

RECORD TIMES

August
2020

Vol. 26 No. 8

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



An increase in these types of CASEs is good to report

The CASE Awards provide reasons to celebrate during challenging times

The presentation of the Office's CASE (Celebrating And Saluting Employees) Awards has continued on through the summer months. This month, several more awards were presented to staff members and several more are being planned over the next few weeks. The awards have provided the opportunity to talk about all of the positive efforts of staff during the past difficult months.

Last month, the first virtual Teamwork Award was presented to two ITG teams. This month, Clerk of the Court **Jeff Fine** presented the first virtual individual CASE Award. The award was presented to Training Supervisor **Joe Legander**. Joe received a Customer Service Award for his excellent service to his team, Clerk employees, the Office, and the judicial system. Other CASE award recipients are shown on the [next page](#).

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Way to go Joe! Clerk of the Court Jeff Fine presents Training Supervisor Joe Legander (pictured on the monitor) the first-ever virtual individual CASE award this month. Other Office members were present virtually and in the Office during the event to honor his service and the performance of other CASE award recipients.

his excellent service to his team, Clerk employees, the Office, and the judicial system. Other CASE award recipients are shown on the [next page](#).

Short updates on what is standing tall for the Office

- ▶ **Civil Case Initiation** - Expected to be launched very soon, this initiative allows the public to eFile new case initiation documents. Previously customers were only able to eFile post-initiation documents, such as notices, motions, responses, replies). The project is expected to provide a 30% reduction in processing time.
- ▶ **Online Payments** - This initiative will provide the public with the option to make payments online rather than in person, over the phone, or by mail. It is expected that the launch of this initiative will be September or October.
- ▶ **Electronic Exhibits for Juvenile** - Juvenile Courtroom Services is working to implement the process of Electronic Exhibits. Electronic exhibits are the items that the Office receives in hard copy format (like court reports and statements). When the new process is implemented, these exhibits will be scanned and received electronically providing efficiency and convenience. Implementation date of this initiative has yet to be determined.
- ▶ **File Counter Appointments** - The Office recently launched the ability for the public to make appointments for File Counter service. Appointments are made through the website's Qmatic system. The public can schedule an appointment to file documents or make payments at the non-criminal adult filing counters at any of the Office locations.

AND THE AWARD GOES TO...

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

TEAMWORK AWARD

Grand Jury Team -
(left to right)

Marcie Tarin,
Carol Camacho (supervisor),
Wendy Browning, Debra
Merkling, Theo McCalvin,
Clerk of the Court Jeff Fine.
Not pictured Suzanne
Lambries and
Lisa Jackson



TEAMWORK AWARD
Business Analysts Team
The award was presented
during a Go To Meeting. The
award recipients are:
Dorothy King, Chris Cerrato,
Jennifer Myers, Chris Driscoll,
and Jeanette Farrison

A Special Achievement Award

Clerk of the Court Jeff Fine presented a special achievement award to the **Water Case Project Team** this month for their outstanding performance in completing the monumental task of backscanning **343,062 pages** from the Water Case in record time. Jeff presented the award virtually with one team member (Lisa Kellar) in person.



Water Case Project Team Members -

Mayra Antelo, Sulma Magana, Susan Loe, Maria Adame, Stella Rodriguez, Hector Castaneda, Andrea Madrid, Clara Nava, Idella Hamilton, Cecilia Alfaro-Arndt, Debra Cooper, Josh Thill, Ramon Flores, Kyoko Higuchi, Renee Hernandez, Reta Sneddon, Yvonne King, Melinda Yelverton, Anamae Beard, Lisa Kellar, Chris Cerrato, Jennifer Myers, Chris Driscoll, Donna Hall, Ken Shipley, and Melanie Fay.

CLERK CONNECTION

The best all-time Employee/Newsletter photos

Since 1998, the newsletter has offered employees the opportunity to send in photo of themselves with the newsletter while they were on vacation. During this time, the newsletter has appeared in 44 states, in more than 45 countries, in airplanes, on bikes, on boats, and with a hot air balloon.

In February, a contest was held that featured the top 30 photos taken from all over the world that were organized into six categories. Those categories were: **Best Use of Artwork/Objects**; **World Famous Location**; **Best Foreign Country**; **Best Photos With Others**; **Best Western United States**; and **Best Eastern United States**. The contest allowed Clerk employees to vote on the photos they thought were the best ever taken in each of these categories. Over the last six months, the Top 5 finishers in these six categories have been shown in the newsletter.

The contest also provided staff the opportunity to specifically select from the Top 30 photos what they thought were then the “Best of the Best Ever Taken” in three areas:



- The Best Overall Photo in the USA (See winner below)
- The Best Overall Photo in a Foreign Country; (to be shown in September)
- The Best Overall, Number One, Photo Ever Taken (to be shown in October)

The results of these “Best of the Best photos” will be released in the next three *Record Times* issues starting this month. Below is the photo that was selected as the **Best Photo Ever Taken in the United States**. The photo was taken in 2006 and is of **Bev Macdonald**, who was in Oregon. Bev is still currently employed with the Office and works in the Electronic Document Management Quality Control Department. This photo was the winner of the February contest’s “Best Western US photo” (announced in the *March 2020 Record Times*), but took the additional honor of being selected as the **Best Overall USA Photo**. The remaining top four finishers of the Best of the Best in the US are shown on [page 12](#).

Winner of Best Newsletter Photo in the USA Ever Taken



Bev provided the *Record Times* with some details about this photo and her reaction to receiving this honor:

The colorful picture with the newsletter was taken in the month of June in the town of Mt. Hood, Oregon with a beautiful grassy meadow, green forest, and the snow-capped Mt. Hood showing in the background. She was in town at that time celebrating a wedding.

Having her photo voted on by employees as being the best ever taken in the US was a great surprise and honor to her. “I am really very surprised to have won. I feel very honored to win out of so many other pictures.”



CLERK CONNECTION

Manager compliments extraordinary work of staff

Submitted by **Leslie Wilkins**, Courtroom Services Manager

Pre-Covid there was no process in place for parties to submit electronic exhibits. In March 2020, Courtroom Services was required to immediately develop a process that has been constantly evolving and improving ever since. In August, there was a Civil election challenge case with over 2,700 electronic exhibits and the **DT CRS Non-Criminal Team** electronically tagged all **2700+ exhibits in ONE business day!** This is a great accomplishment under any circumstance, but even more so knowing that the process did not exist five months ago. CRS Supervisor, **April Cannon**, was the point person that organized this project and these clerks assisted with electronic marking, entering in ETS or updating electronic tags for this trial: **Angie Walker, Anisa Ashburn, Anna Fagnani, Asha Parmar, Christopher Lacey, Cyntia Avena, Daisy Tapia, Diana Charbagi, Elizabeth Tran, Joslyn Melendez, Kathy Ballard, Keleigh Cabral, Lorrie Stogsdill, Margaret Brickman, Monica Skaff, Nancy Johnson, Patricia McKinley, Sherri Ortega, Stephanie Motzer, Susan Lucero, Susan Morris, Toni De Raddo and Yvette Anchondo.** Great job!

The HR Buzz

By **Terri Ham**, Human Resources Analyst

For those employees who participate in a **Health or Dependent Care Flexible Spending Account**, this is a reminder that you have until **September 15, 2020** to incur any claims (claims must be submitted by November 30, 2020 for reimbursement).

Any monies left at the end of the Plan Year and the Grace Period will be forfeited. Any expenses incurred late in the Plan Year or during the Grace Period will be paid first before any amount is forfeited.

Do you need to spend down your balance but are not sure how to use your funds? You can discover thousands of eligible FSA expenses and make purchases for FSA-eligible items using your pre-tax funds by [clicking here](#).

WEAR we are on upcoming casual dress days

At the end of this month, an announcement will be sent out announcing details of the next special Casual Day Theme – **College Colors Day**. On this day, employees may wear the apparel of their favorite college. In addition, **Arizona Cardinals Casual Days** will return when the NFL starts its season. In the Fall and Winter, look for some new casual theme days like the recent “Neon Day” to be held.

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: Criminal (CR) Supervisor Team

From: Criminal Courtroom Leads

"The CR Courtroom Clerk Leads want to thank our **supervisor team** for all of their hard work over the past several months. The criminal supervisor team has worked tirelessly to ensure our safety, while helping us fulfill our duties and responsibilities. This includes coming up with schedules that are flexible, and additional safety precautions to avoid unnecessary exposure. Also, the team has created practical tools and procedures to make things work better. Every day brings new challenges, and our criminal supervisor team has been working diligently and professionally to meet our needs. Thank you for caring so much!"

About: Mitzi Moore

From: Mike Kay

Southeast Adult Courtroom Clerk Mike Kay recently sent a complimentary email to Courtroom Services Supervisor Kris Gilmet about the work of Courtroom Services Specialist **Mitzi Moore**. He said, "I want to let you know how amazing Mitzi is. I have been at Southeast for a long time. Never in my years have I seen a new Courtroom Specialist catch on to exhibits so swiftly. Mitzi's willingness to assist is remarkable. I emailed her today with marking exhibits for a hearing tomorrow morning and without hesitation, Mitzi accepted and marked the exhibits in lightning speed."

About: Downtown File Counter staff, Anna Valenzuela and Angus McLoone

From: Kelly Marquez

"Thank you **Downtown File Counter staff!** I appreciate all your hard work and dedication. These last few months have been challenging. Your flexibility and willingness to go above and beyond is greatly appreciated!"

Anna and Angus, thank you for your hard work and dedication during these past months. I am grateful you are both part of the File Counter team. I could not have done it without each of you. I am grateful for all you have done."

Thank you! 

About: Monica Mogel

From: David Gunn

"I would like to thank **Monica** for advocating for the Criminal Courtroom Services specialists to be given the teleworking accommodations during the COVID-19 pandemic. I appreciate that she listened to our concerns and was proactive in addressing them on top of acclimating to her new role as supervisor. She researched what we would need to provide to start a WFH schedule and initiated the process. In the midst of everything going on, it was seamless with Monica and it provided much more peace of mind. Being an employee, it can't be understated how grateful I am for her support and genuine understanding. Thank you, Monica!"

Timely Service

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

CUSTOMER COMPLIMENTS

About: **Civil Case Initiation Team**

During a recent statewide Court Leadership Meeting, Clerk of the Court Jeff Fine received words of praise from the Chief Justice, Presiding Judge Welty, and an Administrative Office of Courts official about the Office's Civil Case Initiation achievement. One person even went on to compliment all of the Office's other initiatives that are underway.

About: **Glenda Bernal De Villa**

A customer recently notified Supervisor Cheryl Marzella expressing her appreciation for Support Services' **Glenda Bernal De Villa**. The customer said, Glenda was personable, efficient, excellent to work with, and completely understood her request.

About: **Evette Landrum**

eFile Team's **Evette Landrum** recently received a compliment from a customer she spoke with on the phone. After the phone call, the customer then emailed the Office saying that she wanted to acknowledge the excellent customer service Evette provided to her. She was very satisfied and wanted to take time to recognize Evette's efforts.

About: **Lisa Ball and Caitlyn Troxel**

Judge Nicholls sent an email to the Office complimenting Courtroom Clerks **Lisa Ball** and **Caitlyn Troxel**. The judge said, "Huge kudos and great work should be extended to

both Lisa Ball, who recently filled in as our clerk earlier this week, and for Caitlyn. Both women have demonstrated positive and eager attitudes (Caitlyn always does!) and have worked very hard. Both women have been excellent at getting out draft MEs to me and making any changes I requested. Caitlyn, even just today, rushed a ME that we needed for a last minute scheduled child interview getting it done in I believe under 20 minutes!!!"

About: **Jean Celian**

A judge recently sent an email to Courtroom Clerk Christina Mai about trainee **Jean Celian**. The judge wrote, "Christina, I just wanted to let you know that Jean went above and beyond the call of duty today in a hearing that lasted hours longer than expected. Jean ended up working through his lunch hour and well into the afternoon without a word of complaint. I really appreciate his commitment to getting the job done."



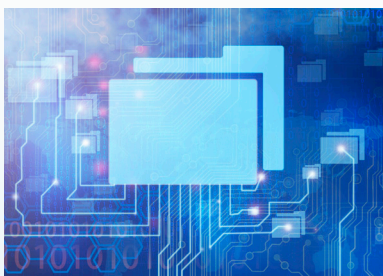
About: **Eileen Fenner**

Supervisor Bryan Romero received a compliment from an Adult Probation (AP) employee about EDM Quality Control's **Eileen Fenner**. The AP employee said Eileen provides excellent customer service to Adult Probation and that it is greatly appreciated.

eUPDATE

Then & Now

eFilings reach one million mark for the first time in a fiscal year



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), and most recently in Juvenile. 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: For the first time in a fiscal year, the eFilings surpassed the one million mark. The Office received **1,023,251** efilings this past fiscal year: 192,031 in CV; 639,970 in CR; 179,766 in FC; 3,404 in TX, and 8,080 in Juvenile. Last year, the Office received a total of **989,141** eFilings.

Over three million documents added to the Electronic Court Record

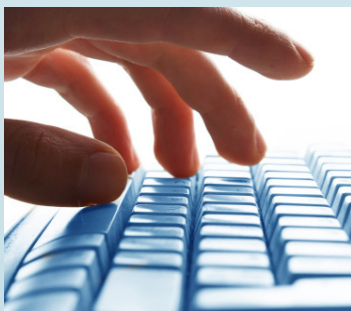
THEN: In 1997, the Office began scanning the paper documents it received in Probate in order to create an electronic court record. Through the years, the scanning effort expanded to all adult case types, marriage licenses, and more recently to juvenile case types.

In addition, in 2005/2006, the Office began backscanning older cases to convert them to an electronic court record. The Office has continued to backscan since this initial effort.

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 2019/2020, **3.3 million** documents were added to the repository, which made over **71 million** total documents. **Fifty-eight** government agencies have been granted access to the electronic repository.

Attorneys/Self-Represented litigants utilizing ECR Online



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: During this past fiscal year, **8,548** attorneys were active in ECR Online and there are **15,383** overall active attorneys in the system. There are **77,0883** active self-represented litigants in ECR Online.

Pause-itivity

During this work pause over the past months, several pause-itive (positive) initiatives have been held to help brighten the work days for staff. Those Pause-itive efforts include:

- **Write Place, Write Time** (staff sends in a sentence about something positive at the work place or a time they saw something positive in the Office)
- **Been There, Fun At** (staff sends in photos of themselves with a shirt of a place they've been)
- **Mask Face-ion Show** (staff sends in photos of themselves wearing fashionable masks)
- **SIGN Up Today** (staff sends in photos of themselves holding up signs saying "Thank you")
- **Going the Extra Smile** (staff sends in photos of themselves smiling)
- **Show and TELL-ework** - (staff sends in photos of themselves teleworking)

Below are staff who are participating in these pause-itive efforts as well as some photos of employees who participated in the **Neon Colors Casual Day**:



Maye Patterson

holding a thank you sign with all of her co-worker's names on it



Annette Galarza
wearing a floral mask



Angela Romero
wearing a Minnie Mouse mask



Kelly Sleeseman
wearing a Spiderman mask



Write Place, Write Time -

Thank you to all of the staff in our workplace who have taken time to submit items for this "Pause-itivity" newsletter feature, which helps bring a smile to the work day. Your positive efforts are much appreciated. Keep them coming!" - Len Keso



Ken Lindler
wearing a Star Trek mask



Participating in the Aug. 6 Neon Day were Fernando Castillo, Rich McHattie and Maye Patterson



Robert Miranda
wearing a Donkey Kong mask

Employee Spotlight

This Month: **Travis Joy**



Title: Court Operations Supervisor

Years with Office: 15 years, 8 months

Something You Enjoy About Your Job: Working with all of the different people across multiple case types and also knowing that we got the job done.

What Are Some Of Your Job Responsibilities: I supervise the DT EDM Team, who are responsible for sorting, batching, and scanning paper filings. I also oversee the Auditor/Trainers, who are responsible for auditing new case initiations and filings for accuracy, and for training of Docket and eFile staff in the various docketing functions.

Your First Job: I worked at Target.

Hometown: Born and raised in Phoenix.

Something Memorable You Have Done: Twice hiked to the bottom of the Havasupai Canyon.

A Hobby and/or Favorite Activity: Favorite activity is doing anything with my kids - spending a day out of town, an afternoon at the park, or surrounded by them on the couch watching a show.

Best Vacation Spot: Hawaii // **Where Would You Like To Travel To Next:** Ireland

Favorite Meal: Mexican food // **Favorite Place To Eat Out:** Lovecraft

Favorite Sports Team / or Sport: The Arizona Coyotes // **Favorite Animal:** Eagle

Favorite TV Show or Movie: Any Avengers movies // **Your Favorite TV Shows Growing Up:** *The A-Team*

Something On Your Bucket List: To see the Pyramids of Giza

Nobody Would Believe It If They Knew: I have a twin brother. True, but nobody ever believes it when they first hear it.

An Interesting or Unusual Job You Did Before Working Here: I once spent a summer working for a company that did asbestos removal.

What Advice Do You Have For A New Clerk Employee: One thing that I make sure to tell every new person in Docket is that mistakes will happen, but that there is nothing they can do that can't be fixed. Learn from those mistakes so that you can continue to be better.

What Do You Like To Do In Your Spare Time: I like taking my children on trips around the state.

Favorite/Least Favorite Fruit/Vegetable: Favorite fruit is watermelon and least favorite vegetable is peas.

Who Would You Like To See In Concert: Pink Floyd

Who Has Been The Most Influential Person in Your Life: My mom. My father passed away when I was young, so my mom raised twin boys on her own.

What Are Two Business Skills You Think Are Important: Communication with your co-workers, and the ability to adapt to changing situations and priorities.

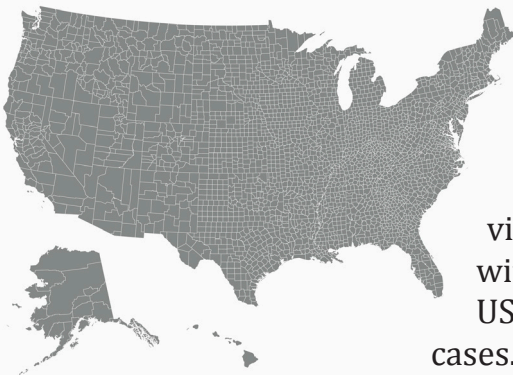
Best Advice Someone Has Given You: You can't control everything, but you can do your best in each situation.



County Report

News from the National Association of Counties

Into July, places that were untouched by COVID-19



Believe it or not, but as of last month, there were still places in the United States with zero COVID-19 cases reported according to the National Association of Counties (NACO). NACO reported in their July issue of *County News* that as of July 13, there were 58 counties in the nation that had zero reported coronavirus cases. The article showed Montana as having 15 counties without any confirmed cases of the virus, which is the most in the US. Nebraska was second with 12 counties without any confirmed cases. Other states they reported with counties untouched by the virus were Texas (6 counties); Kansas (4); Colorado and Idaho (3); North Dakota, Utah, Alaska (2); and Minnesota, Michigan, Oregon, Nevada, Illinois, California, Kentucky, West Virginia, New Mexico, Arkansas, Mississippi, and Oklahoma with all having at least one county having zero COVID-19 cases.

The article states the reports of these counties came from their state's health department and were as of July 13, 2020. The total number of US counties without any COVID-19 cases may be less at this time.

Hillary Hanson, who chairs the Association of Montana Public Health Officials and is a county public health officer, said she attributes several factors to the low numbers in Montana, including that state's rural characteristics and the steps taken by the counties when the pandemic began.

Hickory County in Missouri was one of the few counties in the nation untouched by the virus until just recently when they had two confirmed cases. Hickory County Commissioner Keith Mertz said they were fortunate to be kept free from the virus for quite some time, but it has been "wake up and join reality" time for their county. "It's just we held out longer than most," he said.

Over the time of June and July, the *County News* article states that the number of counties with no COVID-19 cases decreased from 156 to 58.

Students can get in the game of learning about government



Parents searching for educational opportunities for their children can look to the National Association of Counties website as one source for a lesson in County Government and Civics. NACO, together with iCivics has created a site that provides games students (grades 6 - 12) can play to learn more about county government. iCivics also provides other government-related games. Their website says, "Our games transform abstract concepts into real-life problems. Young people can learn how government works by experiencing it. They can step into the role of a judge, a member of Congress, or even the President. Students gain civic knowledge and skills through fun and challenging experiences." You may learn about the "Counties Work" online game [here](#) and the iCivics opportunities [here](#).

The Inside Track

on Employee News

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MARRIAGES

- Congratulations to Courtroom Clerk **Jenelle Gooder**, who got married on July 20.

OFFICE ANNIVERSARIES

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

25 Years - **Lisa Bonilla** and **Norma Barron**

20 Years - **Annette Lepak**

15 Years - **Margaret Brickman, Sonja Olmos, Kelly Sleseman, and Lisa Smith**

5 Years - **Juana Chaidez, Mona Oliva, Victoria Felix, Elsa Johnson, Irasema Alvarado, Chuck Gobble, and Janice Calkins**

NEW EMPLOYEES

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

- **Applications Programmer** - **Anthony Mada**
- **Courtroom Clerks** - **Dallin Reese, Kelli McCoy, Karlee Wagner, Cammille Ladden, and Mary Pritchard**
- **Courtroom Services Specialist** - **April Hoff**
- **ITG Help Desk Coordinator** - **Kenneth Nelson**
- **Juvenile Operations Supervisor** - **Maria Stevens**

EMPLOYEE MOVES

- **Connie Pitts** was promoted to Courtroom Services Manager (Juvenile) after serving as Courtroom Services Supervisor for Juvenile.
- **Margie Stacy** was promoted to Courtroom Clerk after serving at the NW File Counter.

EMPLOYEE HONORS

Congratulations to Courtroom Services Manager **Leslie Wilkins**, who recently received her Certified Court Executive credential. She successfully completed all the coursework required by the Institute for Court Management to attain this achievement.



Monday
September 7,
2020

Special Features

Where in the world has the Record Times been?



Employee is “on track” with the newsletter

For more than 20 years, employees have been invited to submit photos of themselves with the newsletter while they were on vacation. Last month, the newsletter was seen with an employee who was in Northern Arizona. This month, it is seen with an employee who is in Central Arizona.

Pictured to the left is Courtroom Services Supervisor **Shannon Stulz**, who was at the Arizona Railway Museum in Chandler (at the beginning of this year). She is standing with her son on a railroad car. **This is the newsletter’s first appearance in this newsletter photo feature’s 22-year history of being on a train.**

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/outing;
- 3) Email the photo to Len Keso with your name, department, and a photo description, along with any interesting details of the photo. Anyone who submits a photo, will receive a Maricopa County lapel pin (pictured to the right).

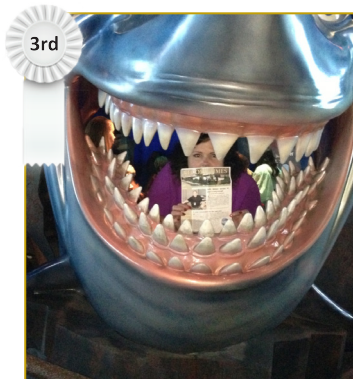


The Best of the Best Photos Ever Taken in the Entire U.S.

As mentioned on [page 3](#), a contest was held this year allowing employees to vote on what they thought were the best photos ever taken of staff with the newsletter. The top 30 photos were organized into six categories for employees to make their selections. The contest results showing the Top 5 finishers in each category have been released in the newsletter over the last six months. The contest also allowed staff to specifically select the Best of the Best photos from all of the top photos in three categories: **Best Overall USA photo**; **Best Overall Foreign Country Photo**; and **Best Overall Photo**. On page 3 it shows the winner of the Best-Ever USA photo. Below are the other top finishers in this category.



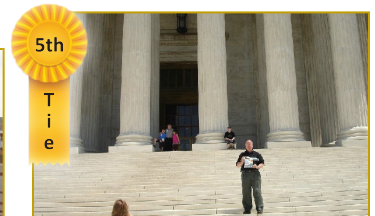
Where: Niagara Falls
Who: Former staff, **John Whitman**
When: 2005



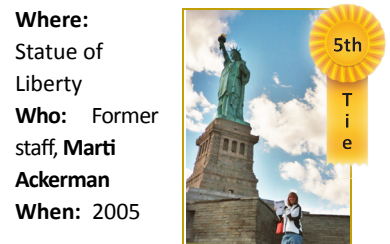
Where: DisneyWorld, Florida
Who: Former staff, **Merriel Reynolds**
When: 2013



Where: Four Corners (NM, AZ, CO, UT)
Who: Former staff, **Charlie Gill**
When: 2007



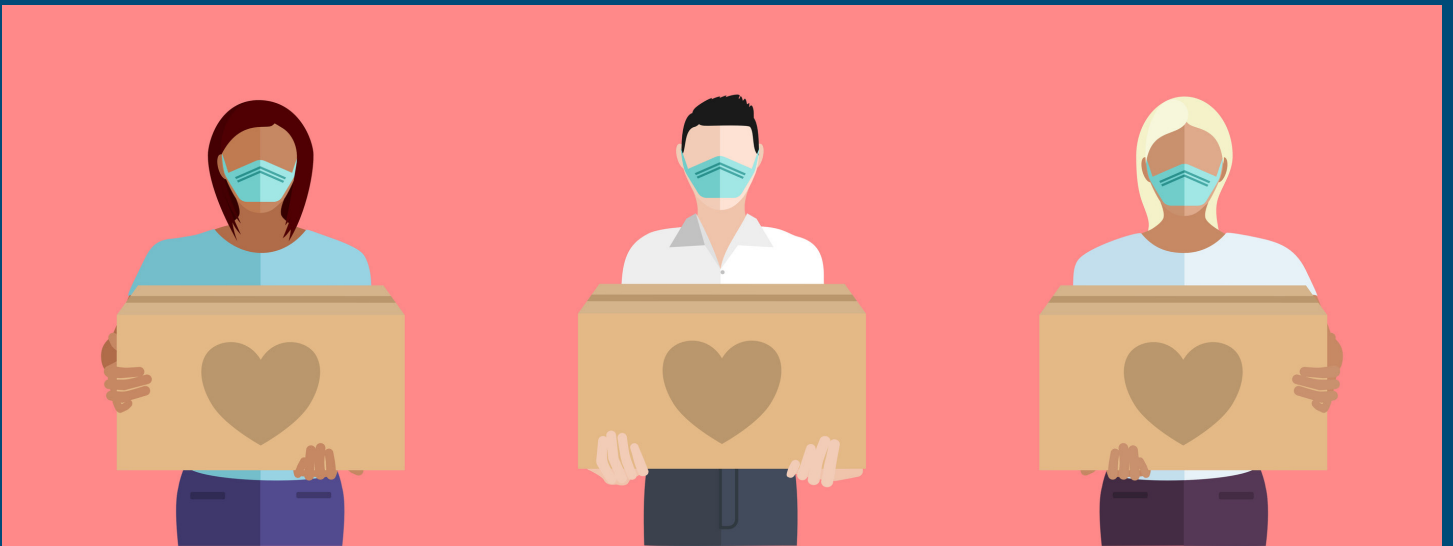
Where: US Supreme Court, Washington DC
Who: Former staff, **Steve Weston**
When: 2007



Where: Statue of Liberty
Who: Former staff, **Marti Ackerman**
When: 2005

Clerk of the Superior Court

Thank you for letting
customers know that while
the distance of service
currently says six feet apart,



that serving them still
remains close to heart

Maricopa County, Arizona