

RECORD TIMES

May
2019

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

Making a CASE for employee recognition

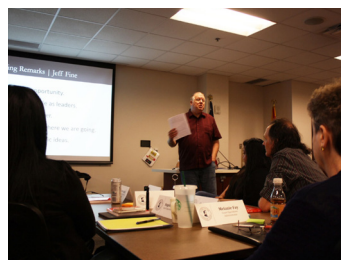
Sixty-three Clerk employees so far have been recognized through the Office's CASE recognition program

Each year a good case is made for several Clerk of the Court employees to receive a "CASE." This case for a "CASE" is all a part of the Office's annual employee recognition program called **Celebrating And Saluting Employees (CASE)**. Each year employees are provided the opportunity to make their case for their co-workers to receive one of the recognition program's awards through a nomination process.

Thus far, ceremonies have been held at **Durango Juvenile, Northeast, and Southeast** recognizing the employees whose cases were selected for a CASE award by the Office leadership team. To find out who was awarded for their work performance at these three office locations, [see pages 4 - 6](#).

C.A.S.E. ceremonies for the **Northwest and Downtown** offices and the **Customer Service Center** are scheduled in the near future and will be announced in upcoming *Rapid Print* news bulletins.

Leadership Summit held this month



Jeff Fine makes opening remarks at the Office's first-ever Leadership Summit

This month, more than thirty office leaders gathered for an all-day Leadership Planning Summit to discuss the future course of the Office. The Summit, led by Clerk of the Court **Jeff Fine** and Chief Technology & Innovation Officer **Rich McHattie**, was conducted to begin the conversation and to identify the overall themes (such as "Leveraging Technology") that emerge based on input from the participants. The goal, according to Clerk of Court Jeff Fine is "for us to make decisions together and decide where we want to go."

The Summit, held in the Downtown Justice Center, included several individual and team exercises, brainstorming activities, and group discussion. Next steps include evaluating the data collected from the meeting and formulating a strategic framework to further develop the strategic agenda for the Office. *Photos from the Summit are on [page 3](#).*

Teamwork!



The Award-Winning Southeast Juvenile Team - (left to right) Shastene Maavesefo, Sharayah Dunst, Delia Garcia, Tamara Hight, Miranda Carter, Sameera Mohammed, and Miranda Carter. Not pictured: Ana Namauleg, Kathie Rosenow, and Monica Randez.

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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: Gene Yamamoto and Gene Parker

From: Leslie Wilkins

"I would like to send out a special thank you to two Gene's in the Office - **Gene Yamamoto**, Facilities and **Gene Parker**, ITG! These men are always quick to respond to requests for assistance and they expeditiously resolve issues. We especially appreciate all of the help with the recent move of four FC courtroom clerks to the Old Courthouse. It took a lot of coordination and effort to accomplish this task and they both did a great job. Thank you Gene and Gene!"

CUSTOMER COMPLIMENTS

About: Pam Culp

"A short, but sweet email was sent to Courtroom Services Manager Leslie Wilkins from Judge Smith about Courtroom Clerk **Pam Culp**. The judge complimented Pam on the quality of her work and said, "Thank you for keeping us on track."

About: Mike Kay

A judicial assistant (JA) sent an email to Courtroom Services Supervisor Tracy Henninger re-thanking her for assigning Courtroom Clerk **Mike Kay** to her division. She wrote, "I know I already sent you an email thanking you for assigning Mike to us. I just want to re-thank you. I was a civil JA for 2½ years and had good clerks, but Mike is head and shoulders above them."

She also said how helpful Mike has been

to her in working with a new judge. She appreciates his attention to detail and his great communicate efforts. She said his help has been a "HUGE time-saver" for her.

The JA added, "We also received a pretrial statement for a trial management conference set for this morning. Mike was very helpful to the judge by letting her know that there were three things missing from the statement, which were necessary. So, he is making the judge look good as well."



About: Clarissa Cruz

A customer recently sent the following note to Clerk of the Court Jeff Fine about the service she received from **Clarissa Cruz**.

"I hope this letter is received with regard to the wonderful customer service and attention that I received from Mrs. Clarissa Cruz with the Superior Court of Arizona. Recently, I had to visit the Superior Court with a matter that was received with the utmost concern and assistance from Mrs. Cruz. Our visit was friendly, efficient, and respectful. The customer service that was given by Mrs. Cruz, went above and beyond. I was grateful for her care and service. Please acknowledge Mrs. Cruz on a job well done. Her performance immeasurably enhanced my visit."



CLERK CONNECTION

Continued from page 1 - Some scenes from the Office's Leadership Summit this month



Clerk of the Court Jeff Fine, Jessica Fotinos, Kathy McClaning, and Kevin Hart



James Towner, Oni Boston, Nikki Swiss, Jenny Black and Rich McHattie



Linda Berger, Mike Nimtz, and Sheri Jaffe



Anita Avila, Lori Fiscus, and Ana Namauleg



Clerk of the Court Jeff Fine leads a group activity



Alejandra Larios, Chris Driscoll, Melanie Fay, Angelica Mejia and Aaron Judy



Rich McHattie categorizes ideas of the attendees



Group exercise in providing ideas

County Water Drive wants to make a big splash



For the past few years, Maricopa County has conducted a Bottled Water Drive for the homeless. Last year, a record 35,802 bottles were donated by county employees, which surpassed the previous record of 21,146 bottles. Led by the efforts of Courtroom Services Specialist **Kathleen**

Slabaugh, the Clerk's Northeast Office played a significant role in those numbers by donating over **5,800 bottles** over the past two years.

This year's County Water Drive is being held through **May 31**. All Clerk staff may participate. Following are the county donation drop-off locations: **Jackson Street Garage** - 1st floor elevator lobby / **FMD/Jefferson Garage** - 2nd floor breezeway / **Durango Parking Garage** - 1st floor lobby - 3220 W. Gibson Lane / **Southeast Parking Garage** - 1st floor lobby - 1840 South Lewis / **Northeast Court** - Back door closest to staff parking, along the south wall.

A Summer Health Tip - The importance of drinking water

With the hot summer temperatures, the need to drink more water is important as dehydration is something that can easily occur. Here are a few signs of being dehydrated: dry, sticky mouth; sleepiness or tiredness; thirst; dry skin; headache; confusion; dizziness or feeling lightheaded; decreased urine output; and for infants, no wet diapers for three hours and few and/or no tears when crying

The recommendations on how much water to drink vary depending on a person's weight, age, and activity level. An easy guide to remember is 8x8, or eight glasses of eight ounces of water each day. You can also divide your weight in pounds by two and drink that number in ounces.

AND THE AWARD GOES TO...

Photos of recent CASE Award winners with Clerk of the Court Jeff Fine

EXCELLENCE AWARD

Bob Jordan



EXCELLENCE AWARD

Giovana Ramirez



LEADERSHIP AWARD

Connie Pitts
Jenny Black
Veronica Castillo



TEAMWORK AWARD

Durango Juvenile Courtroom Clerks

Front row left to right:
Jane Soberano, Analyce Gonzalez, Layci Dewey, Lucia Avena, and Errol Berman

Not pictured: Rocio Mendivil, Jamie Govoni, Penny Dalton, Savanna Sharp, Kevin Dotson, Elizabeth Romero, Cindy Reyes, Lori Lopez



Back row left to right: Rocio Venegas, Yordan Aguirre, Rosalie Cabrera-Razo, Annabelle Villasenor, Alicia Burd, Alyssa Vitucci, Robert Jordan, Priscilla Magallanes, Rebecca Elvir Calles, Michael Lane, and Sonja Draper

Not pictured: Dawn Wood, Celeste Armbruster, Maria Aldaba, Angela Soto, Ann Sikkema, Samuel Gomez, Valla Wrona, and Lucia Avena

2019 C.A.S.E. Awards

Celebrating And Saluting Employees



AND THE AWARD GOES TO...

More photos of recent CASE Award winners with Clerk of the Court Jeff Fine

EXCELLENCE
AWARD
Ivette Alvarez



EXCELLENCE
AWARD
Kathleen Slabaugh



LEADERSHIP
AWARD
Sheri Jaffe



LEADERSHIP
AWARD
Tracy McMillian
and
Susan Morris



CUSTOMER
SERVICE
AWARD
Michelle Messmer



LEADERSHIP
AWARD
Renee Lundgren



★ Celebrating And Saluting Employees ★

AND THE AWARD GOES TO...

More photos of recent CASE Award winners with Clerk of the Court Jeff Fine

EXCELLENCE AWARD

Adrienne Harvey



CUSTOMER SERVICE AWARD

Denise Hill



TEAMWORK AWARD

Juvenile MVD Abstracts Team - Sharayah Dunst, Ana Namauleg, Melissa Menard
Not pictured: Tamara Hight



OTHER AWARD WINNERS NOT PICTURED

Excellence Award
Teresa Haaser

Customer Service Award
Kathleen Apodaca

Leadership Award
Lisa Nevenhoven

TEAMWORK AWARD

Southeast Criminal EDC/ RCC Courtroom Clerk - Lisa Popovic
Anne Pagel-Spaulding
Kimmi DeSanna



Celebrating And Saluting Employees

Walking the "Walk"

On May 9, an estimated thirty Clerk of the Court employees joined more than 1,600 other Maricopa County and City of Phoenix employees to participate in the 6th Annual "Employee Health and Fitness Day Walk." The event featured a two-mile group walk in Downtown Phoenix. It began outside of the County Supervisors' Auditorium and continued to Chase Field and included a bonus lap inside the concourse level of the stadium and then looped back. In addition, **staff from the Northeast Office** held their own Fitness Walk, which was organized by Courtroom Clerk Lead Tracy McMillian. Below are photos taken by Clerk staff at the Downtown and Northeast events.



Staff enjoying the walk



Anita Avila and Lesa Schaubek



Edith Witherspoon, LeAnn Baukol, Theresa Valenzuela, and Ramon Flores



Emily Hughes, Maria De La Cruz, Chris O'Neill, Shantel Tavares, Angela Slaughter-Romero, and Wendy Stevens



Emmy Greth and Charlotte Concholar



Oni Boston



Northeast Clerk and Court staff



Sharon Rochford and Pam Crawford



Employees from the Customer Service Center, Downtown Justice Center, and South Court Tower



Kelle Dyer



The HR BUZZ

News from the Clerk of the Court's Office Human Resources Team

Retirement planning

It is never too early to plan for your retirement! Whether you are on the road to retirement, early career, mid-career, considering it in the near future, or your very next exit is retirement, you may want to know more about the Arizona State Retirement System (ASRS). Here are some questions that may be helpful to you as you plan for your future.

Question: How much do I have to contribute to ASRS?

Answer: Your paycheck will have two deductions. One contribution for retirement and one for long-term disability. Retirement contributions are pre-tax deductions and the long-term disability contributions are after-tax.

Question: Does Maricopa County match my investment to ASRS?

Answer: Yes! Maricopa County makes an equal contribution.

Fiscal YR 2018 - 2019 (Effective July 1, 2018)			
	RETIREMENT PENSION & HEALTH INSURANCE BENEFIT	LONG TERM DISABILITY INCOME PLAN	TOTAL
Employee	11.64%	0.16%	11.80%
Employer	11.64%	0.16%	11.80%

Fiscal YR 2019 - 2020 (Effective July 1, 2019)			
	RETIREMENT PENSION & HEALTH INSURANCE BENEFIT	LONG TERM DISABILITY INCOME PLAN	TOTAL
Employee	11.94%	0.17%	12.11%
Employer	11.94%	0.17%	12.11%

Question: How are contribution rates to ASRS determined?

Answer: ASRS contribution rates are adjusted annually to ensure the plan remains fiscally sound and able to meet current and future obligations. As a result, we will see a slight increase in the total contribution rate in the upcoming fiscal year beginning July 1. Please refer to the table to the left for the contribution percentages.

If you are interested in learning more about ASRS and your retirement, member information and education is available [here](#).

If you are you interested in estimating your benefits upon retirement, you may visit the ASRS website by [clicking here](#).



The County Lines

News items from Maricopa County

Maricopa County, here we grow again

According to figures released by the Census Bureau, Maricopa County saw the largest population increase of any county in the nation last year. More than **81,000** residents were added in 2018 making it eight straight years of gains for the county. Maricopa County's increase was the leading factor behind an over **122,700-person** increase in the State of Arizona's population, which reached **7.17 million** last year.

Maricopa County remains the fourth largest county in the United States with an estimated population of **4,410,824**. Since the last complete census in 2010, the county has increased by **593,707 people**, which is 15.6 percent growth rate.

County brings back Summer Reading Program



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

libraries throughout the Valley to earn secret codes to receive more bonus points. Prizes that can be earned include Peter Piper Pizza and Rubio's Grill coupons. To register for the program, you may visit the [program site](#). **Note:** All county employees qualify for a free library card.

County offers free fishing day at Lake Pleasant

The Maricopa County Parks Department is offering an "**Arizona Free Fishing Day**" at Lake Pleasant Regional Park from 7 - 10 a.m. on Saturday, June 1. The program requires no fishing license, provides fishing poles, equipment and even some bait. Participants can bring their own fishing gear if they desire to do so. There is no registration or fee to participate. The program officials encourage participants to bring folding chairs, shade, water and snacks. More information about the lake and event is available by calling 928-501-1703.



Don't discount viewing the Discount page



Are you looking for things to do and/or places to go this summer? The answer may be right in front of you – as in your computer. Maricopa County provides an employee discount page on its EBC that you may visit for ideas of summer activities. The site has information on discounts to places like SeaWorld, LegoLand, Knott's Berry Farm, and more. To see the many discount offerings, visit the [EBC](#).

Summer Reminder

Keep your furry friends safe this Summer

by Jose Miguel Santiago, Maricopa County Animal Care and Control



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

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

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

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

Don’t leave pets in parked cars. The temperature inside a car can soar within minutes. On an 85-degree day, the temperature inside a parked car can reach 102 degrees within 10 minutes. Keep pets at home while you run errands.

Recognize the signs of heat stress. Dogs and cats pant to regulate their body temperature, but this method can be easily overwhelmed during extreme heat. It is up to pet owners to make sure they know the signs of heat stress and how to deal with it if a situation arises. Lethargy, extreme panting, excessive salivation, weakness and collapse are just a few of the signs of heat-related illness in pets. If your animal exhibits any of these

symptoms, apply cool (not cold) compresses and get your pet to the veterinarian immediately. Heat stress is a serious and can result in death.

For more information, visit pets.maricopa.gov.



The Top 5 Pet-Owning States

State	Pets %
Vermont	71%
New Mexico	68%
South Dakota	66%
Oregon	64%
Maine	63%

Source: NACo News

Employee Spotlight

This Month: **Farah Azadeh**



Job Title: Trainer

Years Have You Worked For The Office: 2.8 years

Something You Enjoy About Your Job: I enjoy the interactions I have with participants in my classes. I learn something new about different departments, employees, and myself as a trainer.

What Are Some Of Your Responsibilities: Offering COJET classes, coordinating new employee orientations, and helping with the HUB issues/concerns.

Your First Job: I worked at Mark's Cleaners back in the good old days. I was 15, didn't have any bills, and worked with my best friend. It was great.

Hometown: I grew up in Scottsdale

Something Memorable That You Have Done: I married the best husband in the world. I will never forget that day.

A Hobby/Special Collection or Favorite Activity: My favorite activity is reading. (That sounds cliché for a trainer.)

Best Vacation Spot: My house in Phoenix.

Where Would You Like To Travel To Next: I'm not a fan of traveling, but I do enjoy "traveling" online using Google Earth.

Favorite Place to Eat Out: There is a tie - TexAZ Grill for fried food and La Fonda Del Sol for Mexican food.

Favorite Meal: Tahchin. It's a Persian dish with saffron rice and marinated chicken.

Something You Are Proud Of: I am proud of the people, including myself, who are kind and caring towards others. It's not always an easy task.

Favorite Sports Team or Sport: I like baseball and love football.

Someone You Would Like to Meet: Kevin Hart (not the one in ITG with the same name)...the actor :).

Your Favorite TV Show or Movie: There are so many TV shows I like, but I would have to say *Friends* is my ultimate favorite followed by *Bob's Burgers*. / **Favorite TV Show Growing Up:** *The Fresh Prince of Bel-Air*.

What Would You Like To Be For A Day: A wizard.

Nobody Would Believe It If They Knew: I battled Lil'Wayne in a free-style competition and won, because it never happened.

An Unusual/Unique Job You Have Had: I worked at a place that made custom clothing for horseback riders.

A Favorite Quote: "If it doesn't kill you, it can only make you stronger."

What Advice Do You Have For A New Employee: Keep your head up, especially when going through training, dealing with challenging customers, and facing difficult times.

What Do You Like About This Office: The camaraderie

What Do You Like To Do In Your Spare Time: Anything that puts a smile on my face.

What Is An Ability You Wish You Had: I wish I could control weather like Storm from the X-Men.

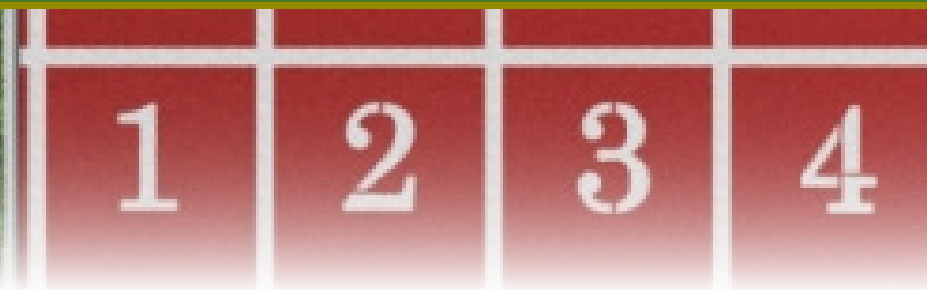
What Is Your Dream Car: My dream car is one that will take me from point A to B and back to point A.

Who Would You Like To See In Concert: Willie Nelson again; he starts the show on time, performs for two hours, and I can be in bed by 10 p.m.



The Inside Track

on Employee News



BIRTHS

- Congratulations to Appeals' **Pam Crawford** on the birth of her 6 lb. 13 oz. grandson on May 11. His name is Rowan Murphy and he is Pam's second grandson.
- Congratulations to Customer Service Center-Marriage License and Passports' **LeAnn Baukol** on the birth of her 7 lb. 12 oz. granddaughter on April 14. Her new grandchild's name is Ariana Marie. She is LeAnn's third grandchild.



OFFICE ANNIVERSARIES

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

30 YEARS

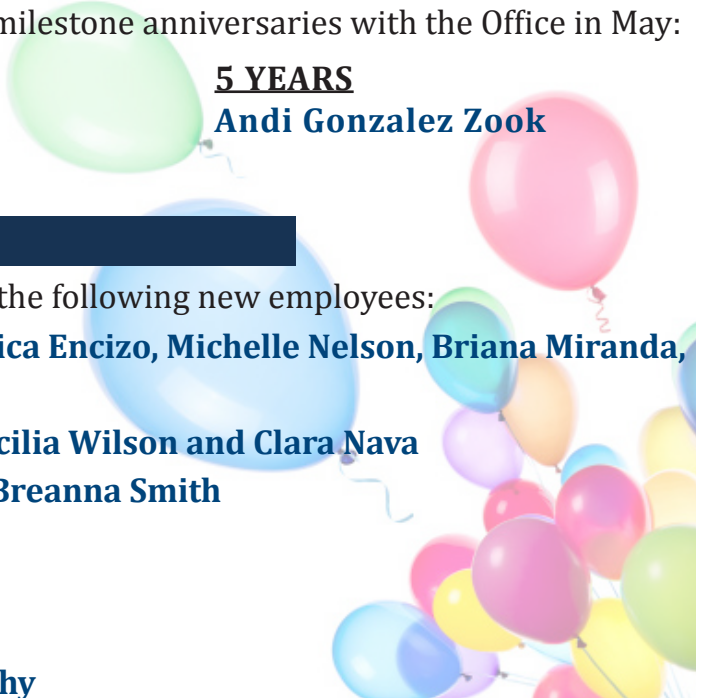
Susan Morris

20 YEARS

Michelle Wolf

5 YEARS

Andi Gonzalez Zook



NEW EMPLOYEES

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

- **Courtroom Clerks - Armando Velasquez, Jessica Encizo, Michelle Nelson, Briana Miranda, and Mindy Hooper**
- **Customer Service Center Public Records - Cecilia Wilson and Clara Nava**
- **Customer Service Center Support Services - Breanna Smith**
- **eFile Team - Tina Boysaw-Carrothers**
- **Exhibits - Mayra De La Rosa**
- **Juvenile Courtroom Clerk - Jill Harvison**
- **RCC/EDC (South Court Tower) - Sherry Murphy**

EMPLOYEE MOVES

- **Alexandra Cavazos-Provencio** transferred from serving with Durango Juvenile Operations to become a Courtroom Clerk at Durango Juvenile.
- **Christopher Taylor** transferred from the Mailroom/Courier area to the Southeast Adult Marriage Licenses and Passports.

NEXT UPCOMING HOLIDAY

Independence Day on Thursday, July 4

Special Features

Where in the world has the Record Times been?



Employee has much to SEA with newsletter in hand

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, the newsletter was seen with an employee who was exploring the great outdoors in Montana. This month, it appears with an employee who was exploring the underwater world in another state.

Pictured to the left is Exhibits' Receptionist **Charlotte Concholar**, who was in Long Beach, California at the Aquarium of the Pacific. Charlotte said, "the aquarium was a blast." She especially enjoyed the jelly fish display. She was in California for a week visiting where she grew up in Pasadena and Monrovia.

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

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

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



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

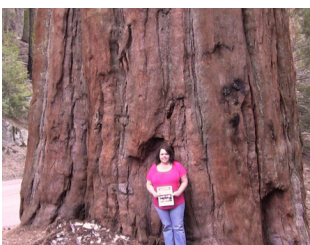
A little over a year ago, weekly Office emails titled "Times Gone By" were sent to staff showing the top photos of employees on vacation posing with the newsletter since the photo feature began in 1998. The photos were categorized by similarities and all employees were invited to vote for their favorite 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 -

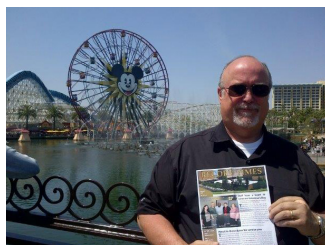
All of the pictures that have been featured as the best by category are now going to compete against one another. They have been organized by geographical location to make it easier for employees to vote on so that it can be determined which photos are the **best of the best ever taken**. This month,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



Sequoia National Park



Disneyland



Oceanside



Oregon



Universal Studios