

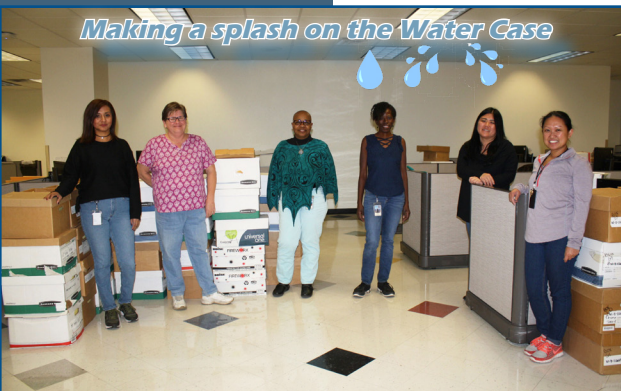
# RECORD TIMES

JANUARY  
2020

Vol. 26 / No. 1

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

## Making a splash on the Water Case



## New Office project quickly becomes water under the bridge

Thanks to a new project in the Office, the well-known expression “water under the bridge” has taken on a new meaning for Clerk staff. Last month, a small group of staff members began the monumental task of back-scanning an estimated **700,000 pages** of what is known as “**the Water Case.**” The staff members working on the Water Case Project are doing so in the lower level of the Customer Service Center that is practically underneath the 7th Avenue Bridge.

**So what exactly is the Water Case?** The Water Case is a lengthy series of proceedings initiated in 1979 designed to determine ownership of surface water rights in Arizona. The Office maintains the claims and provides document access to litigants and the public. The official name of the Water Case is the Arizona General Stream Adjudication. Since Maricopa County has the largest number of potential claimants, the Office has been responsible for the record-keeping for the entire adjudication process. It is the largest case the Office maintains and has been kept in paper format on shelving units in the CSC File Room.

Making a splash on the new Water Case Project are (left to right) Renee Hernandez, Reta Sneddon, Yvonne King, Melinda Yelverton, Kyoko Higuchi-Mason, and AnaMae Beard. Not pictured: Ken Shipley and Melanie Fay

A decision was made last year to convert the Water Case to electronic images and in December 133 boxes were filled with files from the Case, logged, barcoded, and relocated to the staging area. On Jan. 6, the project officially kicked-off with five full-time staff members and a part-time time supervisor and manager working through the files. To date, more than 100 boxes have been prepped. It is anticipated the project will be completed by April 2020.

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## Billing and Deferral collects another honor



Top Billing (left to right) - Bryan Romero, Mona Oliva, Eva Sanchez, Cassie Salt, Milan Milic, Richard Gonzalez, Diana Eaton, and Stella Ramirez-Munoz. Not pictured: Linda Blair

The **Billing and Deferral** staff is not only great at collecting monies owed to the Court, they are also outstanding at collecting honors. For the fourth year in a row, the staff finished first in Arizona in court collections. The honor is a part of the state's Tax Intercept Program that collects monies owed to the court through intercepting the tax returns from non-compliant individuals. In 2019, the Billing and Deferral Unit, that operates in TIP, collected **\$2,177,514**, which was the highest amount for the year among the various participating Arizona courts.

*...continued on next page*



# CLERK CONNECTION

## Collecting another honor...continued from page 1

The amount they collected exceeds last year's amount by over \$100,000. The Unit's efforts also far exceeded that of the other courts in the state. Ranking second in 2019 was the Tucson City Court, which collected \$1,209,963, and in third place was the Phoenix Municipal Court, which had \$1,032,492 in collections.

"I am very proud of our Billing and Deferral staff and their accomplishment of finishing first in Arizona in court collections for a fourth year in a row," Deputy Director **Mike Nantz** said. "They are hardworking, dedicated, and deliver high quality service to our customers and to the Office and Court."

## Preparing for the other new year of this year

Each year, the Clerk of the Court's Office experiences two types of new years...one on January 1 and the other on July 1. Everyone is familiar with the January 1 New Year, but the July 1 New Year may not be as well known. The July 1 New Year is actually the start of the new fiscal year (FY) for Maricopa County and Clerk of the Court Jeff Fine and his leadership team are already making preparations for that day. In fact, Jeff met with the Maricopa County Board of Supervisors on Jan. 15 to present the **FY 2020/2021 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 discussed the new culture of the Office, creating new partnerships, the Office's efforts in reaching out for feedback, several new technology initiatives, future initiatives such as online payments and expanding eFiling, a capital improvement project, and that the Office is not requesting any new resources.

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. County Supervisor Steve Chuchri said it was a great presentation. The Board of Supervisors is expected to announce the budgets for county agencies in March. The Office's current FY annual operating budget is over \$42 million.



Clerk of the Court Jeff Fine and Senior Deputy Director Nancy Rodriguez make their budget presentation to the Maricopa County Board of Supervisors for the upcoming fiscal year.

# CLERK CONNECTION

## OutSTANDing effort for the annual Stand Down event

For the past decade, an annual Office effort that has stood out is when staff stand up for the Stand Down event. Stand Down is an event that is held each year throughout the nation when various agencies/governments come together to focus on veteran services. This year, here in Maricopa County, it was held Thursday, January 23 through Saturday, January 25 at the Veteran's Memorial Coliseum.

The Superior Court and Clerk of the Court participated by setting up remote courtrooms to hear cases involving veterans. A total of **137** hearings and **238** exPartes were conducted this year. In addition, the Criminal Financial Obligations Unit helped **118** veterans and will process over 400 documents, the CR File Counter processed **95** documents, and the Non-Criminal File Counter assisted **30** individuals with various court issues.

The Clerk of the Court staff members who participated in Stand Down 2020 included: Courtroom Services managers; courtroom clerks; administrative, filing, financial assistance; and technical support. The staff members were: **Courtroom Clerks** - Kat Faso, Danielle Field, Alana Callahan, Linda Ceja, Laurie Hurley, Andi Gonzalez, and Kelly Shafer; **Courtroom Services Supervisors** - Carrie Montoya, Andrew Schmidt, and Veronica Morales; **ITG** - Adrian Roberts, Drew Billups, Gene Parker, Tiffany Braiker, Veronica Lama, and Supervisor Dave Rosenthal; **Criminal File Counter** - Francisca Kiefer and Yanica Wilson; **Manager Ana Namauleg**; **Criminal Financial Obligations** - Kelly Robinson, Kelly Laird, Angelina Benton, and Supervisor Anna Castaneda; **CV/FC/PB File Counter** - Gaile Raines, Angus McLoone, Supervisor Kelly Marquez, and Manager Angelica Mejia; **Administrators** Shari Andersen-Head and Kimberly Crofts.

"I give a heartfelt thank you to all of the Clerk staff who participated in the 2020 Stand Down," Clerk of Court Jeff Fine said. "Your commitment and desire to provide excellent customer service was very evident and greatly appreciated. The collective effort amongst our staff and the other judicial partners exemplifies the spirit of the Stand Down event. It is gratifying to know that we were able to assist many veterans with resolving their issues."

An estimated **2,215** veterans were assisted at the overall event in accessing services and resources that included health care, housing, counseling, dental, legal aid, clothing, haircuts, and vision.



Clerk of the Court Jeff Fine (center) visits with Clerk staff assisting with the Stand Down event. They are (left to right): Yanica Wilson, Ana Namauleg, Adrian Roberts, Gailes Raines, and Angelica Mejia.



OutSTANDing help: 1) Administrator Kimberly Crofts, CFO Manager Anna Castaneda, and Clerk of the Court Jeff Fine 2) Courtroom Services Supervisors Veronica Morales and Andrew Schmidt 3) Courtroom Clerks Kat Faso and Danielle Field





# Clerk Work

*Work projects within the Clerk of the Court's Office*

## The latest Annual Report is now available



The Office's **2018-2019 Annual Report** was recently completed and is now available to view on the Clerk of Court's website in the "Publications" section. Titled *"Collective Efforts - The Many Pieces of Our Service Puzzle,"* the report provides an overview of the Clerk of the Court's Office, highlights many of its accomplishments during the past fiscal year, contains some interesting yearly statistics, shows the organizational structure and leadership of the Office, and takes a look at the big news from milestone years of the past and the major news that is planned for the future.

## The on-believable growth of OnBase

The following is a chart showing the annual document adult case totals (2003 - 2012) and adult and juvenile case totals (2013 - 2019) 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 - 2019 is adult and juveniles cases, plus any backscanning that may have been performed by the Clerk's Office.

<b>2003</b> 2,007,854 documents	<b>2004</b> 2,368,029 documents	<b>2005</b> 2,841,956 documents	<b>2006</b> 4,011,773 documents	<b>2007</b> 3,316,550 documents	<b>2008</b> 3,158,196 documents
<b>2009</b> 3,331,814 documents	<b>2010</b> 3,407,979 documents	<b>2011</b> 3,299,449 documents	<b>2012</b> 5,694,430 documents	<b>2013</b> 9,745,065 documents Adult = 9,515,731 Juvenile = 229,334	
<b>2014</b> 4,740,970 documents Adult = 4,326,568 Juvenile = 414,402		<b>2015</b> 5,540,645 documents Adult = 5,038,221 Juvenile = 502,424		<p><b>TOTAL = 71,050,734 documents</b></p>	
<b>2016</b> 5,992,852 documents Adult = 5,476,955 Juvenile = 515,897		<b>2017</b> 4,005,806 documents Adult = 3,520,895 Juvenile = 484,911			
<b>2018</b> 3,855,722 documents Adult = 3,441,482 / Juvenile = 414,240		<b>2019</b> 3,731,644 documents Adult = 3,314,033 / Juvenile = 417,611			

# 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: Leslie Wilkins**

**About: The Court Operations Team and Jennifer Myers**

"I want to thank the **Court Ops team** for an excellent demonstration of collaboration with Courtroom Services for the new Protective Order process. The situation is very fluid and several adjustments have been required in the early weeks of the statewide rollout. This example of teamwork among the COC departments is just one example of why this Office is a great place to work! I also want to send a special thanks to Business Analyst **Jennifer Myers**, for the countless meetings she has attended regarding this new program and for keeping the COC teams updated. Her expertise in this project has been extremely helpful!"

**About: Mark Savin**

Criminal Financial Obligations Unit's **Mark Savin** was commended for his attention to detail and for taking the extra effort to ensure accuracy on a project. He noticed a discrepancy on a sheet he was given and he took it upon himself to ask questions and found out there was an error. He corrected it and the result was an accurate posting.

**About: Kelly Robinson**

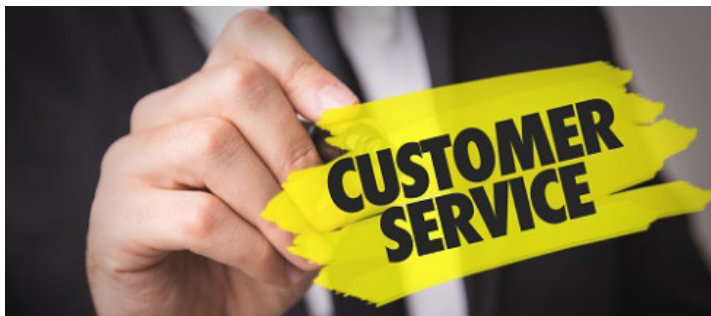
Criminal Financial Obligations Unit's **Kelly Robinson** was recognized for her extra efforts to find the victim of a crime who was owed restitution from a 1996 case. It was a large sum of money and Kelly worked hard to ensure

he received the money that he was owed. Kelly's supervisor said, "Kelly saved the day!"

## CUSTOMER COMPLIMENTS

**About: Tracy McMillian, Shannon Stulz, April Cannon, Susan Morris**

The Assistant to the Special Water Master sent an email to the Office complimenting the **Downtown Courtroom Services supervisorsy team**. She wrote, "I know I keep you very busy with all of my requests and you are wonderful team to work with. Please know that you are appreciated!"



**About: Joshua Thill**

An employee from the County Attorney's Office sent an email to Public Records Supervisor Ken Shipley letting him know how much she appreciated the help of **Joshua Thill**. She wrote, "I wanted to let you know that Joshua is an exceptional employee. I had a last minute request that we needed right away for our trial. I called Joshua and asked if would be able to provide us the document ASAP. He was so kind and understanding and sent it within two minutes of my request. Because we received the document so quickly, we were able to move forward in the trial on an important issue. I greatly appreciate Joshua's time and attention to my request. It is unfortunately rare these days!"

# WHAT'S NEW



## National Center for State Courts hosts essay contest

The National Center for State Courts is sponsoring a **Civics Education Essay Contest** for children in 3rd grade up to high school that will award prize money to the winners. The contest is part of an initiative of U.S. Supreme Court Chief Justice John Roberts to push for more civics education. The topic for the civics essay is **Voting**.

- ▶ Elementary (3rd-5th grade) and middle school (6th-8th grade) students are encouraged to answer the following question in 100 words or less:  
*Why is it so important that all citizens have the right to vote?*
- ▶ High school (9th-12th grade) students are encouraged to answer the following questions in 600 words or less: *Is voting a right, privilege or responsibility? Why?*

### Rules for essay contest:

- Entries for elementary school (3rd-5th grade) and middle school (6th-8th grade) students must be 100 words or less.
- Entries for high school (9th-12th grade) students must be 600 words or less.
- Entries should be typed and submitted on [ncsc.org/contest](https://ncsc.org/contest)

### Prizes

- High School: 1st place - \$1,000 / 2nd place - \$500 / 3rd place - \$250
- Middle School: 1st place - \$400 / 2nd place - \$200 / 3rd place - \$100
- Elementary School: 1st place - \$300 / 2nd place - \$150 / 3rd place - \$100

### Deadline And More Details

- ▶ The deadline is **Friday, February 21, 2020**.
- ▶ More details are available at [ncsc.org/contest](https://ncsc.org/contest).

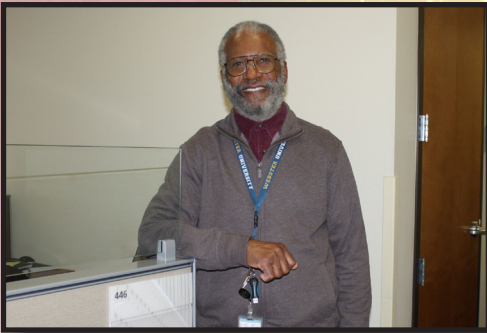


## New mileage reimbursement rate

Maricopa County officials announced that beginning on January 1, 2020, the mileage reimbursement rate changed to .574/mile. If you are eligible for mileage reimbursement, you are required to report your mileage no later than 60 days of when the miles were driven.

# EMPLOYEES of the QUARTER

The Honorees For October - December 2019



## Gene Parker | ITG

**Nomination** - A few reasons come to mind when thinking about why Gene Parker is exemplary and should be considered Employee of the Quarter. Gene is committed to quality work and sees his assignments through with accuracy and in a timely fashion. If something doesn't add up, he asks the right questions so that he is able to open up communication to ensure the work he does will not result

in a negative impact to others or have unintended results. Gene is also an authentic person who builds professional and respectful relationships with our work area. He takes the time to address all concerns he sees as he pools his years of expertise in IT and the workings of the court to properly execute his assignments. His role is both vital and appreciated. Due to these observations, as well as hearing others say complimentary things about Gene, I believe that it suits Gene to receive this recognition. Thanks for all you do Gene!

## CYNDIE REGO | Criminal Financial Obligations

**Nomination** - Cyndie Rego should be considered for Employee of the Quarter nomination due to her dedication and passion for accurate and precise work. Cyndie goes the extra mile to make sure things make sense and she is open to exploring processes, even though "we have always done it this/that way." Cyndie also trains all new hires with care and makes sure all new hires go through her rigorous program of training and audits before being released to the normal workflow and queue. This training program is roughly six months long; true dedication on Cyndie's part. Cyndie also works on very complex cases, which can take hours to upload in the system. If there is any update or communication that needs to get out to the CFO group which would make the job smoother, make more sense, or improve efficiency, Cyndie will take it upon herself to detail out the communication and send it to the team in order to spread the knowledge. These are only a few ways that Cyndie shines... we are so very lucky to work with Cyndie. Thanks Cyndie!



# Employee Spotlight

## This Month: **Savanna Sharp**



**Title:** Court Operations Specialist, Northwest

**Years with Office:** Five years

**What Is Something You Enjoy About Your Job:** The people I work with are the best.

**What Are Some of Your Job Responsibilities:** Filing, docketing, customer service

**Hometown:** Desert Hot Springs, California

**Something Memorable You Have Done:** I went deep sea fishing off the coast of Oregon.

**A Hobby/Special Collection:** I like to bake and craft (when I have time).

**Best Vacation Spot:** I really enjoyed Baja California & the Oregon beach.

**Where Would You Like to Travel To Next:** I would like to take a cruise with my husband or visit a tropical island.

**Favorite Meal:** Chicken Tortilla Soup // **Favorite Place To Eat Out:** Red Robin

**Favorite Sports Team or Sport:** The Arizona Cardinals (Yes, even after the last few years).

**Who Is Someone You Would Like To Meet:** J K Rowling, author of Harry Potter series

**What Would You Like To Be For A Day:** (Harry Potter witch)

**Favorite TV Show/Movie:** *Pride and Prejudice* // **Favorite TV Show Growing Up:** *Family Matters*

**What Is Something On Your Bucket List:** Visiting Ireland and Scotland

**Nobody Would Believe It If They Knew:** That I have never got a speeding ticket.

**Before Working Here, What Was An Interesting Job You Had:** I worked as a florist for a few years and that was a lot of fun, especially around Valentine's Day!

**What Do You Like Most About the Office:** The people

**What Advice Do You Have For A New Clerk Employee:** There are good days and bad days, but sticking with this job is an investment into your future.

**Do You Have A Favorite Quote:** "Live free, die hard."

**What Do You Like To Do In Your Spare Time:** Hang out with my baby...she's awesome!

**What Is An Ability You Wish You Had:** To make more time in the day.

**What Is Your Dream Car:** One that flies.

**Have You Ever Won Anything:** I won a swag bag for liking and sharing the Clerk's Office Facebook page.

**Do You Have a Favorite Animal:** I like turtles and butterflies.

**Do You Have Any Hidden Talents:** I know how to throw a spiral football.

**What Is Your Favorite Fruit and/or Vegetable and Least Favorite:** Favorites: Mango and Broccoli. I hate lima beans.

**Who Would You Like To See in Concert?** Adele

**A Pet Peeve:** Hearing people chew

**What Do You Think Are Important Business Skills To Have:** Interpersonal skills and hard work cover most issues.

**Best Advice Someone Has Given You:** Slow down.





# The Inside Track

## on Employee News

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### MARRIAGE

- Congratulations to Justice System Clerk **Richard Gallegos**, who got married on January 4.

### OFFICE ANNIVERSARIES

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

**20 YEARS - Catherine Gray**

### NEW EMPLOYEES

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

- Courtroom Clerk - **Kim Schell, Ariadna Rivera, Iris Belmares, Desiree Henderson, & Patricia McKinley**
- Downtown Filing Counter - **Ashley Hatch, Rachel Wieneke & Sandra Seufert**
- Financial Services Administrator - **Kimberly Crofts**
- Grand Jury and Criminal eFile/Docket Supervisor - **Carol Camacho**
- ITG - **Brett Bailey**
- Support Services - Customer Service Center - **Marisla Martinez & Jennifer De Alba**

### RETIREMENT



Congratulations to Probate Registrar **Maridel Soileau**, who is retiring on Feb. 7 after 33 years of service. Maridel said what she has enjoyed most about her long career with the Office is, "all the wonderful people I have had the privilege of working with." She said, "I also have enjoyed all the different jobs and areas I have worked in. I am one of 'those' people who like change and love to learn new things." During her career with the Clerk, she has worked as a file room clerk, docket clerk, file counter clerk, and then supervisor/probate registrar. Some of the more memorable projects she said she worked on was being one of the original 10 to test and bring up the ACS, which was the first docket system. "I was then part of probate committee that worked on the project to create ICIS. My best and favorite project to work on was having the probate area be the pilot project for scanning using the Paperclip software and a small desktop scanner." Maridel said something she is most proud of is "being a part of the many projects that had such a big impact on the office and how we do business. I remember the file room was just massive cabinets full of paper and to know I had a part in seeing the end result of it all being electronically housed is amazing."

Maridel said when she first started with the Office she thought she would only be here for two years. However, she enjoyed the time so much that the next thing she knew 30 years flew by. When she started, the Clerk's Office was all housed on just three floors of the Central Court Building, and today it has multiple locations throughout the county.

"I want to thank everyone who I have worked with and all the opportunities I have been given. I am sure the Office will be quieter with me gone because we all know I have a big personality...ha, ha."

### HONORS/AWARDS



I'm not nervous. Do I look nervous?  
I may be nervous.

Congratulations to Juvenile Courtroom Services Supervisor **Connie Pitts** whose submission for the Maricopa Currents' county newsletter Caption Contest was selected as the winner. To the left is her winning submission. Employees can submit their favorite pet photo for the contest to the Currents at [media@mail.maricopa.gov](mailto:media@mail.maricopa.gov)

# Special Features

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



### Employee read-laxes with the newsletter on an island

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 in the Land of Enchantment (New Mexico). This month it is seen with an employee who is feeling enchanted and taking it easy while in a hammock on an island beach in the Caribbean Sea.

Pictured to the left is ITG's **Ravi Goud**, who was on the Cayman Islands enjoying the sun and sand and newsletter all at once.

**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 (horizontal-format is preferred); **3)** Email the photo to Len Keso with your name, department, and a description of the photo, along with any other interesting details of the photo/vacation. Anyone who submits a photo, will receive a Maricopa County lapel pin (pictured here). If you have already submitted a photo(s) for this feature, please feel free to do so again.



## Contest coming in February to determine the best of the best newsletter photos ever taken



**N**ext month, a contest will be held (similar to the Employee Costume Contest) that will allow the Office to vote on the best newsletter photos ever taken by employees while they were on vacation. There are 30 photos that have been categorized into six categories. Employees will be able to choose their favorite in each category and then select which photo they think is the best one ever taken in the United States, in a foreign country, and which one is their choice for the overall best ever. The photos were

selected from voting that occurred through weekly emails and in the newsletter over the past year-and-a-half as well as by determination by the editor. The newsletter photos represent all of the photos taken and used in the newsletter from when the photo feature began in the newsletter in 1998. The results of the contest will then be announced in future issues of the *Record Times*.



# 2020

## Happy New Year!

from

Jeff Fine, Clerk of the Court  
Nancy Rodriguez, Senior Deputy Director  
Mike Nimtz, Deputy Director  
Valerie Clark, Deputy Director  
Rich McHattie, Chief Technology and  
Innovation Officer

Looking forward to a great new year ahead.  
Thank you for your service!

**HAPPY NEW YEAR**