

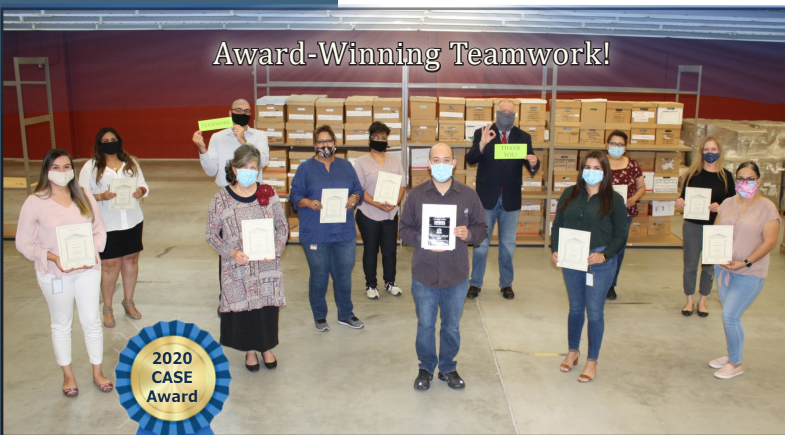
RECORD TIMES



June
2020

Vol. 26 / No. 6

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



Award-Winning Teamwork!

CASE Teamwork Award winners from the Customer Service Center Public Records Team (left to right) Mayra Antelo, Sulma Magana, Susan Loe, Deputy Director Mike Nimtz, Maria Adame, Stella Rodriguez, Hector Castaneda, Clerk of Court Jeff Fine, Andrea Madrid, Clara Nava, Idella Hamilton, and Cecilia Alfaro-Arndt. Not pictured: Debra Cooper, and Josh Thill

The best CASE scenario occurs for staff this month

The time to honor Clerk staff through the Annual CASE Employee Recognition Program has begun

If Captain Obvious were to appear and provide a few words to Clerk staff, he would probably say, "things are very different in the Office this year than in past years." He would be right...obviously!

However, one area that didn't change is the Office's **CASE Awards**, which is its annual Employee Recognition Program. The Office has remained committed to having the program and honoring staff who have had exceptional performances this past year.

The program was delayed as the Office adjusted to the many transitions that occurred due to COVID-19, but it is now back. However, the presentation of the awards has changed from previous years. In the past, the awards were presented at each office location in one ceremony on a specific day. This year, the awards are being presented individually at the different Office locations over the course of the summer months. Some awards were presented this month and the names of these award recipients are published in this newsletter. **More CASE winners on Page 3.**

Recognition is "two" good to be true

The year twenty-twenty (2020) has brought plenty-plenty of challenging news stories, but this month there was an occurrence that did bring not one, but two good news stories for the Office. 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 two awards for developing innovative programs that enhance county services. The two achievement awards bring to a total of 41 NACo awards the Office has received over the past 32 years.

Clerk of the Court Jeff Fine said, "This is wonderful! What an amazing testament to the dedication, skill, initiative and awesomeness of our team. Many thanks to all involved."



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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: Gene Parker, Adrian Roberts, Andy Kish, Veronica Lama

From: Denise McGraw

"Saying 'Thank You' is not nearly enough to convey how grateful I am to our ITG department, especially **Gene Parker, Adrian Roberts, Andy Kish,** and **Veronica Lama** for all of the help they have provided to me over the past few months. When the Office migrated computer programs back in October, I experienced difficulties and many minor issues when using my computer. Most of the issues were resolved within a couple of weeks, certainly once Andy worked his magic; however, there was one nagging issue that wasn't resolved, but a work-around solution helped. It was frustrating, considering I had to work with this solution easily 20 or more times per day.

I am thrilled beyond belief to (FINALLY!!) be able to say that this last issue is an issue no more. Gene and Adrian had an opportunity to put their heads together and resolved that last issue in May. Sometimes it's those little things, that on the surface, don't appear to be a problem, but mean the world to someone who is relieved to no longer have to take extra steps to perform their job. In addition to Gene and Adrian, Veronica has been a great troubleshooter whenever I have to call ITG when working remotely.

The entire ITG Department has my ongoing gratitude. Thank you!"

CUSTOMER COMPLIMENTS

About: Meaghan King and eFile Team

A customer recently called the Office regarding getting information about eFiling. He said that he called a couple of times to ask different questions. The customer said that everyone he spoke to at the Office was so patient, so nice, and very helpful.

Great work!



About: Catherine Diaz

A customer, who Family eFile Specialist **Catherine Diaz** assisted, took time to send her a very complimentary email about her service. He was especially appreciative of her efforts to follow-up with him to ensure his needs were met. He said, "I don't know where to start, but you really saved me today. You walked me through the steps of doing it right. I would have missed my deadline and been in a world of hurt. I'm with Customer Support at Amazon and I think you exceeded our famous customer service levels. What you did was rare...and especially in government. I hope you are recognized for your great work. Please feel free to pass this on to your management since I don't have any other emails."

AND THE AWARD GOES TO...



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



TEAMWORK AWARD

Water Case Scanning
Project Team -
(left to right)

Mayra Antelo, Maria Adame,
Deputy Director Mike Nimitz,
Hector Castaneda, Ruben
Trejo, Melinda Yelverton,
Andrea Madrid, Clerk of
Court Jeff Fine, Cecilia
Alfaro-Armdt, Ken Shipley,
and Susan Loe.



Water Case Scanning
Project Team -

(Who Are Not Pictured)

Donna Hall, Ramon Flores, Josh
Thil, Kyoko Higuchi, Renee Her-
nandez, Reta Sneddon, Yvonne
King, Chris Cerrato,
Jennifer Myers, Chris Driscoll,
Lisa Kellar, and
Anamae Beard

TEAMWORK AWARD

Non-Criminal Leads Team
(left to right)

Sheryl Brown, Lisa Smith,
Christina Mai, Clerk Jeff Fine,
and April Covarrubio. Not
pictured: Jennifer Escarcega

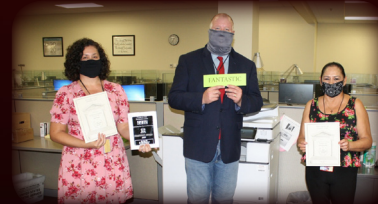


EXCELLENCE
AWARD
April Cannon

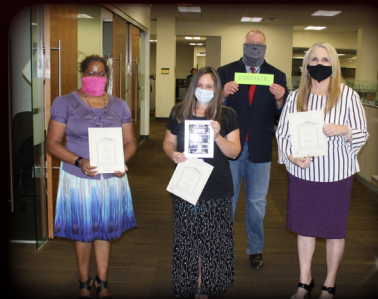
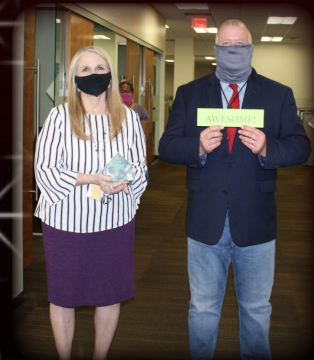
TEAMWORK AWARD

On the Fly DT Non-Criminal
Training Team
(left to right)

Sig Perez, Clerk Jeff Fine,
and Yolonda Soliz.
Not pictured: Anna Fagnini,
Anisa Ashburn, Claire Vigil)



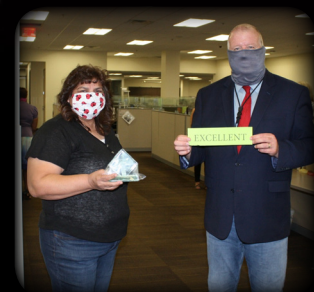
LEADERSHIP AWARD
Leslie Wilkins



TEAMWORK AWARD
Non-Criminal Management Team
(the Downtown Members)
(left to right)

April Cannon, Tracy McMillian,
Clerk Jeff Fine,
and Leslie Wilkins. Not pictured:
Susan Morris and Shannon Stulz

EXCELLENCE
AWARD
Micaela Rios



EXCELLENCE AWARD
Jennifer Cardenas

Other CASE Award
Winners Not Pictured:
Ana Namauleg - Leadership

Ramon Flores and Josh Thill -
Excellence

More awards will be presented throughout the summer

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:

- **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)
- **Appreciation Cards and New Normal Video** clips (see page 5 for details)

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



Maye Patterson
going the "extra smile"



Sheri Jaffe
wearing a decorative
face shield



**Theresa Valenzuela
and LeAnn Baukol**
going the "extra smile"



**Monica Skaff and
Tristan Aird**
going the "extra smile"



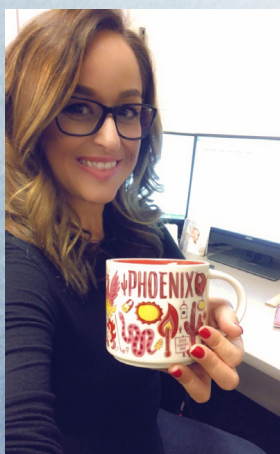
Kelly Sleeseman
wearing an Arizona
Court mask



Carmen Villaseñor
going the "extra smile"



Chris Cerrato
going the "extra smile"



Denise Maupin
going the "extra smile"



Rebecca Elvir Calles
wearing a Scooby Doo Mask

Pause-itivity

During this work pause, several pause-itive (positive) initiatives have been held to help brighten the work days for staff. Here are two additional activities that have been implemented:

Sharing your thoughts through video clips

by Tiarra EarlsHaas, Communications Officer

With so many employees now telecommuting, the Culture and Communications Work Group wants to provide a way for staff to stay connected and share experiences. So, we would like to ask for you to share a short video clip (shot selfie-style) telling how you have adjusted to the “New Normal.” You can shoot it in your workspace, at home, or wherever feels most comfortable.



What to Include:

- An explanation of how your routine has changed
- How you've adjusted to stay safe
- How you're still able to perform your role
- Any positive messages you would like to share



Instructions:

Video clip submissions must be shot in MP4 format, horizontally (or long way) and be no more than two minutes in length. If you're using your cell phone (the easiest way), make sure it can shoot in full high definition (FHD 1920x1080). On most phones, you can check this in the video settings while in video mode. Video should be less than two minutes. You can submit your [video clip here](#).

Participation will require submitting through your Google Drive account, the cloud account associated with your Gmail (Google email). After shooting the video, upload it to your Google Drive account. You can then access the file and upload it through the form at the link above. Submissions will randomly be selected to be featured in an upcoming *Rapid Print* distribution. If you do not have a Gmail account, you can submit your file through the file sharing option of your choice, and send the link to myself (Tiarra EarlsHaas).

Sharing your words through cards

The Clerk's new Community Outreach Task Group is offering employees the chance to send a message of compassion to residents of a local long-term care facility. The cards are intended to help ease the isolation and loneliness that the elderly may feel during the pandemic. Staff are able to participate in this initiative by completing either a digital card or using one of its own physical post cards to share a message of support. You may submit up to June 29 and then the cards will be delivered to the facility.

How to Participate - **Option 1:** Download, complete, and “sign” [a digital card](#) and include a message of support. **Option 2:** Request one a physical post card and write a supportive message of your choosing.

Instructions - **Step 1:** Send an email to tiarra.earlshaas@maricopa.gov indicating you'd like to participate in the give-back opportunity and which option you would prefer (Option 1 or Option 2). A post card can then be interoffice mailed, or you can come pick one up from the Downtown Justice Center facility. If you are working from home, we suggest the digital card option.

Step 2: Hand-deliver, interoffice, or email (for digital cards) your completed card to Tiarra Earls Haas at the Downtown Justice Center facility.



CLERK CONNECTION

The Office is “collecting” a new department

Welcoming new employees to the Office is a common experience, but welcoming an entirely new department to the Office is truly a rare occurrence, but so far this year, a lot of out-of-the-ordinary things have happened. Happily, having the arrival of a new department on July 1 in the Clerk’s Office is extra-ordinary pleasant news.

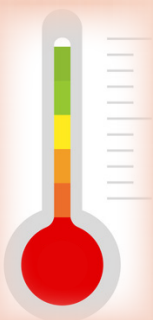
And the Office that is being welcomed aboard is the **County Collections Unit (CCU)**. CCU which was a part of Maricopa County’s Finance Department, is transferring to operate within the Clerk of the Court’s Office. CCU, comprised of five employees, is responsible for the management of payments on criminal financial obligations as mandated by Criminal Restitution Orders. CCU processes approximately 20% of all RFR payments, answers nearly two thousand calls per month, and establishes and maintains tens of thousands of accounts.

“CCU’s work overlaps with many partner agencies and they bring strong working relationships with Adult Probation, Recorder’s Office, ADOT, Superior Court, various County departments, and most definitely, the Clerk’s Office,” Deputy Director **Mike Nimt** said. “The wealth of knowledge and skill arriving with CCU will be essential as the Clerk’s Office seeks to introduce significant improvements to the criminal financial obligation continuum. The addition of CCU combined with the recent launch of our powerful RFR application, upcoming online payment capacity, and existing talent within our financial departments has the Office prepared for such a challenge.”

The Collections Unit is led by **Angela Smith** (supervisor) and staffed by **Traci Del Ponte, Becky DeLong, Lisa Kendall, and Margaret Zawicki**. CCU will be based out of CCB and report up to Finance & Accounting Administrator, Kim Crofts.



Thermo-STAT - the temperature of two new services



On April 1, the Office began offering Marriage Licenses by mail for the first time in its history. During that month, a total of **681 licenses** were issued by the Office. In May, the number of licenses by mail decreased some, but still remained overall a large amount with **598 licenses issued**.

In April and May, Cleo (the Office’s new chatbot assistant) had a total of **4,070 chats**. Currently, the most popular topics are: Locations and Hours, How to get copies of marriage licenses and divorce decrees, and Fee amounts. Cleo was launched on March 24.



Clean scene

Santizer stations are lined up in the Customer Service Center’s Loading Dock ready to be distributed throughout the Office in the public areas.

CLERK CONNECTION

The Grand move has a grand result



A move occurred a few weeks ago within the Office, that can be described as “grand” in two different ways. First, it is grand for the Clerk’s Office because it is actually the name of the unit that moved - **Grand Jury (GJ)**. The GJ unit moved from the 1 W. Madison Building to the lower level of the remodeled West Court Building.

Second, the move is being called “grand” by the seven members of the GJ staff because it is such an improved work environment for them.

“Everything is better about it,” GJ Supervisor **Carol Camocho** said. “Everything is clean and new. One West Madison was worn out and all the clerks are appreciating their new work space. We are so happy to be here!”

In their new area, the Clerks will continue in their duties, which is being responsible for preparation of Empanelment of all Grand Juries (County & State). The GJ Clerks are responsible for being in the courtroom when the cases are presented to the Court. The clerks take care of the exhibits, record all rulings and motions. They initiate cases, docket cases, create minute entries and do all the distribution on the case documents. The various other documents processed are Quashes, Writs, Extraditions, Motion/Orders, Jail mail/Returned mail, Dismissals, and Subpoenas. The GJ Clerks also are responsible for juror hearings, juror excusals, juror payroll, proof of attendance/day off requests, juror certificates, and disempanelment of the grand juries.

The GJ Unit processes approximately **12,000 cases annually**.

Going the extra file - new eFile initiative gets set to begin

The Office is *e-lated* about its upcoming launch of *e-Filing* in **Civil Case Initiation**. The eFiling process for new civil cases is designed to be much easier and more efficient, and is expected to provide a 30% reduction in processing time with no need to visit a filing counter. While currently it is possible to eFile documents online in certain Maricopa County Superior Court case types, only post-initiation documents are allowed (i.e. notices, motions, responses, replies, etc.) With the new launch, the public will be able to file new civil case initiation documents as well. In partnership with the Administrative Office of the Courts, the Office anticipates Go Live for this initiative in July.





Clerk Work

Work projects within the Clerk of the Court's Office

Looking back at a very historic project for the Office

Twenty years ago (at this time in 2000), a groundbreaking ceremony was held for a new **Customer Service Center** facility. One year later (on June 11, 2001), the Clerk's Office moved into the new 113,060 square-foot facility at 601 W. Jackson. The move into the new building is one of the biggest events in the history of the Clerk of the Court's Office. The main highlight of the new building was that it centralized the court records storage of **1.4 million court records** of all case types into the one new building. Previously, the court records were stored at



different office locations. It also consolidated seven departments, comprised of 150 employees into one facility.

To the left is a newsclipping from the **Record Times**, when the building opened in 2001. Following are some comments from current staff who were a part of the move-into the Customer Service Center.

Tina Barrett - "I came in at the end of the move. I was so excited to be working in a brand new building that was bright, colorful, and huge. I just remember seeing all of those rows of shelving units for the files and thinking it will be years before we fill up the space."

Chris Cerrato - The superintendent put me in charge of the freight elevator for when the trucks were actually bringing in the files. We had carts and carts of files that ABC Moving uprooted from Records Management Center, Central Court, and Support Services Center, then staged and shelved at CSC. What a week! I have a clear memory of our moving supervisors working on this oversized floor plan of the File Room, assigning case types with multiple color highlighters, and not wanting to break for dinner even though it was late. They finally agreed to takeout from Singh High.

Melanie Fay - I remember when I was hired, my supervisor told me "that huge parking garage being built on Jackson also has the new Clerk's Office Customer Service Center. There are two levels with a File Room that fills up the entire basement; it's roughly three to four blocks long. That's your building; take care of it.....the staff.....and our customers!"

The action at Jackson put to pictures



The files are ready to be shelved after being moved over to the new building on carts that were wrapped in plastic.



The new facility has aisles of files that seem to stretch for a miles.



Computers await their turn to be put to work.



Lisa Rincon assists one of the very first telephone customers while she wipes away the construction dust at her new digs.



The first customer of the new building!



Employees arrive to work for the first time at their new job site at 601 W. Jackson.



A little pep rally was held just moments before the building opened up for the first time.



Correnia Honaker (left) and Lauri Thomas helped keep things on track at the new building while the move was taking place.

Employee Spotlight

This Month: **Errol Berman**



Title: Courtroom Clerk, Durango Juvenile

Years with Office: Seven-and-a-half years

Something You Enjoy About Your Job: The people I work with

What Are Some Of Your Job Responsibilities: Work as the official record-keeper, mark and admit exhibits, and create minute entries.

Your First Job: Babysitter // **Hometown:** Ahwatukee Foothills, Arizona

Something Memorable You Have Done: I was a ball girl for the US Women's Soccer National Team. I played soccer in high school and also played club. I continued my love for soccer and coached the junior varsity and varsity girls' soccer team at Horizon High School. My club team was selected to be ball girls for the US Women's Team due to my team being one of the top club teams in the state at that time.

A Hobby or Favorite Activity: Gardening and collecting plants. I would love to one day have my own sustainable garden that I could grow my own food from, but AZ doesn't allow for that year round, so I have mostly potted plants now. I love cactus and succulents for outdoor plants and I have been learning more about tropical plants or plants that are not native to Arizona, which I keep inside as they require more care.

Best Vacation Spot: Maui, Hawaii // **Where Would You Like To Travel To Next:** Thailand or Indonesia

Favorite Meal: Pizza! // **Favorite Sports Team or Sport:** Soccer

Who Is Someone You Would Like To Meet: US Supreme Court Justice Ruth Bader Ginsburg

Favorite TV Show Growing Up: *Buffy the Vampire Slayer* // **Favorite Animal:** Dogs

What Would You Like To Be For A Day: An eagle or dolphin so that I could experience what it is like to soar in the sky or swim under the sea.

Something On Your Bucket List...To travel to all continents across the world.

An Unusual or Interesting Job You Have Had: I worked at a Doggy Day Care and Boarding Facility. I love working with animals in general, but dogs have a special place in my heart. I believe that humans can learn a lot from dogs. They are some of the smartest, most loyal, and loving creatures. I think that the psychology of a dog's behavior is also really interesting. I learned a lot by working with many different breeds while I worked at the doggy day care.

What Do You Like To Do In Your Spare Time: Go hiking or play kickball/soccer

An Ability You Wish You Had: To fly or read minds. // **Your Dream Car:** McLaren P1

Have You Ever Won Anything: I won multiple state titles in track and field in high school. I competed in the 100m and 400m hurdles and the 100m and 400m yard dash. Hurdles were the most difficult, but the event that I enjoyed the most.

Favorite Vegetables/Fruit and Least Favorite: Favorites are watermelon and brussels sprouts and least favorites are cantaloupe and mushrooms.

Who Would You Like To See In Concert: Rage Against the Machine

Who Has Been An Influential Person In Your Life And Why: My mother. She worked very hard as a single mother to ensure my sister and I were always taken care of and had the best opportunities possible while growing up.

What Are Two Business Skills You Think Are Important: Being self-sufficient and having strong communication skills.

Best Advice Given To You: Don't ever stop learning and growing as a person.



The County Lines

News lines from Maricopa County

New Year's in July

You have probably heard of "Christmas in July," but at Maricopa County, it is "New Year's in July"... the Fiscal **New Year** that is, and it begins July 1. As part of "New Year in July," the **Employee Wellness Program** is kicking off a new, interactive Wellness Portal. The Portal is where employees go to elevate their health and wellness and earn their Wellness Reward of \$60/month! Watch for details to come via email on how and where to register on July 1.

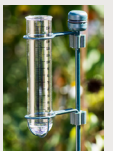


Along with the new Portal, the priority activities required to earn the Wellness Reward have slightly changed. Employees will need to complete a Health Check Survey (health assessment), and two "Your Choice" activities. In addition, Wellness Works is offer-

ing six webinars in July so staff can learn about the new Wellness Portal and how to earn the Wellness Reward. [Register here](#) to attend the session of your choice.

When it rains, County Flood Control pours information

The Maricopa County Flood Control District maintains more than 350 automated precipitation gages throughout Maricopa County and surrounding counties, which measure the amount and timing of rainfall in real-time. You can go to their page and view the precipitation data for your area and get other weather information by visiting their [website here](#).



The monsoon season has officially began this month. Monsoon storms can be heavy, dangerous and hit quickly and so there can be little time to prepare. The Maricopa County Flood Control District has prepared some information that is helpful for those who want to plan ahead. You may visit their [site here](#).



County Supervisors allocate \$399 million for COVID-19 Response and Recovery

Maricopa County received **\$399 million** from the U.S. Treasury as part of the Coronavirus Aid, Relief and Economic Security Act (CARES Act). The purpose of this money is to cover expenditures related to the public health emergency that were not already included in fiscal year 2020 budget. Under the plan approved by the County Board of Supervisors, CARES Act funds will be distributed as follows:

Health emergency response - \$83.5 million; Homeless response and prevention - \$40 million; Small businesses - \$23 million; County services - \$77.5 million; and Future needs - \$175 million.

The Inside Track

on Employee News

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2

3

4

EMPLOYEE ANNIVERSARIES

Congratulations to Courtroom Services Supervisor **Susan Morris** on the birth of her 7 lb. 9 oz. granddaughter on May 23. Her new grandchild's name is Imogen. She is Susan's third grandchild and first granddaughter.



OFFICE ANNIVERSARIES

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

25 YEARS

Theresa Sandoval

Congratulations!

10 YEARS

Shannon Stulz and **Susan Hack**

NEW EMPLOYEES

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

- **Discovery & Confidential/Grand Jury Transcripts - Samuel Mancillas**
- **Human Resources - Denise Maupin**
- **NE Docket/ EDM/File Counter/Marriage Licenses/Public Records. - Danielle Hagan and Jerria Williams**
- **Management Resources - Danielle Rivera**

EMPLOYEE MOVES

- Congratulations to **Jenny Black**, who was promoted to Courtroom Services Administrator after serving as a Courtroom Services Manager.
- Congratulations to **Monica Mogel**, who was promoted to Criminal Courtroom Services Supervisor after serving as a courtroom clerk.

HONORS

- Congratulations to Financial Services' **Teri-Lee Harney**, who recently graduated from the University of Phoenix with a Bachelor of Science Degree in Accounting.

RETIREMENT



- Congratulations to Court Operations Specialist at Durango Juvenile **Cruzita Minero**, who recently retired after 24 years of service. She began her career with the Clerk of the Court's Office in the Mailroom and then moved to Juvenile Operations about four years later, and she worked in that department up until her retirement.

Special Features

Where in the world has the Record Times been?



The newsletter rocks with rolling water

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 at the Rock and Roll Hall of Fame in Cleveland, Ohio. This month, it is seen with an employee who is standing by some rocks with rolling water (from a photo taken last year).

Pictured to the left is Courier **David Wolff**, who was in Maui, Hawaii (late last year). He is standing by a beautiful landscaped water and rock feature outside of a resort.

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 World Famous Locations” photos.

This Month's Category: World Famous Locations

5th




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

3rd



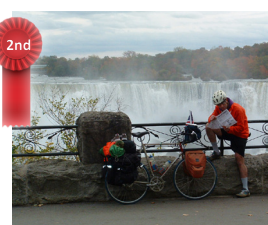
Where: Eiffel Tower, France
Who: Current staff, **Vonda Culp**
When: 2011

4th



Where: Stonehenge, England
Who: Current staff, **Ron Bitterli**
When: 2012

2nd



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

1st



Where: - The Great Wall of China
Who: Former staff, **Roxana Anderson**
When: 2010

Next Month's Category - Foreign Country



Have a safe
and enjoyable
Independence Day
holiday weekend!

From:

Jeff Fine, Clerk of the Court

Nancy Rodriguez, Chief Deputy

Valerie Clark and Mike Nimtz, Deputy Directors

Rich McHattie, Chief Innovation and Technology Officer