

# RECORD TIMES

May  
2020

Vol. 26 / No. 5

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

## The different times doesn't change the time for awards

### Service pins presented, CASE Awards are next

The times may be different due to COVID-19, but "the time" has remained the same in the Office – the time to present Office awards that is. Each year, during this time, the Office has traditionally presented service pins and CASE Awards to staff. That hasn't changed, but the method in presenting these honors has changed.

For the service pins, rather presenting them in an Office ceremony along with the CASE Awards (as has been done in the past), this month the pins were distributed individually to those who earned them for their service.

The same procedure will be done for the CASE Awards. They will be presented on an individual basis at each Office location. Currently the nominations that were submitted by employees to receive a CASE Award are being reviewed. The names of those who are selected for an award will be announced in upcoming issues of the *Record Times*.

In news about another Office award, Clerk of the Court **Jeff Fine** and Deputy Director **Mike Nimtz** presented **Gene Yamamoto** his award this month for being selected as the **2019 Employee of the Year**.

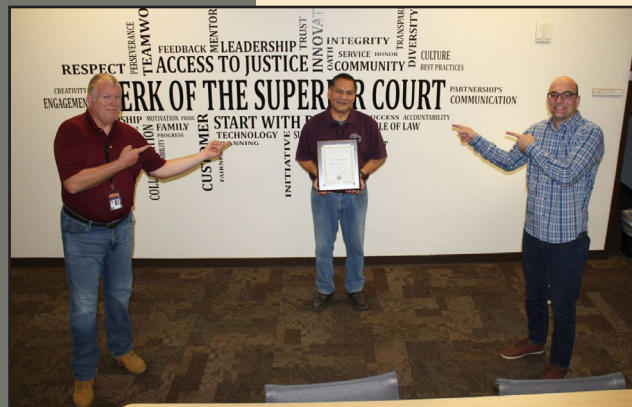


Jeff Fine congratulates Steve Lauer (30 years) and Laura Eng (35 years) for their long-time service



Jeff Fine recognizes Kim Whitson, Gene Parker, and Sheryl Brown for their 25 years of service

Jeff Fine and Deputy Director Mike Nimtz honor Gene Yamamoto for being selected as the Office's "Employee of the Year" and present him a special award this month



### IN THIS ISSUE:

Page 2 - SIGN up Today

Page 4 - Timely Service

Page 6 - Clerk Connection

Page 7 - Mask Face-ion (Fashion) Show

Page 9 - County Lines

Page 10 - Summer Reminder

Page 11 - Employee Spotlight

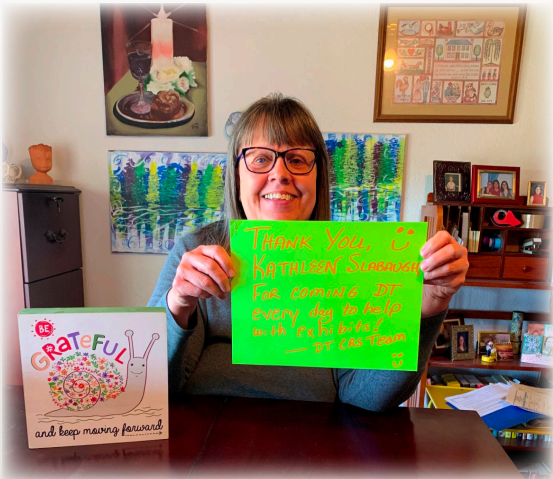
Page 12 - Employee News

Page 13 - Special Features

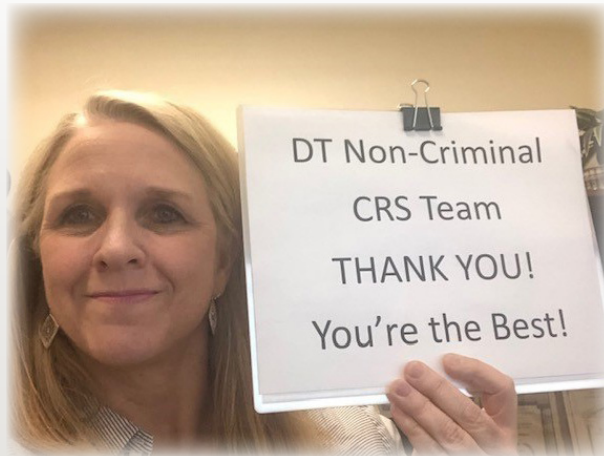


# SIGN up today

Employees display special signs they created that express their gratitude for others in the Office



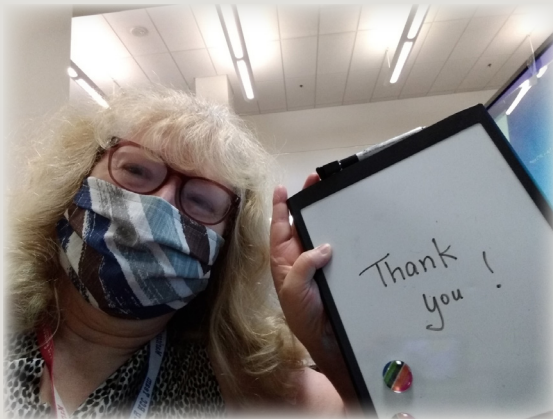
**From:** Susan Morris and the Downtown Courtroom Services Team  
**To:** Kathleen Slabaugh for coming to assist the Downtown location



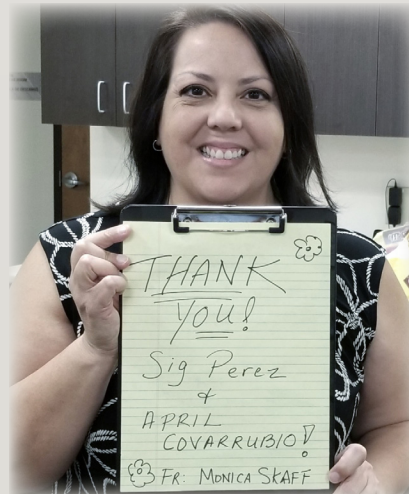
**From:** Leslie Wilkins  
**To:** Downtown Non-Criminal Courtroom Services Team



**From:** Jeff Fine  
**To:** All Clerk of the Court employees



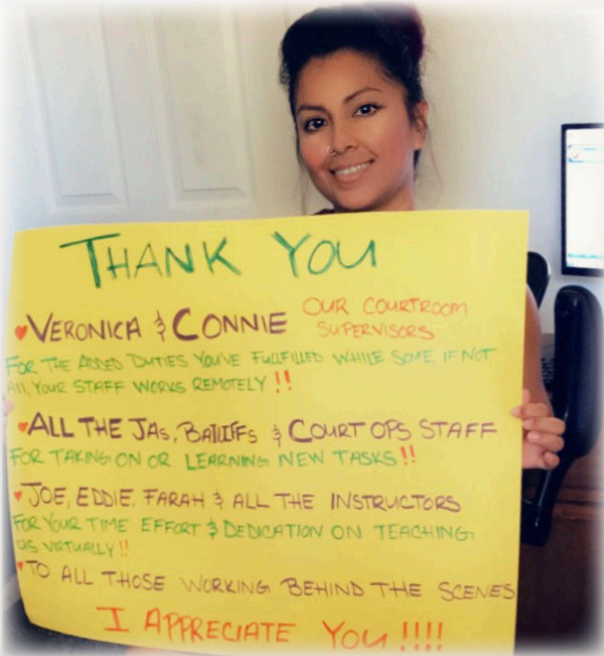
**From:** Deborah Johnson  
**To:** Her Clerk of the Court co-workers



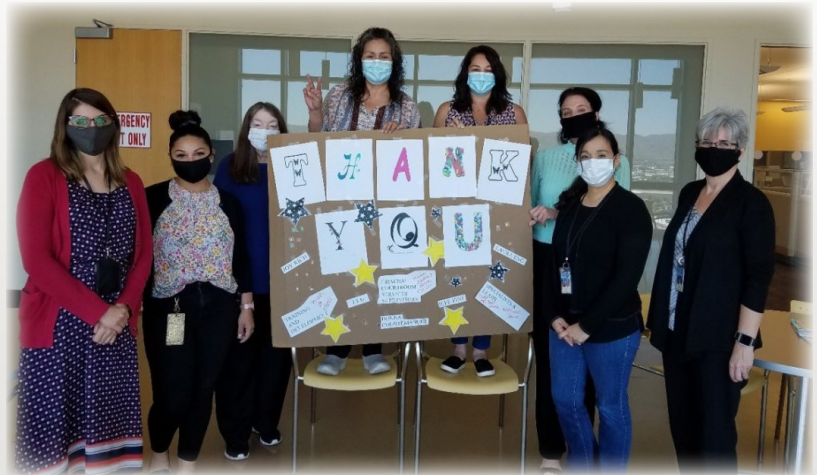
**From:** Monica Skaff  
**To:** Sig Perez and April Covarrubio, who are trainers for the new Family Court Courtroom Clerks

# SIGN up today

Employees display special signs they created that express their gratitude for others in the Office



**From:** Rocio Venegas  
**To:** Veronica Castillo, Connie Pitt, all JAs, Bailiffs, & Court Ops Staff, and the Training staff - Joe Legander, Eddie Levins, and Farah Azadeh



**From:** Criminal Courtroom Clerks (left to right) Samantha Punzalan, Irasema Alvarado, Teri Gaulke, Theresa Sandoval, Barbara Navarro, Andi Gonzales, Laura Franco, Mary Cabral, and (not pictured) Elsa Johnson.  
**To:** Jeff Fine, Joy Rich, Training and Development, Donna Courtemanche, CR Courtroom Services Supervisors, Laura Eng, and Specialists and Leads



**From:** Courtroom Services Criminal Management Team - Laura Eng, Donna Courtemanche, Andrew Schmidt, Carrie Montoya, Sarah Beery, and Veronica Morales  
**To:** HR, CR Courtroom Clerks, and ITG



**From:** Debora Wells-Guevara  
**To:** Courtroom Services Non-Criminal Team and the Operations Team for their support

# 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:** Courtroom Services Criminal Supervisor Team

**From:** Rebecca Miller

“Thanks to the **Criminal supervisors** for doing such a fantastic job during this time ‘adapting on the fly,’ and thus, making things as smooth as possible for the rest of us.”

**About:** Emily Morris and Kate Folk

**From:** Donna Hall

“I would like to thank **Emily Morris** for her flexibility and willingness to provide coverage in D&C/GJT. She graciously modified her work schedule and covered on short notice whenever we needed her. Thank you, Emily!!!! I would also like to thank **Kate Folk** for holding down the fort in D&C/GJT, sometimes on her own. I appreciate her dedication to the work unit. Thank you, Kate!!”

**About:** Cheryl Marzella and Team

**From:** Donna Hall and Francis Horst

“We would like to thank **Cheryl Marzella and her staff** for assisting Distribution in processing Returned Mail. They have eliminated our backlog and we greatly appreciate their help!”

**About:** James Towner & the ITG Help Desk Team

**From:** Jeff Fine

Clerk of the Court Jeff Fine expressed his appreciation to ITG Customer Service Manager **James Towner and the Help Desk Team**. He said, “We really appreciate you, how hard you are working, and all that you do. You are AMAZING!!! Your work is helping so many to stay safe, to take care of their families, protect

those most vulnerable to COVID-19, helping us maintain access to critical services and justice for those we serve and so much more. Thank you again...most sincerely!!!”

**About:** Andy Kish

**From:** Debora Wells-Guevara

“I want to thank **Andy** for being a big help to me when I was experiencing difficulties with my laptop on Friday, May 15. He was so kind and helpful that morning. He stopped what he was doing to help me. Andy ran a few checks, completed some updates and he was able to have the laptop ready later that day. Andy’s willingness to help me first thing in the morning really made a big difference in my day. Thank you so very much!”



## CUSTOMER COMPLIMENT

**About:** Francis Horst and the Mailroom/Courier Team

An employee from Superior Court sent Facilities and Mailroom Supervisor **Francis Horst** a short and sweet email thanking her and her team for keeping things running smoothly and moving forward for the Court in a safe fashion during this challenging time.

# 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:

- 1) **Downtown Non-Criminal Courtroom Services Specialists, Clerks, Leads, and Supervisors, who helped with the Election Challenge**
- 2) **Kathleen Slabaugh**
- 3) **Downtown Court Ops Department**

## FROM:

**Leslie Wilkins**

1) I want to thank the **DT Non-Criminal CRS specialists, clerks, leads and supervisors** who helped manage a very busy Election Challenge period at the end of April. There were approximately 63 telephonic conferences and Election Challenge hearings within 7-8 business days, some with a large number of exhibits provided right before the hearings. All CV Judge clerks assisted with hearings. CRS Specialists, FC Clerks, Leads and Supervisors assisted with the exhibits. **Christina Mai**, CV Lead, is our Election Challenge expert and she reviewed all minute entries prior to approval while continuing to train new clerks! The CRS Supervisors took turns staying late each day of the challenge period to manage the end of day expedited minute entry processing. The very last Election Challenge hearing resulted in the need for **Cyntia Avena, Christina Mai** and **Shannon Stulz** to stay at work until approximately 8:00 p.m. to ensure the minute entry was scanned and imaged that day, as the judge requested. **Travis Joy** from Court Ops was also on standby until 8:00 p.m. to get this minute entry processed and posted. It has been said: "No one can whistle a symphony. It takes a whole orchestra to play it" *HE Luccock*.

This team definitely accomplished this Election Challenge time period like a well-orchestrated symphony!

2) A BIG thank you goes to **Kathleen Slabaugh**, NE CRS Specialist, for helping DT with essential hearing exhibits during the COVID situation. She marked a mountain of paper exhibits and helped us get started in the electronic exhibit process. She also helped us implement the new "Window 9" exhibit drop-off location at the DT Filing Counter. Kathleen is now back home at NE, but we want her to know that we truly appreciate her help during a challenging time.

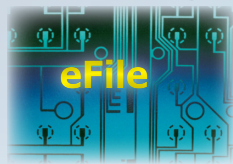
3) I want to express my appreciation to the **DT Court Ops Department** for the collaboration between our areas the last couple of months. We implemented immediate changes to paperwork processing related to COVID-19 and essential hearings, we worked through a very busy Election Challenge week, they helped us with the logistics of the DT File Counter exhibit intake window and every day we coordinate efforts for the end-of-day Protective Order processing. Everyone we work with is helpful and eager to assist. Thank you!





# CLERK CONNECTION

## Coming Soon: Launch of eFiling for Civil Case Initiation



The Clerk of the Court is proud to announce the upcoming launch of **eFiling for Civil Case Initiation**. 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.). eFiling in civil and tax case types can be filed through one of the Arizona Supreme Court authorized service providers, but with the new launch, the public will be able to file new civil case initiation documents as well. 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. It is expected to go live at the end of June.

## Laura Eng retiring after 35 years of service

Congratulations to Courtroom Services Administrator **Laura Eng**, who is retiring after 35 years of service on June 1. Laura is the third longest-serving employee in the Office. She began her career with the Office in 1984 as a courtroom clerk. She then moved up to be the Criminal Court Manager, then to a manager at Southeast Adult overseeing Courtroom Services, as well as the Filing Counter, Exhibits, Appeals, and Docket initially. A few years later, she became the training manager for Courtroom Services and in 2005, she was promoted to Courtroom Services Administrator. She temporarily retired in 2015 and returned to the Office later that same year and became the Courtroom Services Administrator for Criminal in 2018. Laura said, "I am incredibly thankful to have worked for the Clerk's Office for over 35 years. It has been a wonderful career and I am very grateful. My heartfelt thanks goes out to each of you for your professionalism and support. It has been my honor and privilege to have been a part of such an amazing team."



Some accomplishments/projects she is proud to have been a part of include Minute Entry elimination, technology-related projects, and eFiling. "What I have most enjoyed and am most proud of is having been able to train new courtroom clerks and mentor supervisors and managers. I have received a tremendous amount of satisfaction from working with staff and watching them grow and excel in their careers."

Her plans for the future include returning to tap dancing, traveling, golf, and being open to anything that crosses her path. Laura said, "I wish each of you much success and happiness in your future endeavors both professionally and personally."

# The Clerk's First-Ever Mask FACE-ion (Fashion) Show

Employees model their fashionable masks at the work place and while telecommuting during COVID-19



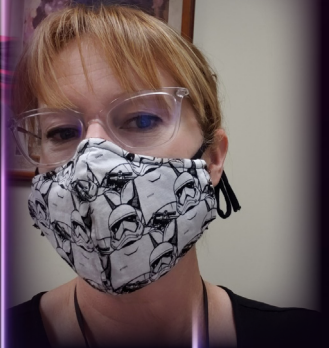
**David Rosenthal**  
wearing a mask made by  
his wife



**Yvonne King**  
wearing a mask she  
made herself



**Kelly Sleseman**  
wearing a Cinco de Mayo  
& "May the 4th Be With  
You" masks



**Maye Patterson**  
displaying a mask she made using a scarf,  
and adding two buttons and the band



**Rebecca  
Elvir Calles**  
wearing Scooby Doo  
masks



**Sonia Hernandez**  
wearing a Dia De Los  
Muertos Mask



**Ravi Goud**  
wearing a mask with  
Gandalf the Grey from the  
Lord of the Rings. Like the  
character, Ravi says as a  
Quality Assurance Analyst,  
"I control Pass/Fail"

# The Clerk's First-Ever Mask FACE-ion (Fashion) Show

Employees model their fashionable masks at the  
work place and while telecommuting during COVID-19



**Customer Service Center staff (from left to right)**  
wearing a mask made by employee Cynthia Ferriegel and her mother are: Ramon Flores, Luz Smtih, Diana O'Polanco, Melanie Fay, Cynthia Ferriegel, Gina Castaneda, Alejandra Jimenez, Gloria Rodriguez, Rebecca Shanks, Annette Ortiz, Maria Reyes, and Angelique Rodriguez



**Northwest staff (from left to right)**  
wearing a mask made by employee Savanna Sharp are: Julie Garcia, Margie Stacy, Aurora Avina, Michelle Wolf, Jennifer Holguin, and Savanna Sharp



**Shannon Stulz**  
wearing a mask Wendy Thompson made for the courtroom clerks, plus ones she drew herself with a humorous touch, and one added in for fun



# The County Lines

## News lines from Maricopa County

### County brings back Online Summer Reading Program



**M**aricopa County is once again offering an online Summer Reading Program called “**Maricopa Reads.**” The program runs June through August and it is for participants of all ages. The program is designed so that participants can log their reading time online, read various stories, complete challenges, and earn digital badges. When the program begins on June 1, a secret code can be entered to unlock a special badge and bonus points will be received. Prizes drawings will

be held throughout the summer reading program. To register for the program, you may visit the [program site](#).

**Note:** All county employees qualify for a free library card.

### County Supervisors approve tentative FY 2021 Budget



**T**he Maricopa County Board of Supervisors approved a tentative **\$3.071 billion budget** this month for fiscal year 2021. The bulk of spending is focused on core statutory responsibilities like public safety, with an increased amount dedicated to community health.

“This budget focuses on what people need right now: investments in safety, health, and economic well-being, all within our state mandates, all without raising the tax rate,” said Supervisors’ Chairman Clint Hickman. “Because we’ve planned well, we have the capacity to respond effectively to this crisis while continuing to fund other priorities like planning and executing successful elections.”

The overall county budget increased this year in large part because of an injection of federal funding through the CARES Act (Coronavirus Aid, Relief, and Economic Security Act). Maricopa County received more than \$398 million to combat COVID-19. – money that is being spent on personal protective equipment, hiring extra case investigators, and mitigating the spread of the disease.

As the scope of the pandemic and its economic impact became clearer, County leadership took steps to reduce costs including: two percent reduction of General and Detention Fund operating budgets; Re-prioritization of capital projects based on adjusted available funds; and Require Special Revenue funds to submit budget plans with no additional money from the General or Detention funds.

The tentative FY 2021 budget keeps the combined tax rate flat and maintains structural balance. At a time when many other counties are taxing a Maricopa County’s tax levy is \$140.5 million below the maximum. As in years past, a significant portion (44%) of the county budget is allocated to criminal justice and public safety with the next largest percentage covering health, welfare, and sanitation (32%).

New investments in FY 2021 include projects such as: the Southeast Regional Justice Center and the Sheriff’s Office Avondale Substation; additional staff in jails and probation officers; improvements to the regional park system; and an increase in dollars for animal control enforcement in unincorporated areas.

The public will be able to comment on the tentative budget between now and the final vote, which is scheduled for June 22, 2020.



# Summer Reminder

## Keeping your pets safe this summer

Reprint from 2019

by Jose Miguel Santiago, Maricopa County Animal Care and Control



It may be called the “Dog Days of Summer,” but not all of your four-legged friends want to soak up the sun. Triple-digit temperatures mean it’s time for Maricopa County Animal Care & Control (MCACC) to remind pet owners to keep a close eye on pets during the extreme heat. Did you know that some dogs can’t swim? Did you realize your dogs paw pads can burn on hot pavement? Here are a few simple tips to keep in mind:

### ANNUAL EXPENSES FOR PETS

Annual Expense	Dog / Cat
Surgical Vet	\$426 / \$214
Routine Visit	\$212 / \$160
Food	\$259 / \$228
Food Treats	\$76 / \$58
Kennel Boarding	\$229 / \$120
Grooming	\$73 / \$43
Toys	\$48 / \$31

Source: NACo News

**Keep pets indoors.** If it is too hot for you...think about how it must feel your pets. On extremely hot days, MCACC urges pet owners to keep pets indoors. If you absolutely cannot bring your animal inside, be sure they have access to shade throughout the day. While a dog house may provide shade, it does not allow air to circulate and provides no relief from the heat. Shady trees and covered patios provide the best relief from the glaring sun. If you can, leave a mister on for your pets. A children’s pool filled with ice or a low amount of water can provide them relief and something to play in.

**Provide plenty of fresh, clean water.** Just like us, pets can get dehydrated. Provide plenty of water in a spill proof, non-metal bowl out of direct sunlight. Be sure to change the water daily and remember that many pets won’t drink if the water is too hot. Ice cubes in the bowl that will melt slowly can also provide comfort and relief when the temperatures get too high.

**Limit exercise on hot days.** While your dog’s paw pads may be tough, they are still sensitive and can be burned when walking on hot pavement. Limit your dog’s exercise on hot days and walk them during the early morning or late evening hours. If it’s too hot for your bare feet, chances are it is too hot for your dog’s paws! Also, if you have a pet with light-colored fur PLEASE put sunscreen on them. Dogs are susceptible to skin cancer. Many dogs lay on their back and expose their skin to those cancerous rays of sunlight. The same sun screen you wear works just as well on them.

**Don’t leave pets in parked cars.** The temperature inside a car can soar within minutes. On an 85-degree day, the temperature inside a parked car can reach 102 degrees within 10 minutes.

**Recognize the signs of heat stress.** Dogs and cats pant to regulate their body temperature, but this method can be easily overwhelmed during extreme heat. It is up to pet owners to make sure they know the signs of heat stress and how to deal with it. Lethargy, extreme panting, excessive salivation, weakness and collapse are a few of the signs of heat-related illness in pets. If your animal exhibits any of these symptoms, apply cool (not cold) compresses and get your pet to the veterinarian immediately. Heat stress is a serious and can result in death.

For more information, visit [pets.maricopa.gov](http://pets.maricopa.gov).



# Employee Spotlight

This Month: **Melissa Menard**



**Job Title:** Court Operations Specialist

**Years Have You Worked For The Office:** Five years

**Something You Enjoy About Your Job:** It's cliché, but I really enjoy the people I work with. We have a great group of hardworking, intelligent, and friendly ladies in our office that I know I can count on to make the challenging days a little easier.

**Some Of Your Responsibilities:** I field customer phone calls, handle MVD abstracts, docket, scan, and initiate cases.

**Your First Job:** In high school, I was a part-time medical records clerk for a home health agency.

**Hometown:** I was born and raised in Chandler, AZ

**Something Memorable That You Have Done:** I said, "yes" to my husband's proposal in front of the Sleeping Beauty Castle in Disneyland.

**A Hobby/Special Collection or Favorite Activity:** I have a collection of Funko Pop figures all over my house.

**Best Vacation Spot:** Kauai, Hawaii is the most incredible place I have been to so far.

**Where Would You Like To Travel To Next:** I've got my eye on Anna Maria Island in FL, but I would settle for any getaway at this point.

**Favorite Place to Eat Out:** The Cornish Pasty Co. They have delicious food and an even better atmosphere

**Something You Are Proud Of:** My Sociology degree from NAU.

**Someone You Would Like to Meet:** Pete Buttigieg

**Your Favorite TV Show or Movie:** That's a toss-up between *Breaking Bad* and *The Walking Dead*.

**What Would You Like To Be For A Day:** A Pediatric Immunologist

**Nobody Would Believe It If They Knew:** I'm really into rock music and love going to live shows when I can.

**An Interesting Job You Have Had:** I worked for the National Indian Council on Aging for a few summers in college. I met some really interesting people.

**A Favorite Quote:** "Let hate sit alone." - Chasten Buttigieg

**What Do You Like To Do In Your Spare Time:** I like to read, try new recipes, and participate in community organizations.

**What Is Your Dream Car:** Something slightly newer and far better shape than what I drive now - that car has seen some things.

**Do You Have A Favorite Animal:** Dogs really are the best and I just so happen to live with the most adorable toothless dachshund ever!

**Who Would You Like To See In Concert:** I would love to see Nothing More again. Their live shows are amazing!

**Have You Ever Won Anything:** I received a medal for winning a game with my Grandma at a Polish Club picnic. The medal was cheesy, but the memory is pretty special.

**Best Advice Someone Has Given You:** Life is short and there will never be a "right time," so don't be afraid to do things you want to do when you want to do them.



# The Inside Track

## on Employee News

1

2

3

4

### BIRTHS

Congratulations to Juvenile Court Operations Supervisor **Sharayah Dunst** on the birth of her 6 lb. 11 oz. baby girl on on March 28. Her new daughter's name is Paige Ivy.

### OFFICE ANNIVERSARIES

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

**25 Years - Michelle Cain**

**20 Years - Mary Cabral, Annette Galarza, Yolanda Soliz, and Dora Sandoval**

**15 Years - Ivette Huerta**

**10 Years - Tracy Henninger**

**5 Years - Daniel Marsh, Melissa Menard, and Viviana Chavez Arambula**

### NEW EMPLOYEES

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

- **Courtroom Clerks - Tristan Aird, Kelsey Butler, Christopher Lacey, and Monica Skaff**
- **CSC Marriage Licenses and Passports - Aimee Harrenstein**
- **CSC Public Records - Serina Flores, Cynthia Ramirez, and Dulce Carrizoza**
- **Customer Service Center Support Services - Ginny Orr**
- **Family Support Services - Elissa Warren**
- **RCC/EDC/File Counter - Alexis Washington**
- **RCC/EDC (South Court Tower) - Sherry Murphy**
- **Southeast Adult Court Operations Supervisor - Raquel Ortega**

### EMPLOYEE MOVES

- **Rachel Robles** was promoted from Juvenile Court Supervisor to Manager.
- **Heline Johnson** was promoted from EDM to the Downtown File Counter.

### NEXT UPCOMING HOLIDAY

Independence Day on Friday, July 3

# Special Features

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



### The newsletter rocked and rolled to destination

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 seen with in downtown Austin, Texas. This month, it is spotted in another downtown location of a different US city (from a photo taken last year).

Pictured to the left is General Counsel/Public Information Officer **Jessica Fotinos**, who was in Downtown Cleveland, Ohio at the Rock and Roll Hall of Fame (last August). She is standing outside of the building in front of word sculpture.

After COVID-19, **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 Photo With Other” photos.

### This Month's Category: The Best Photo With Others



5th

**Where:** Costa Rica  
**Who:** Former staff, **Katie Sullivan** with her husband  
**When:** 2005



3rd

**Where:** Michigan at Lake Michigan  
**Who:** Former staff, **Aaron Nash** with family members  
**When:** 2013



4th

**Where:** Las Vegas  
**Who:** Former staff, **Merriel Reynolds** with an Elvis impersonator  
**When:** 2005



2nd

**Where:** Ireland  
**Who:** Former staff, **Sue Ortiz** and **GeorgeAnn Smith**  
**When:** 1999



1st

**Where:** - In an airplane over Arizona prior to skydiving with guide  
**Who:** Former staff, **Sheila Bullock**  
**When:** 2014

### Next Month's Category - World Famous