

# RECORD TIMES

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



## Arizona Governor appoints Chris DeRose as the new Clerk of the Superior Court

He is the 10th person to serve as the Clerk for Maricopa County since 1912

On March 22, Arizona Governor Doug Ducey appointed **Chris DeRose** to serve as the new Clerk of the Superior Court for Maricopa County.

"I am very happy to be here," Chris said. "I am excited about the possibilities and opportunities to do great things in this Office and to work with the outstanding staff. It has been a pleasure coming to work. I love being at a place that is making a difference."

Chris is the New York Times bestselling author of *"Founding Rivals," "Congressman Lincoln,"* and *"The Presidents' War."* He was previously Senior Litigation Counsel to the Arizona Attorney General, trying 47 cases in front of the Court of Appeals and arguing twice before the state Supreme Court. A former professor of Constitutional, International, and Election Law, he was voted by his students as "Law Professor of the Year."

Chris serves on the board of directors of the Abraham Lincoln Association and scholarly advisory board for President Lincoln's Cottage in Washington DC. He was previously on the governing board of Phoenix Collegiate Academy, a high performing inner city charter school. Outside of work, Chris says he loves reading and he and his wife, Dr. Hannah DeRose (a radiologist), enjoy traveling.

Over the next few weeks, a video series called "Minute Entries" will be released each Friday that features staff asking Chris questions so they can learn more about the new Clerk.

Recently, the Arizona Capitol Times conducted an interview with Chris in which he shares more about his life, the process of being appointed, and his writings. For a copy of the article, please contact Len Keso via email.

### Remaining "Meet and Greet Gatherings" with new Clerk of the Court Chris DeRose

New Clerk of the Court Chris DeRose has scheduled informal "Meet and Greet Gatherings" throughout the office to have the opportunity to introduce himself and meet staff. The gatherings began on April 17 and will end on May 4. The following are the remaining "Meet and Greet" sessions:

**April 27 - 12:15 - 1:15 p.m.** / Southeast Adult Breakroom (for Courtroom Clerks)

**April 27 - 1:30 - 2:30 p.m.** / Southeast Adult Breakroom (SEA Operations staff)

**April 30 - 12:15 - 1:15 p.m.** / Southeast Juvenile (all staff)

**May 4 - 12:15 - 1:15 p.m.** / Northwest (all staff)

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# CLERK CONNECTION

## Distinguished Award presented to the Office



This month, the Arizona Attorney General's Office (AG) presented the Clerk of the Court's Office its "2018 Distinguished Service Award for Innovation" at a special award ceremony. The AG selected the Clerk's Office for this notable honor for its outstanding contributions to assist victims of crime through the **Victim Locate Program** that the Office launched several years ago. The Victim Locate Program was created to find the victims of crime who were not receiving their court-ordered restitution. At the end of last fiscal year, the Office had issued a total of **6,619** checks to victims who were located.

Pictured to the left with the AG awards are Criminal Financial Obligations Unit Team Member **Doris Anthony**, Clerk of the Superior Court **Chris DeRose**, Chief Deputy **Chris Kelly**, and Criminal Financial Obligations Manager **Oni Boston**.



## Extended service hours provide Stat-urday results

For the past three months, the Office has opened its doors on selected Saturdays to accommodate customers who want to purchase a marriage license or apply for a passport application. The service has been available five times at the Customer Service Center (CSC), two times at Northeast, and two times at Southeast Adult. The following are the final results of these extended hours of service:

- **Customer Service Center** - 205 passports / 72 marriage licenses / **1,544** certified copies of marriage licenses
- **Northeast** - 117 passports / 49 marriage licenses
- **Southeast Adult** - 87 passports / 36 marriage licenses

Last year, the Office offered Saturday service five times at the CSC. On those days, **548** passport applications were processed, **31** marriage licenses were issued, and **1,434** certified copies of marriage licenses were completed.

## More than 900 years of experience being recognized

This year, **74** Clerk of the Court employees are receiving a service pin from the Clerk's Office and/or from Maricopa County. These employees represent a total of **925** years of experience. The record amount of service pins distributed occurred seven years ago when 135 employees, totalling 1,395 years of experience were recognized.

# 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:** **Adrian Roberts**

**From:** **Donna Kenney**

"I would love to send a huge thank you to ITG's **Adrian Roberts**. Recently, a computer glitch deleted all of my folders from Outlook. I was completely lost without those folders, which I needed to do my job. I put a call out for help. Adrian immediately contacted me, accessed my computer remotely, and found all the folders within five minutes. In addition, I previously had an issue with my printer and no one seemed to be able to figure it out. I was unable to print, which made my job very difficult. Adrian then tackled the issue and diligently worked on it, and he was able to figure it out. I haven't had any problems with the printer since. Adrian is the bomb!"

**About:** **Billing and Deferral Unit/EDM-QC staff members**

**From:** **Gilbert Baca**

"I extend a tremendous thank you to my **Billing and Deferral Unit/EDM-QC team**. I started in January and since day one, they have treated me with all the courtesy and kindness one could ask for in a team. The B&D and EDM-QC have been so helpful with all of my training, ensuring I complete job tasks to the best of my ability. To my group: **Bryan Romero, Milan Milic, Maria (Estella) Ramirez-Munoz, Ramona (Mona) Oliva, Linda Blair, Eva Sanchez, Richard Gonzalez, Cassandra (Cassi) Salt, Dora Sandoval, Eileen Fenner,** and **Bev Macdonald**, I want to thank you all so much. I am very proud to be part of this team.

## CUSTOMER COMPLIMENTS

**About:** **Mirna Cocoma**

A customer from Lincoln, NE sent an email to the Office to express his appreciation for the service he received from Support Services' **Mirna Cocoma**, who works at the Customer Service Center. He said Mirna was extremely helpful. In addition, he told her that the service was "the best (accessible) court records I've found anywhere. I wish every county's records would be this good. It is well worth the money!"



**About:** **Deysi Casales**

A paralegal with the County Attorney's Office recently spoke to Court Operations Administrator Jessica Fotinos about the service she received from CR Filing Counter's **Deysi Casales**. The paralegal visits the CR Filing Counter frequently to file documents. She said, "Deysi is fabulous. She is always so pleasant no matter how many people are in line. She is a great worker." She also added that Deysi is very patient and calm under what could be perceived as stressful circumstances and she provides outstanding customer service. The paralegal said she really enjoys working with Deysi.

# Other News and Notes

## Upcoming employee discount vendor fairs

Maricopa County is holding several employee discount vendor fairs for employees to attend. These fairs are designed so that employees can visit the booths of the vendors who provide the discounts to county employees to get more information. The following are the days, times, and places of the fairs:

- May 16 - 11:00 a.m. - 1:00 p.m. / Maricopa County Southeast Court Facility
- May 23 - TBD (Health Fair) / 2nd Floor of County Administrative Building
- June 27 - 10:00 a.m. - 2:00 p.m. / Juvenile Court Durango Complex
- August 8 and 9 - TBD / MCSO Training Facility - 2627 S 35th Ave, Phoenix
- September 19 - 11:00 a.m. - 1:00 p.m. / Security Building - 298 N Central Ave, Phoenix

For questions, you may contact Heather O'Dowd at [appreciationeventsphx@gmail.com](mailto:appreciationeventsphx@gmail.com)



## For your pin-formation



The following Clerk employees won a Maricopa County lapel pin in a random drawing this month. All employees who submitted a nomination(s) for the Office's C.A.S.E. award program were eligible for the drawing: **Linda Berger, Erica d'Entremont, Brian Herron, Ana James, Robert Jordan, Dorothy King, Veronica Morales, and Kathleen Slabaugh.**

### Another way to receive a pin

Any employee who submits a photo of themselves with the newsletter while they are on vacation for the photo feature on [page 11](#) will receive a Maricopa County lapel pin. Details on how to submit a photo are provided on page 11. Thus far, the newsletter has been to six continents, 42 countries, and 43 states. The newsletter has also appeared on a plane, a ship, a hot air balloon, and bicycle, but it has not appeared on a train.

## All in a days Clerk work

On average, each day the Clerk of the Court's Office –

- processes **14,890** documents;
- has **37,001** pieces of paper filed;
- processes **\$572,198** in monies; and
- has **9,424** transactions through the Cash Management System.

### The return of double casual days

Chief Deputy Chris Kelly recently announced the return of **Double-Casual Days**. This means employees may dress casual and wear jeans on Thursday along with the normal Friday casual day.



# The County Chronicle

News items from Maricopa County

## Don't let your opportunity close on Open Enrollment



Here are a few reminders regarding this year's Open Enrollment:

- Open Enrollment ends on **Friday, May 11**.
- Submit your elections at <https://portal.adp.com>.
- If you do not make changes for Plan Year 2018-2019, you will automatically be re-enrolled in the health coverage you had for Plan Year 2017-2018. However, payroll deductions for contributions to your Flexible Spending Account (FSA) and Health Savings Account (HSA) will not carry over.
- You will not need to re-enroll your dependents, as long as they were enrolled in coverage in Plan Year 2017-2018 and they meet eligibility requirements.
- If you waived coverage in Plan Year 2017-2018, your coverage will continue to be waived for Plan Year 2018-2019.
- To obtain more information about Open Enrollment, you may visit the [Employee Benefit's website](#).

## Wellness Incentive deadline is June 30

The deadline to earn your 100 points that qualifies you for the Wellness Incentive where you can save up to \$60 a month is **June 30**. To find out your current point balance and how you can earn additional points, visit the [StayWell Portal](#).

## Employee Health and Fitness Day on May 9

In recognition of National Employee Health and Fitness Month, Maricopa County and the City of Phoenix are sponsoring an **"Employee Health and Fitness Day Walk"** on May 9 that features a morning two-mile group walk. This is the fifth year for the two government entities to host this Downtown Phoenix event.

The event begins at 6:30 a.m. outside of the Board of Supervisors' Auditorium (205 W. Jefferson) and continues to Chase Field. It includes a bonus lap inside the concourse level of the stadium and then loops back. The estimated walk time is 45 minutes.

The event is a friendly competition between the County and City to see who will have the most employees participate in the walk. The event is on personal, not paid time. If participation will cause you to report to work late, please get your supervisor's approval to attend and use vacation time for any time off required. To register for Fitness Day walk, you may visit the event [registration site](#). If you register by May 4, you will receive a t-shirt.



# The Employee of the Year for 2017

## KRISTYL HOWARD

### Courtroom Clerk Lead is the “Employee of the Year”

**Kristyl Howard**, a Criminal Courtroom Clerk Lead was named this month as the “Employee of the Year” for 2017. She was selected among 10 candidates who were an “Employee of the Quarter” honoree in 2017. In recognition of this honor, the *Record Times* conducted a brief interview with Kristyl. Below are her responses and a portion of her original nomination for the employee recognition program:

#### **How do you feel about winning the “Employee of the Year” award?**

I am extremely honored and grateful to have been recognized in such a substantial manner. I am greatly appreciative to have had the opportunity to be involved in such a critical development in technology as it pertains to Courtroom Services.



**How long have you worked for the Clerk of the Court’s Office, and what did you do before your current job?** I started with the Clerk’s Office in July 2015. Prior to coming here, I lived in Tucson and worked as a Legal Secretary for the Protective Services section of the Attorney General’s Office.

**What do you enjoy about your job?** When I first started here, the most exciting part of my job was just being in Court. I had spent so many years working behind the scenes preparing petitions and motions for various attorneys, but I had always had a curiosity about what happens in the courtroom. I really enjoy trial and I have learned so much about the Justice System in my time here. One of the things I have really enjoyed about my position as a lead specifically, is being involved in the rollout of eSentencing. This has provided me the opportunity to work closely with my colleagues. When you are in court all the time, getting to know your fellow clerks is hard, and so I have been fortunate to spend some one-on-one time with almost every criminal clerk here. This opportunity has given me the chance to get to know everyone on a level I may not have had.



**What has been your favorite work project?** Of course I am going to say eSentencing! It has been an honor to work so closely with Court Technology Services staff, Judicial Officers, and Clerk of the Court staff to ensure a smooth transition into the implementation of a program that will improve the efficiency and accuracy for the administration of justice.

# The Employee of the Year for 2017

**KRISTYL HOWARD**

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**What do you think makes good customer service?** I believe good customer service comes with the ability to listen and to understand, and not just to respond. You need to understand your clients' needs inside and out and continually work to improve processes and procedures.



**What is an important quality an employee should have?** I believe that flexibility and dependability are among some of the most important qualities in an employee, especially with the Clerk of the Court. With the ever-changing nature of the justice system and the inevitable technological advances in businesses as a whole, it is important to be able to be open-minded and eager to learn new concepts and programs.

**What advice would you give a new employee who wants to do a good job?** I would tell them to take their time and have fun learning. It can be overwhelming to say the least, especially at the beginning; however, it will click. I would also say to always stay positive and strive to be your best and you will be successful. My elementary school had a motto, "Hard Work Pays Off," I still hear it over and over in my head and I believe it applies to this job as well.

**What are some of your interests outside of work?** I have four children that keep me pretty busy, so most of my interests are dictated by them and their interests. I enjoy traveling, music, comedy shows, swimming and couponing. I love entertaining and cooking and so I spend a lot of time with family and friends trying new recipes and socializing.

**SUMMARY OF KRISTYL'S NOMINATION** - "Kristyl Howard has been instrumental in the iCIS NG eSentencing conversion. Kristyl has been the main point of contact for all of the courtroom clerks for training, troubleshooting, and questions during the past quarter. Not only did she provide training for the courtroom clerks, but she was highly sought after by CTS and the Court for assistance in working with various members of the Bench during this transition. We also sent Kristyl to Southeast when they were rolling out live to help with training and troubleshooting, and she has been asked to return for additional training and assistance. Kristyl has also been primarily responsible for keeping up with the efile queue and for communicating any issues or problems clerks are experiencing with eSentencing. Certainly, without Kristyl's contribution, eSentencing would not have been as successful an implementation among courtroom clerks."

Samantha Marx



# EMPLOYEE of the QUARTER

The Honoree For January - March 2018

**SAMANTHA MARX / Downtown Family Court Courtroom Clerk Nomination** - Samantha has demonstrated an ability to cover a FC Commissioner's calendar after only 60 days in the position. She has exceeded expectations and is excelling in the job. Samantha has trained civil clerks and non-criminal Courtroom Services specialists on processing PB 431 ex partes. She developed a quick training plan to accommodate the number of trainees. She has had very positive feedback from the clerks and specialists she has trained. Samantha is currently training a new Courtroom Clerk on a FC Commissioner calendar. She is highly sought after by FC Commissioner's to be their assigned clerk.

## Maricopa County honors long-serving employees



On April 25, 10 county employees, one of which works for the Clerk of the Superior Court's Office, were recognized for their 30 and 40 years of service to Maricopa County by the Board of Supervisors at special service ceremony. The honoree from the Clerk of the Court's Office was Public Affairs Officer Len Keso, who works in the Downtown Justice Center. Gathering for a photo after the ceremony (from left to right) were: Clerk of the Superior Court Chris DeRose, 30-Year Service Honoree Len Keso, Chief Deputy Chris Kelly, and Special Counsel/Public Information Officer Aaron Nash.

In total, the 10 Maricopa County employees represented 310 years of experience.



### The 2018 Service Pin/C.A.S.E. Award events

- May 9 - Durango Juvenile / 12:15 p.m. / Large Conference Rm #1164
- May 17 - Customer Service Center / 12:15 p.m. / 1st Fl. Break Room
- May 24 - Southeast / 12:15 p.m. / Saguaro Room @ SEJ
- May 31 - Northeast / 12:15 p.m. / Jury Room
- June 5 - Northwest / 12:15 p.m. / Office area behind the File Counter
- June 19 - Downtown / 12:15 p.m. / Supervisors' Auditorium



# The Inside Track

## on Employee News

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### BIRTHS

- Congratulations to Durango Court Operations Specialist **Mayra Salgado** on the birth of her baby girl on March 27. Her new daughter's name is Nevaeh Emerald.

### OFFICE ANNIVERSARIES

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

#### 20 YEARS

**Debra Merkling** and **Maria De La Cruz**

#### 5 YEARS

**Andrew Kish Jr.** and **Muhammad Azam**

### NEW EMPLOYEES

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

- Courtroom Clerk - **Sarah Price**
- Courtroom Services Specialist - **Lindsey Hill** and **Shawn Compton**
- CR RCC/EDC - **Nancy Garcia**
- CSC Marriage Licenses & Passports - **Theresa Valenzuela**
- Downtown Filing Counter - **John Garcia**
- eFile Team - **Tonya Danielson**
- ITG Quality Assurance Analyst - **Amuda Kuppanur**
- ITG IS Project Manager Senior - **Bradley Ottley**
- NE File Counter/Marriage Licenses/Passports/Public Records - **Neysa Gonzalez**
- Southeast Adult Court Operations Supervisor - **Nicole Swiss**



WELCOME  
ABOARD

### AWARDS/HONORS

Congratulations to Criminal Financial Obligations' **Jan Price**, who recently received the "Outstanding Government Partnership Award" by the Arizona Department of Juvenile Corrections (ADJC). The ADJC selected Jan for the award based on her excellent service and for assisting them in their overall mission.



### EMPLOYEE MOVES

- **Linda Berger** was promoted from Courtroom Services supervisor to Courtroom Services Manager for Northeast and Southeast.
- **Kristin Venable** was promoted from Executive Assistant to Business Analyst.

# Special Spotlight

## on the Administrator team members

This Month: **Jessica Fotinos**



**Title:** Court Operations Administrator // **Time with Office:** Three months  
**Something You Enjoy About Your Job:** I enjoy working with my colleagues and teammates to ensure we provide the best service to the public and create a good working atmosphere for the employees. Everyone has been so friendly and helpful since I have started working here. I also enjoy learning about how the Superior Court and the Clerk's Office interact from the perspective of all of the services that our Office provides. I am an attorney by education and prior work experience, and so it is interesting to learn about how vital the Clerk's Office is to the Judicial Branch.

**What Areas Do You Oversee:** All Adult filings at the Downtown facilities, which include Criminal, Civil, Family, Tax, Mental Health, and Probate.

**Hometown:** Phoenix, AZ // **Your First Job:** Sales Associate at Robinsons-May

**Something Memorable You Have Done:** I lived in Rome for nine months while in college and was able to travel throughout Europe. It was not glamorous because I took trains, backpacked and stayed in youth hostels, but it was an experience never to forget.

**A Hobby/Collection:** Angel Christmas ornaments. My entire tree only has angel ornaments on it with white lights.

**Best Vacation Spot:** I love the vibrancy of New York City. It is especially fabulous around the holiday season.

**Favorite Place to Eat Out:** I have quite a few favorite places. I like *The Henry*, *The Windsor*, *Postino*, and *Grimaldi's Pizzeria*. For a chocolate milkshake, I pick the *Shake Shack*, hands down.

**Favorite Meal:** I would have to say pizza. I could eat it every day.

**Favorite Sports Team or Sport:** I love NBA Basketball. It is hard for me to say this as a native-Phoenician, but I am a huge Los Angeles Lakers fan...have been since I was a little kid. I try to see them when they are in town.

**Who Is Someone You Would Like to Meet:** Barack Obama

**Your Favorite TV Show When Growing Up:** *The Love Boat*. I remember watching it almost every Saturday night.

**Something You Are Proud Of:** My commitment to community volunteerism. I have served on a number of Boards of Directors for non-profit organizations. I am most proud of having served as the Board Chair for the Southwest Center for HIV/AIDS.

**Something On Your Bucket List...** I would love to own a cottage or home in Newport Beach or La Jolla, CA.

**If Given A Chance, What Would You Like To Be For A Day:** A United States Supreme Court Justice.

**A Favorite Quote:** "If ever there is tomorrow when we're not together...there is something you must always remember. You are braver than you believe, stronger than you seem, and smarter than you think. But the most important thing is, even if we're apart...I'll always be with you." A.A. Milne

**What Do You Like To Do In Your Spare Time:** I like to travel, go shopping and spend time with my friends/family.

**Nobody Would Believe It If They Knew:** I am a huge fan of Barry Manilow.

**What Is An Ability You Wish You Had:** I wish I could sing (I have a terrible voice) and play the fiddle.

**Who Would You Like to See In Concert:** I would love to see Josh Groban, Lionel Richie, and Elton John.

**What Advice Do You Have For A New Employee:** Ask a lot of questions and use the staff as a resource. There is a whole bunch of knowledge out there. Also, do not be afraid to make suggestions to improve processes.

**Best Advice Given To You:** My Dad always reminds me that "Everybody has got to be somebody." And it keeps me grounded and reminds me that everyone has their own unique story that needs to be heard and respected.

# Special Features

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



### Newsletter has a transforming experience

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, it was seen with an employee who was enjoying riding along the waters in Aruba. This month it is spotted with an employee who was enjoying riding the rides and seeing the sites at a well-known theme park.

Pictured to the left is ITG Operations Manager **Scott Hensel**, who posed with the newsletter while standing

next to a Transformer figure when he was vacationing at Universal Studios in Hollywood, California.

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

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

## TIMES Gone By - Results

Not long ago, weekly Office emails titled "**Times Gone By**," were sent to staff showing the top photos provided to the *Record Times* newsletter over the last 18 years of employees on vacation posing with the newsletter. The photos were categorized by similarities and all employees were invited to send in their votes for their favorite ones.

Below are the top two photos voted on by Clerk of the Court employees as the all-time best in the "**With Works of Art**" category.

### Top 2 All-Time Pics 1998 - 2017

#### "WITH WORKS OF ART" CATEGORY



Pictured above is former employee **Sheila Bullock**, who was in Alaska. This photo was printed in a 2015 newsletter.



Pictured above is former employee **Candy Terry**, who was "Standin' on a corner in Winslow, Arizona." This photo was printed in a 2006 newsletter.

## Take 5

This month's list of five is ... **the top five Outdoor Water Parks in the U.S.**, according to *USA Today's Reader Choice Awards*:

- 1) Splashin' Safari - Santa Claus, Indiana
- 2) Lost Island, Waterloo, Iowa
- 3) Hurrican Harbor, Atlanta, Georgia
- 4) Carolina Harbor, Charlotte, North Carolina
- 5) Noah's Ark, Wisconsin Dells, Wisconsin



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Chris Kelly - Chief Deputy / Len Keso - Editor