

RECORD TIMES

July
2020

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



James Towner on behalf of the Desktop Support Team

Clerk of the Court Jeff Fine

Scott Hensel on behalf of the Operations Team

First-ever virtual CASE Award presentation held this month

The Office has had to adapt quickly to change this year due to COVID-19 and this year's CASE Awards are reflecting that in recognizing many of those who have taken leadership and/or played a role in making those changes. This month, the CASE Awards themselves adapted to a change by conducting its first-ever virtual meeting award presentation...and it was appropriately held for the **Information Technology Group (ITG)**. ITG, the Office's technology division, has played a key

role in the many changes that have occurred over the past few months...particularly and recognizably with the technical changes needed. Therefore, it was very applicable that a new use of technology for the award presentation was used to bestow recognition to the technology staff.

This first-ever virtual CASE Award presentation was held in the Downtown Justice Center's Engagement area where Clerk of the Court **Jeff Fine** presented two Teamwork awards to representatives of those teams while the other team members watched during a "Go To Meeting" session. The awards were for the **ITG Operations Team** and the **ITG Desktop Support Team**. **See page 4 for the names of the ITG staff on these award-winning programs.**

New payment option is in line to go online

by Tiarra EarlsHaas, Communications Officer

Last month, we announced that the Clerk's Office is going the "extra file" with the launch of eFiling for civil case initiation. In keeping with the momentum of forward innovation, the Office will soon provide the public with the option to make payments online. Soon, customers will be able to pay online for things like deferred filing fees, non-criminal court ordered fees and criminal fines, fees and restitution. This represents a forward leap in both service and technology, as currently customers are limited to making payments in person, through snail mail or over the phone.

The Clerk's Office processes approximately **250,000 payments annually** for deferred filing fees and non-criminal court ordered fee and criminal fines, fees and restitution. With online payments as an option, the office anticipates a significant

...continued on next page. See Online payments

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CLERK CONNECTION

Online payments - continued from page 1

reduction in customer foot traffic in facilities and a potential increase in overall collection rates. The office has partnered with Point & Pay, a leader in payment solutions for courts and other government agencies, which will eventually enable the ability for customers to make payments through phone automation or off-site at local retailers. Online payments is expected to “go live” on the website later this summer.

Newest receipt system – 10 years and still “counting”

This year is the 10-year anniversary of the Office implementing a new receipting system that provided several new features and made it easier to generate reports, acquire statistical information, and offer increased functionality. The Clerk’s Office issues receipts at all filing counters, public counters, as well as marriage license and passport offices.

This past fiscal year (July 1, 2018 - June 30, 2019), **552,396 receipts** were created in the system. These receipts totaled **\$118,252,278.30**. The number of receipts was **67,674** less than the previous year, and the funds processed were **\$21,073,918.57** less than the previous fiscal year. Since going live in September 2009, the grand total of receipts processed through the Receipting System is **7,812,143** for a grand total of **\$1,337,236,720.90**.



“Generally, collections during the second half of the fiscal year are larger than the first half of the fiscal year,” Business Analyst **Jeanette Farrison** said. “This was not the case this fiscal year. When comparing the collections for the first half of FY20 to FY19, the dollars receipted were slightly increased by almost 3%. However, the second half of FY20 fell dramatically, almost 29%, when comparing it to the second half of FY19,” she said. “This makes an overall decrease in dollars processed in FY20 to be about 15% lower than FY19.

OnBase surpasses 70 million mark



In baseball terms, “on base” means a player(s) is in a position to score a run when needed. In the Clerk of the Court’s Office, the word “OnBase” means there are court documents in position to be accessed electronically when needed. OnBase is the name of the program used to manage the Clerk’s electronic court record. And if you are keeping score of how many documents there are in OnBase... this past fiscal year that number surpassed the 70 million mark.

Currently, there are **71,291,360 million documents** in OnBase. This amount includes adult court documents, inactive documents, transcripts (all back-scanned documents and transcripts), marriage licenses, and juvenile documents. In addition, **58 agencies** have been granted access to OnBase

The Office has been building its electronic repository since 1997 when a pilot program in Probate began scanning and converting the paper documents filed with the Office to electronic format. In 2002, scanning was expanded to adult case types and marriage licenses. In 2012, scanning began in juvenile cases.

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: [Angela Smith and the new Collections Unit staff](#)

From: [Bryan Romero](#)

"I would like to welcome **Angela Smith** and her team in **County Collections** to the Clerk's Office."

About: [Courtroom Clerks](#)

From: [Linda Berger](#)

"A BIG THANK YOU to courtroom clerks **McKenzie Moyer, Kathy Apodaca, Heidi Bell, Penny Boettcher, Lisa Nevenhoven, Anne Spaulding, Lisa Popovic** and **Kimmi De Sanna**, who showed great flexibility and teamwork to ensure that SEA MH and RCC/EDC calendars were covered, while providing great customer service to the Bench, when moving between the DT and SEA facilities."

About: [CCB Operations and Courtroom Services staff](#)

From: [Jessica Fotinos](#)

Jessica Fotinos, the Office's General Counsel and Public Information Officer, recently sent an email to Clerk of the Court Jeff Fine letting him know of the excellent service several staff members provided earlier this month. She wrote, "I just wanted to let you know that the Clerk of Court staff who handled the late day filing of a high profile lawsuit on the afternoon of July 3 did a fabulous job! Their work was impeccable and really demonstrated a commitment to the excellent work the Clerk's Office strives for on a regular basis, but also a dedication to provide the absolute best service to the both the Court and the litigants.

This matter came in late on a Thursday at the CCB File Counter and involved an emergency civil action. The CCB File Counter Staff ensured that the Civil Emergency Procedures developed by Court Administration were followed and that the case was quickly initiated and the parties were provided with directions on how to proceed. Court Administration was alerted to the filing of the matter and assigned a judicial officer. Then, literally at about 5 p.m., the assigned judicial officer issued an ME Offline consolidating the newly filed action with the one filed by an entity earlier in the week. The assigned Courtroom Clerk not only had to prepare the ME, but then deliver it to staff waiting with Clerk's Office Operations for scanning and docketing. This all was done after hours by our amazing employees! And both Operations and Courtroom Services Management emailed me before signing off for the day (well after 5 p.m.) ensuring me that all was taken care of and the consolidated cases would be ready for the hearing scheduled for Monday at 9 a.m...no small feat for the Thursday before a long holiday weekend.

So, I would like to personally thank the following Clerk's Office staff for their work on this matter. Their teamwork and dedication to excellence are greatly appreciated."

CCB Operations Staff - [Angelica Mejia, Cecilia Cuellar, Steve Greth, and Christina Cady](#)

Courtroom Services - [Leslie Wilkins, Tracy McMillian, Marian Corriveau](#)



AND THE AWARD GOES TO...

Photos of recent C.A.S.E Award winners

EXCELLENCE AWARD



Yesenia Houghton



All awards were presented by
Jeff Fine,
Clerk of the Court



LEADERSHIP AWARD



Lori Fiscus

TEAMWORK AWARD



Sharayah Dunst and Jenn Brown
as part of the Juvenile Supervisors
Team - Southeast Juvenile

ADDITIONAL TEAMWORK

AWARD RECIPIENTS

ITG Desktop Support - Dave Rosenthal, Adrian Roberts, Gene Parker, Tiffany Braiker, Veronica Lama, Scott Hensel, and James Towner

EXCELLENCE AWARD



Linda Berger



ADDITIONAL TEAMWORK AWARD RECIPIENTS

ITG Operations Team - Dave Rosenthal, Steve Lauer, Ruben Trejo, Lisa Hebert, Andy Kish, Clint Yonce, Adrian Roberts, Gene Parker, Veronica Lama, Tiffany Braiker, and Scott Hensel

LEADERSHIP AWARD



Wendy Thompson

Wendy and Linda also were part of a Teamwork Award for the **Non-Criminal Management Team**

AND THE AWARD GOES TO...



Photos of recent C.A.S.E Award winners

LEADERSHIP AWARD



Sandy Seeley



All awards were presented by
Jeff Fine,
Clerk of the Court

CUSTOMER SERVICE AWARD



Leticia Gutierrez

EXCELLENCE AWARD



Kris Gilmet

And

Tracy Henninger
who is on speaker phone

Kris and Tracy also
were part of a
Teamwork Award
for the
**Non-Criminal
Management Team**

TEAMWORK AWARD



Rachel Robles and Veronica Castillo
(not pictured Connie Pitts)
as part of the **Juvenile Supervisors
Team - Durango Juvenile**

This and That

A mixture of articles

In hot water

An anecdote about adversity

A young woman went to her mother and told her about her life and how things were so hard for her. It seemed as soon as one problem was solved a new one arose. Her mother took her to the kitchen and filled three pots with water. In the first, she placed carrots. In the second, she placed eggs. And the last, she placed ground coffee beans. She let them sit and boil. About 20 minutes later, she turned off the burners. She fished the carrots out and placed them in a bowl. She pulled the eggs out and placed them in a bowl. Then she ladled the coffee out and placed it in a bowl. Turning to her daughter, she said, "Tell me what you see."



Carrots, eggs, and coffee," she replied.

She brought her closer and asked her to feel the carrots. She did, and noted they felt soft. She then asked her to take an egg and break it. After pulling off the shell, she observed the hard-boiled egg inside. Finally, she asked her to sip the coffee. The daughter smiled as she tasted its rich aroma.

The daughter then asked, "So, what's the point, mother?" Her mother explained that each of these objects had faced the same adversity – boiling water – but each reacted differently.

The carrot went in strong, hard, and unrelenting. However, after being subjected to the boiling water, it softened and weakened. The egg had been fragile. Its thick outer shell had protected its liquid center. But, after sitting through the boiling water, its insides became hardened. The ground coffee beans were unique, however. After they were in the boiling water, they had changed the water itself.

"Which are you?" she asked her daughter. "When adversity knocks on your door, how do you respond? Are you a carrot, an egg, or a coffee bean?"

Trivia to "Park" your thoughts on

Arizona's Grand Canyon celebrated its 100-year anniversary of becoming a national park last year. While summer travel has been impacted by COVID-19 this year to the Grand Canyon and the other 61 national parks, the National Park Service is open with some restrictions and they have released the numbers of the most visited national parks. Here they are:

National Park	Annual Visitors	Location
Great Smoky Mountains	12.5 million visitors	Tennessee/North Carolina
Grand Canyon	5.97 million	Arizona
Rocky Mountain	4.7 million	Colorado
Zion	4.5 million	Utah
Yosemite	4.5 million	California

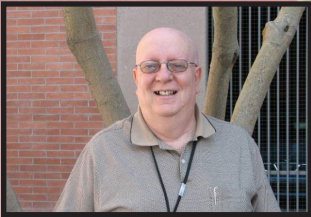


Here is some additional national park trivia:

California is the state with the most national parks at nine, followed by Alaska at eight, Utah at five, and Colorado has four. The newest national park is White Sands located in New Mexico. It became a national park in 2019. Only 29 of the 50 states have national parks. The smallest national park is the Gateway Arch in St. Louis, Missouri. The largest national park is Wrangell-St. Elias in Alaska, which has an area of over eight million acres. The least visited national park is Gates of the Arctic in Alaska. In 2018, this park recorded 9,591 visitors.

EMPLOYEES of the QUARTER

The Honorees For April - June 2020



Adrian Roberts / ITG

Nomination - Adrian does so much for the agency and without complaint. He has worked on the teleworker image for COVID-19, he is working on the new Windows 10 image, and he still manages to help us without batting an eye. He is always willing to help those who need help, including those in ITG. He has taught the other techs a great deal. He knows what he is doing and can resolve many issues that may be beyond other's expertise.



Irma Rivera / Criminal Financial Obligations

Nomination - Irma has demonstrated an amazing amount of engagement in the most recent quarter. After the new RFR rollout, a need arose for three projects/ tasks. She took it upon herself to learn and took over these new duties with ease. She has since become the team expert on a couple of items and continues to maintain these tasks, complete all work assigned to her, and support her co-workers. Irma does this with a smile and "can do" attitude. Irma is an example of growth and maintaining a positive attitude. She implements feedback immediately to optimize the flow of our progress. Her contributions have led the team to success in the most recent quarter.



Nikki Swiss / Southeast Operations Adult Manager

Nomination - Nikki's methods and patience should be commended. Her skills in training others are great! She makes you feel appreciated and no matter how many times you ask her a question, she is always patient and kind!

In addition, it was said, her knowledge and kindness are inspiring. Her hardwork and dedication that she demonstrates everyday are appreciated. She is an excellent role model to staff and peers.



Lisa Smith / Courtroom Services Lead

At the peak of the COVID-19 situation, we hired a new courtroom clerk. This was not a normal nor ideal time to be training with the chaos and lack of "normal" hearings, but we did not have a choice. Lisa was explained the situation and asked to take on this training assignment and to essentially "figure it out." She eagerly accepted the assignment. Lisa developed a plan for a scaled back New Clerk Orientation and an entirely new way of training. She had a positive "can-do" attitude and took ownership of the project from the very beginning and continued with that approach until the clerk was successfully through the first phase of training. The positive results from Lisa's efforts are appreciated.



McKenzie Moyer / Courtroom Services Lead

McKenzie transferred from Downtown to SEA to be closer to home; however, when volunteers were solicited for mental health (MH) coverage downtown, she willingly stepped up to provide coverage. McKenzie covered MH downtown April - June until operations resumed at Valleywise - Mesa. McKenzie is always a team player helping out her co-workers. She was the first courtroom clerk from SEA to provide mental health coverage downtown. When she finished her coverage the first day she sent an email to the other clerks that were assigned for coverage, providing them with needed information. One day urgent orders were dropped off late in the day. The clerk working on them at 5:00 still had about 40 to process. When McKenzie heard about the situation, she clocked back in to assist the clerk with processing. McKenzie also volunteered to cover a second mental health calendar when assistance was requested from SEA. In addition to MH, McKenzie covers both family court commissioner and judge calendars. When McKenzie has completed her own assigned work, she seeks opportunities to assist her peers by sending emails to supervisors letting them know she is available to assist. McKenzie is a consummate team player and should be recognized for always going above and beyond to assist her peers whenever needed.

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:

- **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)
- **Silver LINE-ings** - (staff sends in a line about something good that has occurred at work)

Below are some recent submissions of staff participating in these pause-itive efforts:



Tom Battista
wearing a Star Wars mask and also sending in a creative **Show and Tell-ework** photo



Ravi Goud
with a **Been There, Fun At** photo wearing a Yellowstone National Park shirt at Yellowstone



Brad Ottley
with a **Been There, Fun At** photo wearing a Cannon Beach, Oregon shirt



Kelly Sleseman
wearing a lion mask



A SIGN Up Today photo to Wendy Thompson
from (top to bottom, left to right) Diana Charbagi, Veronica Morales, Carrie Montoya, Asha Parmar, Kristyl Howard, Lisa Ball, Christina Mai, Debe Adams, Shannon Stulz, Sherri Ortega, April Covarrubio, and Kathy Ballard.

The sign is in appreciation for Wendy spending her own time making masks (before they were mandatory) for the courtroom clerks. Numerous other appreciative clerks for Wendy's handiwork are not pictured.



Bob Korzeniowski
with a **Been There, Fun At** photo wearing a "Standin' On A Corner in Winslow, Arizona" shirt



Employee Spotlight

This Month: Maye Patterson



Department: Downtown File Counter

Years with Office: Almost two years

Something You Enjoy About Your Job: I enjoy and respect the people I work with and strive to make a positive contribution each day.

Some of Your Job Responsibilities: Customer service, process documents from Civil, Family, and Probate, and perform any other needed tasks.

Your First Job: A chef // **Hometown:** Philippines

An Interesting Job Before Coming Here: I was an assistant manager at Wal-Mart.

Something Memorable You Have Done: In my childhood, I liked to ride the carabao (water buffalo). One day, my youngest brother snuck up and he hit the carabao from behind and it took off running and I fell to the ground. He thought it was funny. We still tell the story today and laugh.

A Hobby and/or Favorite Activity: Racquetball / Crafting

Best Vacation Spot: Boracay Island // **Where Would You Like To Travel To Next:** Italy

Favorite Meal: Spaghetti with plain sauce. No meat. / **Favorite Place To Eat Out:** BJ's

Favorite Sports Team or Sport: Detroit Lions football

Favorite TV Show or Movie: *Green Arrow* // **Your Favorite TV Shows While Growing Up:** *Wonder Woman*

Something You Are Proud Of: I am proud of my hard work and my accomplishments. Working hard doesn't always lead to exactly what we desire and so manage your three D's – Decision, Discipline, and Determination.

What Would You Like To Be For A Day: A cop

Nobody Would Believe It If They Knew: My parents put me to work when I was seven working in the rice field, plowing the rice paddy behind a water buffalo, planting rice stock, cutting the rice stalks, harvesting, etc.

Advice For A New Clerk Employee: Do what you can, with what you have, where you are.

What Do You Like Most About This Office: Everyone is a teamplayer and respects one another.

What Do You Like To Do In Your Spare Time: Off-roading, biking, swimming

Who Would You Like To Meet: Brian Tracy, self-development author

A Favorite Quote: "The purpose of life is not to win; the purpose of life is to grow and to share."

Do You Have A Favorite Animal: Dog Havanese // **Your Dream Car:** Ferrari F8 Tributo

An Ability You Wish You Had: To make everyone smile even in bad days.

Favorite Fruit/Least Favorite Fruit & Vegetable: Favorites - Mango / Cauliflower and Least Favorites: Apricot / Beets.

Who Would You Like To See In Concert: Ricky Martin

A Pet Peeve: When my boys make a PB&J sandwich and don't clean up after themselves and leave jelly on the counter.

What Are 2 or 3 Business Skills You Think Are Important: **1)** Developing to be a leader is a lifetime commitment, not a job commitment; **2)** To perform your best, you must discipline yourself to work throughout the day; **3)** 10/90 Rule - Spend the first 10% of time planning and organizing your work before your work begins. You will then save 90% of the time getting the job done.



The Inside Track

on Employee News

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EMPLOYEE MOVES

- Congratulations to Courtroom Clerk **Jasmyne Acevedo** on the birth of her 7 lb. 1 oz. baby girl on July 6. Her new daughter's name is Ava. She is Jasmyne's first child.

OFFICE ANNIVERSARIES

The following Clerk employees reached their milestone anniversaries with the Clerk of the Court's Office in July:

20 YEARS

Leah Lindahl, Ramon Flores, Ron Lopez, and Annette Young

15 YEARS

Chiquita Williamson and Veronica Castillo

5 YEARS

Kevin Dotson, Kat Faso, and Kristyl Howard

NEW EMPLOYEES

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

- **Courtroom Clerk - Kimberly Clark, Jenelle Gooder, Megan Ortega, Rhonda Sheppard, and Katherine Trefl**
- **Downtown File Counter - Connie Hannah**
- **ITG - Michelle Gaylor**
- **Southeast Adult Courtroom Services Specialist - Mitzi Moore**

EMPLOYEE HONORS

In the June issue of *Record Times*, it was announced that the National Association of Counties (NACo) awarded the Office two national achievement awards for its implementation of the **RFR** and the **eFile Auto Accept** programs. NACo, which represents the nation's county governments in Washington, D.C., presented the Office with the awards for developing these innovative programs that enhance county services. Below are the staff members who are a part of the award-winning programs:

RFR - **Ron Bitterli, Jeanette Farrison, Appachu Ballachanda, Don Christoph, Lisa Hebert, Don Pemberton, Aaron Sneddon, Ravi Goud, Oscar Garcia, Prudhvi Bongarala, Vanathi Marappan, and Mubasher Begum, Gerry Sharma, Uday Shetty, Brad Ottley, and Kevin Hart**

eFile Auto Accept - **Kevin Hart, Don Pemberton, Aaron Sneddon, Amuda Kuppanur, Chris Driscoll, Jennifer Myers, and Chris Cerrato**



Special Features

Where in the world has the Record Times been?



An axe to grind with 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 the tropical warm weather of Hawaii. This month, it is seen with an employee who was in a much cooler climate (from a photo taken last year).

Pictured to the left is Exhibits' **Chris Kilgus**, who was in Flagstaff posing with "Jack" the lumberjack statue at Northern Arizona University. This is the newsletter's first appearance in Flagstaff. While in Flagstaff, Chris said he enjoyed snowboarding at Snow Bowl.

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 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 All-Time Best Photos Ever Taken As Voted On By Employees

In February, a contest was held allowing employees to vote on what they thought were the best photos ever taken of staff with the newsletter going back to 1998 when this photo feature began. The top 30 photos were organized into six categories for employees to make their selections. The contest results are being released in phases in issues of the *Record Times*. Below are the top five photos voted on from the category "The Best-Ever Foreign Country Locations" photos.

This Month's Category: Foreign Country Locations



5th
Where: Belize
Who: Current staff - **Cyndie Rego**
When: 2019



3rd
Where: India
Who: Former staff - **Laura Eng**
When: 2016



4th
Where: Canada
Who: Current staff - **Scott Hensel**
When: 2017



2nd
Where: Switzerland
Who: Current staff - **Ravi Goud**
When: 2019



1st
Where: Cayman Islands
Who: Current staff - **Ravi Goud**
When: 2019

You put the “SUPER” in Clerk of Superior Court



You are essential!
Thank you for all that you do!