

# RECORD TIMES

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



## Barbara Navarro selected as the Employee of the Year

Barbara, a 23-year veteran Courtroom Clerk, is the third person to be selected for the Office's highest honor

**Barbara Navarro**, a Criminal Courtroom Clerk, was named this month as the "Employee of the Year" (EOY) for 2018. She was selected among 10 candidates who were an "Employee of the Quarter" honoree in 2018. She received a record amount of nominations when selected as an Employee of the Quarter in 2018. In her position as courtroom clerk, she handles special warrants, confidential wire taps, and complex Criminal matters. In recognition of her EoY honor, the *Record Times* conducted a brief interview with Barbara.

**How do you feel about winning the "Employee of the Year" award?** I am very grateful for this recognition. I feel proud that my work is viewed to be worthy of this award.

**What are a few things you do in your position?** I am Courtroom Clerk on a criminal calendar. Some of my daily job duties include issuing minute entries with orders from the Court, marking exhibits, and swearing in witnesses at a trial or hearing.

**What do you enjoy about your job?** Oh gosh, where do I begin? This might sound crazy, but I enjoy every aspect of my job and cannot really pinpoint one particular thing. It's a very unique job and you just never know what the day is going to bring. This might sound cliché, but I really enjoy the people I work with. Even though the courtroom can be an environment of sadness and heartbreak because of others' actions and seeing what victims go through, we (the staff) reach out to support one another and bring a smile when we can. Some of the issues we hear in the courtroom can really get to you.

**What has been your favorite work project?** I think it has to be the eSentencing program...although it can be challenging. I really love it because when the program works, it really saves time with all of the paperwork we used to have to prepare and process. But, when it doesn't work so well, it can be frustrating trying to find that one little entry error that threw everything else off.

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# The Employee of the Year

## Barbara Navarro



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**What do you think makes good customer service?** Helping others out when they need it, whether it's the general public, attorneys, or even my fellow courtroom clerks, and providing prompt replies to e-mails or requests. I subscribe to the old adage, "Always find a way to say yes."

**What are important qualities an employee should have?** Organization, positive attitude, multi-tasking, always willing to learn something new, and a willingness to share thoughts and ideas.

**What advice would you give a new employee who wants to do a very good job here?** Be patient. This is a job that is difficult to learn and it can be very overwhelming. Don't be afraid to ask questions! Even though the training is a long process, there are issues that you will come across in court that you did not experience during training. Even after 23 years, there are times where I'm left scratching my head and wondering how am I going to process this? I find myself reaching out, asking questions, and getting input from my fellow Clerks.

**What did you do prior to coming here?** I was an office manager for TMC Attorney services. TMC was an attorney/process service company. I answered the phones, typed up the affidavits of service, made urgent pick-ups and deliveries for the attorney firms, and put together information for attorneys who needed to locate someone.

**What are some of your interests outside of work?** I love being with my family and friends for a good cook-out; game night; going for bike rides; going to Diamondbacks baseball games; watching some sports on TV (I love March Madness and college football!!); going to the gym; and of course, shopping.

#### QUOTES ABOUT BARBARA

"Barb possesses the complete package - an exceptional level of knowledge and experience, great communication and customer services skills, a willingness to assist her co-workers and take on additional work with no hesitation whatsoever. Barb is the consummate courtroom clerk and very deserving of this recognition. Congratulations Barb!" - Laura Eng, Courtroom Services Administrator

"Barb's work ethic is out of this world. She is hardworking and is always lending a hand. Barb is a pleasure to work with and she is never without a smile. Barb is not only an excellent employee, but she is a valued member of the Criminal Courtroom Services team. Congratulations Barb!"

- Carrie Montoya, Courtroom Services Supervisor



# The FINE Points

*A letter from Clerk of the Court Jeff Fine to employees regarding his recent Meet and Greet sessions*



Hello Clerk of Court Team!

Thank you for all those who took the time to meet with me at the Meet and Greet events. It was a pleasure meeting you and having the opportunity to introduce myself. I look forward to the future collaboration with the entire Clerk of Court Team. For all those who did not have the opportunity to meet with me, I wanted to provide you with an overview of the information I shared at the events. Such is reflected below:

First, I would like to thank you, everyone on the Clerk Team, for all the work you do. I understand you come to work because you are invested and passionate about the work that is done. In my first few months, I have observed strong foundations and leadership around the Office – and you, our team members, continue to be our greatest asset.

About me: I have a wife named Kori, four children, two dogs and two cats. I reside in the far West Valley.



One of my initiatives is to leverage new technology. Leveraging technology may possibly change our field and services in the future. It will help us to better bridge the services received from the Clerk of Court and Superior Court providing a more seamless experience for customers. Technology will likely change how we do our work and the role we perform in coming years. Our role is likely to be a little different than the role we have performed in years past.

It is also one of my initiatives to identify what we as an organization should be a champion for...what we are good at and where we add the most value to our customers. One emerging area of focus is to offer more financial services online, such as allowing for the payment of fines, fees, and restitution via a web portal. Much of society's daily routine consists of on-line interactions (email or text) with businesses and other institutions, and we should strive to grant that same opportunity to our customers. Other initiatives and emerging issues include; eAccess, working with Superior Court on iCIS NG, expanded eFiling, and bulk eFiling.

I would also like to share some of my values so the Clerk Team knows more about how I may view and approach issues. I believe it is important to know one's audience and to treat people with respect. For example, many of our customers are in some level of crisis in their lives when they come into our buildings. They may be losing their home, their assets, their family or even their freedom if facing incarceration. In many cases, how we say something can be equally, if not more important, than what we say – and customers sometimes judge their treatment in the courts through their interaction with us. I believe it is important to choose words carefully to ensure they reflect our commitment to be most helpful. I also believe it is important that everyone lead in all areas of our organization. Leadership most simply described is about trying to always do the right thing. It is also important to celebrate successes, be encouraging of one another, and understand the big picture of what we do. The data, documents, and monies we work with are much more than it seems - it is people's lives.

Lastly, I believe we need to develop an updated plan for the future of our organization and services. I will be asking you and others for *input*. Any ideas or your thoughts for improvement are welcomed.

Once again, thank you for all the work you continue to do. I will be visiting all areas of our organization periodically and look forward to seeing you again soon. I look forward to the future that we will define and develop together for the benefit of those we serve. - Jeff



# CLERK CONNECTION

## The Stat-urday results from extended days of service

Over the past three months, the Office opened its doors on five select Saturdays in two locations to accommodate customers who wanted to purchase a marriage license or apply for a passport application. The Office doors seemed to open often during those extended days of service as a total of **390 passport applications** were processed and **206 marriage licenses** were issued. The service was available two times at the Customer Service Center and three times at Northeast. The following are the final results of each location during the Saturday Service Days:



Theresa Valenzuela assists a couple in purchasing a marriage license at the Customer Service Center on Saturday, April 6.

- **Customer Service Center** - 155 passports / 79 marriage licenses
- **Northeast** - 235 passports / 127 marriage licenses

Last year, the Office offered Saturday service a combined nine times at the Customer Service, Northeast, and Southeast. On those days, **463** passport applications were processed and **172** marriage licenses were issued. In 2017, the Office offered Saturday service five times at the Customer Service Center when total of **548** passport applications were processed and **31** marriage licenses were issued.

## Have a story to share for the Office's social media outlets?



The Clerk of Court has several social media pages and we would love you to connect with us! We are always looking for good content to share, and especially enjoy promoting the good things our employees are doing. So, if you have a good story to tell, send it to **Tiarra Earls Haas** in the Communications Division ([earlshaast@cosc.maricopa.gov](mailto:earlshaast@cosc.maricopa.gov)). Be sure to include an image or video and a short blurb. You can find our social media pages at the links: [Facebook](#) / [Twitter](#) / [LinkedIn](#)



### Customer Service Center staff receive a perfect score

The Customer Service Center's Marriage License and Passport Office was highlighted in the March 2019 Western Passport Center's newsletter for receiving a score of 100 percent in a recent audit. Congratulations to all staff members for this excellent rating!

# 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:** **Erika Morgenstern, Alyssa Delgado, Katie Summers, and Loraine Barrett**

**From:** **Susan Morris and April Cannon**

"A big thank you to Northeast Courtroom Clerks **Erika Morgenstern** and **Alyssa Delgado**, Northwest Courtroom Clerk **Katie Summers**, and Southeast Courtroom Clerk, **Loraine Barrett**, who have been traveling to the downtown location once a week to assist the Downtown Family Court. Their assistance is much appreciated!"

## CUSTOMER COMPLIMENTS

**About:** **Theresa Valenzuela**

A couple purchasing a marriage who was assisted by **Theresa Valenzuela** on one of the Saturday Service Days shared how much they enjoyed being helped by her. They said, "Theresa was the best! We are so glad that we were helped by her. She is great!" They said Theresa made the experience even more pleasant for them and she was very friendly.

**About:** **Billing and Deferral Staff**

A customer recently took time to write a note to the staff of the **Billing and Deferral Unit** to share her appreciation of their service in helping alleviate a problem. She was truly grateful for the excellent service and attention to detail.

**About:** **Glenda Bernal de Villa**

Support Services **Glenda Bernal de Villa** was the complimented twice by customers this

month from customers she assisted.

**Customer 1** - A customer on the phone told Supervisor Cheryl Marzella that Glenda did a magnificent job serving him. He said Glenda is a true civil servant, did a great job, and she smiled all the way through the process. He says you can tell when you're talking to someone on the phone if they are smiling and it makes a difference. He was extremely pleased with the service she provided him.

**Customer 2** - A customer stated in an email to Glenda this month, "I just wanted to thank you again and tell you how much I appreciated all the time you took to find my case. It has lifted a HUGE weight off my shoulders to know I can get the document and you were so kind and patient. I can't thank you enough."



**About:** **Annette Ortiz**

Support Services' **Annette Ortiz** assisted a customer this month who took the time to let her know in an email how grateful he was for her prompt help. He wrote, "Thank you for your rapid responses and great service!"



# The HR BUZZ

News from the Clerk of the Court's Office Human Resources Team

## Open Enrollment is here!

Maricopa County's Open Enrollment period began on April 15 and concludes on May 10. This is your only opportunity of the year to make any changes to your

**Open Enrollment**  
**April 15 - May 10, 2019**  
**Your benefits. Your choice.**



benefits without a qualifying event. In addition, payroll deductions for contributions to your Flexible Spending Account (FSA) or your Health Savings Account (HSA) will not carry over to Plan Year 2019-2020; you must make a new election. Elections must be submitted by 5:00 p.m. on Friday, May 10.

**Great news** – Full-time employees will not see an increase in their premiums this year! You have many benefits options for 2019/2020! The resources below will assist you with making benefits choices during Open Enrollment.

- Visit the [Open Enrollment Page](#)
- Read the [Open Enrollment Checklist](#) for Plan Year 2019/2020
- Read the [Open Enrollment Guide](#)
- View the [2019/2020 Premium Tables](#)

For any questions regarding your benefits, please contact the Benefits Office at 602-506-1010.

## County expands Employee Discount Program

We are excited to announce the County has expanded the **Employee Discount Program** to include Benefairs, a locally owned employee discount provider in addition to our current discount provider, ESM! Combined, these discounts now include access to numerous local and nationwide deals including to restaurants and retail stores. It also provides the employees with the opportunity to earn cash back on selected deals.

Benefairs has an easy to use website with discounts assigned by category. This provides employees the ability to view their favorite discounts in a more manageable manner. When you first visit their website (see link below), it will prompt you to create a login. It is free to register, no code is required and you may access the website anywhere you have internet connection. You can even share the link with family and friends so that they can create their own accounts and share in the same great discounts!

Here are some links:

- [Maricopa County Employee Discounts](#)
- [Benefairs](#)
- [ESM](#)



# Numbers Now

## How many people visited the courts

The Court has put the “count” in the word County for their *Annual Statistical Report* by providing a count of how many visitors came to the county’s Regional Court Centers and Downtown Court Complex in Fiscal Year 2018. Many of these visitors most likely utilized a Clerk of the Court service or had contact with a Clerk employee in some way, whether it be at a file counter or through the courtroom with a courtroom clerk. The following shows the number of people who visited the court facilities last fiscal year:

- **Downtown - 1,065,478 visitors**
- **Southeast Adult - 399,011**
- **Northeast - 242,584**
- **Durango Juvenile - 188,805**
- **Northwest - 174,505**
- **Southeast Juvenile - 155,041**

In addition, here are some other interesting statistics from the court’s report:

- **41,735** jurors reported to the Downtown Superior Court;
- The longest jury trials over the past several fiscal years were -  
**FY 2018 - 45 days / FY 2017 - 61 days / FY 2016 - 39 days / FY 2015 - 99 days**
- Court Security screened **3,594,095** people in FY 2018.

## Comparison of eFiling statistics at the beginning of the past five years

This chart shows a comparison of the Office’s eFiling statistics at the beginning of the past five years during the month of January.

	Civil	Criminal	Family Court
Jan 2019	17,401	53,413	15,137
Jan 2018	16,965	45,280	13,592
Jan 2017	16,773	37,721	12,200
Jan 2016	16,186	30,730	10,570
Jan 2015	16,121	26,421	7,246

## All in a days Clerk work

On average, each day the Clerk of the Court’s Office –

- processes **14,590** documents;
- has **36,291** pieces of paper filed;
- processes **\$486,175** in funds; and
- has **9,304** transactions through the Cash Management System.

# EMPLOYEES of the QUARTER



The Honorees For January - March 2019



## TRACY MCMILLIAN / **Northeast Courtroom Clerk Lead**

**Nomination** - Tracy has taken on a special work assignment during the past quarter, which has put her in a position of authority and the only acting Courtroom Services (CRS) supervisor at Northeast three days per week. Tracy has taken on extra duties, such as: monthly reporting; probationary staff monitoring and reviews; employee coaching and mentoring; payroll and time off requests; courtroom scheduling; and workload distribution.

Tracy has focused on employee morale and building team unity by setting up and arranging a monthly brown-bag lunch sessions with CRS employees. These sessions are fun, interactive and have greatly enhanced the sense of camaraderie between employees. In addition to these additional tasks,

she has maintained and excelled at her CRS Lead duties. She has written several new manual procedures during the quarter, actively participated in monthly Lead Team meetings, and developed and implemented additional training for the NER Specialist and Courtroom Clerks.

## JASMYNE ACEVEDO / **Criminal Courtroom Clerk**

**Nomination:** Jasmyne is a major asset to Courtroom Services. Jasmyne has been trained on morning calendar and trials and cross-trained in Probation Violation Court, the Not Guilty Arraignment Calendar, and the Bond Forfeiture Calendar. In addition, she is currently training on the Mental Health Calendars, which include Rule 11 court, and City Rule 11 court, PV court for Mental Health, Veteran's court, Review Hearings, and Evidentiary Hearings. Jasmyne is always willing to take on additional tasks and has shown the ability to train on multiple calendars at one time. Her job knowledge exceeds the expectations of a courtroom clerk who has only been in the position six months. Keep up the good work, Jasmyne, and thank you for your dedication!



## KELLY ROBINSON / **Criminal Financial Obligations Unit Lead**

**Nomination:** Officially in the lead position for a little over a year, Kelly has been an energetic CFO subject matter expert well before her promotion. Kelly has been providing excellent insights in improving CFO training documentation and structure. Within the past several months, Kelly has accepted an instrumental role in several projects, including designing user acceptance criteria for upcoming new RFR testing and developing a new procedures by which our office prepares Criminal Restitution Orders. Kelly demonstrates an industrious work ethic, takes pride in the progression of the staff, is readily available with answers to all levels of the organization, and spends her free time setting records on workflow processing. Kelly Robinson is in high demand for good reason!



# Employee Spotlight

## This Month: **Eddie Levins**

**Job Title:** Training Consultant

**How Many Years Have You Worked For The Office:** Just over a year.

**Something You Enjoy About Your Job:** The most fascinating aspect of my job is working with people and helping them to recognize their full potential. While seemingly an antiquated thought in today's fast-paced business environment, I still believe that the employee is an organization's most valuable asset.

**What Are Some Of Your Responsibilities:** My primary responsibility and function is that of training consultant. While a major part of that role encompasses the facilitation of various types of training, I also get the opportunity, as a consultant, to work rather independently on the research, design, and development of training.

As such, I am afforded the opportunity to collaborate with various entities throughout the court system to address organizational needs, while maximizing the value of training and other available resources.

**Your First Job:** My first real job came with the enlistment in the U.S. Army, where I served my country honorably for over 21 years, culminating my service as a Master Sergeant.

**Hometown:** Philadelphia, Pennsylvania

**Something Memorable That You Have Done:** I proudly stood with thousands as the Berlin Wall was demolished.

**A Hobby/Special Collection or Favorite Activity:** I have an impressive collection of Mont Blanc writing instruments and Swiss watches. With regards to hobbies, I love to golf, play chess, and read a good book.

**Best Vacation Spot:** Any place where I can be with my wife is considered a vacation spot, even if it is in the back yard...although, we love the Bahamas!

**Where Would You Like To Travel To Next:** I would like to return to Japan where my youngest daughter was born to allow her to see, as an adult, the place of her birth.

**Favorite Place to Eat Out:** Thai Plates / **Favorite Meal:** Pad Thai

**Something You Are Proud Of:** Responsible for leading the architectural design and construction of several major capitol projects including the Salt River Department of Corrections - Adult and Juvenile Detention Center; Cochise County Sheriff's Training Center and Range; Solar Powered Generation Stations in Bisbee and Douglas, AZ; and Government Service Center in the Douglas, AZ.

**Favorite Sports Team or Sport:** The Philadelphia Eagles

**Someone You Would Like to Meet:** Stacey Abrams

**Your Favorite TV Show or Movie:** I like to watch documentaries.

**A Favorite Quote:** "The measure of a real man is in his ability to see, with clear eyes, all the beauty and the good, the wrong and injustice there is in the world, and still maintain an even sense of proportion in all things, and towards all people."

- Napoleon Hill

**What Is Your Dream Car:** I am driving it. A CL 450 Mercedes. My son actually bought it for me.

**An Item of Interest In Your Life Today:** Continued learning and development. Pursuing a terminal degree (PhD) is the most challenging thing I've ever done.



# The Inside Track

## on Employee News

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### OFFICE ANNIVERSARIES

The following Clerk of Court employee celebrates a milestone anniversary with the Office in April:

**5 YEARS - Carla Chestang**

### NEW EMPLOYEES

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

- **CCB File Counter, PB Registrar, Docket/eFile, EDM & Auditors Lead - Kelly Marquez**
- **Courtroom Clerk - Sig Perez and Samantha Morris**
- **Criminal Financial Obligations Unit - Renee Hernandez, Lisa Dalka, and Irma Rivera**
- **Customer Service Center - Public Records - Mayra Antelo**
- **Downtown Filing Counter - Nikita Wise**
- **Durango Juvenile Operations - Zenaida Molina**
- **eFile Team - Christopher Chesny**
- **Family Support Services - Angelita Sherman**
- **ITG - James Waslo and Uday Shetty**
- **Northeast File Counter, ML/PP, Docket/EDM - Lamaar Overton**

### AWARDS

The following Clerk employees won a Maricopa County lapel pin through a random Office drawing among those who submitted a nomination for the Office's 2019 C.A.S.E. (Celebrating And Saluting Employees) award program: **Emmy Greth, Carrie Montoya, Anjelica Peralta, Connie Pitts, and Savanna Sharp**



### EMPLOYEE RECOGNITION CEREMONIES

The following are the dates, times, and locations that the **2019 Service Pins/CASE Award** ceremonies will be held at each Office location this year.

- **May 13 - Durango Juvenile** / 12:15 p.m. / Large Conference Room #1164 **(rescheduled from May 7)**
- **May 15 - Northeast** / 12:15 p.m. / Jury Room **(rescheduled from May 16)**
- **May 22 - Southeast** / 12:15 p.m. / Cactus Room @ SE Juvenile
- **May 30 - Northwest** / 12:15 p.m. / Office Area behind the File Counter
- **June 6 - Downtown** / 12:15 p.m. / Supervisors' Auditorium
- **June 11 - Customer Service Center** / 12:15 p.m. / 1st Floor Break Room

### COUNTY CORNER

- More than **1,660 pounds of food** were donated by County employees during the county-sponsored April Food Drive.
- A **Benefits and Wellness Fair** is being held from 11 a.m. - 1 p.m. on May 7 at the County Administration Building in Downtown Phoenix and on May 29 at the Southeast Adult Facility.

# Quick Pics

Photos from the Southeast and Northwest Meet and Greet sessions with Jeff Fine



# Special Features

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



### The newsletter is taken along on a big road trip

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, the newsletter was seen with an employee who was outside of the country in Belize. This month, it appears back in the United States in another place that begins with the letter "B."

Pictured to the left is Management Resources' **Lesa Schaubeck**, who was in Butte, Montana. The photo was taken on a vacation she went on a while back. She and her husband were on a two-week, 5,500 mile road trip across the USA's Pacific Northwest and western Canada.

**You may submit a photo** of yourself 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 vacation;
- 3) Email the photo to Len Keso with your name, department, and a description of the photo, along with any other interesting details of the photo/vacation.

Anyone who submits a photo, will receive a Maricopa County lapel pin (pictured here).



## VOTE for the All-Time Best Newsletter/Employee Photos Ever Taken

A little over a year ago, weekly Office emails titled "Times Gone By" were sent to staff showing the top photos of employees on vacation posing with the newsletter since the photo feature began in 1998. The photos were categorized by similarities and all employees were invited to vote for their favorite ones. Over the past year, the top two photos employees voted on in each category were highlighted in the newsletter.

### Now, to find out which photos are the overall best -

All of the pictures that have been featured as the best by category are now going to compete against one another. They have been organized by geographical location to make it easier for employees to vote on so that it can be determined which photos are the **best of the best ever taken**. This month, the top photos voted on by employees were organized into THE SOUTHWEST REGION.

**\*\*View the photos below and send in your vote via email listing your favorite one\*\***

## Vote for your favorite via email (to Len Keso) - This Month: The Southwest Region



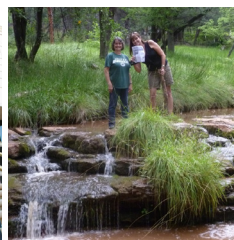
AZ 1 - Airplane Sky Dive



AZ 2 - Standin' On A Corner



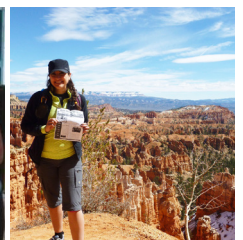
AZ 3 - Co-workers



AZ 4 - Payson



Las Vegas



Utah