

# RECORD TIMES

August  
2019

Vol. 25 No. 8

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

## Spirit of Appreciation



**Honor to be visited by the Honorable Chief Justice.** Pictured are: (front row, left to right) - Melanie Fay, Vonda Culp, Lori Fiscus, Dorothy King, Laura Eng, Former Chief Justice Scott Bales, Clerk of the Court Jeff Fine, Amy Echols, Farah Azadeh, Carmen Villasenor, Yesenia, Houghton, Jannet Ortega, and Lisa Kellar. (back row, left to right) - Chris Cerrato, Kristin Venable, Deputy Director Mike Nimtz, Deputy Director Valerie Clark, Senior Deputy Director Nancy Rodriguez, Aaron Judy, Chris Driscoll, Anita Avila, Esmeralda Canez, Fernando Castillo, and Chief Technology and Innovation Officer Rich McHattie.

## A special Office visit by former Chief Justice

On Aug. 6, former Arizona State Supreme Court Chief Justice Scott Bales visited the Office at the invitation of Clerk of the Court **Jeff Fine**. Jeff presented Chief Justice Bales an award to express his appreciation on behalf of the Clerk's Office for his service to the Judicial Community and specifically to the Office. Jeff also highlighted some of the significant developments/enhancements that occurred under the Chief Justice's leadership.

Chief Justice Bales, who retired this month, expressed his appreciation and thanked the Clerk's Office staff and then spoke to the staff for several minutes about past and future court initiatives. This is the first time a Chief Justice has visited the Office for the special purpose of meeting and addressing employees.

## Office's Annual Report selected as best among nation's county governments

The Office's Annual Report, which is titled *Service Driven* recently took a victory lap. The National Association of County Information Officers (NACIO) selected the Office's annual report as the best annual report among the nation's county governments in their annual "Awards of Excellence" program. The report first received a "Superior" (1st place) award in its category for annual reports, but then also was presented the "Best of Class" award over all county government annual reports entered in the competition in the nation. NACIO sponsors the competition each year for various county government communication projects. The report was produced by Communications Coordinator **Len Keso**.

As featured in the Aug. 9 *Rapid Print* news bulletin, some other Clerk staff members were part of a NACo Achievement Award for the **Juvenile Probation Intrastate Case Transfer Improvement Project**. Those team members are: **Valerie Clark, Oni Boston, Jenny Black, Dorothy King, Sharayah Dunst, and Rachel Robles**.



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# CLERK CONNECTION

## A transition in making online appointments with Office

by Vonda Culp, Administrator

The Clerk's Office is transitioning the web-based online appointment booking application from the current AppointmentPlus to Qmatic. The implementation of Qmatic streamlines the online booking process with the customer check-in process. When the customer books an appointment online, they receive an appointment confirmation email containing a Quick Response Code (QR). Upon arrival at the appointment location, the customer scans the QR Code, receives a ticket, and is automatically routed to a priority "appointment" queue. The clerk assisting the customer can see the customer name and the service the customer is booked for. Currently, online booking for appointments is available for marriage licenses and passports, but soon this will also be made available for file counter services as well. Thank you to the entire team for their assistance and participation - **Chris Cerrato, Melanie Fay, Cheryl Marzella, Angelica Mejia, Nikki Swiss, Sheri Jaffe, Dave Rosenthal and Steve Lauer!**

## Roadshow meetings are a FINE thing to attend

Clerk of the Court **Jeff Fine** has scheduled a series of 15 Office one-hour visits called "Roadshow Meetings" at the various office locations. Employees are invited to attend the meetings to meet with, listen to, and ask questions of Jeff. The first two meetings are being held this month and will continue through Sept.:

- **Thurs., Aug. 29 / 12:15 - 1:15 p.m.** / CCB Large Conference Room / for Courtroom Clerks
- **Thurs., Aug. 29 / 1:30 - 2:30 p.m.** / CCB Large Conference Room / for Operations Staff

## No Record Times newsletter in September

Each month in the *Record Times* newsletter, there is a section that shows photos of employees posing with the newsletter while they are on vacation. Next month, the newsletter itself will be on vacation. **There will be no September issue of the *Record Times*.** The newsletter will return from its break in October.

*There will not be a photo of the newsletter appearing in the newsletter from its own vacation.* 😄

## Formal announcement about casual events

At the end of this month, emails will be sent out to staff announcing details of two different casual day events that are coming up in the Office: 1) **Arizona Cardinals Casual Days**; and 2) **College Colors Day**. These special casual days have been held in the past and are continuing this year. Watch in the near future for the dates and details of both Casual Days events.

## Dress for costume success on Oct. 31

The **Annual Costume Contest** will be held once again. The event will be held on Thursday, Oct. 31. If you are interested in participating, you can start planning your individual or team costume now. More details will be forthcoming, but as in past years, photos will be taken at each location of participants that will then be categorized and placed on the COCWEB for voting by all 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:** **Kyoko Higuchi-Mason**

**From:** **Chris Driscoll, Maria Saldana, and Michelle Figueroa**

“Civil Court Administration had a judge visiting from Japan who wanted to see the Clerk’s eFile process. They were unable to provide a translator and **Kyoko** stepped up and did an excellent job answering his questions and translating when necessary. She was very professional and personable and made the demo go very smoothly.”

**About:** **Korena Tessier-Pothier, Jenela Fierro, and Clarissa Cruz**

**From:** **Downtown Non-Criminal Supervisors**

“The Downtown (DT) Non-Criminal Supervisors extend a big ‘Thank You’ to SE Lead **Korena** for volunteering to assist DT with our last New Clerk Orientation and training. She has driven in from San Tan Valley every day and assisted DT for over a month! Also, a big thank you to **Jenela and Clarissa** at the DT Filing Counter, who both promptly assisted with questions about OOP cases transferred from a Lower Court. Great customer service!”

**About:** **Tiffany Braiker**

**From:** **James Towner**

“**Tiffany Braiker** from the Help Desk was promoted to the PC/Lan Team. She will be missed on the Help Desk, but we are happy that she’s able to move up within the organization and expand on her skill set. She contributed enormously to the Help Desk and has a wealth of knowledge about the Office and its IT Applications that will be a great asset in her new position. Good luck to Tiffany on her next chapter here at the Office!”

**About:** **Various Courtroom Services Staff**

**From:** **Leslie Wilkins**

“I want to express my appreciation to the

Courtroom Services Leads for organizing and implementing changes, with short notice, for New Clerk Orientation in July. **Jennifer Escarcega, April Covarrubio, Sheryl Brown and Korena Tessier-Pothier** did an outstanding job! I also thank **Linda Berger, Susan Morris, April Cannon, Shannon Stulz, Tracy McMillian, Wendy Thompson and Debora Wells-Guevara** for taking part in presentations for the revamped New Clerk Orientation. Great teamwork ladies!”

**About:** **Courtroom Services staff**

**From:** **Debora Wells-Guevara**

“The Non-Criminal Courtroom Services Team recently experienced a few changes. **Wendy Thompson, Susan Morris, Tracy McMillian, and Jennifer Escarcega** were a part of the changes to help the office in different areas. I congratulate them all and look forward to the contributions from these talented individuals to the Non-Criminal Team.”

**About:** **PC Techs**

**From:** **Dave Rosenthal**

“Each and every day the **ITG PC Techs** go above and beyond to ensure that our customers (COC employees) are up and running and can work at full capacity. This has been especially apparent during the MCAZ migrations where they are putting in the hours late at night and early in the morning to get the job done. They are quick to respond to requests for assistance and always strive to keep the ship sailing! Thanks to each and every one of you!”



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## CUSTOMER COMPLIMENTS

### About: **Debra Cooper**

A customer recently notified Public Records Supervisor Ken Shipley of the great service she received from **Debra Cooper**. The customer told him that Debra was a tremendous help to her and that she provided fantastic service.

### About: **Wendi Tenoever**

Superior Court Judge Camagnolo sent an email to Courtroom Services Supervisor Susan Morris to let her know of his appreciation for the service that Courtroom Clerk **Wendi Tenoever** provides. He said, "Wendi's work product, while she fills in for Kathy, has been excellent. Her work is speedy, timely, and always well done."

### About: **Gladys Alsono**

A customer called the Office and expressed how happy he was with the service he received from **Gladys Alsono** at the Customer Service Center Marriage Licenses & Passports Office. The customer said she was friendly and gave him all the right information he needed. He was very appreciative of having such good service.

### About: **Annette Ortiz**

A customer, who had been served by **Annette Ortiz** in the CSC Support Services Unit, left a voice mail with Court Operations Supervisor Cheryl Marzella. The customer said Annette was very pleasant and patient. She said she did a fantastic job, provided excellent service, was very kind and efficient. She stated how overall pleased she was with Annette's help and was very glad that she was the one who assisted her on that day.



## Following some statistics about Social Media

Following is some interesting information about social media as reported in a graphical chart by the National Association of Counties in recognition of **World Social Media Day** that was held on June 30:

<u>Social Media</u>	<u>Number of Daily Users</u>
Facebook	1.47 billion
Instagram	500 million
Snapchat	190 million
Twitter	126 million
YouTube	30 million





# eUPDATE

## Then & Now

### eFilings continue to rise



**THEN:** In 2003, the Office began a pilot program allowing parties to eFile their case documents for complex civil litigation cases. Through the years, eFiling expanded to become available in Criminal (CR), Civil (CV), Family (FC), Tax (TX) divisions, and most recently in certain Juvenile (JV) cases. eFiling permits attorneys/self-represented parties to electronically file documents from their computers rather than visit the filing counters. It also enables judges, parties, and the public (where permissible) to view a case simultaneously and increases the speed and accuracy of case processing.

**NOW:** This past fiscal year (July 1, 2018 - June 30, 2019), the Office received **989,141** efilings - 191,485 in CV; 615,786 in CR; 171,604 in FC; 3,362 in TX, and 6,409 in JV (eFiling began in Juvenile near the end of the previous fiscal year). Last year, the Office received a total of 895,427 eFilings.

### The increase of the Electronic Court Record

**THEN:** In 1997, the Office began scanning the paper documents it received in Probate in order to create an electronic court record. Through the years, the scanning effort expanded to all adult case types, marriage licenses, and more recently to juvenile case types.

In addition, in 2005/2006, the Office began backscanning older cases to convert them to an electronic court record. The Office continued backscanning through last fiscal year.

These electronic court record initiatives have created **one of the largest court ECR's in the nation**. The electronic images are stored in a repository called OnBase.



**NOW:** In Fiscal Year 17/18, **3.7 million** documents were added to the repository, which made over **68.2 million** total documents. **Sixty-two** government agencies have been granted access to the electronic repository.

### Access to the Electronic Court Record expands

**THEN:** In 2007, the Office developed ECR Online, which provides a secure, cost-effective, and convenient method for attorneys and self-represented parties to use the internet to register and view the documents of their case(s) on their computer rather than visit the Office to view the hard copy file.

**NOW:** There are **24,573** attorneys and **64,197** self-represented litigants registered in ECR Online.



# Employee Spotlight

## This Month: **Jennifer Cardenas**



**Title:** Court Operations Specialist / **Years with Office:** Six years

**Something You Enjoy About Your Job:** I truly enjoy working with the public and providing quality customer service.

**What Are Some Of Your Job Responsibilities:** I work directly with the public at the File Counter. Some of my tasks include filing in documents and processing fees.

**Your First Job:** I was a cashier at KFC.

**Hometown:** Murrieta, California

**Something Memorable You Have Done:** When I was a high school sophomore, I started a travel club. Our first trip was to Paris and London.

**A Hobby and/or Favorite Activity:** One of several hobbies I have is practicing calligraphy and making hand-lettered signs.

**Favorite Place To Eat Out:** Little Miss BBQ

**Best Vacation Spot:** New York City / **Where Would You Like To Travel To Next:** I would like to go back to Paris.

**Favorite TV Show or Movie:** TV - *Sopranos* / Movie - *Just Friends*

**Your Favorite TV Shows While Growing Up:** *In Living Color*

**Something You Are Proud Of:** This year I sold my first piece of artwork.

**What Would You Like To Be For A Day:** The captain of a ship.

**Something On Your Bucket List:** To drive an 18-wheeler truck.

**Nobody Would Believe It If They Knew:** I really wanted to be a mechanical engineer.

**What Advice Do You Have For A New Clerk Employee:** Just keep trying, keep showing up, keep smiling, and learn from your mistakes.

**What Do You Like Most About This Office:** I love learning new things and also working with others who like to help.

**A Favorite Quote:** "It takes strength to be gentle and kind." - The Smiths

**What Do You Like To Do In Your Spare Time:** I like to spend time with my husband and our little dog.

**An Ability You Wish You Had:** I wish I had the ability to not overthink.

**What Is Your Dream Car:** Any car from Mad Max would be awesome!

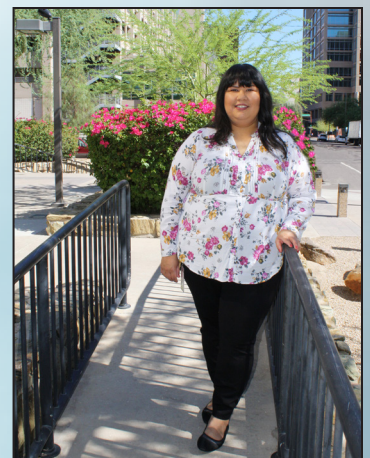
**Favorite Animal:** Panda Bears / **Favorite/Least Favorite Fruit:** Favorite - Peach / Least - Nopales

**What Are Three Business Skills You Think Are Important:** Organizational skills, attention to detail, and patience.

**Best Advice Someone Has Given You:** To let things come and go effortlessly without resistance and to have no expectations.

**Who Would You Like To See In Concert:** Sturgill Simpson. He's got a great voice that I would love to hear live.

**Who Has Been An Influential Person In Your Life And Why:** My mom and dad. Through them, I learned how to truly measure success, how to work hard, and the importance of having a good heart.





# The Inside Track

## on Employee News

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### BIRTHS

- Congratulations to Business Analyst **Jeanette Farrison** on the birth of her 8 lb. 12 oz. granddaughter on Aug. 5. Her new grandchild's name is Raelynn Paige. She is Jeanette's first grandchild.

### OFFICE ANNIVERSARIES

The following Clerk of Court employees celebrate milestone anniversaries with the Office in August:

**20 Years - Joe Legander**

**15 Years - Sharayah Dunst**

**5 Years - Lisa Cooper, Sherri Ortega, Dave Rosenthal, and Yvonne Zych**

### NEW EMPLOYEES

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

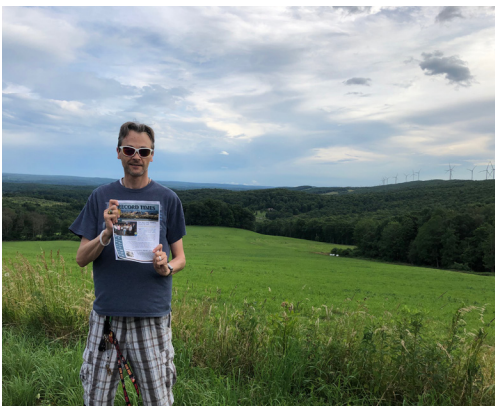
- **Criminal Financial Obligations - Mayumi Romero**
- **Customer Service Center Support Services - Alejandra Jimenez Gonzalez**
- **Durango Juvenile Operations - Alicia Buscaglia**
- **eFile/Docket - Brendaliz Gonzalez Rodriguez and Lidia Spears**
- **Exhibits - Jennifer Patrick**
- **Family Support Services - Kelly Miller and Kennedy Cleghorn**
- **Northeast File Counter/Marriage License/Passport/Docket/EDM - Collette Freeman and Gabriela Roa**
- **RCC/EDC - Maria Benbow, Mariette Bernal, and Olivia Mosley**
- **Southeast Marriage Licenses/Passports and Public Records - Scott Newman**

### EMPLOYEE MOVES

- **Cecilia Alfaro Arndt** was promoted to Public Records Lead in the Customer Service Center's Support Services Unit.
- Non-Criminal Courtroom Services recently made some assignment changes. Supervisors **Wendy Thompson**, Downtown (DT) and **Susan Morris**, Northeast (NE) have changed assignments. Wendy is now the NE supervisor and Susan transferred to DT. Additionally, **Tracy McMillian** was promoted to DT Supervisor and **Jennifer Escarcega**, DT Lead will transfer and assume the NE Lead duties, working with Wendy.
- **Tiffany Braiker** was promoted from the ITG Help Desk to the PC/Lan Team.
- **Edie Friss** was promoted from Accounting Specialist to Accountant.

# Special Features

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



### Two new states added to list of places newsletter has been

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 near the Pacific Coast. This month it appears twice with an employee on the Atlantic Coast.

Pictured to the left is Technology and Innovation Strategist **Aaron Judy**, who posed with the newsletter in West Virginia and in Maryland during a recent trip he took to the area he grew up. In the top photo, Aaron is in West Virginia on top of Allegheny Mountain, which is 15 miles from where he grew up. In the lower photo, Aaron is in Maryland, but West Virginia can be seen in the background. This is the newsletter's first appearance in these two states. The remaining states it has not appeared in are: Delaware, New Hampshire, Vermont, Rhode Island, Mississippi, and Wyoming.

**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;
- and 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.

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

More than 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 EASTERN 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 Eastern Region



Statue of Liberty



New York City



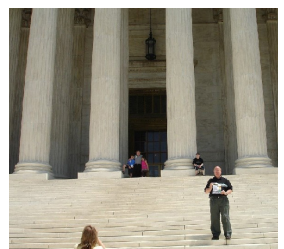
Kentucky Derby



Niagara Falls



Wash. DC 1



Wash. DC 2



# Employee Snapshots

Photos submitted by employees of themselves with their pets



Wendy Thompson and Blitz.



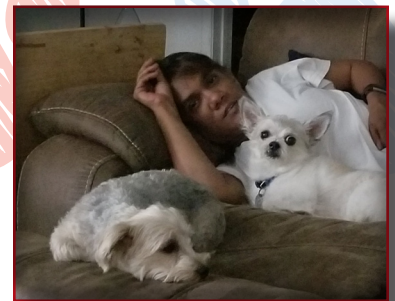
Kathryn Kruse and Sierra



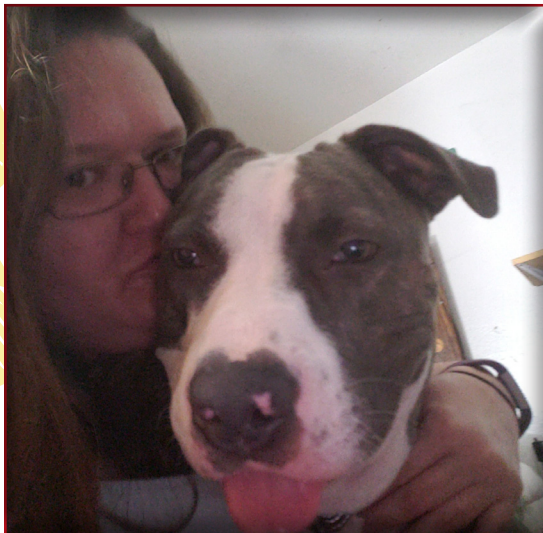
Amber Hatfield and Daisy



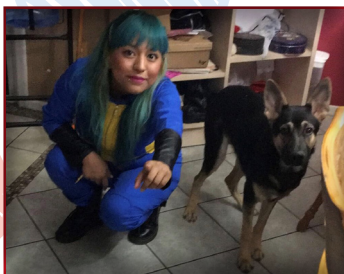
Charlotte Concholar and Maxwell



Emmy Greth and Cloe and Cooper



Kelly Laird and Nala Angel



Mirna Cocoma and Dogmeat



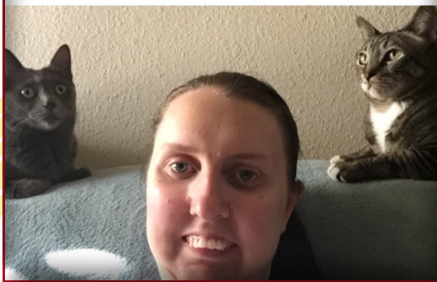
Alana Callahan and Dancer Belle

More photos on next page



# Employee Snapshots

Photos submitted by employees of themselves with their pets



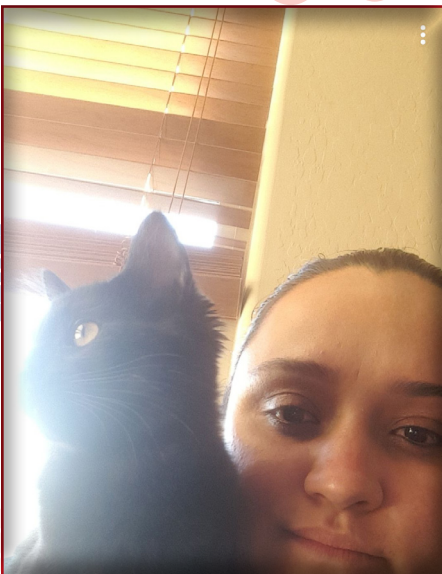
Emily Morris and Kady (top) and Farren and Dimitri (lower).



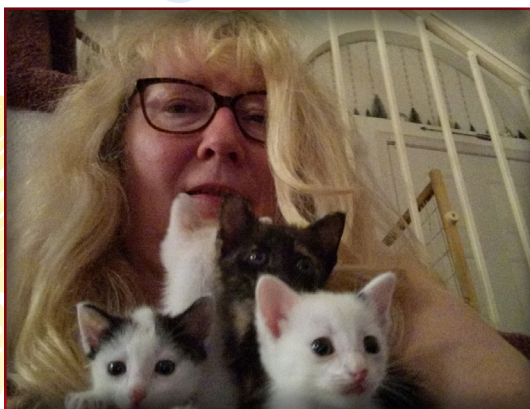
Lorrie Stogsdill and Bailey



Lori Fiscus and Phoebe



Rebecca Elvir Calles and Ash



Deborah Johnson and her foster care kittens



## PET-ICULAR PHOTOS