

RECORD TIMES

JANUARY
2019

Vol. 25 / No. 1

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



Welcome Jeff!

Jeff Fine takes the oath of Office

Jeff, a veteran and former County Justice Court Administrator, brings a vast amount of experience in and around the Arizona courts system, as he begins his new role as the county's Clerk of the Court

This month, **Jeff Fine** became the new Clerk of the Superior Court in Maricopa County. He was officially sworn into Office on January 9 by Presiding Superior Court Judge Janet Barton during a special County Board of Supervisors ceremony. Fine was elected to the position by the Maricopa County voters during the November 2018 General Election to serve a four-year term. He is only the 11th person to serve in the role as Clerk

during the Office's 107-year history.

"I am honored to serve and blessed with an amazing team. I look forward to the opportunity before us to pursue projects and innovations that further increase access to justice for the benefit of those we serve," Fine said. "My goal is to make the court system easier to use and more efficient by leveraging current systems, proven technologies, and implementing best practices."

"I am honored to join you, a team with such an excellent reputation for providing high quality service. I look forward to meeting everyone in the coming weeks and working together to develop the future of the Office and our services." - Jeff Fine

Fine has spent the majority of his professional life serving within the court systems of Arizona. Prior to his election as the Clerk, he served four years as the court administrator for the Maricopa County Justice Courts. In this capacity, he implemented several innovative strategies, including a video appearance center for in-custody court appearances that virtually eliminated prisoner transport, allowed cases to be resolved faster and reduced demand for costly jail space in justice court cases. Preceding the administrator position, he was elected in 2010 as a Maricopa County justice of the peace in the state's busiest court precinct at the time. Fine has also served as a police officer, court marshal, and court administrator for the City of Goodyear. In addition, he has served as an active duty member of the US Air Force.

...article continued on next page along with additional photos.



IN THIS ISSUE:

Page 2 - Clerk
Connection

Page 4 - Clerk
Work

Page 5 - Timely
Service

Page 6 - HR Buzz

Page 7 - Employee
of the Quarter

Page 8 - Employee
Spotlight

Page 9 - Employee News

Page 10 - Special
Features

CLERK CONNECTION

The new Clerk of the Court Jeff Fine continued from page 1

In addition to his service in the Judicial Branch, Fine served over 20 years in the United States Air Force on active duty and in the reserve, including deployment in support of the War on Terrorism. He is a member of the White Tanks Rotary, volunteers in support of various non-profit efforts, and often presents at court training events throughout Arizona. He has served on nine state and county level task forces and committees with recent appointment to a tenth, the Arizona Task Force on Delivery of Legal Services. Jeff is married to Kori Fine, a professor with Grand Canyon University and former director with Summit Community Church and WATERisLIFE. He was raised in the West Valley of Maricopa County where he, Kori and their four children reside.

After the swearing-in ceremony, the Office's executive team members and several administrators join Jeff for a photo. Pictured are (left to right): Jessica Fotinos, Ron Bitterli, Kathy McClaning, Nancy Rodriguez, Chris Kelly, Jeff Fine, Rich McHattie, Alejandra Larios, Mike Nimtz, and Deborah Wells-Guevara



Former Clerk of the Court Michael Jeanes attended the ceremony and congratulates Jeff



Jeff Fine taking the oath of Office

Who has served as Maricopa County's Clerk of Superior Court



As mentioned in the cover article of this newsletter, Jeff Fine is the 11th person to serve as the Clerk of the Court for Maricopa County. Here are the other 10 individuals (elected/appointed) who have served as the Clerk:

- | | |
|-------------------------------------|------------------------------------|
| 1) William E. Thomas - 1912 - 1915 | 6) Wilson D. Palmer - 1967 - 1983 |
| 2) James Miller Jr. - 1915 - 1919 | 7) Vivian Kringle - 1983 - 1987 |
| 3) Claude S. Berryman - 1919 - 1927 | 8) Judith Allen - 1987 - 1998 |
| 4) Walter S. Wilson - 1927 - 1963 | 9) Michael K. Jeanes - 1998 - 2018 |
| 5) Robert E. Miller - 1963 - 1967 | 10) Chris DeRose - 2018 - 2019 |

Who are the other Clerks of Court in Arizona?

Besides Jeff Fine, being sworn into Office of the Clerk of the Superior Court this month, 14 other Arizona Clerks of Court were sworn into Office as well in their respective countys. This year, there are four other new Clerks of Court in Arizona. They are: Amy Hunley - Cochise County; Cindy Woodman - Graham County; Gary Harrison - Pima County; and Madeline Montoya - Greenlee County. The other 10 clerks are: Annell Hounshell - Apache County; Valerie Wyant - Coconino County; Anita Escobedo - Gila County; Megan Spielman - La Paz County; Virlynn Tinnell - Mohave County; Deanne Romo - Navajo County; Amanda Stanford - Pinal County; Juan Pablo Guzman - Santa Cruz County; Donna McQuality - Yavapai County; and Lynn Fazz - Yuma County.



CLERK CONNECTION

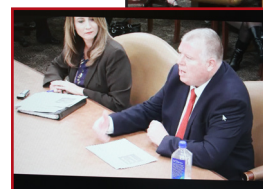
Saturday Service days are returning in the Spring

The Office will be opening its doors for business on Saturdays from 9 a.m. - 3 p.m. during the Spring season for the fourth year in a row. On the Saturdays of March 16 and April 6, the Customer Service Center will be open for customers to purchase a marriage license or process a passport application. The Northeast Office will also be open on three Saturdays offering the same service; however, the dates are still being determined. The extended hours of operation are being offered to accommodate any customers who may have difficulty obtaining the service during the traditional work week.

Last year, the Office offered Saturday service nine times. On those days, **463** passport applications were processed, **172** marriage licenses were issued, and **1,544 certified copies** of marriage licenses were printed and mailed to customers.

Preparing for the second new year of this year

One new year may have just started, but another type of new year will soon be here for the Office...the new fiscal year (FY) that is. The FY begins July 1 and Clerk of the Court Jeff Fine and Chief Deputy Chris Kelly are already making preparations for it. They met with the Maricopa County Board of Supervisors on Jan. 16 to present on FY 2019 - 2020 budget priorities for the Office. The Board is the entity that makes decisions on budget allocations for each county office/department. In his presentation, Jeff identified the people of the office as "our greatest asset" and highlighted a commitment to further promote innovation and the application of technology. Jeff also thanked the Board for their role in contributing to the success of the Office and their continuing effort to improve the retention of staff through merit-based retention increases.



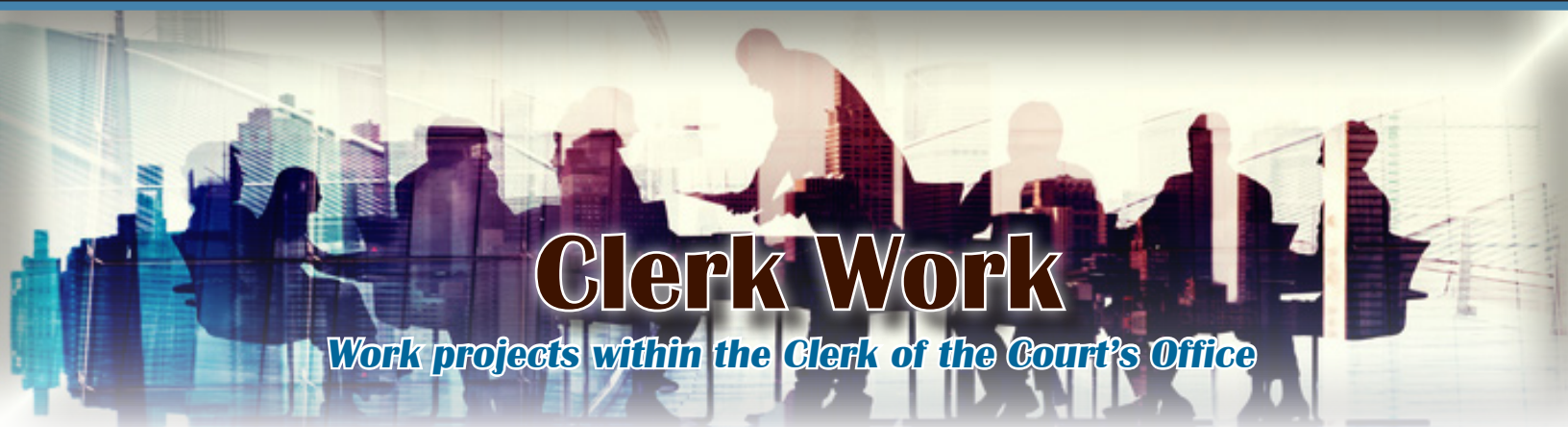
Clerk of the Court Jeff Fine and Chief Deputy Chris Kelly's budget presentation to the Board of Supervisors was shown live on the County's EBC TV.

At the end of the presentation, the supervisors complimented his leadership, Chris Kelly and staff's work, and his presentation material. The Board of Supervisors is expected to announce the budgets for county agencies in March. The Office's current FY annual budget is over \$39 million.

The one-year anniversary of new service reached

One year ago this month, the Office launched a new service on its website that allowed customers to choose a date, time, and location to purchase a marriage license or process a passport application. The locations for this new service are the Customer Service Center, Southeast Court, Northeast Court, and the Northwest Court. At the end of its first year in operation, the Office received **15,083 reservations** from customers and customer wait time has been reduced.





Clerk Work

Work projects within the Clerk of the Court's Office

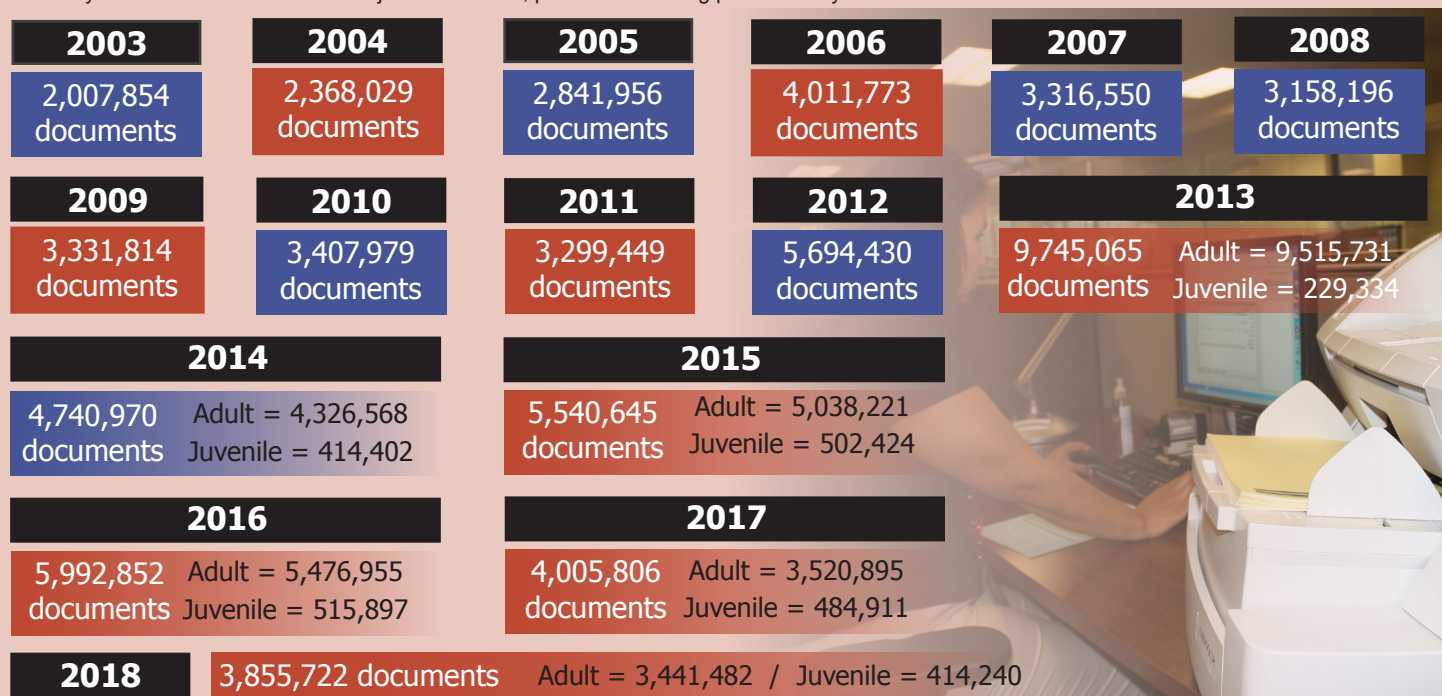
Staff will be standing up to help with Stand Down

For the ninth year, Clerk of the Court staff will be working with the Superior Court officials to participate in the Arizona Veteran's Stand Down Project by setting up remote courtrooms to hear cases involving veterans. The Stand Down Project is an event where organizations, agencies, and governments come together across the nation to focus on veteran services. This year, the event is being held in Phoenix January 24 - 26 at the Arizona Veteran's Memorial Coliseum. At last year's Stand Down event, the court ruled on over 240 motions and presided on nearly 50 hearings. In addition, Criminal Financial Obligations completed 155 financial records requests, File Counter staff assisted 17 veterans with court case issues, and 55 veterans were assisted with Restorations of Rights applications. **The results, photos, and the names of those in the Office who participated in this year's event will be provided in the February issue of Record Times.**

On board with OnBase

The following is a chart showing the annual document adult case totals (2003 - 2012) and adult and juvenile case totals (2013 - 2018) added to the **OnBase Repository** each year. OnBase is the software program designed to manage the processing of the Clerk's documents.

- * the years 2006, 2007 & 2010 include the AMCAD backscanning project.
- ** the year 2012 is adult cases, plus two backscanning projects – OSAM (for transcripts and depositions) and AMCAD (for pre 2002 case files).
- *** the year 2013 is adult and juvenile cases, plus the AMCAD backscanning project.
- **** the years 2014 - 2018 is adult and juveniles cases, plus backscanning performed by the Clerk's Office.



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

From: **Mirna Cocoma Bermejo**

About: **Melanie Fay and Cheryl Marzella**

"I would like to give many thanks to both my Supervisor **Cheryl Marzella** and our Public Records Administrator **Melanie Fay**. Cheryl is one of the best supervisor's I've ever had. She is a fair person and never fails in giving credit where it's due. She's empathetic and gives us the opportunity to have a family and work-life balance. She gives people a chance and is a good person. Melanie is also very understandable with us. If we need anything approved by her, she will diligently check if our request is possible and gives us an answer or an alternative fairly quick. They're both great people, and I would like to give them a 'Thank You.' I don't know how often they hear that, or if they feel appreciated by us, but we greatly appreciate them here in our small department."

From: **Len Keso**

About: **Bryan Romero, Vonda Culp, Melanie Fay, Valerie Clark, Oscar Garcia, Aaron Sneddon, Brian Herron, and Adrian Roberts**

"I want to thank **Bryan, Vonda, Melanie, and Valerie** for providing me some information that I needed for different projects. They were so expedient in providing help. It was truly awesome. I also thank **Aaron, Oscar, Brian, and Adrian** in ITG for their help at different times. Each one truly lives up to the name of this section, "Timely Service."

CUSTOMER COMPLIMENTS

About: **Andrea Madrid**

A customer who visited the Customer Service Center's Public Records Counter called the Office to share how pleased he was with the service that **Andrea Madrid** provided him. He said Andrea was very nice, professional, and knowledgeable. He was very grateful for her service and wanted the Office to know.



About: **Mirna Cocoma Bermejo**

A customer called Court Operations Supervisor Cheryl Marzella to let her know how much he appreciated the assistance of **Mirna Cocoma Bermejo** in Support Services. He told Cheryl he spent most of a day trying to find out information on locating a marriage license. He said he gave up trying, but decided to call the next day and connected to the Clerk's Office and Mirna. He said Mirna was able to assist him and explained to him the two databases that the Office has with marriage license records. He said she didn't make him feel bad because he didn't know all of the information. He was very pleased with Mirna's assistance and knowledge and wanted her supervisor to know about her excellent service.



The HR BUZZ

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

Family and Medical Leave Act

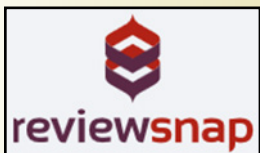
The Clerk's Office (COSC) understands that there will be difficult times when staff require leave from work for medical reasons. The Family and Medical Leave Act (FMLA) is a benefit that provides eligible employees with protected leave in order to attend to their own serious health condition or to care for a qualifying family member. If approved, the employee qualifies for up to 12 weeks (480 hours) of continuous or intermittent job protected leave during a 12-month calendar year. Some examples of leave under the FMLA are: Chronic medical condition causing flares and need for time-off, serious health condition requiring more than three consecutive days off, or leave for a scheduled surgery requiring hospitalization or time away from work to recover.

How do you request leave under the FMLA?

In recent County announcements, you may have noticed a published process for FMLA requests. Those particular processes are for appointed County departments; COSC Human Resources Department will continue to assist COSC employees directly with all medical leave requests.

If you believe you might benefit from FMLA leave, please contact COSC HR. COSC HR will provide you with the necessary paperwork to be completed by a healthcare provider and they will help you determine if your leave is eligible. For additional information, please contact HR Analyst **Yesenia Houghton** at 506-0071 or via email at houghtony@cosc.maricopa.gov.

Employee Evaluations - the new REVIEWSNAP



We are excited to introduce the updated Reviewsnap platform. For the past several years the Clerk's Office has used Reviewsnap as a Performance Management tool. This year, Reviewsnap updated their platform to become a more user-friendly tool. As of now, all employees should have received an email welcoming them to the new platform. If you have not, please make sure to contact HR Specialist, **Amy Echols** at 372-3675 or via email at EcholsA@cosc.maricopa.gov. Amy will make sure you are up-to-date with new user information.

Before January ends, employees will be receiving instructions and training material that will assist in getting to know the new Reviewsnap. Meanwhile, we encourage you to visit the new home page to see the exciting changes and navigate through the new platform. You will find useful resources such as the Employee Training and Employee Quickstart Guide on the home page.

Looking forward, the current annual evaluation review is scheduled to end March 31. Soon you will begin to see communication regarding the fast approaching timelines and processes for the New Year. Happy reviewing!

EMPLOYEES of the QUARTER

The Honorees For October - December 2018



Aaron Sneddon | ITG

Nomination - Aaron is a talented individual who develops and maintains reports, and helps support our internal and external websites. During the quarter, Aaron developed numerous new reports for the forthcoming RFR application while also developing custom Great Plains, Juvenile eFiling and auditors reports, and analyzing all our reports in relation to a future Microsoft SSRS upgrade. Aaron effortlessly (or seemingly so) manages multiple projects and works equally well internally in ITG or with our Clerk

of the Court business people. He is an absolute asset to ITG and the Clerk's Office.

JESSICA JOHNSON | Southeast Adult Courtroom Clerk

Nomination - Jessica has been providing a lot of cross-training for us on the civil commissioner calendar. Jessica has trained at least three courtroom clerks during this quarter. She was previously assigned to the EDC-RCC calendar and has remained in contact with her co-workers that still cover the calendar. When she knows the clerks are struggling, due to staffing shortages, she volunteers to assist with coverage. Jessica also provided a procedure update this quarter that was published. She is frequently assisting the RCC/EDC team with calendar coverage and/or ruling assistance and is a consistent volunteer whenever we need help.



JOANA ALONSO | Southeast Adult Filing Counter

Nomination - Joana continuously takes on additional tasks to help her team, even ones that are not necessarily assigned to her. Joana stays late often to complete end of day tasks and to make sure all assignments are complete for the day before she leaves. Joana is always willing to help in any area at SEA. She often volunteers for additional work duties as her customer traffic allows at the front counter. Joana has exhibited a zest for learning all tasks associated with the MLPP counter, front filing counter, and distribution areas at SEA.

Employee Spotlight

This Month: **Chuck Gobble**



Title: Administrative Services Lead

Years with Office: It will be four years in March

Something You Enjoy About Your Job: Everything

What Are Some of Your Job Responsibilities: Assist in providing supervision of Distribution, Couriers, Mailroom and Facilities staff.

Your First Job: Dock worker at a produce warehouse

Hometown: Avondale, AZ, but I was born in Peoria, IL

Something Memorable You Have Done: I worked 24 years in Illinois and Arizona for the Department of Corrections in positions from officer to assistant warden of operations.

Best Vacation Spot: Arizona! I spent most of my life in Northern Illinois. I am now in my 11th year without snow. 110 is nice!

Favorite Meal: There are so many. I am easy to cook for.

Favorite Place To Eat Out: Zoe's Kitchen

Favorite Sports Team or Sport: The Chicago Cubs

Who Is Someone You Would Like To Meet: Cal Ripken, Jr.

Favorite TV Show/Movie: Favorite TV show is *The Shield*

Something You Are Proud Of: I learned how to write a TV script. Two are floating around in LA somewhere.

What Would You Like To Be For A Day: A starting pitcher in the 7th deciding game of the World Series.

What Is Something On Your Bucket List: I would like to go to Australia.

Before Working Here, What Was An Interesting Job You Had: While working at Stateville Correctional Center in Joliet, IL, I assisted the Prop Master with prison effects for the Fox TV show - *Prison Break - Season 1*.

What Do You Like Most About the Office: The diversity

What Advice Do You Have For A New Clerk Employee: Move around to different positions and areas, learn as much as you can about the Office. Doing that will help you understand what a great service this office does for Maricopa County residents.

Do You Have A Favorite Quote: "Never say never."

What Do You Like To Do In Your Spare Time: Watch baseball, Twitter, riding my motorcycle. I tried some gardening this year and was successful in harvesting baby bok choy, radishes, basil, and sugar snap peas.

What Is An Ability You Wish You Had: Well, I can already read people's minds and so that is out.

What Is Your Dream Car: 1963 split window Corvette

Do You Have a Favorite Animal: Dog

What Is Your Favorite Fruit and/or Vegetable and Least Favorite: I really like all fruits and most vegetables, but I am not very fond of beets.

Who Would You Like To See in Concert? Pink Floyd

A Pet Peeve: People who misrepresent themselves

What Do You Think Are Important Business Skills To Have: The ability to listen, communication skills, be firm, fair, and consistent.

Best Advice Someone Has Given You: As long as you do your part, whatever someone does after that is on them.

The Inside Track

on Employee News

1

2

3

4

BIRTHS

Congratulations to Durango Juvenile Courtroom Clerk **Savanna Sharp** on the birth of her 6 lb. 13 oz. baby girl on Dec. 20. Her new daughter's name is Abbigail. She is Savanna's first child.

OFFICE ANNIVERSARIES

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

15 YEARS - Tawnie Wells

**5 YEARS - Richard Gallegos, William Harvey Jr., Sandra Mejia, Kristin Venable
Anita Avila, and Rocio Venegas**

NEW EMPLOYEES

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

- **Southeast Adult Filing Counter - Juanita Hernandez**
- **Courtroom Clerk - Erika Engel and Stephanie Rhinehart**
- **Criminal Adult Court Operations Supervisor - Stephanie Davis**

WHERE ARE THEY NOW



Former Clerk of the Court employees Duffy and Sandy Watson at their home today.

Many employees who have worked for the Office for a while will most likely remember **Duffy Watson**. He was the longest-serving employee in the Clerk of the Court's history with 45 years of service. During his long tenure, he mostly worked in Marriage Licenses and Passports (ML&P), where he issued approximately 78,000 passport applications and 60,000 marriage licenses. He retired in February 2013. His wife Sandy is also a former Clerk of the Court employee. She served the Office for 14 years and retired in 2003. She also worked in ML&P, but served in Administration for the Associate Clerks and Clerk of the Court the later part of her career. What is also very memorable about both of them is the story of how they met. They were both working in the ML&P together when they fell in love. Then on Valentine's Day in 1994, they purchased their own marriage license for \$33.80 and it was issued by Clerk of the Court Judith Allen.

Today, they are doing well. Since both of their retirements, they have gone on some cruises, done several driving trips, and enjoy landscaping and taking care of their home. Duffy is a big fan of sports and



Clerk of the Court Judith Allen issues a marriage license to Duffy and Sandy on Valentine's Day in 1994.



Duffy and Sandy at his retirement party in 2013 after serving for 45 years.

loves watching the different games. His favorite team is ASU. Sandy also does volunteer work helping the elderly. Sandy said they have experienced some health issues, but are doing good and they still are very much enjoying the retired life living in Sun City, AZ. They also have stayed in contact with several other former Clerk employees.

"Working for the Clerk's Office were wonderful years and I worked with wonderful people and very good administrations," Duffy said. "I truly liked serving."

Special Features

Where in the world has the Record Times been?

Newsletter goes up in the world

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 at the National Football League Hall of Fame in Canton, Ohio. This month it is seen with an employee who took things UP a notch with the newsletter...up to 6,000 feet in fact.

Pictured to the right is ITG's **Ravi Goud**, who was in Switzerland during a 10-day trip he took visiting four different countries. In this photo, he has on Mt. Pilatus overlooking Lucerne at an elevation of 6,000 feet. Ravi said it took about 35 minutes to ride up to the location on an aerial cableway known as the "Dragon Ride." Once at the top, he said it provided a 360-degree view of breathtaking scenery of the Swiss Alps.

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/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. 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 EUROPE REGION.

View the photos below and send your vote on your favorite one via email to Len Keso.

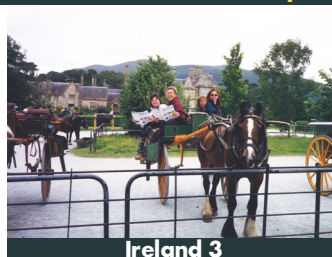
Vote for your favorite - This Month: Europe Region



Ireland 1



Ireland 2



Ireland 3



France

PLEASE NOTE:
The photo above in **Switzerland** is also eligible to be voted on for this contest.

Happy New Year!

from

Jeff Fine, Clerk of the Court

Chris Kelly, Chief Deputy

Nancy Rodriguez, Deputy Director

Mike Nimtz, Deputy Director

Rich McHattie, Chief Technology and
Innovation Officer

Looking forward to a great new year ahead.

Thank you for your service!

2019