

RECORD TIMES

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



The 2019 Office Holiday Drive results

Clerk of Court staff display their generosity through the Office's Annual Holiday Drive

In 2001, the Clerk of the Court's Office began conducting a **Holiday Drive** in November and December for socks and toiletry items for the homeless. In 2004, Toys for Tots was then added to the Office's Holiday Drive efforts. Since that time the Office staff have donated a total of **5,978 pairs of socks** for the homeless and **4,140 toys** for children in the community. The Drive has been

conducted by setting up donation boxes in break rooms throughout the Office for staff to place their items in for either cause or for both. This year, like others, the results turned out to be both *toy-rrific* and *sock-cessful*. Here are the final 2019 Office Holiday Drive results:

TOYS FOR TOTS - This holiday activity was held Nov. 11 - Dec. 9. Employees donated a total of **118** new, unwrapped toys for children in the community who would not have otherwise had a toy for the holiday season. The donated toys get distributed to various agencies/organizations throughout the Valley.

SHOEBOX - This holiday drive activity was held Nov. 5 - Dec. 4. Employees donated **159** pairs of socks (11 more than last year), **57** bars of soap, **60** tubes of toothpaste (nine more than last year), **64** toothbrushes (13 more than last year), **39** bottles of shampoo and conditioner, and **45** razors (23 more than last year), plus many more needed toiletry items. All of the donated items are used to help the homeless in the community through the Shoebox organization.



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THANK YOU FOR YOUR GENEROSITY!

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: **Disposition & Abstracts, Exhibits, and Appeals staff**

From: **Tina Barrett**

"I want to thank the staff in **Disposition & Abstracts, Exhibits, and Appeals** for all that they do. They are a great group to work with and I appreciate all that they do every day. Happy Holidays!"

About: **Holiday Drive Donators & NW staff**

From: **Len Keso**

"A big thank you to everyone who donated to this year's Holiday Drive. Your generosity will make it a happier holiday season for many in the community. I particularly want to give an extra special thanks the **NW staff**, who took time to make neatly-organized baggies of different items for the Socks/Shoebox Drive."

About: **Nancy Rodriguez**

From: **Jessica Fotinos**

"I want to thank **Nancy Rodriguez** for being such a tremendous mentor and role model for me since joining the Office almost two years ago. When I reported to her as an Administrator, she did a wonderful job educating me, not only about the work the Office does, but about Court Administration, the various case types, and all of the various systems we use. She was always very generous with her time and met with me on a weekly basis. Now in my role as General Counsel and Public Information Officer, Nancy continues to be a valuable resource and mentor. She is a great sounding board when I have an issue I need to "analyze out loud," and she has the best laugh EVER! Huge thank you to Nancy for all that she has done for me and the Clerk's Office."

About: **Chuck Gobble**

Accounts Payable Lesa Schaubek recently sent an email to Facilities/Mailroom's **Chuck Gobble** to thank him for his support and proactive attitude towards swapping out 60-70 Rapid Print machines.

She said, "I appreciate your hard work and willingness to accommodate our needs. Thank you for taking the lead, your communication, and for your team."

CUSTOMER COMPLIMENTS

About: **Daisy Tapia (from Judge Whitten)**

Judge Whitten sent an email this month about Courtroom Clerk **Daisy Tapia**. The judge said, "In my 13 years on the bench, I have never had a busier three-month stretch than mid-October to mid-December of this year. The only reason I have been able to maintain my sanity is Daisy Tapia. Daisy has turned my work around quickly, organized my Under Advisements, and kept me on my toes in general. She is a fantastic addition to our division, and to your office."

About: **Ashlyn Johnson**

A customer from Nebraska talked to Administrator Melanie Fay about the service she received from **Ashlyn Johnson**. The customer said that Ashlyn went above and beyond in assisting her with a difficult situation. She said Ashlyn did a great job and helped them get the documents that were needed and that she made the process much easier.

About: **Betty Lopez Mori and Margaret Brickman**

Judge Cohen recently sent an email to Courtroom Services leaders to express his appreciation for an excellent job regarding a new procedure. He said at first he was concerned about sending drafts of minute entries to an "email" box rather than to a specific person. He then went on to say, "Those you have assigned to prepare my minute entries for me have been nothing short of amazing. The turnaround time and the work is at that same level." Courtroom Services Supervisor April Cannon said, "the DT Courtroom Services Specialists manage this email box, and we would like to thank them (**Betty Lopez Mori and Margaret Brickman**) for all their hard work."

CLERK CONNECTION

Employees honored for their long-time county service

This month, 14 county employees, two of whom work for the Clerk of the Superior Court, were recognized for their 30 and 40 years of service to Maricopa County by the Board of Supervisors at special service ceremony. The honorees from the Clerk of the Court's Office were Courtroom Services Supervisor **Susan Morris** (30 years) and Senior Systems Administrator **Steve Lauer** (30 years). In addition, Clerk Courier **Robert Abril** was in attendance to see his mom (who works for the Sheriff's Office) be honored for her 40 years of service to Maricopa County. In total, the 14 Maricopa County employees represented 430 years of experience.



Susan Morris (center) with the Board of Supervisors and County Manager during the County's Service Award event.



Steve Lauer (center) with the Board of Supervisors and County Manager during the County's Service Award event.



Clerk Courier Robert Abril with his mom, Ofelia, who was being honored for 40 years of county service.



Clerk of the Court Jeff Fine and several office leaders and employees attended the event to see Susan and Steve be honored for their service.

New RFR - Recognition and Conversion Statistics

On Dec. 13, Clerk of the Court Jeff Fine hosted a special celebration in the Downtown Justice Center for the ITG staff members who were involved with the recently implemented **New RFR Project**. Jeff gave a special address, thanked the staff members, and presented some awards to honor them for this major office achievement. Other celebrations for additional RFR teams will be forthcoming.

The RFR project was successfully implemented on Nov. 12 after several years of planning. The following are the conversion numbers from the older RFR System to the New RFR System that reflect the huge undertaking of the project.

- **Number of Cases Converted - 739,614**
- **Number of Parties Represented - 1,031,748**
- **Number of Payments Plans (formally Orders) - 7,422,486**
- **Number of Receipt Items - 7,120,441**

The RFR application is the heart of the allocation and distribution of funds for the Office. It is the system of record for account balances, payments, payment plans, and payee remit-to addresses.



Teamwork and hard work recognized - Pictured here are: (left to right): Aaron Sneddon, Brad Ottley, Kevin Hart, Ravi Goud, Jeanette Farrison, Oscar Garcia, Uday Shetty, Gerry (Gaurav) Sharma, Ron Bitterli, Don Christoph, Prudhvi Bongarala, Appachu Ballachanda, and Clerk of the Court Jeff Fine. Not pictured are: Vanathi Marrappan, Mubasher Begum, Lisa Hebert, Don Pemberton

Congratulations!

CLERK CONNECTION

Aaron Judy selected for prestigious national technology award



Congratulations to Technology Innovation Strategist **Aaron Judy**, who was selected this month as a recipient of a “2020 Ones to Watch Award” by the CIO (magazine) and CIO Executive Council. This is a tremendous honor as the judges evaluated a large and highly competitive field. Aaron was recognized as one of 50 rising national stars in the technology field. The Ones to Watch awards spotlights rising technology leaders who have what it takes to become strategic, C-level business technology executives of tomorrow. Candidates have a track record of success, an essential blend of communication and collaboration skills, and a keen understanding of business goals.

“We are very fortunate to have Aaron leading our innovation initiative to leverage newer technologies to improve our customer experience and operational efficiencies,” Chief Innovation and Technology Officer Rich McHattie said. “His passion for innovation and his capabilities to apply that innovation to the benefit of our customers and employees, is second to none.”

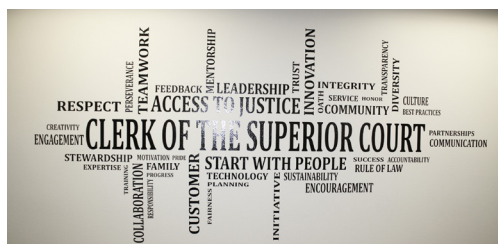
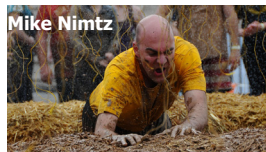
In Aaron’s short Office tenure, he has led a culture of innovation supporting an improved customer experience and enhanced operational capabilities. This includes the adoption and implementation of Artificial Intelligence utilizing IBM’s Watson for the Clerk’s Virtual Assistant for both the public facing website and the intranet site for employees. His expertise in adopting new technologies has enabled the quick adoption of omni channel capabilities that enable communication with the office through the virtual assistant (chat), text messaging, and even through the newly developed Alexa skill. Aaron also led the creation of performance dashboards for the office leveraging Microsoft Power BI to provide executive insights for IVR Calls, Talent Management (staffing trends and hiring statistics), and financials.

Clerk’s Mudder team knows a little dirt never hurts



Clerk team members were (left to right-standing): Theresa Valenzuela, Vonda Culp, Mike Nimtz, Brad Ottely, Kevin Hart, James Towner, Sheri Jaffe, Sugey Castillo, and Fernando Castillo. (Kneeling) Tiarra EarlsHaas and David Wolff.

Clerk employees are no strangers to overcoming obstacles to reach their desired goals, and that may be the reason why 10 staff members did so well in the **Arizona 5K Tough Mudder** event held this month. The team had to overcome 13 obstacles that were spread out in a 3.4 mile course. Calling themselves, “the Clerk of the Superior Course,” the team finished the course in two hours and 20 minutes.



If this wall could talk ... well now it does through new word mural

A new word mural was put on the wall of the Administrative Office’s Engagement Central meeting area, which is located in the Downtown Justice Center, 3rd Floor. The mural features over 30 inspiring words and phrases that depict the culture of the Clerk of the Superior Court’s Office. The mural was the idea of Clerk of the Court Jeff Fine to professionalize the work environment and create an atmosphere of collaboration, teamwork, vision, and inspiration.

CLERK CONNECTION

A jump on noteworthy January dates

- On **January 8**, the Office is planning to launch its brand new **website**.
- On **January 8**, employees will notice they have a few extra dollars on their paycheck because benefits deductions will not be deducted due to three paydays in December.
- On **January 9**, Jeff Fine will celebrate his **one-year anniversary** of being the Clerk of the Court.
- On **January 15**, Jeff Fine will present the Office's budgetary needs for the **upcoming 2020/2021 Fiscal Year** to the Maricopa County Board of Supervisors. It is a very important meeting for the Office, as the Board is the entity that determines the funding for the Office.

Some important dates in the upcoming year

The following two lists provide the paid holidays and pay days for County employees in 2020:

PAY DATES -

JAN.	FEB.	MAR.	APR.	MAY	JUNE	JULY	AUG.	SEP.	OCT.	NOV.	DEC.
8	5	4	1	13	10	8	5	2	14	10	9
22	19	18	15	27	24	22	19	16	28	25	23
			29					30			

OFFICIAL HOLIDAYS -



- **New Year's Day - Wed., Jan. 1**
- **Martin Luther King Jr. Day - Mon., Jan. 20**
- **President's Day - Mon., Feb. 17**
- **Memorial Day - Mon., May 25**
- **Independence Day - Fri., July 3**
- **Labor Day - Mon., Sept. 7**
- **Veterans Day - Wed., Nov. 11**
- **Thanksgiving Day - Thu., Nov. 26**
- **Day After Thanksgiving - Fri., Nov. 27**
- **Christmas Day - Fri., Dec. 25**

Some December Clerk of the Court history

On December 1, 1997, the Clerk of the Court's Office imaged (scanned) "live" its first document in the Probate area as part of a new pilot program. This was the first day of an initiative that was to later to become known as creating an electronic court record (ECR). **It was one of the most significant days in the history of the office** as it began to transform how the Office does business and maintain its records. Through the years, the ECR expanded to all case types and hard copy files stopped being kept on shelving units since the ECR is stored in an electronic repository. This past fiscal year, more than **3.7 million** documents were added to the Office's electronic repository. In total, the repository contains over **68.2 million** documents...that is a long way from the very first one that was created 22 years ago this month.



Holiday Memories

What gift did you ask for, but never received and/or what is the most unusual gift you received?

Amber Hatfield - "I keep asking "Santa" (aka mom and dad) to give me these certain mountain bike tires that are horribly expensive. They refuse every year because they think bike tires as a Christmas gift is extremely depressing."

Juana Chaidez - "As a kid I would always ask Santa for a whale. To this day, I've still have not gotten my whale."

Jessica Fotinos - "I remember when I was about eight, I asked Santa for a Barbie Dream House and did not get one. I was so sad that year. I got the Barbie Town House instead...A Town House is NOT a Dream House. Most Unusual Gift Received: A pickle ornament from my sister. She gave it me as a joke because the year prior, she received a banana ornament, and I told her that was the worst gift ever."

Alana Callahan - "My dad told my grandma how my sisters and I were into the "New Kids on the Block" like he was into "The Beatles." She misunderstood and sent us a VHS tape of *The Beatles for Christmas*. I remember that we were all confused."

Margaret Brickman - "An unusual gift is one year my ex-husband and I gave each other the gift of our first tattoos. While this is quite common today, we got ours back in the '70s when it was considered more shocking."

Deborah Johnson - "My most unusual and very treasured Christmas present was the little round radio that my parents gave me when I was in Junior High School. It still works today just fine, and I have converted it to run off of one of my little solar panels."

Angela Romero - "I always ask for a winning lottery ticket but have yet to receive it!"

Angela Soto - "Every year when I was a child, I would ask Santa for one of those miniature cars that children drive. I never received one and it made me sad, but now I understand why. It was too expensive for 'Santa' to buy!"

Lisa Cooper - "In our household we make Christmas Lists and I always put down \$1 million. So one year my children bought candy bars, tissues, magnets, and a mug all with the million dollar bill on them, just so I wouldn't put it on the list anymore."

Sig Perez - "Here's one for an unusual gift. When I was a child I found out there was no Santa the hard way. I was shopping with my parents when they bought me some wonder women pajamas. On Christmas day, they had gifted those same pajamas to me from Santa. Needless to say, I had a rude awaking that year."

Michelle Nelson - "I must say, the most unusual gift I've ever received was a jar of pickles.....When my sister and I were little we would go camping near Springerville/Eagar, AZ. There was a butcher shop in town that used to have really good dill pickles. When we were in town, we would have to stop at the butcher shop just to get a pickle. Unfortunately, the last time we went camping we saw that the butcher shop had closed. That year for Christmas my sister gave me the jar of pickles."

The County Lines

News items from Maricopa County

For the birds - how the county is addressing a garage issue



Employees who work Downtown Phoenix or in Mesa may have recently noticed and heard some new bird noises coming from the parking garages. No, these sounds are not coming from any actual birds who flew into town to take winter refuge, they are coming from speaker boxes that project the sound of various birds for the purpose of distracting pigeons from roosting and making messes in the county garages. County Facilities Management's Darren Winslow said the county has been researching humane ways for over a year to reduce

the expenses of power washing and/or installing spikes to distract the pigeons. Their research showed them that Arizona State University and several US cities have been utilizing the speaker boxes and have had success. Since installing the boxes, the county has seen improvements in the garages. In addition, the boxes are relatively inexpensive, which is saving the county money in manpower and in water to powerwash and to purchase and install spikes. The sounds from the boxes are randomly changed and vary in sound depending on their location in the garage.

Sick of going to the doctor's office?



While the hustle and bustle of the holiday season can be exhilarating and exciting, it can also be a very exhausting time. The increase in activity, lack of sleep, and added stress can wear a person out and make them sick. When a person is feeling worn and sick, they may not feel well enough to make a trip to the doctor's office...and thanks to a program offered by the county, they don't have to make that trip.

Employees can connect with a doctor by accessing TeleHealth Services from the comfort of their home. TeleHealth visits (covered under your Maricopa County medical plan) are convenient and cost less than going to a convenience care clinic, an urgent care center, or an emergency room. You can use TeleHealth services for treatment of non-life threatening conditions such as a cold, allergies, fever, rashes, stomach aches, sore throat, fever, pink eye, and bladder or urinary tract infection. TeleHealth doctors can also write prescriptions. The cost for the virtual visit depends on which medical plan an employee is enrolled in. There is no cost if you're enrolled in the Cigna HMO or United Healthcare PPO plan. You will pay less than \$50 per visit, if you're enrolled in either the Cigna or UCH HDHP plan. Visit the [Telehealth site](#) for more information.

For questions about benefits, you may call the Employee Benefits Office at (602) 506-1010.

County Offerings

Gift ideas through Maricopa County

If you would like to still give a county co-worker, someone special, or yourself a gift during the holiday season that reflects Maricopa County, then you need look no further than Maricopa County itself. Here are some options:

County has way to get rid of the pain in finding a gift

Would you like to give yourself a gift this holiday season? How about a chair massage. Maricopa County offers employee-paid chair massages at multiple locations across the County. The cost for a 20-minute session is \$18.00. Cash or check are accepted. Gift cards are also available for purchase if you want to give a co-worker a gift. Current chair massage locations include:

- **Administration Building**, 301 W. Jefferson St.
Weekly: Wednesdays | [Click here to schedule an appointment](#)
- **Downtown Justice Court**, 620 W. Jackson
Monthly: Tuesdays | [Click here to schedule an appointment](#)
- **MCDOT**, 2901 W. Durango
Monthly: Mondays | [Click here to schedule an appointment](#)
- **Southeast Facility**, 222 E. Javelina Ave.
Monthly: Thursdays | [Click here to schedule an appointment](#)

You may email **Crichton Gilcrease**, LMT for more information.



PARK your thoughts toward this gift idea



Looking for an outdoor type of gift...the Maricopa County Parks Land Recreation Department provides an option. All county employees are eligible for an employee discount for an Annual County Park Pass. The cost of the discounted pass can even be deducted from your paycheck. Visit the Park's [Employee Discount page](#) for more information.

The county offers a new gift card outlet through Benefairs

Maricopa County employees can buy gift cards at discounts of up to 10 percent. *Benefairs* now offers a Gift Card Outlet where you can buy gift cards from over 70 popular brands in almost any category including: restaurants, entertainment, clothing & accessories, travel, and more. To visit the site, you will need to log in first and then you may explore the [available saving options](#).

Employee Spotlight

This Month: **Ken Shipley**



Title: Public Records Supervisor // **Years with Office:** 18 years in Feb. // **Something You Enjoy About Your Job:** I enjoy the interactions with the staff. They are a great group of people who work well together and support each other as well.

What Are Some Of Your Responsibilities: Oversee the Public Records, Files on Film, Media Requests, and Government Desk sections; do my best to support staff as best as I can.

Your First Job: The US Air Force // **Hometown:** East Orange, NJ
A Hobby/Favorite Activity: Hobby - collecting comic books. Activities - reading and video games (yes, still a kid after all these years.)

Something Memorable That You Have Done: Attend the retirement ceremony of one of my former troops and being prominently mentioned in her closing remarks.

Best Vacation Spot: Don't vacate that often, but Las Vegas is a great place to visit. // **Where Would You Like**

To Travel To Next: Chicago // **Favorite Meal:** My homemade spaghetti // **Favorite Place to Eat Out:** Chipotle

Favorite Sports Team: The New York Mets // **Someone You Would Like to Meet:** George Lucas

Favorite Show Growing Up: *The Empire Strikes Back* // **Favorite TV Show/Movie:** *Looney Tunes* (Bugs Bunny rules!)

If Given A Chance, What Would You Like To Be For A Day: A NBA official

Something On Your Bucket List: Have lunch with former presidents Barack Obama, George W. Bush, and Bill Clinton

Nobody Would Believe It If They Knew... I was shy (and somewhat) quiet as a youngster.

What Advice Do You Have For A New Clerk Employee: Don't be afraid to ask questions.

What Do You Like Most About Working Here: The people; I've developed quite a few meaningful friendships in my time here.

Do You Have A Favorite Quote: "Do the thing you fear and the death of the fear is certain." - Ralph Waldo Emerson

What Do You Like To Do In Your Spare Time: Reading and video games

An Ability You Wish You Had: Fix cars...I would save a lot of money.

Who Would You Like To See In Concert: Justin Timberlake

A Pet Peeve: Why in the name of speed racer, do people not use turn signals.

Favorite/Least Favorite Fruit and/or Vegetable: Favorite - banana / Least Favorite - squash (Bleh!)

An Influential Person - (Ret) Colonel John W. Kennedy and (Ret) Senior Master Sergeant William Miller are the main reasons why I am a leader today. They showed me that if you treat others with respect, give them the tools they need to perform, and then get out of the way and let them do their jobs, you will be successful, not only as a leader, but as a team.

Three Important Business Skills You Think Are Important: Flexibility, the ability to listen, and the skill to speak the truth not only to "power" but to those you lead as well.

Best Advice Someone Has Given You: Take all you have learned from others (good and bad) and make your own recipe - be yourself!



The Inside Track

on Employee News

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ADOPTION

- Congratulations to Electronic Document Management's **Laura Martinez** on the official adoption of her new daughter this month. Her daughter's name is Lorelei.

WEDDINGS

- Congratulations to Courtroom Clerk **Donna Kenney**, who reported she became a mother-in-law to Family Courtroom Clerk Sara Price on Nov. 23, when Sara married Donna's son Frank.

OFFICE ANNIVERSARIES



The following employees celebrate milestone anniversaries with the Clerk of the Court's Office in December:

20 YEARS - Tina Hays **15 YEARS - Teresa Haaser**

5 YEARS - Yardan Aguirre, Leslie Groeneveld, and Jennifer Vigil

NEW EMPLOYEES

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

- **Accounting - Tamara Mitchell**
- **Appeals - Jenny Mendoza and Ilene Fuentes**
- **Criminal Filing Counter - Jaime Hockerson**
- **Deputy Probate Registrar - William Townley**
- **Downtown Filing Counter - Rebecca Merino and Carolina Rodriguez**
- **Durango Juvenile Courtroom Clerk - Juana Chaidez**
- **eFile Team - Isaac Barajas, Itzel Lopez, and Melody Reese**
- **Exhibits - Olivia Soria**
- **Family Support Services - Stephanie Denny and Fabiola Maqueda Resendiz**
- **RCC/EDC - Charlie Oum**
- **Southeast Adult Filing Counter - Adriane May**
- **NE File Counter, Passports, Marriage License, Public Records, Docket and EDM - Duane Bicoy Jr.**

Happy Holidays!

The Office Leadership/ Administration held a Holiday Party this month where they celebrated the successes of the year, heard encouragement from Clerk Jeff Fine, shared in some laughter, and participated in a few holiday games.



Special Features

Where in the world has the Record Times been?



The newsletter is a big hit with baseball team

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last time, the newsletter was seen in Mexico. This month, it appears with an employee who is in New Mexico.

Pictured to the left is Customer Service Center's **LeAnn Baukol**, who posed with the newsletter along with her grandson's Little League

Team in Las Cruces, New Mexico. The team from Buckeye, AZ was competing in the USSSA World Series of Baseball. They did well and finished third, LeAnn said.

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 photo description, 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

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 -

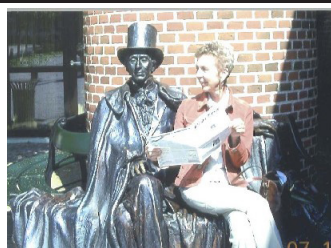
All of the pictures that have been featured as the best by category are now going to compete against one another. They have been organized by geographical location to make it easier for employees to vote on so that it can be determined which photos are the **best of the best ever taken**. This month,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

****View the photos below (and the one above) and send in your vote via email listing your favorite one****

Vote for your favorite via email (to Len Keso) - This Month: The Wild Cards



Stonehenge



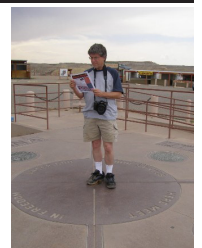
Denmark with work of art



Wrapped on ski poles



In African terrain



Four Corners USA

Photo above is also included to vote on



**Happy Holidays
and
Thank You!**



**From
Jeff Fine,
Nancy Rodriguez,
Rich McHattie, Mike Nimtze,
and Valerie Clark**