

RECORD TIMES

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

Celebrating 20 and 20 in
2020 at Southeast



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Southeast employees **Mike Kay** and **Vanessa Martinez** are both celebrating reaching their 20 years of service with the Office. They are two of a total of 11 employees officwide who have reached their 20-year milestone in the year 2020.

3 and 4. See page 4 for an article about the presentation of the pins this year in relation to the COVID-19 virus.

Historic visit of the Arizona Clerks of Court



A historic moment occurred for the Office this month in having the honor of 12 of the 15 Arizona Clerks of the Superior Court visit the Office. Three Clerks were present for the meeting, but not available for this photo.

The PINformation on service

A listing of employees who have earned a service pin for reaching a milestone anniversary

Once a year, the Office honors those staff members who have reached a significant service milestone in their career. The way in which it honors them is by presenting them special service pins. The pins are awarded to those who have reached an anniversary of 5, 10, 15, 20, 25, 30 and even 35 years of service. The employees receive a pin from the Clerk of the Court as well as one from Maricopa County.

This year, there are a total of **65 Clerk of the Court employees** who have earned service pins.

To find out who this year's service pin recipients in the Office are, see the list on **pages**

Early this month, 12 of the 15 Arizona Superior Court Clerks met in the Downtown Justice Center Training Room for one of their regularly-held meetings. Hosted by Maricopa County Clerk **Jeff Fine**, this marked the first time that the Arizona Association of Superior Court Clerks (AASCC) have visited the Office as a group and held a meeting.

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CLERK CONNECTION

The historic visit of the Arizona Clerks of Court

...continued from page 1

The Arizona Clerks of the Superior Court - The pictured Clerks are: (Front) Madeline Montoya (Greenlee), Anita Escobedo (Gila), Megan Spielman (La Paz), and Valerie Wyant (Coconino). (Back) Amy Hunley (Cochise), Gary Harrison (Pima), Jeff Fine (Maricopa), Juan Pablo Guzman (Santa Cruz), and Virlynn Tinnell (Mohave).



The Arizona Clerks Association meets regularly and this time Maricopa County was the host. The group discussed topics such as the legislative session, OnBase, Child Support, training, and probate, which was led by the Office's own **Maridel Soileau** and **Angelica Mejia**. Legislative Liaison/Public Information Officer **Jessica Fotinos** also spoke at the meeting and Senior Deputy Director **Nancy Rodriguez** and Chief Technology and Innovation Officer **Rich McHattie** were also in attendance with Jeff and the Clerks.



The Arizona Clerks of Court and several key staff members met early this month to discuss matters pertinent to their similar roles as Clerk.



The Office's Maridel Soileau and Angelica Mejia make a presentation to the Arizona Clerks of Court about probate.

The AASCC President is Clerk of the Superior Court Megan Spielman from La Paz County.

A special visit from the County Supervisors' Chairman



Clerk of the Court Jeff Fine and County Supervisors' Chairman Clint Hickman sign the official agreement of the Office budget for Fiscal Year 20/21.

Maricopa County Board of Supervisors Chairman Clint Hickman visited Clerk of the Court **Jeff Fine** in his office this month for a formal signing agreement of the 2020/2021 budget for the Clerk's Office. Hickman was joined by County Manager Joy Rich, and several key county budget and administrative officials who attended the signing. The Office General Fund budget for next fiscal year is **\$39.7 million**.

Jeff Fine said he greatly appreciated the Chairman, County Manager and staff making the effort to visit the Office and celebrate the agreement of the budget.

CLERK CONNECTION

The service pin recipients of 2020

The following employees are scheduled to receive a Clerk of the Court and/or Maricopa County service pin. **PLEASE NOTE:** The service pins are for employees who reached their Office anniversary **during the calendar year of 2019.**

DOWNTOWN PIN RECIPIENTS

5 YEARS

Anita Avila
Janet Baldon
April Cannon
Diana Charbagi
Carla Chestang
Cherylin Curley
Toni De Raddo
Richard Gallegos
Andi Gonzalez Zook
William Harvey Jr.
Monique Iniguez
Betty Lopez-Mori
Sherri Ortega
Kristin Venable
Jennifer Vigil
Yvonne Zych



15 YEARS

Tara Alameda
Catherine Diaz
Eileen Fenner
Tiffany Galindo
Cyndie Rego
Franci Smock

20 YEARS

Charlotte Concholar
Steve Greth
Tina Hays
Olivia Hernandez
Ivette Huerta
Joe Legander
Francise Molina
Cynthia Palmer



25 YEARS

Sheryl Brown
Gene Parker
Kim Whitson



30 YEARS

Susan Morris



35 YEARS

Laura Eng



CUSTOMER SERVICE CENTER PIN RECIPIENTS

5 YEARS

Ravi Goud
Dean Kaar
David Rosenthal

10 YEARS

Brian Bradley
Sulma Magana



15 YEARS

Sarah Dignard
Melissa Totter
Tawnie Wells

30 YEARS

Steve Lauer

SOUTHEAST PIN RECIPIENTS

5 YEARS

Lisa Nevenhoven

15 YEARS

Pamela Bryant
Sharayah Dunst
Teresa Haaser
Iole Ostrander



20 YEARS

Michael Kay
Vanessa Martinez

25 YEARS

Teresa
Nestor-Donohue



The list of Clerk of Court employees receiving service pins at Durango Juvenile, Northwest, and at Northeast are provided on the next page.



Service pin recipients from last year



CLERK CONNECTION

Continued from page 3 – The service pin recipients

The following employees are scheduled to receive a Clerk of the Court and/or Maricopa County service pin. **PLEASE NOTE:** The service pins are for employees who reached their Office anniversary **during the calendar year of 2019.**

DURANGO JUVENILE PIN RECIPIENTS

5 YEARS ★
 Yordan Aguirre
 Samuel Gomez
 Lori Lopez
 Rocio Venegas
 Annabelle Villasenor

10 YEARS
 Alyssa Vitucci

15 YEARS
 Connie Pitts

30 YEARS
 Valla Wrona

NORTHWEST PIN RECIPIENTS

5 YEARS
 Savanna Sharp

20 YEARS
 Michelle Wolf



NORTHEAST PIN RECIPIENTS ★

5 YEARS
 Leslie Groeneveld
 Dawn Kub
 Sandra Mejia



Scenarios for Service Pin/CASE Awards presentation

Due to the COVID-19 virus, the following are the possible scenarios in which the CASE Awards and service pins awards will be presented this year:

- 1) the events will take place as scheduled in May and June as in past years;
- 2) the events may be postponed to a further date; or
- 3) the presentation of the pins and awards will be done in an alternate manner such as on an individual basis.

Therefore, the presentation of the service pins and CASE awards will continue, but the manner and timing in which they will be presented is yet to be determined. Updates will be provided in the future via email. The deadline to submit a nomination for the CASE awards is **March 31.**

Recognizing 800 years of service experience

This year, **65** Clerk of the Court employees will receive a service pin from the Clerk's Office and/or from Maricopa County. These employees represent a total of **800 years** of experience. The record amount of service pins distributed occurred nine years ago when 135 employees, totalling 1,395 years of experience were recognized.



Clerk Work

News about the work of the Clerk's Office

The fast flow of the Water Case Project



A canyon of boxes that are filled with documents from the Water Case that have been scanned and converted to electronic image.

With a name for a special project called the “Water Case,” it is no wonder that the project flowed so well and was completed ahead of schedule. In January, the Office began the monumental task of back-scanning thousands of pages of what is known as the Water Case, (which is the largest case the office maintains) to convert the hard copy pages to electronic images. A small group of staff were put on special assignment to complete the task, which was expected to be completed in April. Like a downpour, the staff worked quickly and completed the project almost two months early. In total, they scanned **343,062 pages**. The Project was then officially completed after a 100% audit of all the images on March 6.

Congratulations to the Water Case Project staff on their excellent work. They are: **Renee Hernandez, Reta Sneddon, Yvonne King, Melinda Yelverton, Kyoko Higuchi-Mason, AnaMae Beard, Ken Shipley, & Melanie Fay.**

What's happening around the Office



Mark Savin and **Michelle Figueroa** have been working the past several weeks at the Downtown Justice Center on special assignment to prepare the Office for the launching of the new virtual agent (chatbot) called Cleo. They have input common questions that Cleo may be asked and trained Cleo to accurately assist customers. Michelle also has worked on a Spanish-speaking version of Cleo. Mark and Michelle also will serve as Live Customer Experience Agents in cases where Cleo is not able to address a question. The launch of Cleo is expected to occur in the very near future. Customers will be able to interact with Cleo through website chat, text message, and voice first technologies including Amazon Alexa and Google Assistant.



Seven Downtown Non-Criminal Courtroom Services staff members participated in a fun activity last month called “Spider Web” during the New Clerk Orientation. A person asks a question and then throws a ball of string to the next person to answer a question, and so on to create a web. The staff members who participated were: (left to right) **Christina Mai, April Covarrubio, Lisa Smith, Kim Schnell, Desiree Henderson, Patricia McKinley, and Sheryl Brown.**

On **02-20-20**, the Marriage Licenses & Passport Offices issued **139 marriage licenses**, which is a surprisingly high amount. Perhaps, it was due to the unique number sequence of the day. As a comparison, just six days earlier on Valentine's Day, (the Office's busiest day of the year), 171 licenses were issued, which is only a 32 license difference. In fact, the 171 licenses was the third highest amount on record for a Valentine's Day.

Timely Service

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

CO-WORKER COMPLIMENTS

From: Michelle Figueroa

To: eFile Team

"I would like to thank the **eFile team** for their continued hard work and dedication to excellent service. They consistently display excellent teamwork and professionalism. They strive to provide great customer experiences whether on the phone, working email support boxes, or completing urgent assignment requests. You all rock and are an amazing team!

We are very fortunate to have such a great group who work well together and enjoy sharing their knowledge as well when needed. You are all very much appreciated. Keep it up!"

From: Tiarra EarlsHaas

About: Brian Turner

"I want to commend **Brian Turner** for his creative vision, ingenuity and positive attitude when it comes to helping the Clerk's Office with public communication and outreach!"

From: Len Keso

About: Carmen Villasenor, Amy Echols, and Kristen Venable

"I want to thank **Carmen** and **Amy** in Human Resources for all the help they provide to me with the newsletter and with other projects. They are greatly appreciated for their efforts and excellent service! I also would like to thank **Kristen** for her recent help with a special project. She did some extra research and provided guidance in what I needed to do to complete a task."

From: Scott Hensel

About: Patrick Alvarado and Brett Bailey

"I want to thank the **ITG Help Desk team**. Along with handling the numerous routine requests we receive on a daily basis, this team is also called upon frequently to help troubleshoot and fix a wide variety of complex applications and systems that the Clerk's Office relies on to perform its day-to-day operations. Please know that the work you perform does not go unnoticed. We appreciate everything you do and the excellent service you provide to our customers."



Clerk of the Superior Court staff

CUSTOMER COMPLIMENTS

About: Kathy Ballard

Courtroom Clerk **Kathy Ballard** recently received some nice words for her efforts to serve. A paralegal sent an email to Kathy thanking her for being "helpful and patient" when working with her on exhibits for an upcoming trial.

Employee Spotlight

This Month: **Margie Stacy**



Job Title: Court Operations Specialist, Northwest

How Many Years Have You Worked For The Office: 1.3 years

Something You Enjoy About Your Job: the people I work with.

What Are Some Of Your Responsibilities: Filing in documents, providing good customer service such as explaining certain processes, ensuring correct case numbers, sorting and scanning documents.

Your First Job: I was a cashier at Walmart

Hometown: Avondale, Arizona

Something Memorable That You Have Done: Survived and successfully completed the American Legion Law Enforcement Career Academy.

A Hobby/Special Collection or Favorite Activity: Do-it-yourself activities for my home, baking (especially after watching an episode of the *The Great British Baking Show*), and gardening.

Best Vacation Spot: San Juan, Puerto Rico // **Where Would You Like To Travel To Next:** Road trip through CO, WY, ID, WA, OR, and CA to see the National Parks.

Favorite Place to Eat Out: Cracker Barrel // **Favorite Meal:** Green Enchiladas

Favorite Sports Team or Sport: The Arizona Coyotes // **Someone You Would Like to Meet:** Shane Doan, aside from being a great hockey player, he gives back to the community and just seems to be an interesting person to have a conversation with.

Favorite TV Show/Movie: *The Office*, *Friends*, and *The Middle* // **Favorite TV Show Growing Up:** *Kim Possible*

Something You Are Proud Of: Having been able to be part of the police explorers program because I met so many great people, learned a lot, and was able to participate in many events I would not have imagined being a part of like assisting in security at Luke Air Force Base events, going on ride-alongs, and competing against other explorer posts out of state.

Nobody Would Believe It If They Knew: I am double-jointed. I can twist my arm 360 degrees and bend my thumb to below the bone of my index finger.

What Is Something On Your Bucket List: Attend all 82 Coyote games in a season.

What Advice Do You Have For A New Employee: Do not get overwhelmed at first.

What Do You Like Most About This Office: The support and inclusion from the entire office.

A Favorite Quote: "Hakuna Matata" - It means no worries.

What do you like to do in your spare time: Catch up on my Netflix shows as I enjoy my milk and brownies.

Do You Have A Favorite Animal: My dog - a chow chow mixed with mastiff.

A Pet Peeve: My husband not folding the laundry after drying it. He claims, it does not wrinkle if it is left in the dryer (not true).

Who Would You Like To See In Concert: Florence and the Machine

Who Has Been The Most Influential Person In Your Life And Why: My mom because she has gone from knowing very little English and working at a butcher shop to becoming an assistant manager at a large retail corporation. She has persevered through many challenges and never showed weakness.

Best Advice Someone Has Given You: Don't take life too seriously, you'll never get out alive.



The Inside Track

on Employee News

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EMPLOYEE HONORS

- Congratulations to Durango Juvenile Courtroom Clerk **Mark Funk** on the birth of his 6 lb. 9 oz. granddaughter on March 2. His new grandchild's name is Melissa Rose.

OFFICE ANNIVERSARIES

The following Clerk of Court employees celebrate a milestone anniversary with the Office this month:

20 YEARS - Schelondia Justice

10 YEARS - Anna Fagnani

5 YEARS - Monique Perez, Maria Ramirez-Munoz, Heidi Bell, and Tiffany Braiker

NEW EMPLOYEES

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

- **Courtroom Clerk - Elizabeth Tran, Shoshoni Boling, Jean Celian, Kristina Jenson, Jocelyn Payan, Lisa Morgan, Christina Hall, Lori Bean, and Alecia Francies**
- **Criminal Financial Obligations - Magaly Vargas and Ivette Alvarez**
- **Deputy Probate Registrar - Timothy Opry**
- **Durango Juvenile Courtroom Clerk - Xochitl Ruiz**
- **Family Support Services - Natalia Vaskova**
- **Grand Jury - Lisa Jackson**
- **Rachel Robles - Carla Barraza Leon, Rain Hernandez**

EMPLOYEE HONORS

- Congratulations to Accounting Specialist **Teri-Lee Harney**, who was recently selected to join the National Society of Leadership and Success by the school she attending the University of Phoenix. This is the largest collegiate leadership honor society in the US. Terri is set to graduate with a Bachelor of Science in Accounting in May.



- This month, three Clerk of the Court employees participated as panelists in a Maricopa County Bar Association's Continuing Legal Education (CLE) Program. The participating employees (seen in the photo on the left) were **April Covarrubio, Bill Harvey, and Maridel Soileau**. During the program, they and other court staff provided information to attorneys about the Probate and Mental Health Department, as well as offered several tips to help ensure the timely and smooth processing of probate and mental health cases.

Special Features

Where in the world has the Record Times been?



Newsletter goes up in the world

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, the newsletter was seen basically at sea level (49 feet) in Santa Barbara, California. This month it is seen at a much, much higher elevation.

Pictured to the left is ITG Manager **James Towner**, who was 13,114 feet above sea level at Imogene Pass in Colorado several months ago. This is the highest elevation the newsletter has been pictured at on land. It has been photographed at a higher altitude, but that was on an airplane in flight.

You may submit a photo of yourself with the *Record Times* at any time. To submit a photo:

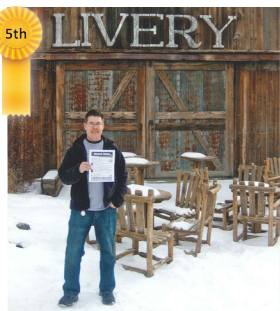
- 1) Print the newsletter front page;
- 2) Take a photo(s) with the page during your vacation;
- 3) Email the photo to Len Keso with your name, department, and a description of the photo, along with any other interesting details of the photo/vacation. Anyone who submits a photo, will receive a Maricopa 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 also allowed employees to say which photo they think is the best ever taken in the US, in a foreign country, and the one that is best overall. 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 Western United States" photos.

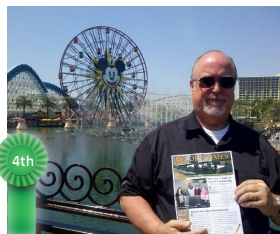
This Month's Category: The Best Western United States Photo



Where: Montana
Who: Current staff, **Mike Kay**
When: 2010



Where: Bryce Canyon National Park, Utah
Who: Current staff, **Erica d'Entrement**
When: 2017



Where: Disneyland, California
Who: Former staff, **Steve Weston**
When: 2013



Where: Four Corners, USA
Who: Former staff, **Charlie Gill**
When: 2007



Where: - Oregon
Who: Current staff, **Bev MacDonald**
When: 2007

Next Month's Category - Best Eastern United States Photo

BONUS

A few words on customer service

Putting the “custom” in Customer Service



Most people enjoy having something custom made for them whether it is a house, furniture, clothes, or even a food item. To get exactly what you want is gratifying. Customer service can also involve custom care and attentiveness. Each interaction can be “custom built” to meet the individual needs of the particular customer. While the service needs of the customers of the Clerk’s Office may be somewhat similar (case filings, public records, marriage licenses, billing, support, etc.), the chance to offer “custom service” is always there. Even when the same requests may be asked many times over, there is the opportunity to treat each customer as an individual with special attention.

An employee can tune in to what the customer has said and the reason why they contacted the Office and customize the encounter to make it more gratifying for them. They can strive to make the encounter memorable. Customer service should not be “one size fits all.” Putting the “custom” in customer service can also make each encounter with a customer more enjoyable for employees as well. Custom service can take an organization, whether it be government, business, non-profit, or other to a whole new service level.

Simple words can go a long way in enhancing service

The Clerk of the Court’s Office is frequently complimented on its customer service by the public, county, court, and other organizations. However, this doesn’t mean that the Office should not look at ways to improve on how it serves customers. One simple way to enhance service is in the words that are spoken. By using some short friendly phrases, it can help project a professional image for an employee and the Office. The right words can set a positive tone and they show a desire to help. Here are 11 quick service phrases to consider when dealing with customers:

- 1) How may I help you
- 2) Good morning or good afternoon
- 3) Let me find that out for you
- 4) Hello
- 5) Thank you
- 6) You are welcome
- 7) What I can do is...
- 8) What can I help you with is...
- 9) Have a good day
- 10) I will check and get right back to you
- 11) Let me make sure that I understand

Many Clerk staff members may already incorporate some of these very simple phrases into their communications with customers or have other phrases of their own. Either way, hopefully, these at least serve as reminder on what a big difference that a few short phrases spoken in a friendly manner can make to a customer.

