

RECORD TIMES

October
2019

Vol. 25 / No. 10

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

The "Counts" of Maricopa!



The Accounting Staff (left to right)
- Victor Canisales,
Edie Friss,
Teri-Lee Harney,
Diana Hoover,
and Manager
Oni Boston.

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The Money-ster Mash

Accounting staff is scary good at processing the money for the Office

Halloween is approaching, and if a fun song were written related to this holiday about a Clerk of the Court department, it would have to be the **Accounting Department**, and the title of the song would be "**The Money-ster Mash.**" The reason why is Accounting, which is currently comprised of five staff members, **processes a remarkable \$4 million a month** on behalf of the Office. These funds come in daily to the Office through the filing counters, filing fees, restitution, and other means. The Accounting Department then processes these incoming monies and "mash" the numbers accordingly and accurately for distribution to the County Treasury, who handles and allocates the finances for all of the Maricopa County offices/departments.

Here are a few other financial statistics that relate to Accounting's sMASH-hit work:

- On average, the Office daily handles **9,133 transactions** through its Cash Management system. Accounting has a part in processing and tracking those financial transactions.
- The Accounting Unit holds certain funds in trust for the Court. The total amount of those funds at the end of last fiscal year was more than **\$65 million.**

So this Halloween, let's give a scream and a holler to Accounting for doing the "money-ster mash" with excellence and high standards on behalf of the Office and its staff.

Contests provide chance to work out and exercise



Employees will have a chance to work out and exercise this Fall season through two different costume contests. First, employees can *work out* what costume they would like to wear for themselves by participating in the annual **Employee Costume Contest** on Oct. 31, and then again the following days by *working out* what costume their pets should wear for the **Annual Paws-tume Contest**. Following these work outs, employees can then exercise...*exercise* their right to vote on what costumes from both contests are their favorites through a survey. Photos from both contests will be posted in the surveys that allow staff to vote. More details on both contests are provided on [page 7](#).



CLERK CONNECTION

A salute to the children of staff who serve/have served



On November 6 at 9 a.m., Maricopa County is holding a special **Veteran's Day Ceremony** honoring any county employees who have served in the military. The event will be held outside of the Supervisors' Auditorium, 205 W. Jefferson. Related to Veteran's Day and this event, earlier this month Clerk of the Court staff was asked to share if they have any children who currently serve or have served in the military. Following are the responses:

Employee Name and Department: **Dawn Kub**, Northeast Courtroom Clerk

Child's Name and Military Branch: Spencer, US Marines // **Years Served** - Four years

Employee Name and Department: **Katherine Faso**, Criminal Courtroom Clerk Lead

Child's Name & Military Branch: Jonathan, served eight years in US Navy // **Currently Serving** - Army National Guard. Served as an E-5 Rescue Swimmer and is now a Warrant Officer Blackhawk Helicopter Pilot.

Employee Name and Department: **Kris Gilmet**, SEA Courtroom Services Supervisor

Child's Name and Military Branch: Cody, US Air Force // **Currently Serving** - He is a Staff Sergeant who just won Crew Chief of the Year.

Employee Name and Department: **Dawn Vernon**, Courtroom Clerk

Child's Name and Military Branch: Lane, US Army // **Currently Serving** - He is now part of the Army's Old Guard (Honor Guard).

Employee Name and Department: **Andy Rodriguez**, Downtown Filing Counter

Child's Name and Military Branch: Vanessa, US Marines // **Years Served** - Four years

Employee Name and Department: **Shari Andersen-Head**, Grand Jury/Juvenile Services Administrator

Child's Name and Military Branch: Tanner, US Navy // **Currently Serving** - He is a Chief Petty Officer and is stationed in Virginia.

Employee Name and Department: **Alana Callahan**, Courtroom Clerk Lead

Child's Name and Military Branch: Jasen, US Army // **Currently Serving** - He is a Sergeant in Air Defense and is stationed in Texas.

Employee Name and Department: **Steve Lauer**, ITG & **Rebecca Shanks**, Recording Services

Child's Name and Military Branch: Chad, US Army // **Currently Serving** - He is in Boot Camp in Georgia. Working toward becoming an Army Ranger.

Employee Name and Department: **Kelly Shafer**, Courtroom Clerk

Child's Name and Military Branch: Christine, US Air Force // **Currently Serving** - She is a nurse.

Employee Name and Department: **Wendy Thompson**, Courtroom Services Supervisor

Child's Name and Military Branch: Kyleigh, US Navy // **Currently Serving** - She is in Japan serving as a Meteorologist.





Clerk Work

Work projects within the Clerk of the Court's Office

It's out with the old and in with the New RFR Application

By Mike Nimtz, Deputy Director

Last fiscal year, the Clerk's Office processed and allocated over **\$27 million** in payments for criminal financial obligations. During the past five years, our Office has distributed over **\$50 million** in restitution to victims. On November 12, the application that has made such staggering amounts of money move for 23 years is being retired and replaced. The impressive multiyear endeavor to upgrade the **RFR (Restitution, Fines/ Fees, and Reimbursements) Application** is near completion.

The Office's RFR application, created in 1996, is the system 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 our Office's core responsibilities.

After over two decades of valuable service, the RFR application was due for an upgrade. New RFR will be delivered with 20+ years of user "wish-list" functionality. Key among New RFR's features are ease of navigation, improved search functionality, advanced reporting, and increased application security. New RFR will create vast efficiencies for our CFO department, significantly reduce the complexity of our application training, improve the accuracy and sustainability of case records, and create a platform for future projects (e.g. online payments and restitution payments via EFT).

Beyond the various internal benefits to COSC users, New RFR is now a more powerful tool for several of our partner agencies. Adult Probation, Juvenile Probation, and the County Collections Unit are all receiving training on New RFR's enhanced offerings.

Needless to say, New RFR was no small undertaking. Tremendous efforts have been poured into the planning, development, testing, and implementation of this application. Appreciation and recognition is due to ITG, the BA group, and various subject matter experts who all made this possible.

Computing the results of the recent OnBase 18 upgrade

In June 2019, ITG announced it had completed upgrading the EDMS (Electronic Document Management System) to **OnBase 18**, the most current version available from Hyland. Following are their reported results of this extensive project:

- Several application and database servers in all environments were upgraded to support OnBase 18 (Dev, Stage, Test, Prod);
- An exhaustive effort was made to ensure all applications that depend on OnBase functioned as expected after the upgrade;
- By upgrading to the latest version of OnBase, users are able to take advantage of additional key features, along with improved functionality; and
- Current and future OnBase application integrations should benefit as well, due to an increase in overall system performance.

EMPLOYEES of the QUARTER

The Honorees For July - September 2019



Drew Billups / ITG

Nomination: This past quarter, Drew has gone above and beyond to ensure that all of his customers are working at full capacity. He comes in early when needed and stays late to ensure the job gets done. This has been evident as the Office is going through the MCAZ migrations and Drew has volunteered to help out in any way he can. He strives to stay busy and looks for ways to improve our processes while always having a smile on his face. With us being short-staffed lately, Drew is always lending a helping hand and is willing to drive to our outlying facilities whenever the situation may arise without complaint. Much positive feedback regarding his politeness and positive demeanor has been received while working with our customers.

Betty Lopez-Mori / Courtroom Services

Nomination: Betty has been handling the work of two specialists throughout this quarter and she is doing a great job! She is efficient, reliable and organized. The work Betty does provides much needed support to clerks, leads, the supervisory team and many judicial divisions. Betty creates detailed spreadsheets for tracking, helps manage the supply ordering, marks an endless number of exhibits for courtroom clerks and manages the Non-Criminal Rulings email inbox. She is always pleasant in her interactions, is willing to help in any way needed, and does everything with a smile and a can-do attitude. Betty's teamwork is greatly appreciated and she is deserving of recognition for all of her hard work!



Jackie Francisco / Downtown EDM

Nomination: In addition to performing her job at an exemplary level, Jackie demonstrates an extraordinary commitment to her EDM team. Her accuracy and productivity ratings are consistently above 100% every month with very minimal errors. Her strong skill set has been a plus for the team, which has been extremely effective while she is training new and current staff along with being chosen to be the main scanner when EDM receives large volume of LC cases from the File Counter. Her willingness to volunteer to provide coverage at Northeast shows she understands the common vision of the overall organization. She demonstrates a positive attitude, assists with no hesitation, and gets along well with others. She is a pleasure to have on the team.

Kelly Laird / Criminal Financial Obligations (Photo Unavailable)

Nomination: Kelly Laird has been a Court Operations Specialist Senior in Criminal Financial Obligations (CFO) for a little more than a year-and-a-half. During this time, she has proven to be a quick learner and consistently makes valuable contributions. Kelly has willingly accepted roles and assignments of increased complexity; she is one of only two people that works on Juveniles cases. Kelly has also applied her attention to detail and expanded her job knowledge to her role as Peer Auditor. Her pleasant personality and disposition have made her a wonderful addition to the Team.

Timely Service

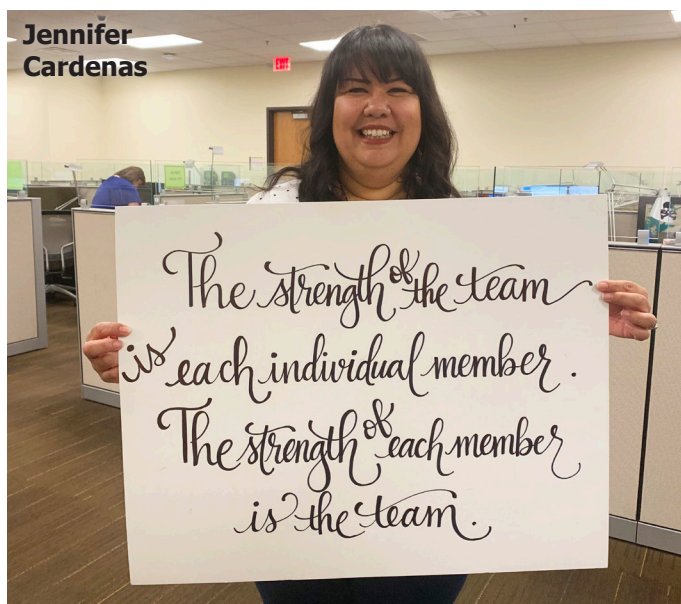
Timely Service - A section of recent email messages, note cards, phone calls, and letters about Clerk employees who provided *timely service*.

CO-WORKER COMPLIMENTS

From: DT-Non Criminal Supervisory Team

About: **Jennifer Cardenas**

"We would like to thank **Jennifer Cardenas** of Courtroom Operations for making a sign for our Courtroom Clerk meeting. She did such a great job and the quote was so well received. The sign now hangs in our Floater Pool area."



CUSTOMER COMPLIMENTS

About: **Shastene MaaveSefo**

An attorney recently sent an email to Southeast Juvenile Supervisor Sharayah Dunst to let her know how pleased he was with the service he received from **Shastene**. He wrote, "I would like you to know that I have nothing but the highest praise for Shastene in the Juvenile Court Clerk's Office. She has been so helpful, informative, and pleasant. I can rely on her for very fast service done in the most professional manner. Shastene stands out with her warm, engaging, and charming personality."

About: **Sarah Montuori**

An attorney took time to send an email to Northeast Supervisor Kelly Sleseman to express

his gratitude for **Sarah Montuori**. He wrote, "I am an attorney – one of the high-volume types that jams up the Docket! I came to the Records Counter to pull some docs from about 50 cases. It took a few hours and I was constantly printing. I haven't done this in a few years and it was before the window-ticket system. Well, I did it wrong. I didn't keep track. Forty-five minutes later when my number was called, I learned about the rules. One form per request, all fields filled out, etc. When Ms. Montuori told me, I basically said never mind and got up to leave, mumbling my apology. Instead, she got up and stood at the printer for 12 minutes and sorted my stuff, so I could still have it...and she came back with a smile. What a great staff member. This is a big thank you for encouraging behavior like this and for her going above and beyond!"

About: **SEA Marriage Licenses and Passports Staff**

Southeast Adult Supervisor Nikki Swiss received a voice mail from a very happy customer. The customer let her know how kind and helpful the **staff at Southeast Adult** is to their customers. She thanked Nikki for having such wonderful staff members who provide great service. The customer, who officiates weddings, says she refers a lot of couples to the SEA to get their marriage licenses because of the excellent service. She also said that many of the couples tell her great things about the staff and they are all thrilled about the experience.

About: **Annette Ortiz**

Annette Ortiz in the Support Services Unit at the Customer Service Center was the subject of a complimentary email from a customer. The customer said Annette was extremely helpful and her diligence in the matter was greatly appreciated. She was so happy that she wanted to also make sure that Annette's supervisor knew about what a great job she did in assisting her with the request.

Special Spotlight

on the Supervisors Team Members

This Month: **Kelly Marquez**



Title: Court Operations Supervisor, Downtown Filing Counter

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

Something You Enjoy About Your Job: I enjoy working with a diverse group of people. I learn something new every day.

What Are Some Of Your Responsibilities: I supervise the Non-Criminal DT Filing Counter. Some of my duties are training, customer service, and other administrative duties.

Your First Job: I was a cashier at the Base Exchange on Ramstein AB, Germany. I was a Military Brat.

Hometown: I was born in Texas, but being in a military family, my hometown has always been fluid. Home is where the heart is.

Do You Have A Hobby or Favorite Activity: I collect artwork. I love art museums.

Something Memorable That You Have Done: I went to EuroDisney for my senior trip.

Best Vacation Spot: Paris, France // **Where Would You Like To Travel To Next:** Bora Bora

Favorite Meal: Anything pasta // **Favorite Place to Eat Out:** Ciao Bella

Favorite Sports Team / or Sport: The Dallas Cowboys

Someone You Would Like to Meet: Deepak Chopra

Favorite TV Show When Growing Up: *Growing Pains*

Favorite TV Show or Movie: TV - *Yellowstone* / Movie - *Gone with the Wind*

If Given A Chance, What Would You Like To Be For A Day: An archeologist.

Something On Your Bucket List: Visit the Great Pyramids of Giza.

Nobody Would Believe It If They Knew... My first language was Italian. I didn't learn English until I was six.

An Interesting/Unusual Job You Had: I worked at the Federal Bureau of Prisons for five years.

What Advice Do You Have For A New Clerk Employee: Be patient, take your time and lots of notes. Don't be too hard on yourself.

What Do You Like Most About Working Here: Working with a great group of people.

Do You Have A Favorite Quote: "Opportunities are usually disguised as hard work, so most people don't recognize them." - Ann Landers

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

An Ability You Wish You Had: Time Travel // **Your Dream Car:** '69 Chevelle

Do You Have a Favorite Animal: Elephant

Who Would You Like To See In Concert: Maroon 5

A Pet Peeve: Being late

Favorite/Least Favorite Fruit and/or Vegetable: Favorite - Cherries / Least Favorite - Eggplant

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

Do You Have Any Hidden Talents: I can read music.

Best Advice Someone Has Given You: Be yourself.



Fun Fall Festivities



A swarm of costumes is expected to be seen on Oct. 31 for annual contest

Last year, a group of employees who were dressed up as bees were selected as winners in the Office's annual Costume Contest. This year, there could be other employees who want to *beehold* the trophy for having the best costume. To see whose costume is the one that gets the most

buzz, the Office is holding its **Annual Costume Contest** on **Thursday, Oct. 31**.

Here are the contest details. Photos of employees who are in costume will be taken on Oct. 31. From these pictures, categories will be created for the various costumes. The categories will then be sent to employees (approximately three to five 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**; 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**.

Paws-tume contest creates days for "Show and Tail"



"Show and Tail Days" are coming to the Office for another year. 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. 1 through Nov. 5 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.

Other News and Notes

Want to volunteer for National Adoption Day event?



Officials of the Maricopa County National Adoption Day are seeking volunteers for the **2019 National Adoption Day event**. The event is being held on Saturday, Nov. 23, 2019 at the Durango Juvenile Court building. Full-day volunteers are needed. A full day consists of 9 a.m. to approximately 2:30 p.m. with a break during that time. If you are interested, you may go to the following web address: <http://www.signupgenius.com/findasignup> and enter **nadvolunteer@gmail.com** to find open slots to volunteer or ask questions regarding volunteering.

2019 County Combined Charitable Campaign results

The 2019 Maricopa County Combined Charitable Campaign recently ended. In total, county employees donated more than **\$216,990** to the campaign. Last year, a total of \$214,577 was donated. The all-time record was \$522,000 in 2010. In total, \$993 came from staff of the Clerk of the Court. Overall, the Sheriff's Office finished first in the county for the highest amount of donations with \$30,784, followed by the County Attorney's Office with \$30,648, and in the third was Superior Court with \$13,623.

Office had some special young visitors this month



The new Office focus of seeking opportunities for community outreach took a turn this month when members of the community itself reached out on their own to the Office. A local youth group and their parents/sponsors recently contacted the Office to see if they could tour the Office and learn about its operations and the role it plays in the community. The tour was held on October 9 and was led by Clerk of the Court **Jeff Fine**. Jeff took them to the Customer Service Center, Central Court Building, Old Courthouse, the Downtown Justice Center, and to meet with a judge. Assisting Jeff at various

points of the tour were Downtown Filing Counter Supervisor **Kelly Marquez** and Customer Service Center Public Records Supervisor **Ken Shipley**.

"The tour went very well and the participants seemed to enjoy learning about our Office," Jeff said. "Kelly and Ken did an excellent job in providing interesting information to the group. It was a great opportunity for us to provide education, increase our communication initiatives, and serve the public in a new way," Jeff said. "With the success of this first tour, we may look at other opportunities to provide Office tours to those who are interested. If employees know of an interested group, they may contact Communications Officer **Tiarra EarlsHaas** via email."

The Inside Track

on Employee News

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BIRTHS

- Congratulations to Courtroom Services Manager **Leslie Wilkins** on the birth of her 8 lb. 14 oz. granddaughter on September 25. Her new grandchild's name is Scarlett Dawn. She is Leslie's 9th grandchild – six grandsons and and three granddaughters.
- Congratulations to Finance Business Analyst **Jannet Ortega** on the birth of her 7 lb. baby girl on October 20. Her new daughter's name is Josette Alexandra. She is Jannet's second child.

OFFICE ANNIVERSARIES

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

35 YEARS

Laura Eng

15 YEARS

Eileen Fenner, Melissa Totter, Franci Smock, and Bonnie McGovern

5 YEARS

April Cannon

CONGRATULATIONS!

NEW EMPLOYEES

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

- Court Operations Administrator - **Sharon Head**
- Courtroom Clerk - **Patricia Noell, Danielle Field, Mycki Hines, Krystal Miller, Joslyn Melendez Lovera, and Stephanie Motzer**
- Courtroom Clerk Lead - **Kimberly Hampton**
- Criminal Financial Obligations - **Anthony Bach**
- Criminal Financial Obligations Manager - **Anna Castaneda**
- Customer Service Center Public Records - **Maria Adame**
- Downtown Filing Counter - **Fawn Fowler**
- EDM - **Ferlet Lopez**
- eFile Team - **Marlena Lenyk**
- Exhibits - **Chris Kilgus**
- Grand Jury - **Wendy Browning**
- Human Resources Manager - **Ezra Sherman**
- Northeast File counter, Marriage Licenses, Passports, Public records and Docket/EDM - **Vanessa DeLaCruz Garcia**
- RCC/EDC - **Olivia Mosley**
- Southeast Adult Marriage Licenses and Passports - **Araceli Torres**

Welcome Aboard!

AWARDS/HONORS

Congratulations to Deputy Director **Valerie Clark**, Manager **Ana James**, and Supervisor **Sharayah Dunst** for being a part of receiving the 2019 Heart of Justice Award from the Arizona Legal Women and Youth Services (ALWAYS) for their work on the Juvenile Set Aside Subcommittee. This subcommittee's work resulted in amending sections of House Bill 2055 that relate to Juvenile Court matters.

Special Features

Where in the world has the Record Times been?



The newsletter goes down South

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last time, the newsletter was seen twice in two different states with an employee in Maryland and in West Virginia. This month, it appears once with an employee in the southern region of the country.

Pictured to the left is Downtown EDM's **Robert Miranda**, who posed with the newsletter in the French Quarter of New Orleans, Louisiana. This is the newsletter's second appearance in Louisiana, but first time in the city of New Orleans. The remaining states the newsletter has not appeared in are: Delaware, New Hampshire, Vermont, Rhode Island, Mississippi, and Wyoming.

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

- 1) Print the newsletter front page;
- 2) Take a photo(s) with the page during your vacation;
- 3) Email the photo to Len Keso with your name, department, and a photo description, along with any

other interesting details of the photo/vacation.

Anyone who submits a photo, will receive a Maricopa County lapel pin (pictured here)



VOTE for the All-Time Best Newsletter/Employee Photos Ever Taken

More than a year ago, weekly Office emails titled "Times Gone By" were sent to staff showing the top photos of employees on vacation posing with the newsletter since the photo feature began in 1998. The photos were categorized by similarities and all employees were invited to vote for their favorite ones. Over the past year, the top two photos employees voted on in each category were highlighted in the newsletter.

Now, to find out which photos are the overall best -

All of the pictures that have been featured as the best by category are now going to compete against one another. They have been organized by geographical location to make it easier for employees to vote on so that it can be determined which photos are the **best of the best ever taken**. This month, the top photos voted on by employees were organized into THE ALASKA REGION.

****View the photos below and send in your vote via email listing your favorite one****

Vote for your favorite via email (to Len Keso) - This Month: The Alaska Region



Alaska 1



Alaska 2



Alaska 3



Alaska 4



Alaska 5



THE DOGS DAYS OF THE COUNTY

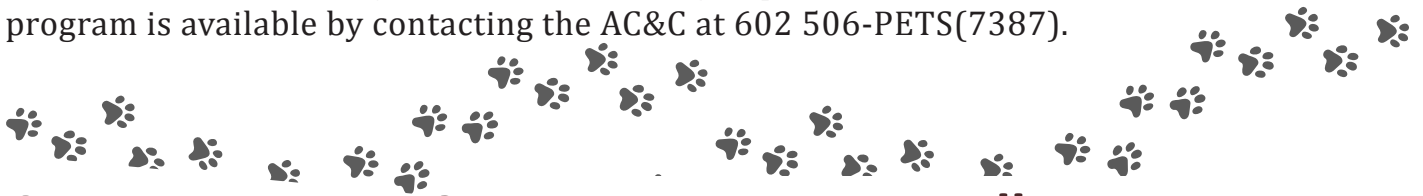
Dog-related events sponsored by Maricopa County

The county's Walk N' Wag program returns this month



The Dogs Days of Summer are over, but the Cool Canine Days of Fall have just begun thanks to the Maricopa County Animal Care and Control (AC&C). Beginning this month, the AC&C re-started its award-winning **Walk N' Wag Adoption Hike Program** where people can walk dogs from their shelters at the Usery Mountain Regional Park in Mesa.

The program features dogs that would make great active companions and allows the hikers the chance to meet the dogs and see them outside of the shelter. The hikers and dogs take an easy one-mile walk in the park. The dogs come to the hikes with adoption paperwork ready to go in case of the desire for on-site adoption by the hiker. If the dog is not adopted, it still provides the animals an opportunity to get out of their kennels for exercise. Hikers meet at the trail on the first Saturday of the month through April at 8:45 a.m. More information about the program is available by contacting the AC&C at 602 506-PETS(7387).



County emBARKS on new Doggone Halloween Event

On Saturday, October 26, the county is holding a "Doggone Halloween" event that provides an opportunity for county residents to dress up their dogs for a fun costume contest and talent show. The event is being held from 1 - 3 p.m. at the Cave Creek Regional Park, 37900 E. Cave Creek Parkway.



Judges of the contest will be looking for the most talented pups to perform their best tricks to win treats. Participants may bring their own props. Contest categories include: "Most Original," "Cutest," and "Best Pup/Parent Combo" costumes. Prizes will be awarded to the winners. The event will take place at the Amphitheater at the Nature Center. It is requested that the dogs be on shorter leashes (no longer than six feet), and the owners bring items to meet their pet's needs (water, clean-up bags, etc.). More information is available at 602-506-2930 ext. 8