incredible boss."



**About: DTI Staff**

**From: Krystina Whitten**

"I want to recognize the hard work our **DTI team** does on our behalf. As many of us may have experienced, a system update occurred in July that took down many of our computers. This issue was caused by an external organization issue and affected businesses around the world. DTI worked through the night vigorously trying to resolve the issue for our staff. I imagine it was an exhausting and frustrating situation, but their dedication to helping ensure our staff has access to the technology we need, thus allowing us to serve our public, is impressive and appreciated."

# Timely Service

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

**About: Denise McGraw / From: Jesus Marquez**

Back in May, I went on a short leave of absence and **Denise** stepped up to learn my job duties to help out while I was out. Even today, as I have a weekly standing Thursday morning appointment, she steps in first thing that morning and starts completing the Warrants Queue task that I am assigned...often times completing the task before I get in. When I take PTO, she is there to lend a helping hand. I want to let her know how much I appreciate it. Thank you Denise!"

**About: Southeast Adult and Facilities Staffs**

**From: Jennifer Lovil Taylor**

"Southeast Adult has finally opened in our new space. Thank you to all of the **SEA staff** for your hard work and flexibility. It has been challenging on many levels and you have done a great job. Thank you also to all of the **Facilities staff** who have been able to help us. We really appreciate it!"

**About: Ana Meza / From: Mindee Dern**

Mindee Dern recently sent an email to the supervisor of Courtroom Clerk **Ana Meza** to let her know how much she appreciated Ana. She wrote, "I have very much enjoyed getting to know and work with Ana. I have assisted her with some of Judge Ryan-Touhill's rulings in the past and today I am covering for the Judge in lieu of Ana, and she has been so helpful – not only in regards to Judge's specific preferences, but in regards to tips/best practices across all divisions. Her desk in the courtroom is also very organized – the best I've seen. Everything that a covering clerk might need is laid out visibly and there are clear notes for trials and Judge's preferences. She is a rockstar!"

## CUSTOMER COMPLIMENTS

**About: Ana Rodriguez**

Call Center Team's **Ana Rodriguez** recently assisted a customer with information on the eFile AZ program. The customer said Ana was really helpful and wanted to be sure others knew of her great service.

**About: Northwest Operations Staff**

Some Customer Survey cards were received at the **Northwest Office** regarding the service of the staff. Here are the comments:

- **Gregory** was very personable and professional. He made our experience enjoyable.
- Everyone assisted me and they are all amazing!
- Great friendly staff from Security to the **Evelyn** at Window 4."
- **Aurora** was very helpful, professional."

**About: Stephanie Martinez**

A customer, who was assisted by Billing and Deferral's **Stephanie Martinez**, completed a satisfaction survey on how well she was treated. The customer said Stephanie helped her with a great attitude and she greatly appreciated it. She commented on how happy she was with the end result of the service.



**YOU ARE AWESOME!**

**About: Susan Loe**

An employee from the County Attorney's Office reached out to the Office to communicate how helpful **Susan Loe** was to her with a request. She said, "Susan was super efficient, kind, and on top of the request. She is WONDERFUL!"

**About: Josette Serrano**

A customer that Customer Experience Team's **Josette Serrano** assisted said to her supervisor, "Josette was extremely helpful and kind." She said she couldn't have been kinder and that the Office is lucky to have her.



# 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](#).

**An Olympian Family Member**  
Courtroom Clerk Tammy Harman has a nephew (Nic Fink who lives in TX) who won a Gold and a Silver Medal at the recent Summer Olympics Games that were held in Paris, France. He won the gold medal in the 4 x 100 Medley Relay and the silver medal in the 100 Meter Breaststroke. Tammy says Nic's wife is also an Olympic swimmer. Congrats to Tammy for this great family news!

You 😊 can do it!



The Clerk's Office was presented the first place award in the County's recent Cyber Security Challenge. Posing with Clerk of Court Jeff Fine (who is holding a Security Shield prop) are Chief Technology & Innovation Officer Chris Driscoll, County CIO Rich McHattie, and DIT Director Ron Bitterli (who is holding the award).

*Are you ready for some football?*  
The NFL is kicking-off its regular season in September and that means the Office will once again have its "Arizona Cardinals Spirit Days" on the weeks of their home games. Also, a special Thursday and Friday Spirit Day will be held right before the Super Bowl, where you can wear attire from any NFL team. Watch for details to come on the specific Cardinals Days.

The Office's electronic repository (OnBase) now contains over **85 million documents**.



**Members of an August New Employee Orientation Class**

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



Maricopa County's recently concluded **Water Bottle Drive** resulted in more than **52,782** donations by employees. The Clerk's Office finished in the top six departments with over **3,600 donations**.



Recently, Clerk of the Court Jeff Fine and Executive Team members Nancy Rodriguez, Jessica Fotinos, and Chris Driscoll gave a presentation to a high-level Mongolian Judge (seen next to Jeff), who was visiting to learn about Arizona Courts. Jeff and team showed him how our Office is leveraging technology for public access. The presentation and photos of Jeff and his team even made the Mongolian news.

See [page 18](#) for this month's **Pet Caption Contest**



The Court's "**Destruction of Record**" event will be held Sept. 7 from 9 a.m. - 1 p.m.



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 "Red, White, and Blue Spirit Day"



Mariacella Diaz, Shannon Stulz, and Tracy McMillian



From left: Janneth Damian, Justine Rodriguez, Gloria Oviedo, Carmen Camacho, Andrea Rodriguez, Alicia Burd, Flor Rivas, and Marta Sanchez



Susan Loe, Hector Castaneda, Yolanda Rhoads



From Left: Mariela Delvalle, Vanessa Medina, Thomas White, Josette Serrano, and Francise Molina.



From left: Laura Martinez, Cordelia Nasui, Christine Brown, Maria De La Cruz, Madison Owen and Licxie Flores Sanchez



Pamela Stockley



Back row, from left: Anna Valenzuela, Aida Plascencia, Alicia Johnson, Genevieve Farler, Vivian Diaz, Maye Patterson  
Kneeling from left: Angela Romero, Jenela Fierro



Standing, left to right: Alex Chavez, Olga Perez Dominguez, Tess Garvey, Mia Hernandez, Virginia Saturnino, Sarah Williams, Camille Atkins, Anni Vogelpohl, Shan Tavares, Brook Yearin, Leslie McCarty  
Kneeling: Tawney Bland, and Kenzie Jones



Toni De Raddo  
Tristan Aird  
Caralee Lockhart

# WE GOT SPIRIT!

Photos from both the "Great Outdoors" and the "Vacation" Spirit Days



Vacation Day  
Alyssa Vitucci

Vacation Day  
Tawney Bland



Great Outdoors Day  
Shannon Stulz, Tracy McMillian,  
and Margaret Brickman



Vacation Day  
Christine Brown, Cordelia Nasui,  
and Leticia Gutierrez



Great Outdoors Day  
Alicia Johnson



Great Outdoors Day  
Christine Brown and  
Chris Mcwhorter



Vacation Day  
Ryan Harris



# WE GOT SPIRIT!

## Photos from the "Olympics Spirit Day"

### The Medals Approach

Dress up in Gold or Silver or Bronze or a combination of the colors

### The Olympics Approach

Dress up in the colors of the Olympics, which are Blue, Green, Yellow, Red, and Black or a combination of them

### The USA Approach

Dress up in red, white, and blue or a combination of the colors



Bronze - Mishell Toledo  
Gold - Shannon Stulz, and  
Silver - Tracy McMillian



From left: Cordelia Nasui, Christine Brown, Madison Owen, Emily Luetke, and Catherine Diaz



Back row, from left: Angela Romero, Aida Plascencia, Anna Valenzuela, Clarissa Cruz, Maye Patterson, Kim Whitson, Genevieve Farler, Daisy Araujo, Alicia Johnson & Lionel Coolidge Front row: Mickey Reyna and Vivian Diaz



Alyssa Vitucci



From left: Anni Vogelpohl, Virginia Saturnino, Tawney Bland, Camille Atkins, Kelly Sleseman, and Alex Chavez

# EMPLOYEES of the QUARTER



The Honorees For April - June 2024

## Overview of the Employee of the Quarter Program

The Office provides an **Employee of the Quarter Program (EOQ)** to recognize employees who perform above and beyond their normal duties and/or for those who provide a boost and make a positive impact to their team's work environment. The EOQ allows employees to nominate any co-worker who demonstrates these attributes to honor their efforts and enhance the overall Office operation.



### **Obi Duru / Learning and Development Facilitator**

**Nomination:** "Obi has consistently demonstrated an extraordinary level of dedication, initiative, and leadership. He is responsible for facilitating our Factors for Success courses and our comprehensive package of Leadership Development Courses. Beyond his facilitation duties, Obi actively leads team tasks and projects.

From the very beginning, Obi's engagement and inquisitiveness have been evident. His onboarding experience was particularly unique as he swiftly transitioned from a mentee to a mentor. Obi provided critical technical

support to his onboarding partner, thereby coaching, and fostering a supportive relationship that greatly contributed to the team's overall success. This early display of initiative and capability set a strong foundation for his role within our organization.

Obi's ability to support the team through insightful and engaging questions is another testament to his exceptional capabilities. His questions are not only clarifying, but also help to deepen the team's understanding and effectiveness in achieving our goals. Most recently, Obi took on the role of a buddy to our newest team member, another Learning and Development Facilitator. His experience and passion for onboarding were instrumental in creating a structured onboarding plan and schedule, facilitating a seamless integration for our new colleague. This initiative not only showcased Obi's skills, but also expedited the new member's acclimation to her roles and responsibilities, ensuring a smooth transition and immediate contribution to the team.

Obi Duru's commitment to excellence, his proactive approach to challenges, and his unwavering support for his colleagues make him an invaluable asset to our team. His contributions have had a profound impact on our department, and I wholeheartedly believe that Obi embodies the qualities worthy of the Employee of the Quarter recognition."

# EMPLOYEES of the QUARTER



The Honorees For April - June 2024



**Tracy Henninger / Southeast Adult Courtroom Services Supervisor**

**Nomination:** "Tracy is dedicated to her staff and makes a daily effort to keep them engaged by sending 'Good morning' TEAMS pictures and messages. These messages often spark group conversations and have increased cohesiveness and communication within her team. Her team members have become more engaged and more likely to reach out to her, and each other, when questions arise. She takes a genuine interest in each member of her team so that she can provide support, assistance, or suggestions to help them reach their career goals, and feel valued and important. This individualized attention goes a long way to increase morale. She is approachable, quick-thinking, and always available to answer

questions or provide assistance. Courtroom clerks are very busy and often somewhat isolated within their divisions and she has created a sense of community and comfort. All of her efforts combine to make her a valuable member of the Courtroom Services Team, and make her an excellent choice for Employee of the Quarter."

In addition, Tracy's manager, April Cannon, added: "Tracy genuinely wants to see her direct reports succeed and looks for opportunities to provide them the tools needed. She has reached out to the AOC for any trainings they may offer and volunteers herself and team for special projects that will benefit the entire non-criminal CRS team. Tracy continually looks for growth opportunities for her team to increase their skill and broaden their abilities and exposure. She is actively training others at SE in PB and MH as she saw the need for support in those case types. This nomination is well deserved."

**Thelma Caraveo / Downtown Filing Counter**

**Nomination:** "Thelma stands out as a member of a small, but elite Clerk's Office team that primarily focuses on processing Orders of Protection, Orders Against Harassment, and incoming change of venue cases dealing with similar sensitive matters. Recently, she has also taken on the responsibility of assisting inquiries from the public at the Law Library. Her passion and dedication to her duties is evident in the consistently high quality of her work; errors are virtually non-existent due to her meticulous approach in managing cases and information.

Even when faced with unfamiliar tasks, such as her recent responsibilities at the Law Library, Thelma does not hesitate. Instead of avoiding or delegating these tasks to colleagues, she willingly invests additional time until she becomes proficient. Her commitment, integrity, and invaluable contributions make her an indispensable asset in handling such sensitive cases."



# Employee Spotlight

## This Month: **Cyntia Avena**



**Job Title:** Criminal Courtroom Clerk Lead

**Years With The Office:** Seven years

**Something You Enjoy About Your Job:** I learn something new every day.

**Your First Job:** McDonalds at the age of 15. // **Hometown:** Chandler, AZ

**Something Memorable You've Done:** I went parasailing in Cancun, Mexico.

**A Hobby/Special Collection/Favorite Activity:** I do not have a specific hobby, but I would like to pick one up. I do like to plan trips and look into different adventures that I can do with my family.

**Best Vacation Spot:** Mexico. I especially enjoy going to Rocky Point with my family.

**What Place Would You Like To Travel To:** Thailand - for the vibrant culture, stunning beaches, and incredible food. // **If You Could Live Anywhere In**

**The World, Where Would You Live:** Greece or Dubai // **Favorite Meal:** Chicken wings and fries with some good ranch or Pho (yummy). // **Favorite Place To Eat Out:** Long Wongs or a good Pho restaurant.

**Favorite Sports Team:** I am not much into sports, but I am an AZ girl, and so the Cardinals and the Suns.

**Someone You Would Like To Meet:** Eminem // **Have You Met Anyone Famous:** The actor Frankie Muniz at Payless.

**Favorite TV Show/Movie:** *How the Grinch stole Christmas* or *Matilda* // **Favorite Show Growing Up:** the Disney Channel // **Something You Are Proud Of:** Getting through college. I graduated from ASU.

**If Given A Chance, What Would You Like To Be For A Day:** Queen/Royalty

**Something On Your Bucket List:** I want to travel to all 50 states and go go-carting in Japan. I have lots!

**An Interesting Job You Have Had:** Prior to this job, I did accounting for a year, and prior to that, I worked with kids at the Boys and Girls Club for six years.

**Advice For A New Clerk Employee:** Do not be discouraged and reach out to Clerks for assistance. We all learn from one another. // **What Do You Like About this Office:** I like being an essential member of an office that is devoted to providing value, predictability, work-life balance, and the opportunity for professional development.

**A Favorite Quote:** "If you look at what you have in life, you'll always have more. If you look at what you don't have in life, you'll never have enough."

**What Do You Like To Do In Your Spare Time:** I like to go to the gym or take a barre class. I also enjoy just being home watching Lifetime or a Spanish soap opera.

**Your Dream Car:** A pink Mercedes Benz G Wagon

**A Favorite Animal:** My Rottweiler Roxy

**Who Would You Like To See In Concert:** Eminem

**A Pet Peeve:** Loud chewing or loud slurping

**A Professional Skill You Would Like To Learn:** Acting. I would have loved to be an actor for some Spanish shows.

**Three Business Skills You Think Are Important:** Leadership, Communication, and Emotional Intelligence

**Any Hidden Talents:** It must be well-hidden, because I haven't found it yet.

**Great Advice Someone Has Given You:** Do one thing each day that is just for you.



# The Inside Track

## on Employee News

1

2

3

4

### MARRIAGE

- Congratulations to Court Operations Auditor **Terri Toltzman**, who got married on June 15. Her spouse also works for Maricopa County at the Assessor's Office.

### OFFICE ANNIVERSARIES

The following Clerk of Court employees celebrate milestone Office anniversaries in July/August:

#### 35 YEARS

**Steve Lauer**

#### 30 YEARS

**Teresa Nestor-Donohue**

#### 20 YEARS

**Tara Alameda and Sharayah Dunst**

#### 10 YEARS

**Toni De Raddo, Annabelle Villasenor, Lori Lopez, Sherri Ortega, David Rosenthal, and Yvonne Zych**

#### 5 YEARS

**Veronica Sanchez, Erin Ginnis, Laura Martinez, Camille Atkins, Janneth Damian, Mariacella Diaz, Jennifer Holguin, Lizet Robles, Alicia Buscaglia, Mayumi Romero, Kennedy Cleghorn, and Alejandra Marrufo**

**CONGRATULATIONS!**

### NEW EMPLOYEES

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

- **Accounting - Angelica Ahimera**
- **Communications Manager - Cliff Summerhill**
- **Courtroom Clerks - DeShaun Kendall-Grant, Jaida Derruisseaux, Tanya Hernandez, Lindsey Martin, Hudson Mensay, Natalie Moore, Randi Pinkney, Christopher Rianza, Michelle Sanders, and Angelica Villela**
- **Criminal Financial Obligations Unit - Angela Harris and Diana Arana Galindo**
- **Criminal Operations - Norberta Marrufo-Cangas and Gabrielle Perez**
- **Criminal Operations - Dan Torrey**
- **Customer Service Center Marriage Licenses and Passports - Leilani Rojas**
- **Discovery & Confidential - Sylvia Bautista**
- **Exhibits/ Discovery & Confidential - Janelle Cannady**
- **Durango Juvenile Courtroom Clerk - Logan Farmer**
- **Durango Juvenile - Scanning - Justine Rodriguez**
- **Family Support Services - Dana Oleson and Erin Ostlie**
- **Mailroom - Veronica Udave and Desiree Macias**
- **Northeast Operations - Yuleydy Perez Dominguez and Tina Wilson**
- **OnBase Systems Administrator - Jethro Sheridan**
- **Southeast File Counter - Lisa Orr**
- **Southeast Juvenile Courtroom Clerk - Kiersten Gaylord**

**WELCOME!**

### EMPLOYEE MOVES

- **Makenna Holleque** recently transferred from the SEA File Counter to Downtown EDM/Docket.
- Courtroom Clerk **Celina Lopez** transferred from NE Courtroom Services to the Probate Court.
- **Thomas White** transferred to the Customer Experience Team from the CR Filing Counter.





# Special Features



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



### The newsletter's TULIP-tly awesome photo

Each month, employees are invited to submit photos of themselves with the newsletter at different destinations. Last issue, the newsletter was seen with two employees who were here in Phoenix at a local cafe. This month, it is seen with an employee who was 5,400 miles away in another country.

Pictured in this photo to the left is Communications Specialist **Muska Olumi**, who was at the Tulip Festival in Amsterdam, Netherlands. This the Record Times very first appearance in The Netherlands in the 26-year history of doing this feature.

**You may submit a photo** with the *Record Times* at any time for this fun feature. 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 the Court specialty pin (pictured here).**



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



### Flat Stamp-Ley is in deep water with this photo

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 FS appearance:

**Photo Submitted By:** Krystina Whitten

**Where is FS:** In a submarine

**Description:** Krystina placed FS in a window of a submarine at Santa Catalina Island just off of the coast of California.

**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 "PAWSitively 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 July/August pet photo.



#### Winning Caption -

- "Buckle up! Traffic is RUFF!" (Submitted by Deney Kahn)

#### Second Place Tie -

- "Put it in park? I thought we were GOING to the park!"  
(Submitted by Justine Ellingson)

#### Honorable Mentions

- "Thank you for being a passenger in my Uber today! I hope you had a paw-sitive experience and please be sure to rate me 5 stars." (Submitted by Terra Owen)
- "Hold on, let me put it in *bark*." (Submitted by Rebecca Savage)
- "Get in loser, we're going to get treats!" (Submitted by Lizet Robles)
- "Goin' to Starbucks for a Pup Cup." (Submitted by Deborah Johnson)

*Special thanks to Southeast Adult Courtroom Services' Jordan Villarreal-Paul, who submitted this photo of her dog Millie.*



### Here is 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 **Sept 10**.

#### 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 Summer Edition of the *Record Times*, along with the person who submitted the pet photo.

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