

RECORD TIMES

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

New
RFR

A Halloween Treat!

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A Halloween Treat - New RFR one year later

The near Halloween launch was fitting when replacing older system

Almost one year ago exactly, right after Halloween, the Office launched the **New RFR (Restitution, Fines/Fees, and Reimbursements) Application**. It replaced a 23-year old system that was perhaps a little like Halloween...*getting scary*. Not really, but the age of the system was a growing concern as it was becoming antiquated. RFR is the Office's most complex

system that is tasked with managing criminal financial obligations. These are amounts owed by Adult and Juvenile defendants pursuant to a court case judgement. RFR is also the system of record for account balances, payments, payment plans, and payee remit-to addresses. This application is at the heart of the allocation and distribution of funds, one of the Office's core responsibilities.

Since the implementation of New RFR, things are much less scary and much more merry. Here are some statistics since the implementation of New RFR on Nov. 12, 2019:

- **\$25,545,332.38** in payments have been processed;
- **\$6,749,956.44** has been allocated to adult restitution; and
- **16,844** new cases have been loaded to the system.

In addition, the New RFR System has opened up possibilities for new features that the previous system did not have capabilities to implement.

Deputy Director **Mike Nimt** said, "New RFR has surpassed expectations, proven to be a powerful foundation and allowed our financial teams to do what was previously impossible."

"New RFR System has been very well received because it has so many wonderful features including its intuitive design (making it very easy to use), fantastic adjustment features, as well as much greater reporting capabilities," Business Analyst **Jeanette Farrison** said.

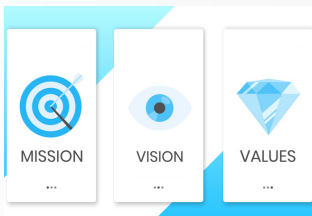
How to *arr-ive* on a decision of the best costumes



Employees will have a chance for friendly *arr-guments* on who has the best costumes through two different Office contests this Fall season – **The Employee Costume Contest** and the **Paws-tume Contest**. Photos of participants of both contests will be posted in a surveys that will allow staff to vote for their favorite costumes and determine who will *YO-HO-HO*ist the trophy in 2020. More details on both of these annual contests are provided in this newsletter on [page 8](#).

CLERK CONNECTION

Mission possible - A new visual display contest for staff



Besides the Employee Costume Contest and the Pawstume Contest, there is still yet another kind of contest for employees to participate in right now. The **Recognition and Engagement Workgroup** is sponsoring a contest that is inviting employees to create a visual display of the Office's **Mission, Vision and Value** statements.

The winning selection will have their entry made into posters that will be displayed in different areas of the Office to increase awareness to what is important to the organization. Poster-sized entries are not needed. Employees can create one visual that encompasses all three statements or they can create a visual for each statement separately. The only rule is if three separate visions are created, they should complement each other as a set.

The contest runs until **October 30**. Submissions can be sent via email to **Tracy Henninger**. Once all submissions have been received, finalists will be selected and their entries will shared with all staff to determine a winner. For a copy of the Mission, Vision, and Value statements and/or for any other information/questions about the contest, employees may email **Tracy Henninger** or **Donna Courtemanche**.

Office officials tour the new Data Center

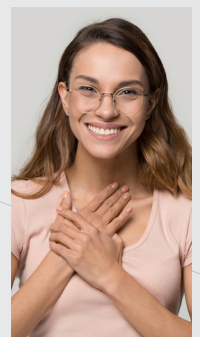


Earlier this month, Clerk of the Court **Jeff Fine**, Chief Deputy **Nancy Rodriguez**, Chief Technology and Innovation Officer **Rich McHattie**, ITG Director **Ron Bitterli**, and Operations Manager **Scott Hensel**, along with officials from the County's Office of Enterprise Technology visited the new Data Center that will host (upon completion of the move in December), all of the Office's critical applications including eFiling, Receipting, RFR, and OnBase. This initiative will significantly improve reliability, security, and availability of these applications. Pictured to the left is Clerk of the Court Jeff Fine, who is standing next to one of the cabinets that contains the new servers, which will replace all of the servers in the current Data Center. The current Office Data Center has been housed in two separate locations within Clerk of Court facilities.

The Office's prevailing spirit of generosity

Generosity is a word that has described staff of the Clerk of the Court's Office through the years. This past year was no exception. During the last **Annual Holiday Drive** staff donated **159** pairs of socks and hundreds of personal care items to the homeless and **118** new toys for children through the donation boxes that are placed in break rooms during the months of November and December. Over the past many years, the Office staff has donated a total **5,978** pairs of socks and **4,140** new toys for the Annual Holiday Drive.

In addition, this year Clerk employees donated **\$2,527.50** to **Maricopa County's Combined Charitable Campaign**, which assists non-profit agencies. This is more than double from last's years donation amount. Fifty-seven percent of this donation amount came from new contributors.



Clerk Work

Work projects within the Clerk of the Court's Office

Employee turnover report results

In a recent Human Resources report on the Employee Turnover Rate for the Clerk of the Court's Office, it showed that the turnover in the Office was down to 20% this year. Last year, it was 21.1%, three years ago it was 23.9%, and five years ago it was at 25%.

On a scale from 1 to 5 (with 5 being good and 1 being poor), here are the average scores from exiting employees on these statements:

- 4.3** - I was provided opportunity for personal development
- 4.25** - I enjoyed working in my position
- 4.0** - I would consider working for the Clerk's Office in the future
- 4.0** - I understood the goals and objectives
- 4.0** - I received adequate training
- 4.0** - I was valued as an employee
- 3.75** - I received constructive feedback



The statistics show...

Here are some interesting work-related statistics from different Office initiatives that were provided by Chief Technology and Innovation Officer **Rich McHattie and his staff**:

- ▶ **eFiling for new Civil Cases** - **1,464** new cases since 8/24/20 launch;
- ▶ **Online exhibits Portal** - **4,402** submitted in the first month;
- ▶ **New Website** - Over **5,000** users each day;
- ▶ **Virtual Assistant Powered By IBM Watson** - **2,413** conversations per month; and
- ▶ **Online Appointments & Remote Check-In** - **3,990** appointments made since launch



Recognizing those who participated in first-ever webinars

The **Community Outreach Work Group** recently sponsored a public webinar called, "Clerk Services in the Age of COVID-19" that was designed to engage the community and educate them about the service the Office provides. A second webinar (part 2) is scheduled for Nov. 12. Following are the employees who participated in this first webinar as panelists: **Jessica Fotinos, Chris Cerato, Oni Boston and Tiarra Earls Haas**.

EMPLOYEES of the QUARTER

The Honorees For July - September 2020



Stephanie Motzer / Courtroom Clerk

Nomination: As a result of the pandemic and the Court doing nearly all hearings remotely, Stephanie was proactive in piloting various new electronic processes for courtroom clerks. She was one of the first clerks to learn and embrace the electronic exhibit process and she regularly assists other clerks with their electronic exhibits. Stephanie was trained to cover Mental Health hearings this year and due to unforeseen circumstances, there was a need to quickly develop a way to process mental health documents as a remote clerk. Her recommendations were implemented and she successfully performed the new electronic method to process MH

documents. She is the primary clerk for the Associate Presiding CV Judge and has in her short time with us, experienced a few out of the ordinary situations. Stephanie was able to use her critical thinking skills and seamlessly resolve these unusual circumstances. Stephanie is often the first to offer her assistance when a request for help is sent out or when she completes her own work. The amazing thing about all of these accomplishments and her commitment to the courtroom clerk team is that Stephanie is just finishing up her first year as a courtroom clerk. The DT Team appreciates Stephanie's forward-thinking and her ability to make a difference in a positive way.



Linda Berger / Courtroom Services Manager

Nomination: Linda is unstoppable. Her efforts to advocate for the success of her assigned work unit and the success of the Office are tireless. During very challenging times, Linda has never hesitated to physically come and assist supervisors, clerks, specialists, other departments and judicial divisions with work completion or operational concerns and will lend an ear whenever it's needed. She is exceptional at recognizing what is needed to motivate employees and solve problems. She rolls her sleeves up and is willing to sit in any of our chairs and be with us to provide onsite support when there are difficulties. She consistently demonstrates that she is available wherever she is, she will listen, and will help wherever needed to the best of her ability. She makes a concerted effort to have positive, productive working relationships and is always willing to learn whatever it takes to make her team successful.



Linda very much deserves to be recognized for all she has contributed to our success while our Office is transitioning to meet the needs of the bench and the public during these difficult times. She runs to Southeast, Northeast, and Downtown at a drop of a hat, always making time for a cheerful hello to whomever she encounters on her way in. She never hesitates to tackle whatever is needed, wherever it is. She truly demonstrates any problem can be overcome with a positive, can-do attitude and that she is dedicated to the success of us all.

EMPLOYEES of the QUARTER



The Honorees For July - September 2020

Jannet Ortega / Financial Business Analyst

Nomination: Jannet Ortega has been an excellent contributor during these difficult and ever-changing COVID financial processes. Not only did she keep the Management Resources team afloat during the busy session of fiscal year-end close, but she has been outstanding in her analysis and processing of COVID expenses and updating financial reports in the County systems and the Clerk's Office's accounting platform. She has worked overtime, created spreadsheets, contacted project coordinators and corresponded with County officials to submit the complex grant journal vouchers and meet the ever-changing needs for COVID-required documentation. She met every deadline gracefully. Thank you Jannet for your dedication and your hard work always!



Shannon LaSpaluto / Court Operations Specialist, Southeast Marriage Licenses and Passports



Nomination: Since I began my position here, Shannon has demonstrated awesome teamwork and excelled knowledge in every area that I have needed. She is a teamplayer. She never hesitates when assistance is needed. She adapts very easily in whatever role is needed. She is very dependable. Shannon excels in all she does. She is kind to everyone she interacts with. She is friendly to her co-workers and to her customers at the file counter. Her customer service is excellent as well. She is an all-around great employee. We need 10 of Shannon.

The Other Employee of the Quarter Recipients of This Year

January - March

Danielle Field (Criminal Courtroom Clerk)
Cynthia Rego (Criminal Financial Obligations)

Angela Romero (Downtown File Counter)

April - June

Adrian Roberts (ITG)
Irma Rivera (Criminal Financial Obligations Unit)
Nikki Swiss (SEA Court Operations Manager)

Lisa Smith (Courtroom Clerk Lead)

McKenzie Moyer (Courtroom Clerk Lead)



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: **Sherry Kristiansen**

From: **Anna Castaneda**

In 2020, **Sherry Kristiansen** developed the CFO "Splashpage," an interactive tool that is a go-to for the entire team. She has worked tirelessly on this project. Sherry has created demonstration videos, integrated the procedures for new RFR, compiled all forms, communications, points of contact lists, and task processes in one interactive place for the trainees and entire team to access and refer back to. This tool ensures the peer auditor, trainer, leads and manager deliver uniform instruction and are accountable for updates. Sherry is exemplary in her ability to process and apply feedback immediately. This is believed to be one of the main contributing factors in the success of her work on the Splashpage. Feedback from the team was solicited on a regular basis to ensure it is user-friendly, holds relevant information, and is able to stay current with the inevitable changes. This contribution to CFO really helps Sherry to stand out and it is only one of her many accomplishments in 2020.

About: **ITG Team**

From: **Denise Maupin**

I would like to give a huge shout out to our wonderful **ITG Team** who has helped me out so much lately! I recently had an issue with my computer not connecting to the network and it turned out to be a bigger issue than we thought, but our awesome ITG team took the time to come to my office and get me up and running again with no hesitations. The next day, **Michelle Gaylor** followed up to make sure everything was working properly and that I had all my apps available again. On this same day, the ITG Team also assisted me with loading my teleworking computer hardware into my car. Many thanks to **Ken Nelson, Dave Rosenthal, Adrian Roberts, Michelle Gaylor, Veronica Lama, Tiffany Braiker** and **Willie Cummings**. You guys are amazing and I appreciate your time and hard work always! Kudos!

About: **Cecilia Alfaro-Arndt**

From: **Melanie Fay**

Administrator Melanie Fay complimented Public Records Lead **Cecilia Alfaro-Arndt** for her quick, efficient, and intuitive service for a customer this month. In recognition of the "Food For Thought" positive initiative (see pages 10 and 11), Melanie told Cecilia, "You are the best thing since sliced bread."

About: **Gene Yamamoto**

HR Analyst Terri Ham conveyed her great appreciation to Facilities Coordinator **Gene Yamamoto** for his speedy response in fixing her office chair. She said, "I know you have a lot of things going on in your job and I really appreciate you taking time to help me out. It is greatly appreciated!"



CUSTOMER COMPLIMENTS

About: **Collections Unit Staff - Angie Smith, Traci DelPonte, Margaret Zawicki, Lisa Kendall and Becky DeLong**

The **Collections Unit** staff received a thank you card from the mother of a defendant. She wrote, "I want to thank you for all your kindness and courtesy you have extended to me. You are a great group of ladies; professional, swift, knowledgeable, and expressing the right amount of warmth and humor while doing your job."

About: **Leticia Gutierrez**

A customer called the Office recently to compliment the service of **Leticia Gutierrez** at the Southeast Adult File Counter. She said Leticia was patient, friendly, easy-going, very knowledgeable, and helpful. She appreciated Leticia's assistance and for helping put her to ease because she was nervous about visiting the Court to file documents. The customer said Leticia made it a breeze.

Employee Spotlight

This Month: Lisa Smith



Title: Courtroom Clerk Lead

Years with Office: 15 years

Something You Enjoy About Your Job: Being in the courtroom

What Are Some Of Your Responsibilities: Training new courtroom clerks

Your First Job: I was a cashier

Hometown: Phoenix, Arizona

A Hobby or Favorite Activity: My favorite activity is hiking

What Is Something Memorable That You Have Done: I survived Mardi Gras

Best Vacation Spot: Anywhere with a beach // **Where Would**

You Like To Travel To Next: Bahamas

Favorite Meal: Mexican food // **Favorite Place to Eat Out:** Popo's

Favorite Sports Team / or Sport: Denver Broncos

Someone You Would Like to Meet: David Bromstad, host of *My Lottery Dream Home*

Favorite TV Show When Growing Up: *Happy Days* and *Scooby Doo*

Favorite TV Show/Movie: Anything on HGTV - *Home Town*, *Love It or Flip It*, *Flip or Flop*, *My Lottery Dream Home*

Something You Are Proud Of: I am proud of the person I am today.

If Given A Chance, What Would You Like To Be For A Day: A judge

Something On Your Bucket List: Cruise around the world

Nobody Would Believe It If They Knew... I was very shy and quiet until my late 20s.

An Interesting/Unusual Job You Had: Working in the Medical Department with the County jails.

What Advice Do You Have For A New Clerk Employee: Learning takes time, be kind to yourself.

What Do You Like Most About Working Here: My co-workers...and VACATION

Do You Have A Favorite Quote: "People come into your life for a reason, a season, and a lifetime."

What Do You Like To Do In Your Spare Time: Travel

An Ability You Wish You Had: To pick winning lottery numbers // **Your Dream Car:** One that is paid off

Do You Have a Favorite Animal: Dog

Have You Ever Won Anything: Yes, a free trip to Las Vegas

Who Would You Like To See In Concert: Alan Jackson - Hopefully his postponed concert I have tickets for will be rescheduled next year.

A Pet Peeve: A lack of common sense

Favorite/Least Favorite Fruit and/or Vegetable: Watermelon is my favorite fruit. I am not a veggie person.

Influential Person(s) In Your Life: My kids - They have been my main inspiration to be the best person I can be.

Three Important Business Skills You Think Are Important: Teamwork, Leadership, and Communication

Best Advice Someone Has Given You: Know your worth!



Fun Fall Festivities



Employees show “character” through annual contest

Last year, a group of employees who were dressed up as Disney villains were selected as winners in the Office’s annual Costume Contest. This year, there may be other employees who want to write a “happily ever after” for having the best costume.

To see whose costume is victorious, the Office is holding its **Annual Costume Contest** on **Friday, Oct.**

30. Here are the contest details. Photos of employees who are in costume will be taken on Oct. 30. From these pictures, categories will be created for the various costumes. The categories will then be sent to employees (approximately four to six days later) to vote for their favorite costumes. The winners will be announced in the November *Record Times*.

The photos will be taken at each location as follows: 8:30 a.m. at **Northeast**; 9:30 a.m. at **Northwest**; 10:30 a.m. at **Durango Juvenile**; 12:15 p.m. at **Downtown**; 12:45 at South Court Tower; 1:30 at **Downtown Justice Center**, 2 p.m. at the **Customer Service Center**; 3:30 p.m. at **Southeast Adult**; and 4 p.m. at **Southeast Juvenile**.

PLEASE NOTE: Costumes that include two or more people must have a mask on for the photo. Employees who telecommute, may email a photo of themselves by 2 p.m. on Oct. 30 to Len Keso.

Paws-tume contest creates days for “Show and Tail”



“Show and Tail Days” are coming once again to the Office. Show and Tail is actually a way to describe the **Annual Paws-tume Contest** that allows employees to take photos of their pets in costume and show them off. The photos of the pets are then arranged in categories and posted in a survey that allows all staff members to vote for their favorite paws-tumes (costumes). Here are the contest details for those who are interested in participating:

1) Take a photo of your pet(s) in costume; **2)** Submit your photo to Len Keso between Nov. 2 through Nov. 4 only; **3)** Include the following information with the photo: **A** - Name of pet(s) **B** - Name of pet’s costume **C** - Your name **D** - Your department

A Few Guidelines:

- Photos may be of one pet or a group of pets. •Photos need to be of the pet(s) only (no people).
- You may submit two different entries (so a total of two photos of different pets/group of pets).
- Photos cannot be professionally taken or from previous year’s contests. •The pet(s) must belong to the employee. •If the photo is of poor quality, it may not be used.

The winners will be announced in the November *Record Times*.

⇒ **NOTE:** Please use discretion when selecting a costume and costume name for both contests mentioned above.

CLERK CONNECTION 2

The best ever Employee/Newsletter photos

Since 1998, the newsletter has offered employees the opportunity to send in a photo of themselves with the newsletter while they were on vacation. During this time, the newsletter has appeared in 45 states and in more than 45 countries.



In February, a contest was held featuring the top 30 photos taken from all over the world that were organized into six categories: **Best Use of Artwork/Objects; World Famous Location; Best Foreign Country; Best Photos With Others; Best Western United States; and Best Eastern United States.** The contest allowed Clerk employees to vote on the photos they thought were the best ever taken in each of these categories. The Top 5 finishers in these six categories have been printed in the newsletter.

The contest also provided staff the opportunity to specifically select from the Top 30 photos what they thought were then the “Best of the Best Ever Taken” in three areas: Best Overall USA Photo (winner was shown in August); Best Overall Foreign Country Photo (winner was shown in September); and the Best Overall Photo Ever Taken (See below)

Below is the photo that was selected as the **Best Photo Ever Taken With The Newsletter.** The photo was is of **Merriel Reynolds**, who was at Disney World in Florida in 2013. She was vacationing in Florida and attending a wedding. Merriel is former Clerk employee who now works for Superior Court in their Court Technical Services’ Business Division. She worked for the Clerk’s Office for 16 years.

Winner of Best Overall Newsletter Photo Ever Taken



Merriel provided the *Record Times* with some details about this photo:

The photo was taken in the “At the Seas with Nemo and Friends” attraction. She was looking for a spot to pose for a photo with the newsletter and when she saw the “Bruce the Shark” prop, she said she knew she had to take the photo there. Merriel said, “I had to make my way through the sea of kids to get my turn. That was my first and only time at Disney World and it was an amazing experience.”

Having her photo voted on by employees as being the best ever taken was an honor to Merriel. She said, “I am surprised and happy! I loved working for the Clerk’s Office and still miss it.”

The remaining top four finishers of the Best Photo ever taken are shown on [page 13](#).



Food For Thought

Employees compliment their co-workers using some well-known food expressions.

Cool as a cucumber (for working well under pressure)

Have a lot on one's plate (for performing many tasks)

Cream of the crop (for high performance)

Bread and butter (for being reliable, knowing things)

Greatest thing since sliced bread (for excellence)

Smart cookie (for being knowledgeable)

Salt of the earth (for being pleasant to work with)

Icing on the cake (for going above and beyond)

Easy as pie (for helping with ease)

COOL AS A CUCUMBER

Leslie Wilkins, Linda Berger, Sig Perez, Susan Morris, April Cannon, Shannon Stulz, Tracy McMillian, Wendy Thompson, Kris Gilmet, and Tracy Henninger - Compliments to all of them for their ability to problem-solve and adapt to the changes driven by COVID-19 that continue to impact them and the team daily. The number of issues that require their attention and their ability to just remain 'cool as a cucumber' in the face of the demands and pressure deserves a mention. Their work is appreciated. (from **Debora Wells-Guevara**)

Ana Valenzuela - Ana always remains calm and has a positive attitude, even when she is dealing with difficult customers. (from **Maye Patterson**)

Esmeralda Canez - Esmeralda always demonstrates rationality and calmness with a laid back demeanor, but at the same time gets her point across as collective and 'cool as a cucumber.' (from **Yesenia Houghton**)



HAVE A LOT ON ONE'S PLATE

HR Team- The Human Resources Team has been able to manage and handle all of the demands that comes its way...even more so since COVID. They are doing it all extremely well. (from **Yesenia Houghton**)

Jennifer Cardenas - Jennifer performs many tasks including teaching and training in areas such as Probate, Mental Health, Change of Venue, Civil Case initiation, and eFile. (from **Maye Patterson**)

Angela Romero - Angela performs a variety of tasks including the phone, Orders of Protection, Change of Venue on Family, and when co-workers have questions related to filing. She is always there to assist. (from **Maye Patterson**)

BREAD AND BUTTER

Lisa Kellar - Lisa knows her job and knows it extremely well. She is always reliable and you can always count on her for anything. (from **Yesenia Houghton**)

Bianca Barrett - She does a great job staying on top of her duties and ensuring all documents are processed correctly. (from **Maye Patterson**)

Chris O'Neil - Chris is reliable, dependable, and always gets tasks done on a daily basis, including other's tasks when they are absent. (from **Maye Patterson**)

Courtney Smith and Sena Allen - They are both always willing to help out, help their team members, and make sure that all work gets done. They are our 'bread and butter!' (from **Raquel Ortega**)

Non-Criminal Courtroom Clerks, Leads, and Specialists - You are the 'bread and butter' of our work unit. Your supervisors and managers appreciate being able to rely upon you, your knowledge and just getting the tasks of each day completed. You are so very appreciated. (from **Debora Wells-Guevara**)



EASY AS PIE

Melanie Fay - Melanie helped me through a difficult situation. I just want her to know that I appreciate everything she did and how she made a complicated situation as 'easy as pie.' (from **LeAnn Baukol**)

Terri Ham - Terri has been able to make everything seem 'easy as pie' and gets right into assisting customers with an attitude of ease. (from **Yesenia Houghton**)

Gozal Coy - She is always helping her co-workers and goes above and beyond. She makes everything 'easy as pie!' (from **Raquel Ortega**)

Continued on next page...



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Easy as pie (for helping with ease)

SMART COOKIE

Alana Callahan - No matter where she is working (telecommuting or in the office), Alana always takes the time to help me and provide information, especially with procedures and languages changing throughout the COVID-19 pandemic. Alana is an excellent lead and a great asset to the Office. (from Danielle Field)

Clarissa Cruz - She is very knowledgeable when it comes to Family, CV, and Probate filings. She is very helpful to her co-workers and shares her knowledge with them. (from Maye Patterson)

Anisa Ashburn and Anna Fagnani - During a recent shortage of Family Courtroom Clerks, I was asked to assist four years after having moved on to the Criminal case type. I would have been completely lost without the help of Smart Cookies Anisa Ashburn and Anna Fagnani. They stepped in when no one had time to retrain me and answered dozens of questions I emailed to them. It was a huge team effort, and I could not have performed the work without their help. (from Laurie Hurley)

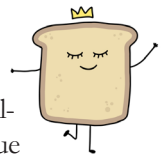
Vanessa Martinez and Jessica Folts - They are very knowledgeable in so many processes at SEA COSC. They help me on a daily basis filling my own brain with knowledge. They are both 'smart cookies!' (from Raquel Ortega)



GREATEST THING SINCE SLICED BREAD

Mike Nimitz - My gratitude to Deputy Director Mike Nimitz for his dedication to HR. I am very grateful to his assistance, availability, and many signatures! He is always available to answer questions and even asks how my weekend was. He reflects true leadership and is a constant presence of support for our team/organization. (from Denise Maupin)

Araseli Marquez - She recently went to the Docket team, but before that she was our probate desk guru. She handled that desk with ease and excellence. Thank you Araseli, you are 'the greatest thing since sliced bread!' (from Raquel Ortega)



CREAM OF THE CROP

HR Team - A buffet of compliments is sent to the HR Team (Ezra, Esme, Yesi, Terri, Lisa, Carmen, and Denise). There are smorgasbord of daily tasks required to keep our office running smooth like a smoothie and each makes it look like a piece of cake. I am so proud to be a part of this 'cream of the crop.' (from Lori Fiscus)

Leslie Cook - Leslie is a courtroom clerk lead at SE Juvenile and she has been an immense help to me and to the courtroom clerks while their supervisor is out. She has jumped right in with assisting with duties that are new to her and she has rocked it. She really is invaluable and I am super grateful that she is on our team. (from Connie Pitts)

Carmen Villasenor - Through everything that the HR Department has endured, Carmen has performed at the top of her game while handling training as well. She gets it all done. (from Yesenia Houghton)

Shannon LaSpaluto - She always goes above and beyond to do whatever is asked and she does it all with excellence! She is the 'cream of the crop!' (from Raquel Ortega)

ICING ON THE CAKE

Cheryl Marzella - I would like thank Cheryl Marzella for taking her time to help me get some things accomplished. Her efforts were definitely 'icing on the cake.' (from LeAnn Baukol)

SALT OF THE EARTH

Lisa Kellar - The Office can be quiet these days and Lisa is always good company. She chooses to come into the office every day and truly shows her dedication. She tells me, "If you need anything, just let me know." She always keeps me informed. It is a real pleasure working with Lisa. She has a positive attitude and great work ethic. (from Denise Maupin)

Denise Maupin - Since Denise has joined the team, she has been pleasant and willing to assist in whatever the customer or her team needs. (from Yesenia Houghton)



The Inside Track

on Employee News

1

2

3

4

BIRTHS

- Congratulations to Financial Services Accountant **Edie Friss** on the birth of her 7 lb. 12 oz. grandson on Oct. 5. Her new grandchild's name is Owen Elon and he is Edie's 13th grandchild.

OFFICE ANNIVERSARIES

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

25 YEARS

Rebecca Shanks

20 YEARS

Susan Baldwin

15 YEARS

Sandy Seeley

10 YEARS

Rocio Mendivil

5 YEARS

Susan Lucero, Sameera Mohammed, and Mercy Mancada

NEW EMPLOYEES

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

- Courtroom Clerks - **Alexandria Thompson, Jennifer Holguin, and Jolene Hogue**
- ITG Desktop Support- **Willie Cummings Jr.**
- Mail Clerk Courier - **Regina Ratcliff**
- Northeast File Counter, Docket, EDM, Marriage Licenses and Public Records - **Pierretha Kavanagh**

HONORS

Criminal Financial Obligations' **Jan Price** recently had the honor of being a guest speaker for the **Annual Juvenile Justice Virtual Conference** sponsored by the Arizona Prosecuting Attorneys' Advisory Council. She presented on the topic of "Destruction of Juvenile Court Records: Law & Mechanics of the Process."

Jan said, "The council had received a grant to do a training video and that is what I participated in for use during that day and in the future."

The attendees of the conference were from agencies/ departments from all across Arizona.

Wednesday
November 11, 2020

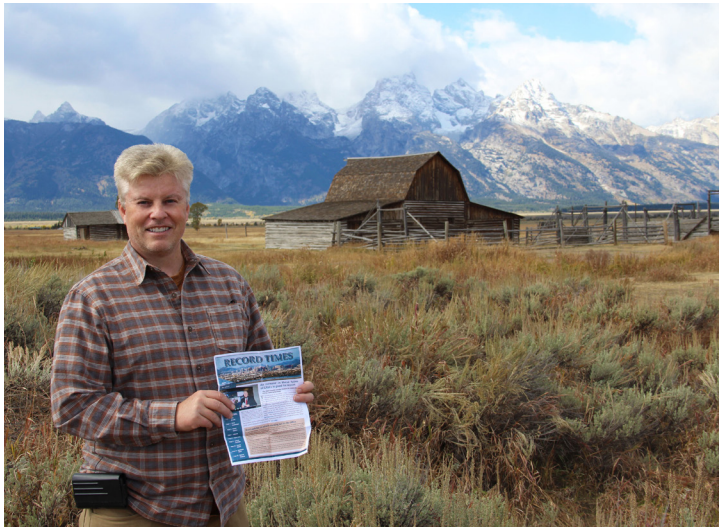
HONORING ALL WHO SERVED

Veterans
Day



Special Features

Where in the world has the Record Times been?



Newsletter appears in a new state

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 Philippines. This month, it is seen with an employee who is in the United States in a state the newsletter has never appeared in before.

Pictured to the left is Communications Coordinator **Len Keso**, who was at Grand Tetons National Park in Wyoming. This is the newsletter's first appearance in the state of Wyoming. The remaining states it has not appeared in are: Vermont, New Hampshire, Rhode Island, Delaware, and Mississippi.

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/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 Best of the Best Photos Ever Taken

As mentioned on [page 9](#), a contest was held this year allowing employees to vote on what they thought were the best photos ever taken of staff with the newsletter. The top 30 photos were organized into six categories for employees to make their selections. The contest results showing the Top 5 finishers in each category have been released in the newsletter. The contest also allowed staff to specifically select the Best of the Best photos from all of the top photos in three categories: **Best Overall USA photo**; **Best Overall Foreign Country Photo**; and **Best Overall Photo**. On page 9, it shows the winner of the "Best-Ever Photo Taken." Below are the other top finishers in this category.



2nd
Where: Great Wall of China
Who: Former staff, **Roxana Anderson**
When: 2010



3rd
**was also voted as the "Best Foreign Country" photo ever taken*
Where: Cayman Islands
Who: Current staff, **Ravi Goud**
When: 2019



4th
**was also voted as the "Best USA" photo ever taken*
Where: Oregon
Who: Current staff, **Bev Macdonald**
When: 2007



Where: Super Bowl
Who: Former staff, **David Griego**
When: 2009



Where: Winslow, Arizona
Who: Former staff, **Candy Terry**
When: 2006



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





A Mix Of News

Annual November events cancelled

As a result of the pandemic, the annual **Maricopa County National Adoption Day** and the **County's Annual Veterans Day** events have been cancelled. In the past, Clerk staff have played a key role in assisting with the Adoption Day event and have had employees who participated in or attended the Veterans Day event.

Don't make the mistake of not learning from mistakes

Below is anecdote about making mistakes that may be helpful as our Office moves forward in this continuously changing work environment.

"Make no mistake about it, we can learn from our mistakes." – Nikki Giovanni, American Poet

We all make mistakes – at home and here at work. If we never make mistakes, then we are probably not making any decisions. But our mistakes can have value if we allow them. We can learn from our mistakes and then move forward. Author and speaker John C. Maxwell had this to say about mistakes:

Messages that give us feedback about life.
Interruptions that should cause us to reflect and think.
Signpost that direct us to the right path.
Tests that push us toward greater maturity.
Awakenings that keep us in the game mentally.
Keys that we can use to unlock the next door of opportunity.
Explorations that let us journey where we've never been before.
Statements about our development and progress.



Our office is moving forward fast with new services, technology, and other efforts to meet the demands of the times. Each year, the workload increases and we serve more customers. While it would be nice that none of us ever makes a mistake as we meet these demands, reality is that it will probably happen on occasion. If it does, just remember to learn from them so that they become worthwhile, and then move on.

Fall season related lists for fun

According to surveys listed in the *National Association of Counties News*, the following are **The Top 5 Pumpkin Producing States** and **The Top 5 Places of Fall Foliage** in the United States.

Top Pumpkin Producing States

1) Illinois; 2) Texas; 3) California 4) Indiana 5) Pennsylvania

Top Fall Foliage Places

1) Door County, WI 2) White Fingers, N.H. 3) Finger Lakes, NY
 4) Pocono Mountains, PA 5) Upper Peninsula, MI

