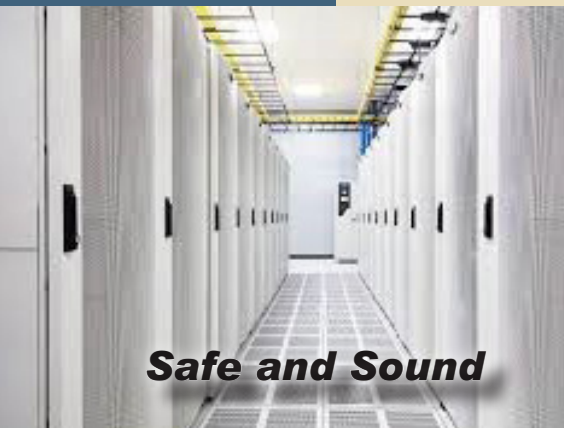


RECORD TIMES

September
2020

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



Safe and Sound

New Data Center, a vital Office move

Move to the new Data Center provides higher security, modernization, and improved services for Office applications

by Rich McHattie, Chief Innovation and Technology Officer

Our Office has partnered with two leading technology vendors (Dell and VMWare), to modernize our data centers (currently located at the Customer Service Center and Durango) to provide high availability of services and improved disaster recovery capabilities. This is a highly important move that will be completed by the end of the year as our Data Center is what hosts all of our applications, files (Share Drive, employee files) and OnBase...basically anything an

employee uses such as RFR, Receipting, eFiling, all run on our servers in the Data Centers.

The primary Data Center, which was at the Customer Service Center, will be in a facility in Phoenix referred to as a Tier 3+ Data Center that provides a 99.999% uptime guarantee for power, cooling, and network services. Our secondary data center, currently located at the Durango Campus, will move to a physically/geographically separated Data Center in Scottsdale to ensure disaster recovery that is automated between the two Data Centers.

Additionally, the size of the Data Center will shrink in terms of the number of physical servers through our implementation of VMWare to virtualize servers, creating increased efficiency and improved management of our data center operations.



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The CASE closes for the year at Northwest



Clerk of the Court Jeff Fine (center) presents the final CASE Teamwork Award of the year to the **Northwest Filing Team**. Pictured are: (from left) Evelyn Laborin, Vincent McIvor, Michelle Wolf, Savanna Sharp, Jackie Ortiz, and Jessica Bernal. Not pictured are: Julie Garcia, Aurora Avina, Jennifer Holguin.

The Celebrating and Saluting Employees (CASE) Awards Recognition Program came to a close this month with an award presentation to staff members at the Northwest Office. In total, close to 200 employees received a CASE Award this year for either teamwork, excellence, leadership or customer service. The CASE Awards were presented in smaller groups this year rather than large ceremonies due to COVID-19 during the months of June through September.

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: Durango/OCH Courtroom Clerks

From: Connie Pitts

"I want to thank the **Durango/OCH Courtroom Clerks** for being so wonderful to me these last eight years as their supervisor. I will miss seeing all of them on a regular basis. I look forward to the days that I am able to visit Durango. Please remember that I am only a phone call away!"

About: Denise Maupin

From: Leslie Groeneveld

"Thank you to HR's **Denise Maupin**. She helped me change my direct deposit. I so appreciate her cheerful and helpful attitude and sensitivity to timeliness."

About: Stella Rodriguez

From: Emily Morris

"Yesterday, when I got to my car in the garage, it didn't start. When **Stella Rodriguez**, who works at the CSC, drove by and saw me, she stopped and ended up waiting over an hour with me until AAA came. During this time, she walked with me to the Guard Shack and later drove me down to meet with AAA. Stella didn't leave until my car started and I was ready to head home. I truly appreciate Stella for taking the time to stay with me."



CUSTOMER COMPLIMENTS

About: Catherine Diaz and other staff

Family eFile Court Operations Specialist **Catherine Diaz** received a very complimentary email from a customer she assisted. The customer

also praised the work of several other office staff. The customer wrote, "Catherine - thank you for your time this afternoon. Please pass this on to your supervisor (actually, to every supervisor in the appropriate departments). They need to know what a wonderful job their staff is doing and what an exceptional experience it has been filing for probate and personal representative.

First of all, I went to the website to find out what I was supposed to do. **Excellent website**. I could figure out where to go, the explanations were clear cut and concise, and forms were readily available.

I went to the Northwest Court with a stack of papers that I thought I had filled out correctly and had a **wonderful, helpful clerk** organize what I needed for processing. This was Friday afternoon, just before 5 (and I mean, JUST before 5!).

On Monday, I saw an email from the Court saying my application was denied and that I could pick up the paperwork and there would be a letter explaining why it was denied. Now I was REALLY a nervous wreck, but I picked up the paperwork, which had a phone number to call for help. I called and a **wonderful clerk** looked up the case and told me exactly what line I had left blank in error, and how to submit an amended form.

The next afternoon, I took the papers back to the Court and **another helpful clerk** stamped them in and said I would hear in about three days.

THIS MORNING (yes, the very next day), I got an email saying it was approved and I could pick up the papers four hours from the time they sent the email.

How many companies have: **1)** friendly, knowledgeable people at every spot, **2)** efficient people processing paperwork quickly, and **3)** an incredible response time? This was a truly memorable experience and my hat is off to everyone I dealt with. I want you to know how your departments appears to the public and frankly, this was **five stars all the way**. Thanks to all of these wonderful people, I am no longer a nervous wreck."

The Hat Rack

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

Tip of the Cap (for a job well done)

Hat's Off (for special assistance/going the extra mile)

Drop of the Hat (for quickly coming to help)

Wears Many Hats (for doing many things in the office)

Pull Out Of the Hat (for coming up with an answer/solution to help a situation)

Top Hat (for highly achieving)



TIP OF THE CAP

Sameera Mohammed is such a great worker. She works hard and is always there when you need help. She is very knowledgeable and she is a big asset to our team. I appreciate her and all that she does. (from **Miranda Carter**)



I would like to give a "tip of the cap" to **Jennifer Patrick** in the Appeals Unit for preparing an election appeal that had more than 2,900 documents and exhibits to transmit within a day of the Notice of Appeal being filed. The index was 130 pages! (from **Donna Hall**)

Kathie Rosenow works very hard and keeps our team on our toes. When there is work to be done, she works hard and gets it done no matter how crazy it might be. She is an asset to our team and we appreciate everything she does. (from **Miranda Carter**)

A "tip of the cap" to **Aida Plascencia, Andy Rodriguez, Angela Romero, Anna Valenzuela, Ashley Hatch, Bianca Barret, Chris O'Neill, Clarissa Cruz, Femi Vazquez, Fawn Fowler, Heline Johnson, Jenela Fierro, Jenn Cardenas, Kim Whitson, Miguel Marin, Rebecca Merino, Shantel Tavares and Kelly Marquez**. At the end of every work day here in the Office, it can be said of you..."job well done." You are a great team. (from **Maye Patterson**)



WEARS MANY HATS

Melissa Menard is absolutely amazing. She is trained in so many of our processes and will jump in to help anyone who may need it. She works very hard every day and never complains. If something needs to be done or someone needs coverage, she is there with no questions asked. She is an asset to this team and we are lucky to have her. (from **Miranda Carter**)

This is to all the **ladies at the CSC Marriage License and Passports**, who are doing a record amount of marriage licenses (MLs) daily! We have been doing MLs by mail since Covid hit and we also daily take turns on the phones calling customers in regards to MLs. These ladies also help with correspondence, recording services with ML certified copies, return mail, and with disposing of documents. They wear many hats and they wouldn't have it any other way. (from **LeAnn Baukol**)

Jenn Cardenas, Clarissa Cruz and Angela Romero are knowledgeable about so many things and they are always willing to teach their co-workers who want to go above and beyond to achieve goals. (from **Maye Patterson**)

I nominate **Naomi Marruffo** for the "Wear Many Hats" recognition. She does so much for our office at Northeast as a Lead. She does it all and is very helpful. Naomi is always working on three tasks at once, but never once gets upset if you ask her a question. She remains calm and helpful. I appreciate her and all that she does for Northeast. (from **Sarah Montuori**)



Continued on next page...

The Hat Rack continued

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

Tip of the Cap

Hat's Off

Drop of the Hat

Wears Many Hats

Pull Out of the Hat

Top Hat



TOP HAT

David Gunn is a person who absolutely is a "Top Hat" kind of guy. I am not new to the Office, but I am new to the position. I was on leave for four months and you can forget a lot during that time. David is extremely knowledgeable about his job and never hesitates to assist me when I need instruction about procedures. I value and trust David as a co-worker and friend. He never gets annoyed if I ask the same question three days in a row. We communicate very well together and I think we make a very good team. David is a class act, very professional, and owns a room when he walks in with his sophisticated swagger and his beaming smile. You are an exemplary person David and I appreciate you. (from **Katherine Hartley**)



DROP OF THE HAT

I would like to submit a "Drop of the Hat" to my team lead **Tamara Hight**. I appreciate all of the help she provides answering various questions throughout the day. She always comes quickly, irregardless of what she is doing, to help, not only me, but also every single person in our office. (from **Shantel Jessen**)

Shastene Maave Sefo is ALWAYS the first one to help out anyone on the team. There are many times that if someone has called out and she had planned to leave early, she will stay to help out the team. Whenever I am at the File Counter and I need help, she has no problem coming to help me. During this Covid time, she has been at work every day, which allows others to be home with their kids and that is just amazing. She works really hard on whatever she is assigned to and goes above and beyond to do more if needed. I truly appreciate her and all she does. She is the best! (from **Miranda Carter**)

Since telecommuting, I've needed assistance (due to not being in the office) to quickly provide items to the Judge/Commissioner. I have been able to email **Asha Parmar** and she quickly responds and provides the assistance needed. I would like her to know how much I appreciate her assistance and how her quick response helps the division complete the task at hand. May I say it hasn't happened just once, but multiple times. She does this with her beautiful smile and without hesitation. It's good to know there is support close by. (from **Susan Lucero**)



HAT'S OFF

My "hat's off" to **Tina Barrett, Ruby Davison, and Chris Kilgus** from Exhibits, who imported all 2,853 electronic exhibits in a case with time to spare! My "hat's off" also to **Kate Folk** in D&C/GJT for being my "go to" whenever I have a question and for helping me update procedures! Thank you always, Kate! (from **Donna Hall**)

"HAT'S OFF" to **Mike Kay**. Mike has worked in the Office for many, many, many years. I probably missed a "many," but it's been a long time. He is super knowledgeable and always willing to help guide me in marking exhibits the right way. He has also joined a coffee club with me and I wouldn't survive Mondays without him! Thank you Mike for being a great resource, for always keeping my cup full and me entertained. I appreciate you! (from **Mitzi Moore**)

"Hat's Off" to Court Operations Lead **Naomi Marruffo** at Northeast Regional for always being there with answers to questions, encouraging words, and a good sense of humor that helps make the day better. Naomi has a way with people that makes her an absolute pleasure to work with. (from **Danielle Hagan**)

We would like say "Hat's Off" to courtroom clerk **Susan Lucero**. She was asked to come downtown on one of her regular teleworking days to cover another case type calendar, and she readily agreed saving the day for the scheduling supervisor. (from **Susan Morris and April Cannon**)

Continued on next page...

The Hat Rack continued

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

Tip of the Cap

Hat's Off

Drop of the Hat

Wears Many Hats

Pull Out of the Hat

Top Hat



HAT'S OFF

"Hat's Off" to my co-worker **Hector Castaneda**, a Court Operations Specialist at the Customer Service Center in Public Records. He always goes the extra mile to help us out. He has always been our "go to" person for any question regarding passports and marriage licenses since he is cross-trained in that area. Anytime we need help, he volunteers to assist. (from **Sulma Magana**)

"Hat's Off" to **Amber Sutton**, an employee who is always willing to help you out when you have a question. Amber is an awesome team player and she is glad to help you at any time. (from **Sarah Montuori**)

I would like to send a "HAT'S OFF" to **Janice Calkins**. I am new to the office, and Janice was the one who trained me on watching the 'Q' and marking paper and electronic exhibits. From day one, Janice has always been more than willing to help whenever I needed training or had questions about my job...and she has always done both with a smile. She has made me feel welcome and a part of the team. Janice is a pleasure to work with and she is a great asset to our division and especially to me! Thank you Janice! (from **Mitzi Moore**)

PULL OUT OF THE HAT

Anna Valenzuela deserves a "Pull Out Of The Hat" compliment for always coming up with an answer/solution to issues. (from **Maye Patterson**)



The News Mix

A look at a few Office news items

- ▶ **Civil Case Initiation:** On August 24, the Office launched this new electronic initiative that allows the public to eFile new case initiation documents. In its first three weeks of operation, the Office has processed **388 cases**. Previous to this initiative, customers were only able to eFile post-initiation documents, such as notices, motions, responses, replies. A fun Office video was created by Training's **Brian Turner** about the new program featuring **Chris O'Neill** as "Stampy Clerk" and **Tiarra Earls Haas** as "Runner." You may [view it here](#).
- ▶ **CSC Security Enhancement:** The Office is coordinating with Facilities Management on the installation of a security screening station, consisting of a walk-through metal detector and X-ray machine at the Customer Service Center. This project, expected to be completed by the end of October, will also include the installation of a new double door entryway.
- ▶ **Bank Empire Restitution:** Although the Office is more than familiar with moving large sums of money, it was recently tested by a uniquely complex and large case. Always up for a challenge, on August 26, staff mailed out **3,786 restitution checks**, totaling over **\$230,000** to victims of the Bank Empire fraud case. This monumental achievement involved the coordinated efforts of 20+ employees from Accounting, Business Analysts, CFO, Distribution & Mail Services, and ITG.
- ▶ **Exhibits Portal:** The Office launched a streamlined electronic exhibits submission process that provides the capability to submit exhibits online using a simple form. The newly-refined exhibits portal eliminates the need to submit exhibits using an email address, takes only a few minutes to complete, and accommodates multiple exhibit uploads in one submission. The form also provides a drop down option to select the appropriate Judicial Officer. The process can be utilized by attorneys and the general public. To learn more, you can visit the Exhibits Submission page on [the Office website](#).
- ▶ **Online Payments:** The Office is nearing completion of the Online Bill Pay website integration. Once launched, it will allow the public to pay fines, fees and restitution using a payment portal accessible on our website. It's expected to go live in early October!

AND THE AWARD GOES TO...

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

LEADERSHIP AWARD

Dawn Van Hoorn



EXCELLENCE AWARD

Monique Iniguez



EXCELLENCE AWARD

Denise McGraw



EXCELLENCE AWARD

Samantha Punzalan



TEAMWORK AWARD

Downtown Criminal
Lead Team

Pictured: Kim Hampton
Not pictured: Kristyl
Howard, Alana Callahan,
and Kat Faso



TEAMWORK AWARD

Probation Violation Team
Pictured: Therese Garrett
Not pictured: Linda Ceja,
Chiquita Williamson,
Jasmyne Acevedo



TEAMWORK AWARD

Downtown Criminal
Courtroom Clerk Team

Pictured: (from left)
Veronica Morales, Denise
McGraw, Sarah Beery, Kim
Hampton, Monica Mogel,
Dawn Van Hoorn, Monique
Iniguez, and Therese Garrett



Not pictured: Andrew Schmidt, Carrie Montoya, Andi Gonzalez, Cheryl Curley, Jolie Matlack, Mary Cabral, Sandra Felix, Schelondia Justice, Yvonne Zych, Danielle Field, Kathy Hartley, David Gunn, Sara Mendonca, Dawn Vernon, Jennifer Vigil, Laura Franco, Theresa Sandoval, Briana Miranda, Kristi Jenson, Lisa Morgan, Alexandria Martinez, Amanda Rowe, Avril Goodwin, Kimberly Sandoval, Rory Vasquez, Monique Jazwin, Olivia Hernandez, Stephanie Rhinehart, AnaMarie Sherman, Nicole Butzbach, Elsa Johnson, Irasema Alvarado, Lindsey Skelton, Teri Gaulke, Catherine Ratliff, Samantha Punzalan, Alecia Francies, Alyson Moore, Arlene Chee, Corina Burgess, Ivette Huerta, Laurie Hurley, Saralyn Yoder, Yvonne King, Michele Nelson, Kristyl Howard, Kat Faso, Alana Callahan, Niki Pallas, Alicia Calderon, Tawny Sherwin, Devin Concholar, Donna Kenney, Kelly Johnson, Kendra Sotello-Stevenson, Chiquita Williamson, Linda Ceja, Jessica Encizo, Mindy Hooper, Jasmyne Acevedo, Arriana Rivera, Autumn Dvornsky, Barbara Navarro, Rebecca Miller, and Jocelyn Payan.

OTHER CASE AWARD RECIPIENTS

(Not Pictured)

Jenny Black -
Leadership Award

Olivia Hernandez -
Excellence Award

Devin Concholar -
Excellence Award

AND THE AWARD GOES TO...

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



TEAMWORK AWARD

RCC/EDC Team

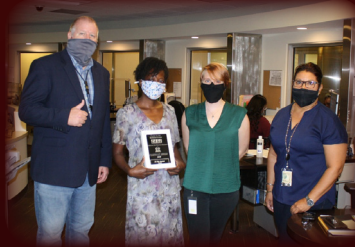
(from left) Terra Owen, Alexis Washington, Charlie Oum, Clerk of the Court Jeff Fine, Frances Kiefer, and Justin Spelgatti. Not pictured: Lizet Robles and Sherry Murphy



TEAMWORK AWARD

Criminal eFiling Team

Pictured: Tara Alameda and Melinda Yelverton
Not pictured: Rosa Montoya, Stephanie Katena, Kitty Curtner, Isabel Osuna, and Marcie Tarin



TEAMWORK AWARD

Criminal File Counter Team

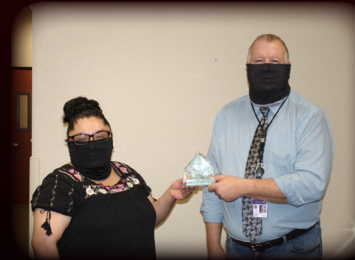
Pictured: Melinda Yelverton, Jaime Hockerson, Frances Kiefer.
Not pictured: Marietta Bernal and Sherry Murphy



TEAMWORK AWARD

Appeals Team

(from left) Tina Barrett, Carol Carlton, Flor Rivas, Carla Chestang, Jennifer Patrick, Deputy Director Mike Nimtz, Desiree Bahe, Ilenz Fuentes, and Clerk of the Court Jeff Fine. Not pictured: Sharon Rochford



CUSTOMER SERVICE AWARD

Jackie Ortiz



EXCELLENCE AWARD

Jessica Bernal

A Special Achievement Award

Website Development Project Team Members -

Rich McHattie, Kevin Hart, Brad Ottley, Oscar Garcia, Amuda Kuppanur, Ravi Goud, Tom Battista, Tiarra Earls Haas and Len Keso

Clerk of the Court Jeff Fine presented a special achievement award to the **Website Development Team** this month for their outstanding performance in creating a new website for the Office. Jeff presented the award virtually with two team members (Tierra Earls Haas and Len Keso) in person.



CLERK CONNECTION

The best all-time 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 44 states, in more than 45 countries, in airplanes, on bikes, on boats, with a hot air balloon, and on a train.

In February, a contest was held that featured the top 30 photos taken from all over the world that were organized into six categories. Those categories were: **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. Over the last six months, the Top 5 finishers in these six categories have been shown in the newsletter.

The contest also provided staff the opportunity to specifically select from the Top 30 photos what they thought were the “Best of the Best Ever Taken” in three areas:



- The Best Overall Photo in the USA (winner was shown last month)
- The Best Overall Photo in a Foreign Country; (**see the winner below**)
- The Best Overall, Number One, Photo Ever Taken (to be shown in October)

Below is the photo that was selected as the **Best Photo Ever Taken in a Foreign Country.** The photo was is of **Ravi Goud**, who was on the Cayman Islands. Ravi is currently a Senior Quality Assurance Analyst for the Information and Technology Group and has worked for the Office for the past six years. The remaining top four finishers of the Best of the Best Foreign Country photos are shown on [page 14](#).

Ravi provided the *Record Times* with some details about this photo and his reaction to receiving this honor:

Winner of Best Newsletter Foreign Country Photo Ever Taken



The colorful, relaxing picture of Ravi laying in a hammock with the newsletter on the Cayman Islands with the beautiful turquoise Caribbean Sea in the background was taken at the beginning of 2020. He was on vacation and the photo was at his resort on Seven Mile Beach (which is the western shores of the Cayman Islands).

Having his photo voted on by employees as being the best ever taken in a foreign country was an honor to Ravi. He said, “Looking at the photo, it brings back good memories of times spent with my family. My son, Aneesh will be proud that his photo was selected as the best.”

CLERK CONNECTION

It is time to "bug-in" thinking about what costumes to select for the annual contests?

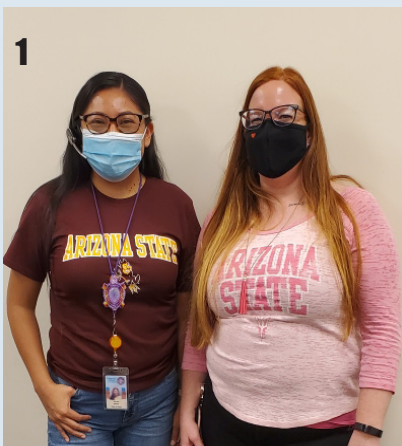


“Dress for success” takes on a new meaning in the Office on Friday, Oct. 30. On that day, the Office will conduct its **Annual Costume Contest** that allows employees to dress up in costume for the chance to see if they are successful in winning in one of the different costume categories. In addition to this contest,

employees will be able to submit photos of their pets in costume the following week for yet another chance of experiencing being dressed for success of a different kind.

More details and the guidelines for this year's contests will be forthcoming via email.

College spirit brought out in special casual day



On Friday, Sept. 4, the Office held its annual “**College Colors Casual Day**” where employees were allowed to wear the college apparel of their choice. Several employees participated including (in photo 1 left to right) **Terri Lee Harner** and **Angela Benton** wearing Arizona State University attire and (in photo 2) **Ryan Harris** wearing University of Oregon attire.



The Office's Employee Turnover Rate

In a recent Human Resources report on the Employee Turnover Rate for the Clerk's Office, it showed that the turnover in the office was down from **21.1% last year to 20%** this year. More statistics from the HR report will be provided in next month's *Record Times*.

CLERK CONNECTION

Special September anniversaries for the Office

A September 3-in-1 Anniversary Photo



From left: **Naomi Marruffo**, **Leslie Groeneveld**, and **Kelly Sleeseman** pose in front of the Northeast Court (which has its 15th anniversary this month), by the External Filing Box (which has its 20th Anniversary for the Office this month) in casual attire (which the Casual Dress Day in the Office has its 25th Anniversary this month).

management). On Monday, September 14, the Office had 194 cash transactions with 744 items utilizing 319 different cash codes totaling \$44,725.50.

20-YEAR ANNIVERSARY - On September 1, it was the 20-year anniversary of the Office installing the first external Filing Box, which made it possible for the public to file their documents 24 hours-a-day, seven days-a-week. The box was located in the former Madison Street Parking Garage. In its first few weeks, it averaged 10 filings per day.

TODAY - There are four external filing boxes and two internal boxes. This past fiscal year, the Office received **23,797 external box filings** and **52,349 internal box filings** for an average of **303 per day**.

25-YEAR ANNIVERSARY - On September 29, it will be the 25th anniversary of the Office's first Casual Dress Friday. The Casual Day began as the result of an employee's suggestion and it was decided that the Office would implement it for the remainder of that year. At the end of that year, it was then decided to continue the day. A few years ago, the Office also added Casual Thursdays.

TODAY - Casual Days have expanded to include special days such as support of the local sports teams when they are in the playoffs and for their home-opening games; College Colors Day; for extended days during the holiday season; and special theme days like Red, White and Blue (for the 4th of July), Armed Forces Day, and during Covid. Additional new casual days will be forthcoming.

This September seems to be a special month for the Office to look back and remember. There are three milestone anniversaries (a 15th, a 20th, and a 25th) that occur this month regarding different events and decisions that impacted the Office, staff, and public. These Office anniversaries are each noteworthy to look back upon.

15-YEAR ANNIVERSARY - On September 13, it was the 15-year anniversary of the dedication of the **Northeast Regional Court**. When the Office opened, 34 employees transferred to work in the new facility. On its first day of operation, the NE Office had 30 cash receipting transactions totalling \$2,530 at the filing counter.

TODAY - The NE Office has 25 positions (including

Employee Spotlight

This Month: **Melinda Yelverton**



Title: Court Operations Specialist / **Years with Office:** 8½ years

Something You Enjoy About Your Job: I like having a variety of duties and helping different departments. I also enjoy the people I work with.

What Are Some of Your Job Responsibilities: I docket criminal cases online. I also do ECR and eFiling for criminal.

Your First Job: I babysat when I was pre-teen, but my first "real job" was a cook at a Sonic Drive-In // **Hometown:** Phoenix, AZ

Something Memorable You Have Done: I bungee jumped in Las Vegas. It was the scariest/memorable/never to be done again thing I have done.

Favorite Hobby or Activity: I collect M&Ms dispensers and plush M&Ms toys. I've been doing this since I was a kid. My favorite activity is running marathons and ultras.

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

Favorite Meal: It's between shrimp and lobster, and chicken wings.

Favorite Place To Eat Out: It's between Red Lobster and ATL Wings

Favorite Sports Team or Sport: The Summer Olympics

Favorite TV Show/Movie: *Breaking Bad* (TV) / *Shawshank Redemption* (Movie)

What Would You Like To Be For A Day: A judge // **Someone You Would Like To Meet:** Jeff Bezos

What Is Something On Your Bucket List: To run the Great Wall of China Marathon

Nobody Would Believe It If They Knew...that I was born and raised in Arizona and I have yet to visit the Grand Canyon....I know!!!

An Unusual/Interesting Job You Have Had: Years ago, I worked in a warehouse for Revlon. I would pack up the makeup and other products. We got huge employee discounts. The only downfall was that my clothes would get ruined from the products.

What Advice Do You Have For A New Employee: Do not get overwhelmed. There are so many people here that are willing to help you and give you the tools you need to succeed. Also, do not be afraid to ask questions.

What Do You Like Most About the Office: I really love the diversity.

Do You Have A Favorite Quote: "Don't argue with stupid."

What Do You Like To Do In Your Spare Time: I love running, dancing, doing puzzle books, and watching horror movies.

A Favorite Animal: I am a sucker for any kind of furry, cuddly animals.

Any Hidden Talents: I can eat a lot of chicken wings in one sitting. I am not sure that is a talent, but I'm very capable of doing it. // **What Is An Ability You Wish You Had:** To fly

Who Would You Like To See in Concert? I had tickets to see 'Faith No More' this year before all concerts got canceled. I've never seen them, and so hopefully they will tour again next year.

A Pet Peeve: People who don't follow through with what they say.

An Influential Person In Your Life And Why: My oldest sister. She has gone through so much pain, heartache, and countless surgeries for her back, but still she remains positive.

Best Advice Someone Has Given You: A co-worker once told me something years ago that has stuck with me. She said, "Melinda, you worry so much that you worry about what you're going to worry about next." This was more of a comment than advice, but I took it to heart.



A Closer Look

A look at the Support Services Team



From left - Ashlyn Johnson, Marisela Martinez, Cheryl Marzella (supervisor), Ramon Flores, Ginny Orr, Glenda Villa, Gina Castaneda, Angelique Rodriguez, and Leslie Resendis. Not pictured: Alejandra Jimenez, and Annette Ortiz

The **Support Service Team**, which is located at the Customer Service Center, consists of a Supervisor, a Lead, a Specialist and eight representatives, who are responsible for processing external customer requests for regular and certified copies of court documents, coordinating services for applicants that are interested in becoming process servers, as well as assisting with the newly-renovated Marriage License by Mail Program. These requests are received via e-mail, fax and IVR phones, and include

everything from certified copies of a marriage license to all other case type documents, including entire cases that are placed on CDs, but excluding Juvenile cases. In the past year, Support Service staff completed over **22,038 copy requests**, answered **54,657 phone calls** regarding court copies and other items, and processed more than **13,461 credit card transactions** for copies of court records. Since 4/1/2020, they assisted with processing over **3,740 Marriage Licenses by Mail**. The Support Service team does an exceptional job coordinating with each other to make sure that customers receive excellent service while ensuring all daily functions are covered and completed in accordance with Office standards. Combined, the Support Service team has over 82 years of experience working for Clerk of Court, ranging from four months to almost 25 years.

A look at Maricopa County

Elections Workers - The Maricopa County's Elections Office is looking for elections workers. The available work starts in October and runs through the Nov. 3 General Election. Talk to your supervisor first about participation and if it is possible, then let the Elections Department know which day or days will work for you. For more information you may sign up [online here](#).

Flu Shots - The County is making it easy for you to get immunized by offering free flu shots at various worksite locations. All flu shots will be preservative-free and cover four strains of the virus: H1N1, H3N2, and 2 B strains from the Yamagata and Victoria lineage. You do not have to be enrolled in a county-sponsored plan to get your flu shot, but you do need to register and schedule [an appointment](#).



The Inside Track on Employee News

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OFFICE ANNIVERSARIES

The following Clerk employees celebrate milestone anniversaries with the Office in September:

30 YEARS

Roselle Smith

25 YEARS

Dorothy King, Anamae Beard and Sheri Jaffe

20 YEARS

Patricia O'Reilly

15 YEARS

Maria Reyes

NEW EMPLOYEES

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

- **Criminal Filing Counter - Victor Canisales**
- **Family Support Services - Soila Garcia**
- **Juvenile Operations Supervisor - Angie Stevens**
- **RCC/EDC - Ana Blanco and Kaylan Gehr**

EMPLOYEE MOVES

- **Alicia Burd** was promoted to Juvenile Courtroom Services Supervisor at Durango Juvenile after serving as a Courtroom Clerk.

EMPLOYEE HONORS



This month, Maricopa County Human Resources provided service awards to the Clerk's Office for two of its long-serving employees. Clerk of the Court **Jeff Fine** presented those Maricopa County service awards to **Lisa Kellar** for her 30 years of service and **Andy Rodriguez** for his 35 years of service.

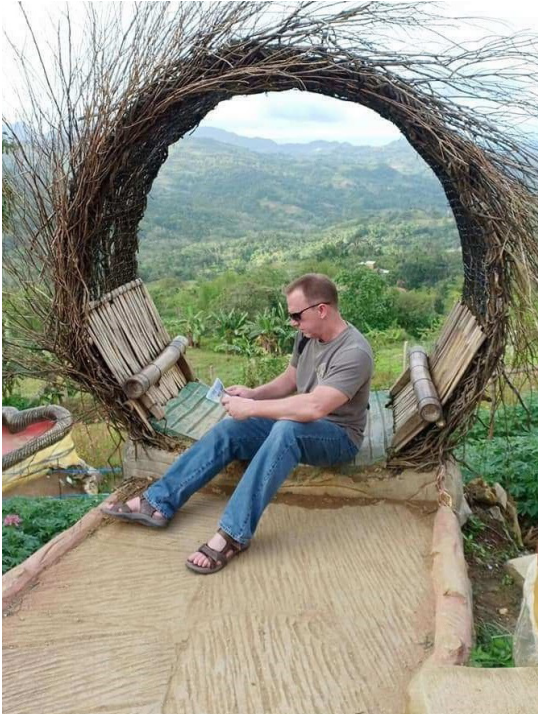
EMPLOYEE PAUSE-ITIVITY



Denise Maupin (photo 1) and **Leslie Groeneveld** (photo 2) submitted photos for some of the Office's "Pause-itivity" initiatives. Denise submitted a photo of herself with the newsletter as part of "Going the Extra Smile," which employees can send in photos of themselves simply smiling. Leslie sent in a photo for the "Mask Face-ion Show," which employees can send in photos of themselves wearing a fashionable mask. Leslie said her mask is a play on words from the Haunted Mansion ride at Disneyland.

Special Features

Where in the world has the Record Times been?



Employee and newsletter go in a circle

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 on a train here in Arizona. This month, it is seen with an employee who is in garden in another country.

Pictured to the left is ITG Operations Manager **Scott Hensel**, who was in the Phillipines (at the beginning of this year). He is at Sirao Flower Garden (also known as Little Amsterdam) in Cebu City. Scott and his wife traveled to the Phillipines to celebrate their 25th wedding anniversary with family and friends.

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 Foreign Country Photos Ever Taken

As mentioned on [page 8](#), 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 over the last six months. 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 8 it shows the winner of the Best-Ever Foreign Country photo. Below are the other top finishers in this category.



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



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



3rd
Where: Stonehenge
Who: Current staff, **Ron Bitterli**
When: 2012



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



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

Clerk of the Superior Court

Practicing
our
Social
Distance
in 2020



A Service
Instance
for **Today**

Practicing
our
Social
Assistance
since 1912



A Service
Consistence
for **Every Day**

Maricopa County, Arizona