

RECORD TIMES

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



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The 2018 Office Holiday Drive results

The generosity of Clerk's staff is displayed once again during the Office's Annual Holiday Drive

In 2001, the Clerk of the Court's Office began conducting a **Holiday Drive** in November and December for socks and toiletry items for the homeless. In 2004, Toys for Tots was then added to the Office's Holiday Drive efforts. Since that time the Office staff have donated a total of **5,819 pairs of socks** for the homeless and **4,022 toys** for children in the community. The Drive has been conducted by setting up donation boxes in break rooms throughout the Office for staff to place their items in for either cause or both. This year, like others, the results turned out to be both *toy-rrific* and *sock-cessful*. Here are the final 2018 Office Holiday Drive results:

TOYS FOR TOTS - This holiday activity was held Nov. 12 - Dec. 12. Employees donated a total of **140** new, unwrapped toys for children in the community, who would not have otherwise had a toy for the holiday season. The donated toys get distributed to various agencies/organizations throughout the Valley.

SHOEBOX - This holiday drive activity was held Nov. 5 - Dec. 5. Employees donated **148** pairs of socks (51 more than last year), **76** bars of soap (14 more than last year), **51** tubes of toothpaste (25 more than last year), **51** toothbrushes (four more than last year), **65** bottles of shampoo and conditioner, and **22** razors, plus many more needed toiletry items. All of the donated items are used to help the homeless in the community through the Shoebox organization.



THANK YOU FOR YOUR GENEROSITY!

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: **Downtown Filing Counter staff**

From: **Maye Patterson**

"I thank all of my fellow Filing Counter staff members for being so supportive and for the great training they have provided to me. Within one month, I was able to call customers and process Civil. I thank and appreciate each and every one of them - Jenela, Angela, Angus, Anna, Ashley, Clarissa, Wendy, Femma, Aida, Emily, Carmen, Miguel, India, Cristina, Alexis, Kim, and Andy. I also would like to thank my supervisor Mike Mejia for everything that he does and for being supportive."

About: **Holiday Drive Donators & NW staff**

From: **Len Keso**

"Thank you to everyone who donated to this year's Holiday Drive. Your generosity will make it a happier holiday season for many in the community. Thank you very much for participating. I particularly want to thank **Jessica Bernal** and the **NW staff** who took extra time to make neatly-organized baggies of different items for the Socks/Shoebox Drive."

About: **Gene Yamamoto**

From: **Michele Martinez**

Courtroom Services' Michele Martinez sent the following email to Administrative Services Supervisor Francis Horst about Facilities' **Gene Yamamoto**. She said, "I want to let you know how great Gene is. He is very professional and efficient. He is quick to respond to any request and we never worry about whether the job will be completed and done right. He always comes with a positive attitude about his job. I have never heard him complain, which is very refreshing! Gene goes over and beyond to make sure that our requests are handled and to make sure we are satisfied. He has excellent customer service skills. I wanted you to know that you have an outstanding team member!"

CUSTOMER COMPLIMENTS

About: **Joshua Thill**

A customer called the Office recently to express his appreciation for the service he received from **Joshua Thill** at the Public Records Counter. He wanted his supervisor to know how Joshua took time to assist him in a very polite and professional manner. He said, "Joshua represents the office very well."

About: **Durango Juvenile Operations**

A Durango Juvenile customer recently sent a thoughtful card to Durango Juvenile staff. She wrote, "I file at more than 10 counties and by far, Durango is my all-time favorite! You're consistently patient with the most difficult customers, forgiving of late-comers, and incredibly professional in a way I haven't seen anywhere else in the 15 years I've been doing this job. What's even more amazing is that I don't think you realize just how awesome you all are! Thank you from the bottom of my heart."

About: **Christina Mai and Jessica Fotinos**

On Nov. 7, Judge Hegyi held an after-hours Election Challenge hearing regarding the filing of an Emergency Application for a Temporary Restraining Order. He sent the following e-mail to select Court staff including Courtroom Clerk **Christina Mai** and Administrator **Jessica Fotinos**. He wrote, "I want to thank you for staying late on very short notice to help us through the emergency election TRO application. We couldn't have gotten through the hearing without you. I really appreciate your dedication to your jobs and to serving the citizens of our County. You make me proud to be a county employee!"

About: **Kate Folk**

A Superior Court employee recently sent an email to **Kate Folk** thanking her for the great service she provided when taking extra time to do some research. She and her department were very appreciative.



CLERK CONNECTION

Saying hello and goodbye this month



Rich McHattie

In 1967, the musical group, the Beatles came out with a song called “Hello, Goodbye.” That song title describes the experience of the Clerk of the Court’s Office this month as the Office says “Hello” to **Rich McHattie** (the new Chief Technology and Innovation Officer) and goodbye to **Aide Estrada** (supervisor at the Customer Service Center), who is retiring after 31 years of service on Dec. 28.

Rich is a familiar face in the Office as he previously worked for the office from 2005 - 2013 and served as deputy director. In his new capacity here, he will be working to keep the Office on the cutting edge of technology as the Office moves toward eFile Case Initiation, online payments, and other technology initiatives. Rich said, “Coming back here is familiar and new at the same time. So while some things have certainly changed, it’s not like starting from scratch. I am looking forward to working with an amazing team of professionals. The Clerk’s Office is still known for its progressive approach to running operations and innovating service delivery.”

Aide is the ninth longest-serving Clerk employee in the Office. For the past several years, she has served as the supervisor of the Public Records Counter at the Customer Service Center. She also has supervised the Marriage Licenses/Passport Office and the Exhibits Office. She began her career working in the Fileroom and moved to the Night Shift and worked in Wage Assignment before becoming a supervisor. As a supervisor, her units have won several CASE Awards for their excellent teamwork and service. Aide said, “I have learned many things and met great people working for the Clerk’s Office these past 31 years. I will miss everyone.”



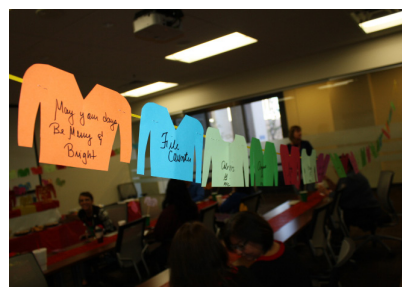
Aide Estrada

It’s a “clothes” call on who won ugly sweater contest

Staff at the Downtown Central Court Building held a Holiday Dessert Potluck Party this month and as part of it, an Ugly Sweater Contest was conducted. Below are the participants in the sweater contest (from left to right) **Aida Plascencia**, **Jessica Fotinos**, **Suzanne Lambries**, **Jennifer Vigil**, **Tonya Danielson**, and **Angelica Mejia**. Suzanne and Jennifer were voted as the winners of the contest in their conjoined sweater. Jessica finished second and Aida was third. The party even had



sweater decorations, created by **Maye Patterson**, with every employee’s names on a sweater as well as the department names and a few holiday well wishes as well.





CLERK CONNECTION

The acceptance of the Auto-Accept program

In October, the Office launched new automation for documents that are created and filed into the record by the Clerk’s Office (such as credit memos and return mail) that, to date, has eliminated the need for more than **3,800 documents** to be manually processed. Called “Auto-Accept,” this automation, created by ITG, eliminates the need for these documents to be manually processed and docketed. Instead, the documents are automatically processed by the system and then go straight to the docket. Phase II of Auto Accept will include additional documents that can be streamlined in the same way.

Some important dates in the upcoming year

The following two lists provide the paid holidays and pay days for Maricopa County employees in 2019:

PAY DATES -


JAN.	FEB.	MAR.	APR.	MAY	JUNE	JULY	AUG.	SEP.	OCT.	NOV.	DEC.
9	6	6	3	1	12	10	7	4	2	13	11
23	20	20	17	15	26	24	21	18	16	27	24
				29					30		

OFFICIAL HOLIDAYS -



- **New Year’s Day - Tue., Jan. 1**
- **Martin Luther King Jr. Day - Mon., Jan. 21**
- **President’s Day - Mon., Feb. 18**
- **Memorial Day - Mon., May 27**
- **Independence Day - Thurs., July 4**
- **Labor Day - Mon., Sept. 2**
- **Veterans Day - Mon., Nov. 11**
- **Thanksgiving Day - Thu., Nov. 28**
- **Day After Thanksgiving - Fri., Nov. 29**
- **Christmas Day - Wed., Dec. 25**

Some December Clerk of the Court history



Fifteen years ago this month (Dec. 8 2003), the Clerk of the Court’s Office launched eFiling for the first time. The program began in Complex Civil Litigation cases by allowing participating parties to electronically file their documents with the Court, rather than physically file them at the filing counters. Through the years, eFiling has expanded to the adult case types (except Probate) and more recently to juvenile delinquency. This past Fiscal Year, the Office received **895,427 eFiled documents**, which as an 11% increase over the previous year’s total.

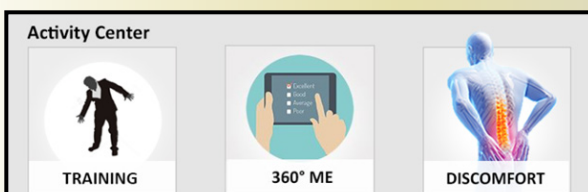


The HR BUZZ

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

New Ergonomics Portal

Briotix is the new Ergonomic Portal created to help you access ergonomics material. Once you **B**login, you will be given options in the Activity Center, including a 360-degree self-assessment and training. One of the activities is called Ergo Zombie, which is a series that helps you make decisions about your workspace so that you don't become an "ergo zombie!"



You can register for the program [here](#).

As a reminder, any requests for purchasing ergonomic equipment must be completed through the ADA process. Please contact **Yesenia Houghton** at 6-0071 for additional assistance.

StayWell Portal: A Wellness Resources

The StayWell Portal is available to all employees, not just those who are enrolled in a county-sponsored medical plan. This means you can participate in the Million Steps Challenge and access a variety of wellness-related information. However, you will not be able to earn the Wellness Incentive since it is a credit (or deduction) to your medical plan monthly premium.

To use the Portal, you will need to agree to share your information with StayWell.

- Log into [Benefitsolver](#)
- See this [enrollment flyer](#) to help you log on and enroll.
- Click on:
 - ◆ Change My Benefits
 - ◆ Basic Info
 - ◆ Update Wellness Consent

- Follow the prompts

Once you have agreed to share your information with StayWell, allow up to two weeks to access the StayWell Portal.



Make time to be grateful

Practicing daily gratitude can improve your mood, relationships, lower your blood pressure, reduce stress, and increase resilience. One way the County's Wellness Works program developed to help you cultivate more gratitude in life is through a game they created called "Gratitude Bingo, which is available [here](#). As you will see, the date for their promotion to be entered in a drawing to win a prize for participating in the Bingo game has passed (as it occurred prior to the newsletter being printed), you can still complete the Bingo Card as a fun challenge to practice gratitude.



Holiday Happenings

What is favorite and least favorite holiday food?

Wendy Thompson - "Favorite: All the things that I can fit on my plate. Least Favorite: All the things that I can't fit on my plate. All holiday food is amazing. The challenge is in the plate prioritization."

Teresa Nestor Donohue - "Favorite is pumpkin bread that my mother made from scratch and least favorite, believe it or not, is turkey."

Lillian Barnett - "My favorite holiday food is almond crescent cookies. My least favorite is fruit cake."

Gloria Oviedo - "My favorite is turkey (or pizza) and my least favorite is menudo and tamales."

Carrissa Martinez - "My favorite holiday food is hands down, tamales. I wait all year for them. My least favorite holiday food has consistently been fruit cake."

Wendy Stevens - "Favorite is ham and potato salad. The least favorite is green bean casserole."

Ryan Harris - "My favorite is tamales and least favorite is egg nog."

Maridel Soileau - "Favorite is ham and my least favorite is fruit cake or candied yams."

Scott Hensel - "My favorite is sweet potato casserole with marshmallows and least favorite is fruit cake"

Brian Turner - "My least favorite treat are those little barrel-shaped, striped mint candies. They are horrible-tasting. That's why there is always bowls of them out even in June - because nobody wants them. My favorite is egg nog. It is amazing."

Angela Sotelo - "My favorite holiday food is menudo. I do not have a least favorite. All of the food is delicious!"

Meaghan King - "Give me all the stuffing! Green bean casserole has to be the worst!"

Amber Hatfield - "My favorite is dark turkey meat with potatoes, gravy and cranberry sauce. Least favorite is stuffing - it doesn't matter what is put in it to make it more palatable, it's still rather bad."

Charlotte Concholar - "My favorite holiday food is my homemade sweet potato pie. My least favorite is green bean casserole."

Pam Crawford - "My favorite holiday food is mostly homemade dishes, like cranberry sauce, gravy, stuffing and red mash potatoes with skin. My least favorite is anything with carrots."

Chris Cerrato - "My favorite is ravioli. My cousin and her husband learned how to make them from my grandmother, who learned from her mother, in Naples. Least favorite would be fruitcake. I can do without it."

Maye Patterson - "My favorite food is calamari and my least favorite is meat."

Jessica Fotinos - "Favorite: My aunt makes homemade, frosted gingerbread cookies that are iced and covered in sprinkles. I used to wait for her to deliver them to our house when I was a child. Even as an adult, I still wait for their delivery! Least favorite: Fruitcakes. I am not sure if anyone actually likes these, but at least one seems to make its way to my house every year."

Rocio Venegas - "I am a traditionalist, therefore my favorite food has got to be tamales and handmade buñuelos with a honey syrup. The funny thing is the tamales actually taste better the next day ... deep fried with Mexican sour cream and salsa. My least favorite would be ... nothing really. I love food!"

County Clips

Gift Ideas Through Maricopa County

Will Santa Claws and Santa Claus be coming to your town?



If you are *purr-suing* a special gift, the Maricopa County Animal Care and Control (MCACC) may *pet-tentially* be the place to look. This year, through Dec. 22, they are offering an opportunity for those who adopt a pet at full price for that pet to be brought to your home on Dec. 24 by Santa Claus. Openings for this promotion are limited, and so if you are interested, act quickly to ensure a visit.

In addition, any pet adopted this holiday season will be provided a complimentary microchip. MCACC has two locations: West Valley - 2500 S. 27th Ave., Phoenix, 85009 and East Valley - 2630 W. Rio Salado Pkwy, Mesa, AZ, 85201. The cost to adopt a pet varies between \$25 - \$300. Adoption fees include spay/neuter surgery, rabies vaccination, a license, and the microchip. More information about adopting a pet is available by calling MCACC at 602-506-PETS.

More than 35,000 dogs and cats enter the AC&C shelters each year.

County has way to get rid of the pain in finding a gift

Would you like to give yourself a gift this holiday season? How about a chair massage. Maricopa County offers employee-paid chair massages at multiple locations across the County. The cost for a 20-minute session is \$18.00. Cash or check are accepted. Gift cards are also available for purchase if you want to give a co-worker a gift. Current chair massage locations include:

- **Administration Building**, 301 W. Jefferson St., Suite 3200
Weekly: Wednesdays | [Click here to schedule an appointment](#)
- **Downtown Justice Courts**, 620 W. Jackson
Monthly: Tuesdays | [Click here to schedule an appointment](#)
- **MCDOT**, 2901 W. Durango
Monthly: Mondays | [Click here to schedule an appointment](#)
- **Southeast Facility**, 222 E. Javelina Ave., Suite 1350
Monthly: Thursdays | [Click here to schedule an appointment](#)

You may email **Crichton Gilcrease**, LMT for more information.



Another county gift idea to park on

Looking for an outdoor type of gift...the Maricopa County Parks and Recreation Department provides an option. All county employees are eligible for an employee discount for an Annual County Park Pass. The cost of the discounted pass can even be deducted from your paycheck. Visit the Parks's [Employee Discount page](#) for more information.

The Inside Track

on Employee News

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OFFICE ANNIVERSARIES



The following employees celebrate milestone anniversaries with the Clerk of the Court's Office in December:

15 YEARS - Diana Hoover and Scott Buckman

NEW EMPLOYEES

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

- **Chief Technology and Innovation Officer - Rich McHattie**
- **Criminal Filing Counter - Micah Mills**
- **Criminal Financial Obligations Unit - Andrea Williams**
- **CSC Public Records - Luz Maria Smith**
- **CSC Support Services - Leslie Resendis Pedroza and Ashlyn Johnson**
- **EDM - Bianca Rios Doll**
- **Northwest Filing Counter - Margie Stacy**
- **Southeast Courtroom Services Specialist - Esar Divinagracia**



EMPLOYEE PAYCHECKS



The County Human Resources Office announced that employees will have a few extra dollars on their Jan. 9 paycheck because their benefits premium will not be deducted. December (2018) has three pay period dates (Dec. 2, 16, and 30) and so the Jan. 9, 2019 paycheck (for the pay period that ended December 30, 2018) will not have benefits premium deductions taken. This includes contributions to a health savings account and/or flexible spending accounts, and deductions to pay down any benefits premium arrears balance that may be owed.

EMPLOYEE EVENTS

Maricopa County will be offering three Employee Discount Vendor Fairs at outlying locations in the new year. The fairs provide employees the opportunity to view the different vendors who provide discounts to Maricopa County employees. The fairs will be held Jan. 9 at Northeast, Jan. 23 at Durango Juvenile, and Feb. 6 at Southeast Mesa.



Special Features

Where in the world has the Record Times been?

Record Times at place of sporting records

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 at a presidential museum in Illinois. This month it is seen with an employee at a famous sports museum.



Pictured above is Public Affairs Officer **Len Keso**, who took time awhile back to get a photo with the newsletter while he visited the **National Football League Hall of Fame** in Canton, Ohio. This is the newsletter's first appearance at a sports museum. It has been seen at actual sporting events, including the Super Bowl and Kentucky Derby.

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;
- 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.

WANTED: Your photo with the newsletter



If you are planning to travel during the holiday season, don't forget to take a copy of the *Record Times* with you and get a photo of yourself with the newsletter during your trip. We are in need of a supply of new photos for 2019. Details are listed in the article above in how to participate in this fun monthly newsletter feature.

TIMES Gone By - Results

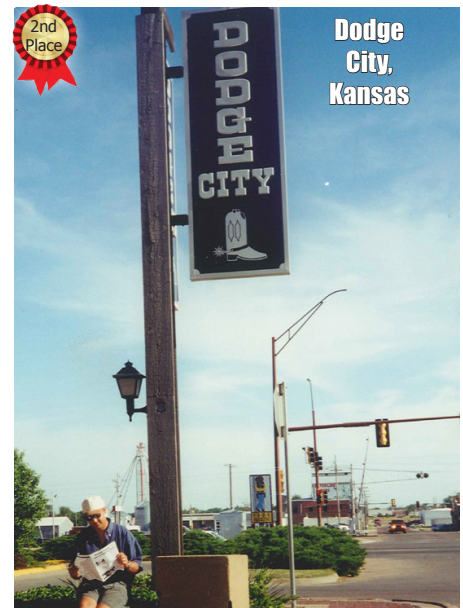
Not long ago, weekly Office emails titled "**Times Gone By**," were sent showing the top photos provided to the *Record Times* newsletter over the last 18 years of employees on vacation posing with the newsletter. The photos were categorized by similarities and all employees were invited to send in their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

Top 2 All-Time Pics 1998 - 2017

"CITIES" CATEGORY



Pictured above is former employee **Marti Ackerman**. The photo was printed in 2004.



Pictured above is former employee **Ken Troxel**. The photo was printed in the early 2000's.